

**State of Alaska**  
**FY2003 Governor's Operating Budget**

**Department of Labor and Workforce Development**  
**Employment Services**  
**Component Budget Summary**

## Component: Employment Services

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### Component Mission

To exceed the expectations of Alaskan employers, workers and job seekers in providing labor exchange services matching job seekers with employers.

### Component Services Provided

All services are related to labor exchange and employment assistance.

1) The Wagner-Peyser Act and the Workforce Investment Act (WIA) of 1998 mandate that the Employment Security Division (ESD) provide employment services to Alaska's universal population - all employers, workers, and job seekers. This mandate offers the state's largest public labor exchange for employers and job seekers. The following services are included:

List vacancies for employers (job orders).

- Connect qualified job seekers with employer vacancies.
- Furnish interview facilities.
- Provide reemployment services to Unemployment Insurance (UI) clients, job seekers, dislocated workers, and veterans.

2) Offer initial information and resources that permit job seekers to decide if they are ready for work or if they need other services such as counseling, training, or unemployment insurance. Job listings allow job seekers to self-screen by providing sufficient job requirements and most allow qualified applicants to self-refer by providing the employers' contact instructions. In each Alaska Job Center Network (AJCN) one-stop office, Wagner-Peyser and WIA provide for delivery of the following employment services:

Assist employers in recruiting, identifying applicants and screening for employers' requirements.

- Update businesses with current information on wages, worker availability and labor market conditions.
- Advise employers on legal hiring, interviewing and employment practices.
- Greet job seekers and guide them to appropriate services including training, vocational counseling or other public or private services such as public assistance and vocational rehabilitation.
- Refer job seekers to job interviews.
- Provide labor market information, public resource areas and equipment for employers to screen and interview applicants, and for job seekers to create resumes, learn software programs and conduct other job search activities.
- Present skill-building workshops on work search and interviewing techniques, resume' writing, and completing applications, work ethics, and employer expectations.
- Assist Alaska businesses to retain and re-train valuable incumbent workers.

3) Specialized labor exchange and case management services are provided to recipients of ATAP benefits and food stamps in order to transition them to, and place them in, unsubsidized employment. In a partnership, the Departments of Labor and Workforce Development (DOL) and Health and Social Services (H&SS) jointly staff and provide services in Anchorage, Fairbanks, Kenai, Ketchikan, Juneau and Mat-Su. Services provided by DOL staff include:

Employability assessment and testing.

- Employment counseling and planning.
- Job search, development, referral and placement.
- Case management.
- Referral to training, adult basic education and work experience activities, and supportive services such as transportation and child care.
- Development of job openings for public assistance clients and market the benefits of hiring ATAP clients to employers.

- 4) Identify unemployed workers who have a high probability of exhausting their UI benefits and quickly linking them to reemployment services that help them return to work as soon as possible.
- Assess the employability of profiled UI clients.
  - Determine which reemployment services will best prepare profiled clients to return to suitable work and assist them in developing individual reemployment plans.
  - Schedule and follow up on reemployment services progress.
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- 5) Vocational Counseling Program: vocational counselors provide comprehensive counseling and assessment services with staff located in Anchorage, Fairbanks, Juneau, Kenai, Ketchikan, Mat-Su, and Nome. Scheduled itinerant counseling is provided to the Bethel, Dillingham, Glennallen, Homer, Kodiak, Kotzebue, Petersburg, Seward, Sitka, Tok, and Valdez one-stop offices and to rural villages including Naknek, Nulato, Mentasta, Minto, Circle, Healy, Delta Junction, Barrow, Fort Yukon, Tanacross, Northway, Kaltag, and Galena. Services include:
- Assistance with work-related choice, change or adjustment; handling stress due to job loss; awareness of employer expectations; work ethics; and job search skills training.
  - Assessments of clients' abilities, interests, personality traits, transferable skills, literacy skills, and work values.
  - Completion of an employment plan and, based upon plan steps, assisting clients to achieve employment goals through job placement, job development, job search skills training, referral for services, and/or formal training.
  - Intensive follow-up support is available.
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- 6) Special Initiatives - Seafood Employment:
- Work with employers to promote job placement and skill development for Alaskan workers in the seafood industry.
  - Provide group orientations for applicants.
  - Screen applicants according to employer criteria.
  - List job openings, advertise and participate in recruitment and job fair activities.
  - Promote seafood jobs as a positive option for public assistance recipients.
  - Continue expanding means to efficiently move experienced workers from one processing site to another as demand shifts from species to species, fishing ground to fishing ground.
- 7) Administer employment and training programs made possible by specific federal appropriations.
- Priority service to veterans through the Disabled Veterans' Outreach Program and the Local Veterans' Employment Representatives program.
  - Foreign Labor Certification.
  - Trade Adjustment Assistance (TAA).
  - North American Free Trade Agreement--Trade Adjustment Assistance (NAFTA--TAA).
  - Trade Readjustment Allowances (TRA) for income support while clients attend TAA or NAFTA sponsored training.
  - Worker Profiling and Reemployment Services.
  - Work Opportunity Tax Credits (WOTC) and Welfare-to-Work (WtW).
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- 8) Offer comprehensive case management services to public assistance welfare-to-work recipients in rural or isolated communities in Glennallen, Homer, Kodiak, Nome, Tok, and Valdez job centers through reimbursable service agreements with the DHSS, Division of Public Assistance (DPA).

