

**State of Alaska  
FY2004 Governor's Operating Budget**

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

## **Component: Employment Services**

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### **Component Mission**

Exceed the expectations of Alaskan employers, workers and job seekers in providing labor exchange services.

### **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 "job-ready" applicants with employer vacancies.
- Furnish interview facilities.
- Provide reemployment services to Unemployment Insurance (UI) clients, job seekers, dislocated workers, and veterans.

2) The program offers initial information and resources that permit job seekers to decide if they are job ready or if they need other services such as counseling, training, or unemployment insurance. Job listings allow job seekers to self-screen by providing sufficient explanation of job requirements and many listings allow for 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 "job-ready" 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.
- 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.
- Greet job seekers and guide them to appropriate services including training and vocational counseling to bring them to a "job-ready" status.
- Assist Alaska businesses to retain and re-train valuable incumbent workers.
- Refer "job-ready" applicants to job interviews.
- Present skill-building workshops on work search and interviewing techniques, resume' writing, and completing applications, work ethics, and employer expectations to strengthen the pool of a "job-ready" workforce.

3) The program provides specialized labor exchange and case management services to recipients of Alaska Temporary Assistance Program (ATAP) benefits through a Reimbursable Services Agreement (RSA) with the Department of Health and Social Services, Division of Public Assistance (DPA) in order to transition them to, and place them in, unsubsidized employment and end their dependency on public assistance benefits. DOL staff provides case management services to Temporary Assistance clients at job centers in Anchorage, Fairbanks, Mat-Su, Ketchikan, Juneau, Homer, Kodiak, Bering Straits, Central Kenai Peninsula, Prince William Sound/Copper River, and Northern Alaska areas. 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 childcare.

- Development of job openings for public assistance clients and marketing the benefits of hiring ATAP clients to employers.

DOL staff also provide case management and labor exchange services for food stamp recipients participating in the Food Stamp Employment and Training program in Anchorage, MatSu, Fairbanks, Kenai and Juneau.

4) Employment Services identifies unemployed workers who have a high probability of exhausting their UI benefits and quickly link them to reemployment services that help them improve their job search or work retention skills and assist them in returning to work as soon as possible. This program is intended to shorten the period of time a customer receives unemployment insurance benefits and to assist them in getting back to work.

- Assess the UI claimant's current reemployment skills and needs.
- Determine which reemployment services will best prepare UI claimants to return to suitable work and assist them in developing individual reemployment plans and address barriers to employment.
- Case manage the claimant's progress, providing guidance and advice as they follow their reemployment plan to become "job ready" and develop their job search skills.

5) Vocational Counseling Program staff provide comprehensive counseling and assessment services with staff located in Anchorage, Bethel, Fairbanks, Juneau, Kenai, Ketchikan, Mat-Su, and Nome. Scheduled itinerant counseling is provided to the 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.

6) The "Business Connection" is a pilot project in Anchorage that entails a shift in philosophy and identifies employers as the primary customer and the qualified "job ready" applicants as our product. It has recently won a national award presented by USDOL. The core package of employer services include:

- Job Listings (employers can list their openings on-line, by email, phone, fax, mail, or in-person).
- Application and initial screening of job applicants, saving businesses time in the human resources process.
- Targeted and mass-recruitment space. Businesses can make presentations to applicants, oversee the application and screening process and can use the space for new employee orientations as well as training.
- Advertising of jobs through a comprehensive network of partners, employment specialists and web-links.
- Interviewing space, affording the interviewers and applicant's privacy in a professional business atmosphere.
- Office equipment including Internet capable computers, copiers, fax machines, phones & printers.
- A database referral system that will provide businesses with a solid pool of qualified, job-ready applicants.
- An on-line Employer Handbook for employers as well as many hiring tips and guides for businesses making hiring decisions.

7) Employment Services administers employment and training programs made possible by specific federal appropriations.

- Priority service to veterans through the Disabled Veterans' Outreach Program (DVOP) and the Local Veterans' Employment Representatives program (LVER)
- Foreign Labor Certification (FLC)
- Trade Adjustment Assistance (TAA).
- North American Free Trade Agreement / Transitional Adjustment Assistance (NAFTA / TAA)
- Trade Readjustment Allowances (TRA) for income support while clients attend TAA or NAFTA sponsored training
- Worker Profiling and Reemployment Services (WPRS)
- Work Opportunity Tax Credits (WOTC) and Welfare-to-Work (WtW)

## Component Goals and Strategies

- 1) Continue to 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.
- 2) Increase usability and visibility of services to our customers.

