

# Targeting Reemployment Services using Statistical Assessments

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# Overview

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- Goals of One-Stops under WIA
- Targeting Services in One-Stops
- Frontline Decision Support System
- Georgia Pilot Test of FDSS
- Lessons from the Pilot Test
- Targeted RES under ARRA
- A Simpler FDSS

# Goals of One-Stops under WIA

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- To increase access to a full range of employment services at one location
- To have a seamless service delivery system coordinated across programs
- To promote employment and career development through high quality services with informed choice

# Targeting Services in One-Stops

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- With limited WIA funds, not all workers receive intensive or training services
- Currently, funds are allocated using informal “targeting” methods
  - First-come, first-served basis
  - Preference to certain groups
- Is there a better way to target WIA resources?

# Frontline Decision Support System

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## Goals:

- To inform customer choice
- To integrate information from customer application, administrative records, and labor market information systems
- To present customized information in an accessible way for customers and staff
- To appropriately target services to customers

# FDSS Data Sources

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- UI wage records                            Employment/earnings history
- Program records:  
ES, UI, JTPA/WIA  
WtW                                            Worker/client characteristics  
Program participation  
Employment history
- Labor Market  
Information                                    Local unemployment rates  
Occupation/industry  
projections  
Related/transferable  
occupations  
Massive layoffs

# Georgia Pilot Test of FDSS

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- Frontline Decision Support System is a joint effort of the USDOL/ETA, the Georgia Department of Labor, and the Upjohn Institute
- It provides customized guidance for each individual seeking assistance
- FDSS informs choices during:
  - The job search process
  - The service referral process

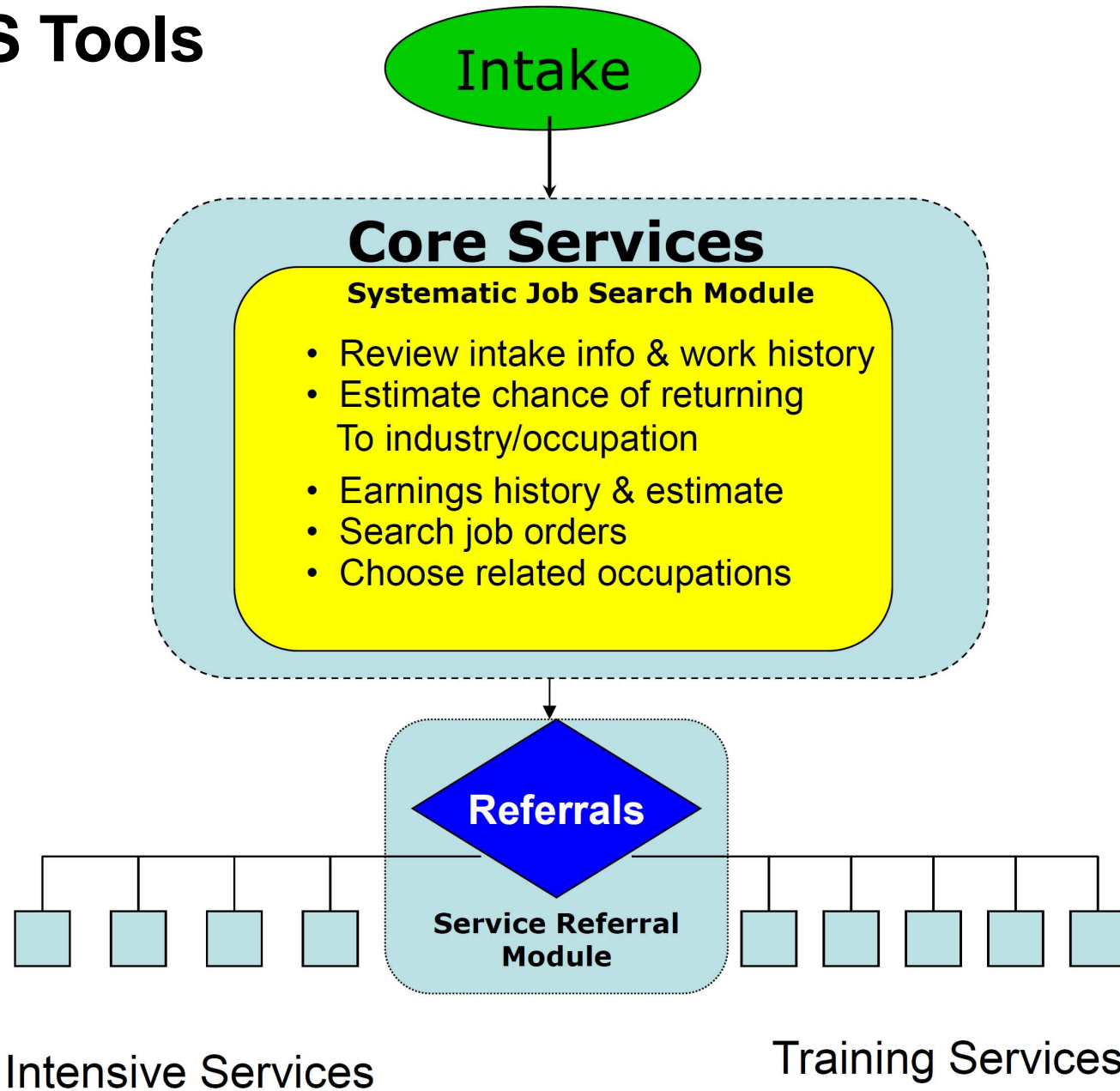
# FDSS Tools

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- **Systematic Job Search Module**
  - Chance of returning to same industry
  - Estimate likely reemployment earnings
  - Scan job prospects
  - Identify related occupations
  - Provide targeted information about specific jobs
- **Service Referral Module**
  - Rank services by effectiveness for re-employment
  - Indicate recent rates of usage