### **Component Goals and Strategies**

- 1) Implement the Division's Strategic Planning model that defines priority outcomes and measures, and determines targets for priority outcomes.
- Improve the Alaska Job Bank to increase employer and job seeker customer satisfaction.
  - Develop a universal calculation formula to measure job placements for Employment Services and Job Training Programs.
- 2) Increase usability and visibility of services to our customers.

Employers:

- Market the on-line job order form that allows employers to post job orders directly to Alaska's Job Bank through DOL mainframe computer via Internet.
- Market employment services to employers and promote the benefits of using them.
- Implement a customer survey to gauge employer satisfaction and improve services.
- Market to employers the benefits of and resources for incumbent worker and retraining services.
- Continue to coordinate with employers to form strong Local Advisory Councils (LAC) as required by the Workforce Investment Act (WIA) and state legislation (HB40) that consolidated several state programs.

Job Seekers:

- Increase employment services available to all Alaskans via Internet and at their local One-stop Job Centers.
  - Implement a customer survey to gauge job seeker satisfaction and continuously improve services.
  - Offer job seekers the opportunity to self-register via the Internet.
  - Continue and improve priority service and placement to veterans.
  - Deliver employment services on three levels: self-service; group orientations and workshops; and, one-on-one assistance to accommodate the needs and preferences of all job seekers.
- 3) ES will assist DPA in moving clients off of public assistance and into jobs.
- ES will provide intensive employment services to public assistance clients in a combined effort with Division of Public Assistance (DPA) to move clients off of public assistance and into the workforce. The Department of Health and Social Services, DPA, through a Reimbursable Services Agreement (RSA), determines the specific goals and strategies.
- 4) ES will continue to play an important role in ensuring the success of AJCN offices and assist in apportioning the costs of the common use areas.
- Continue to develop cost sharing and allocation agreements with partners for improving, staffing and maintaining efficiency of one-stops.
  - Work with Local Advisory Councils (LACs), Local Workforce Investment Boards (LWIBs) and State Workforce Investment Board (SWIB) to certify each of the 22 AJCN offices as a full service, satellite or affiliate one-stop centers.
- 5) ES is committed to making the Workforce Investment Act successful for Alaskans.
- We will continue to work with LWIBs and LACs as a key participant and planning partner for local service delivery in the workforce development plan.
- 6) ES has the responsibility for maintaining the same level of services with flat funded grants.
- We will explore alternative funding strategies to maintain levels of service, as federal participation remains flat.
  - We will apply for grants that will pay for specific services.
- 7) Meet or exceed U.S. Department of Labor Veterans' performance standards.
- A Statewide Veterans Coordinator will manage these services in order to exceed the federal standard of referrals and services to veterans.
- 8) ES has key responsibility in moving job seekers off of UI benefits and back into new jobs.
- ES will continue to enhance the Reemployment Services program client scheduling and tracking system.

### **Key Component Issues for FY2002 – 2003**

- 1) Provide employment services to more customers while Wagner-Peyser funding remains flat or decreases.
- 2) Address the lack of employment opportunities in rural areas by providing a skills inventory of western Alaska for use by the University, Denali Commission, state agencies and contractors bidding on capital projects.

- 3) Align service delivery and reporting methods for the new Wagner-Peyser performance measures.
- 4) Convert the occupational coding systems from the Dictionary of Occupational Titles to the Standard Occupational Classification system per a Federal directive.
- 5) Address the needs of public assistance clients in order to help them overcome substantial barriers to employment.
- 6) Integrate the Malcolm Baldrige strategic management plan into administration and management of employment services programs.
- 7) Negotiate funding to establish a cost allocation and standard computer replacement schedule for the three-year-old computers that are in the AJCN one-stop office resource rooms.