Employers:

  - Export to other ES offices the "Business Connection" model from the Anchorage ES office.
  - Increase our market share of businesses using our services.
  - 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.
  - Increase marketing of the benefits of employment services to employers.
  - Market to employers the cost benefits of re-training services and resources for fostering employee retention and adding value to their incumbent workers.
  - Market a comprehensive "Employer Handbook" to provide employers with basic information about sound personnel practices and a working knowledge of state and federal requirements.

Job Seekers:

  - Increase employment services available to all Alaskans via Internet and at their local One-Stop Job Centers.
  - Continue and improve priority service and placement to veterans.
  - Deliver employment services on three levels: self-service, facilitated self-help, and staff-assisted to accommodate the needs and preferences of all job seekers.
- 3) Assist the Division of Public Assistance (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 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) Continue to play an important role in ensuring the success of AJCN offices and assist in allocating 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.
  - Continue to work with Local Advisory Councils (LAC), Local Workforce Investment Boards (LWIB) and the Alaska Workforce Investment Board (AWIB) to certify each of the 22 AJCN offices as a full service, satellite or affiliate one-stop centers.
- 5) Maintain the same level of services with flat funded grants.
  - Explore alternative funding strategies to maintain levels of service, as federal participation has remained flat for nine consecutive years.
  - Apply for grants that will pay for specific services.
  - Ensure that Wagner-Peyser is not held liable for under-funded federal mandates
- 6) Meet or exceed U.S. Department of Labor Veterans' performance standards.
  - Manage these services with a Statewide Veterans Coordinator in order to exceed the federal standard of referrals and services to veterans.
- 7) Move job seekers off of UI benefits and back into new jobs through the Reemployment Services Grant.
  - Foster early intervention by making ES Job Center linkage to UI claimants at the initial claim. This will get Alaskans back to work sooner and shorten the duration of UI claims.
- 8) Build and strengthen partnerships with the JT and UI programs.
  - Developing prototype job classifications for smaller offices that integrate job training and employment service responsibilities.
  - Co-funding and integrating program support for new, shared job classifications
  - Developing common performance measures between programs.
  - Developing common strategies for collecting and evaluating performance data.

### **Key Component Issues for FY2003 – 2004**

- 1) Provide employment services to a larger customer base as Wagner-Peyser begins its ninth year of flat funding. ES is currently unable to replace outdated equipment due to a lack of funds. We are looking at other federal monies to replace statewide equipment in AJCN one-stop resource rooms.
- 2) Address the lack of employment opportunities in rural areas by providing a skills inventory to identify Western Alaska residents with requisite skills to work on capital projects and other jobs.
- 3) Convert the occupational coding systems from the Dictionary of Occupational Titles to the Standard Occupational Classification system per a Federal directive.
- 4) Address the needs of public assistance clients in order to help them overcome substantial barriers to employment.
- 5) Continue to integrate the continuous improvement strategic management plan into the administration and management of employment services programs.

### **Major Component Accomplishments in 2002**

- 1) Won the 2002 “Prism Award” presented by U.S. Department of Labor in conjunction with the National Association of State Workforce Agencies for exceptional service to Alaska’s employers. This award specifically honors the “Business Connection” program, which emphasizes customized services to employers who require assistance in finding “job-ready” workers, often for large-scale hiring needs.
- 2) Listed 44,451 job openings, a 4% increase from the prior year, for employers who chose to use the division services. Also, a large portion of employers chose to have job seekers refer themselves directly rather than requiring mitigated services.
- 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 and an interactive job order form for ease of use by employers.
- 4) Met or exceeded U.S. Department of Labor standards for veteran referrals and services.
- 5) Offered vocational counseling services to 3,284 customers, averaging 205 per counselor annually.
- 6) Over 67,000 job seekers registered for Employment Services. Many were able to find work using the self-service tools available in the resource rooms. Of these, 10,619 entered employment after receiving staff-assisted services.
- 7) Processed 65 requests for Trade Adjustment Assistance (TAA) determinations and approved 38 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for TAA.
- 8) Processed 26 North American Free Trade Agreement (NAFTA) determinations and approved 16 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for NAFTA-TAA.
- 9) Distributed \$110,426 of Trade Readjustment Allowance (TRA) payments to qualified Alaskans, representing 429 weeks of benefits.
- 10) Processed 1,404 Work Opportunity Tax Credit (WOTC) applications of which 625 were certified, the remainder not meeting eligibility criteria.
- 11) Created and posted a TAA web page for the public. This is a centralized area where our employers, impacted workers, employment and vocational counselors, WIA Representatives, etc. can go to answer questions about the program, download the most current forms, or check on the status of certified petitioners.
- 12) Coordinated with the contractor retained on behalf of the U.S. Transportation Security Administration (TSA) to facilitate the screening and hiring of airport security screening personnel. Data from the contractor suggests that our efforts had a profound positive effect on the number of applicants applying for airport security positions.