### **Major Component Accomplishments in 2001**

- 1) Listed 41,187 job openings, a 9% increase from the prior year, for employers who chose to use department services.
- 2) Having received staff assisted employment services through the Alaska Job Center Network, 11,147 job seekers entered employment, a 5% increase over the prior year.
  - ES provides the capability for job seekers to refer themselves and apply for jobs listed on Alaska's Job Bank without staff assistance. No statistics are gathered for these self-service activities and successful job placements are not recorded.
- 3) Expanded availability and access to services in all areas of Alaska by improving the use of internet technology. Added links and functions to employer internet web sites to provide updated information, employer handbook and an interactive job order form for ease of use by employers.
- 4) Relocated and remodeled ES offices in Homer, Seward, and Nome to better coordinate and integrate with Alaska's One-Stop Career Center System. Co-locating the Seward Job Center with AVTEC incorporated a one-person office with additional resources and partner staff effectively leveraging the services available to our customers.
- 5) Met or exceeded U.S. Department of Labor veterans standards for referrals and services.
- 6) Offered vocational counseling services to 2,833 customers, averaging 203 per counselor annually.
- 7) Processed 156 requests for Trade Adjustment Assistance (TAA) determinations and approved 59 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for TAA.
- 8) Processed 81 North American Free Trade Agreement (NAFTA) determinations and approved 19 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for NAFTA-TAA.
- 9) Allocated \$371,075 of Trade Readjustment Allowance (TRA) payments to qualified Alaskans, representing 1,425 weeks of benefits.
- 10) Processed 1,129 Work Opportunity Tax Credit (WOTC) applications of which 613 were certified, the remainder not meeting eligibility criteria.
- 11) Designed and implemented an Access database to automate the WOTC record keeping system for federal reporting purposes.
- 12) Completed major enhancements to the TAA/NAFTA-TAA Access database, which included developing an applicant identifier to comply with federal reporting changes.
- 13) Created policies for Workplace Alaska, Fish & Game, and Correctional Officer postings on the Alaska's Job Bank.
- 14) Completed all phases of the WPRS Significant Improvements Grant Project. Established new worker profiling

formula and method of implementation. Revised WPRS reports for internal management use and federal reporting.

15) Traveling seafood workforce (TSW) program enables seafood workers to remain employed for a longer period of time by transferring workers to different work sites. The 2001 TSW assisted 24 seafood employers to move 218 workers to different work sites. This was triple the 70 workers moved the previous year.

### **Statutory and Regulatory Authority**

1) Federal

Social Security Act

- Wagner-Peyser Act
- Workforce Investment Act of 1998
- Trade Act of 1974
- North American Free Trade Agreement of 1993
- Ticket to Work and Work Incentives Improvement Act of 1999
- 7 CFR 273.7
- 20 CFR Chapter V
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2) State

AS 23.20

- AS 47.27.035
- 8 AAC 85
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**Employment Services**  
**Component Financial Summary**

All dollars in thousands

	FY2001 Actuals	FY2002 Authorized	FY2003 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	8,574.8	10,092.6	11,552.5
72000 Travel	249.0	332.0	403.0
73000 Contractual	2,032.7	3,208.7	3,979.0
74000 Supplies	379.3	229.4	440.9
75000 Equipment	172.6	285.0	85.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	988.6	2,654.7	1,854.7
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>12,397.0</b>	<b>16,802.4</b>	<b>18,315.1</b>
<b>Funding Sources:</b>			
1002 Federal Receipts	10,916.8	13,002.7	13,011.2
1003 General Fund Match	0.0	45.0	45.3
1004 General Fund Receipts	0.0	0.0	8.9
1007 Inter-Agency Receipts	772.2	2,553.8	3,872.3
1049 Training and Building Fund	581.6	682.6	692.7
1054 State Employment & Training Program	0.0	90.0	255.3
1108 Statutory Designated Program Receipts	126.4	428.3	429.4
<b>Funding Totals</b>	<b>12,397.0</b>	<b>16,802.4</b>	<b>18,315.1</b>

**Estimated Revenue Collections**

Description	Master Revenue Account	FY2001 Actuals	FY2002 Authorized	FY2002 Cash Estimate	FY2003 Governor	FY2004 Forecast
<b>Unrestricted Revenues</b>						
Training & Building Fund	51155	581.6	682.6	682.6	692.7	692.7
<b>Unrestricted Total</b>		<b>581.6</b>	<b>682.6</b>	<b>682.6</b>	<b>692.7</b>	<b>692.7</b>
<b>Restricted Revenues</b>						
Federal Receipts	51010	10,916.8	13,002.7	13,022.2	13,011.2	13,011.2
Interagency Receipts	51015	772.2	2,553.8	3,153.8	3,872.3	3,872.3
Statutory Designated Program Receipts	51063	126.4	428.3	428.3	429.4	429.4
State Employment and Training Program	51394	0.0	90.0	250.0	255.3	255.3
<b>Restricted Total</b>		<b>11,815.4</b>	<b>16,074.8</b>	<b>16,854.3</b>	<b>17,568.2</b>	<b>17,568.2</b>
<b>Total Estimated Revenues</b>		<b>12,397.0</b>	<b>16,757.4</b>	<b>17,536.9</b>	<b>18,260.9</b>	<b>18,260.9</b>

## Employment Services

### Proposed Changes in Levels of Service for FY2003

- Develop an automated worker skills inventory program to serve Western Alaska as well as Statewide, which will match job seekers skills with local employment opportunities. The information in this system will be made available to other state agencies, native organizations, and private employers.

### Summary of Component Budget Changes

#### From FY2002 Authorized to FY2003 Governor

*All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2002 Authorized</b>	<b>45.0</b>	<b>13,002.7</b>	<b>3,754.7</b>	<b>16,802.4</b>
<b>Adjustments which will continue current level of service:</b>				
-Transfer Excess Federal Authorization from Empls Svcs to Labor Market Info ADN 0720001	0.0	-600.0	0.0	-600.0
-Transfer I/A Auth from Job Training Programs to Employment Services ADN 0721009	0.0	0.0	600.0	600.0
-Transfer Federal Auth from Job Training Programs to Employment Service ADN 0721010	0.0	20.0	0.0	20.0
-Transfer Federal & STEP Auth from Job Training Programs to Employment Services ADN 0721011	0.0	160.0	160.0	320.0
-Transfer Federal Auth from Employment Services to Job Training Programs ADN 0721012	0.0	-95.0	0.0	-95.0
-Transfer Federal Auth from Unemployment Insurance to Employment Services ADN 0721013	0.0	477.4	0.0	477.4
-Transfer Federal Auth from Job Training Programs to Employment Services ADN 0721014	0.0	57.1	0.0	57.1
-Year 3 Labor Costs - Net Change from FY2002	0.3	200.0	85.0	285.3
-Transfer federal authorization from Employment Services to Adult Basic Education	0.0	-107.0	0.0	-107.0
-Transfer 1 PFT from Employment Services to Unemployment Insurance program	0.0	-54.4	0.0	-54.4
-Transfer I/A Auth from Job Training to Employ Svcs for the Automated Worker Skills Inventory Program	0.0	0.0	750.0	750.0
-Transfer Seward Rent Funds Back from DOA to Employment Services	8.9	0.0	0.0	8.9
<b>Proposed budget decreases:</b>				



	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
-Decrease I/A authority in Employment Services	0.0	0.0	-100.0	-100.0
-Delete Temporary PCN 07-N078 as Position Ended	0.0	-49.6	0.0	-49.6
<b>FY2003 Governor</b>	<b>54.2</b>	<b>13,011.2</b>	<b>5,249.7</b>	<b>18,315.1</b>

## Employment Services

### Personal Services Information

	Authorized Positions	Personal Services Costs		
	<u>FY2002</u> <u>Authorized</u>	<u>FY2003</u> <u>Governor</u>		
Full-time	154	186	Annual Salaries	8,789,509
Part-time	25	17	COLA	196,847
Nonpermanent	0	1	Premium Pay	0
			Annual Benefits	3,174,163
			<i>Less 5.00% Vacancy Factor</i>	(608,026)
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>179</b>	<b>204</b>	<b>Total Personal Services</b>	<b>11,552,493</b>

### Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accounting Spvr II	0	0	1	0	1
Accounting Tech II	0	0	2	0	2
Accounting Tech III	0	0	1	0	1
Administrative Assistant	1	1	3	0	5
Administrative Clerk I	0	1	1	0	2
Administrative Clerk II	2	0	0	0	2
Administrative Clerk III	0	0	2	0	2
Administrative Manager IV	0	0	1	0	1
Asst Dir Employ Security	0	0	1	0	1
Dep Dir ESD	0	0	1	0	1
Division Director	0	0	1	0	1
Employ Counselor I	0	2	0	1	3
Employ Counselor II	6	0	2	6	14
Employ Counselor III	0	0	1	0	1
Employ Sec Analyst I	0	0	3	0	3
Employ Sec Analyst II	0	0	6	0	6
Employ Sec Analyst III	0	0	7	0	7
Employ Sec Spec IA	11	5	2	16	34
Employ Sec Spec IB	31	11	4	31	77
Employ Sec Spec II	1	0	1	1	3
Employ Sec Spec III	3	1	0	1	5
Employ Sec Spec IV	1	1	0	0	2
Employment Service Manager II	0	0	0	2	2
Employment Service Mgr I	0	0	0	9	9
Employment Service Mgr III	0	0	1	4	5
Employment Service Mgr IV	1	1	0	0	2
Micro/Network Tech I	1	0	0	0	1
Prog Coordinator	0	0	6	0	6
Program Budget AnalystIII	0	0	1	0	1
Program Services Aide	1	0	0	0	1
Project Coord	1	0	0	0	1
Secretary	0	0	1	0	1
Spec Asst To The Comm I	0	0	1	0	1
<b>Totals</b>	<b>60</b>	<b>23</b>	<b>50</b>	<b>71</b>	<b>204</b>