- 13) Received funding for Program Year 2001 (the first year of three) for Reemployment Services. The two major accomplishments are:
- Increased the number of UI claimants that receive an orientation through the Worker Profiling Reemployment Services program from 2,341 in PY00 to 3,647 in PY01, a 57.8% increase. This was accomplished by the addition of five WPRS program case managers in Job Centers in the Anchorage / MatSu LWIB area.
  - Increased the number of UI claimants that received job search activity assistance from 30% in PY00 to 37.2% in PY01 by adding two Job Center ES Liaisons in the Juneau and Anchorage UI Call Centers.
- 14) Enabled seafood workers to remain employed for a longer period of time by transferring workers between work sites via the traveling seafood workforce project. The project assisted 18 seafood employers to move 236 workers to different work sites.

### **Statutory and Regulatory Authority**

- 1) Federal
- Social Security Act
  - Wagner-Peyser Act
  - Workforce Investment Act of 1998
  - Job Creation and Worker Assistance Act of 2002
  - Trade Act of 1974
  - Trade Adjustment Assistance Act of 2002
  - 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
- 2) State
- AS 23.20
  - AS 47.27.035
  - 8 AAC 85

**Employment Services**  
**Component Financial Summary**

*All dollars in thousands*

	<b>FY2002 Actuals</b>	<b>FY2003 Authorized</b>	<b>FY2004 Governor</b>
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	11,167.7	11,552.5	11,914.2
72000 Travel	387.5	403.0	403.0
73000 Contractual	2,161.3	3,970.1	3,141.0
74000 Supplies	469.2	440.9	440.9
75000 Equipment	58.2	85.0	85.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	410.5	1,854.7	1,850.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>14,654.4</b>	<b>18,306.2</b>	<b>17,834.1</b>
<b>Funding Sources:</b>			
1002 Federal Receipts	10,767.6	13,011.2	12,669.7
1003 General Fund Match	45.0	45.3	45.3
1007 Inter-Agency Receipts	2,834.8	3,872.3	4,281.7
1049 Training and Building Fund	682.5	692.7	700.1
1054 State Employment & Training Program	216.2	255.3	0.0
1108 Statutory Designated Program Receipts	108.3	429.4	137.3
<b>Funding Totals</b>	<b>14,654.4</b>	<b>18,306.2</b>	<b>17,834.1</b>

## Employment Services

### Proposed Changes in Levels of Service for FY2004

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. This will be made available to other state agencies, native organizations and private employers.

### Summary of Component Budget Changes

#### From FY2003 Authorized to FY2004 Governor

*All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2003 Authorized</b>	<b>45.3</b>	<b>13,011.2</b>	<b>5,249.7</b>	<b>18,306.2</b>
<b>Adjustments which will continue current level of service:</b>				
-Transfer excess Fed Auth from Emp Svcs to Adult Basic Ed for Addtn'l Fed Grant ADN 0731010	0.0	-99.8	0.0	-99.8
-Annualize FY2003 COLA Increase for General Government and Supervisory Bargaining Units	0.0	109.0	45.5	154.5
-Transfer excess Fed Auth from Emp Svcs to Unemploy Ins for Add'l Fed Grant Funds ADN 0731011	0.0	-500.0	0.0	-500.0
-\$75 per Month Health Insurance Increase for Non-Covered Staff	0.0	1.7	0.0	1.7
-Transfer excess STEP Authorization from Employment Svcs to Job Training Prgs ADN 0731012	0.0	0.0	-13.7	-13.7
-Transfer Statutory Designated Program Receipt Authorization from Employment Servcs to Job Train Prog	0.0	0.0	-100.0	-100.0
-Transfer Excess Statutory Program Receipt Authorization from Emp Svcs to Unemploy Insurance	0.0	0.0	-100.0	-100.0
-Transfer 6 PFT from Unemploy Ins to Emp Svcs for Technology Support Services Unit ADN 0731017	0.0	333.7	0.0	333.7
-Transfer 1 PFT (PCN 07-5695) from Employment Services to Unemployment Insurance	0.0	-75.8	0.0	-75.8
-Transfer 1 PPT (PCN 07-6001) from Employment Services to Job Training Programs	0.0	-46.1	0.0	-46.1
-Transfer 4 PFT from Job Training Programs to Employ Services to Consolidate Counselors ADN 0731021	0.0	245.7	0.0	245.7
-Transfer Interagency Receipt Authorization from Job Train Prgs	0.0	0.0	100.0	100.0



	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
to Employment Services				
-Transfer State Training Employment Program Authorization from Job Train Prgs to Employment Services	0.0	0.0	30.0	30.0
-Transfer 1 PFT PCN (07-5353) from Employment Services to Workforce Investment Boards	0.0	-48.8	0.0	-48.8
-Transfer Funding and 4 PFT Positions from Employment Services to Business Services	0.0	-261.1	0.0	-261.1
-Transfer State Training & Employ Program Funds from Employ Svcs to Business Services	0.0	0.0	-275.7	-275.7
<b>Proposed budget decreases:</b>				
-Decrease Statutory Designated Program Receipts Authorization in Employment Services	0.0	0.0	-92.4	-92.4
<b>Proposed budget increases:</b>				
-Increase I/A Authorization to Offset Transfer of STEP Funds to Business Services	0.0	0.0	275.7	275.7
<b>FY2004 Governor</b>	<b>45.3</b>	<b>12,669.7</b>	<b>5,119.1</b>	<b>17,834.1</b>

## Employment Services

### Personal Services Information

	Authorized Positions		Personal Services Costs	
	<u>FY2003</u> <u>Authorized</u>	<u>FY2004</u> <u>Governor</u>		
Full-time	186	196	Annual Salaries	9,148,920
Part-time	17	7	Premium Pay	0
Nonpermanent	1	0	Annual Benefits	3,263,221
			<i>Less 4.01% Vacancy Factor</i>	(497,941)
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>204</b>	<b>203</b>	<b>Total Personal Services</b>	<b>11,914,200</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
Administrative Assistant	0	1	3	0	4
Administrative Clerk I	0	1	0	0	1
Administrative Clerk II	2	0	0	0	2
Administrative Clerk III	0	0	2	0	2
Administrative Manager I	1	0	0	0	1
Asst Dir Employ Security	0	0	1	0	1
Community Devel Spec II	0	1	0	0	1
Dep Dir ESD	0	0	1	0	1
Division Director	0	0	1	0	1
Employ Counselor I	1	0	0	1	2
Employ Counselor II	7	2	2	7	18
Employ Counselor III	0	0	1	0	1
Employ Sec Analyst I	1	0	3	0	4
Employ Sec Analyst II	0	0	7	0	7
Employ Sec Analyst III	0	0	5	0	5
Employ Sec Spec IA	11	1	1	11	24
Employ Sec Spec IB	34	13	5	33	85
Employ Sec Spec II	0	0	0	1	1
Employ Sec Spec III	2	1	0	0	3
Employ Sec Spec IV	2	2	0	1	5
Employment Service Manager II	0	0	0	3	3
Employment Service Mgr I	0	0	0	9	9
Employment Service Mgr III	0	0	1	2	3
Employment Service Mgr IV	1	1	0	1	3
Micro/Network Tech I	1	1	3	0	5
Prog Coordinator	0	0	4	0	4
Program Budget Analyst III	0	0	1	0	1
Project Coord	1	0	0	0	1
Spec Asst To The Comm I	0	0	1	0	1
Unemp Ins Support Svcs Mgr	0	0	1	0	1
<b>Totals</b>	<b>64</b>	<b>24</b>	<b>46</b>	<b>69</b>	<b>203</b>