# FDSS Tools



# Service Referral Module

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- Foundations
  - Estimate models of the probability of reemployment (employability score)
  - Rank services by rate of successful outcomes for individuals grouped by employability score

# Service Referral Module

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- Provides a customized list of services most effective for participants in each employability group (5 in each region)
  - Core and intensive list
  - Training list
- List is based on service usage and outcome patterns for recent participants in each region grouped by employability score



Address <http://wwwtest.private.gdol/cgi-bin/cicscgid>

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# FRONTLINE DECISION SUPPORT SYSTEM

## Customer Background Information

Monday May 13, 2002 at 16:10:13 ET.

[Reemployment and Earning Estimates](#) | [Related Occupations](#) | [Service Referral](#) | [Training Statistics](#)

SSN:

Name - CHRIS TUCKER

<b>Current Age:</b>	17	<b>Resides in:</b>	BACON
<b>Gender/Race:</b>	Black	<b>Claimant:</b>	No
<b>Hispanic Origin:</b>	No	<b>Last Chk:</b>	
<b>Veteran Status:</b>	Yes	<b>Wks paid:</b>	
<b>Recently Separated:</b>	No	<b>BYE:</b>	
<b>Disability:</b>	No	<b>POTENTIAL Dislocated Worker:</b>	No
<b>Citizenship:</b>	Yes	<b>TANF:</b>	No
<b>Economically disadvantaged:</b>	No	<b>Employment Status:</b>	Unemployed
<b>Disability:</b>	Yes - Substantial	<b>Currently in school:</b>	No
<b>Exhausted previous UI claim:</b>	No	<b>Prior Industry:</b>	RETAIL TRADE

**County of Employment:**

**Education Level:**

**High School Graduate:**       **Prior Occupation:**

**GED:**       **Months Experience in Prior Occupation:**

**Driver's license:**       **Prior Hourly Wage Rate:**

**Available for all shifts:**       **Minimum Salary:**   Per

**Wage Information:**

Qtr	Year	Wages
4	2001	\$ <input type="text"/> <input type="text" value="00"/>
3	2001	\$ <input type="text"/> <input type="text" value="00"/>
2	2001	\$ <input type="text" value="1789"/> <input type="text" value="76"/>
1	2001	\$ <input type="text"/> <input type="text" value="00"/>

**Reemployment Probability and Estimated Earnings**

Address <http://wwwtest.private.gdol/cgi-bin/cicscgid>Links [Best of the Web](#) [Microsoft](#) [Product News](#) [Today's Links](#) [Web Gallery](#)[Recalculate values](#)[Reset original values](#)

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## Reemployment Probability and Estimated Earnings

[Customer Background Information](#) | [Related Occupations](#) | [Service Referral](#) | [Training Statistics](#)

SSN: 111111111 Name: CHRIS TUCKER

### Probability of Return to Work in Your Prior Industry

The chance of returning to the **RETAIL TRADE** industry in **BARROW** county is **40%**.

### Expected Job Growth in Prior Occupation

Over the next 5 years, employment in the **Executive Secretaries and Administrative Assistants** occupation is expected to grow by **+ 2.90%** per year in **BARROW** county.

### Likely Reemployment Earnings:

Individuals with a similar background had the following estimated reemployment earnings:

25% had earnings less than **\$7.08** per hour

50% had earnings less than **\$9.18** per hour

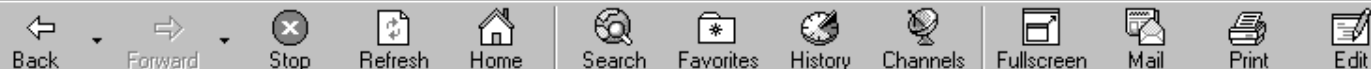
75% had earnings less than **\$11.44** per hour

**Minimum Salary desired** \$6.66 per hour

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## Related Occupations

[Customer Background Information](#) | [Reemployment Probability and Estimated Earnings](#) | [Service Referral](#) | [Training Statistics](#)



## Related Occupations

[Customer Background Information](#) | [Reemployment Probability and Estimated Earnings](#) | [Service Referral](#) | [Training Statistics](#)

The following occupations are related to **Executive Secretaries and Administrative Assistants**. For each related occupation listed, the approximate starting hourly wage and the average annual job growth rate in the **Northeast Ga** Workforce Area are given.

SSN: 11111111 Name: CHRIS TUCKER

Related Occupations	Approximate Starting Hourly Wage	Average Annual Job Growth Rate	O*NET Code
Management Analysts	WAGE N/A	+ 2.19%	13-1111.00
Library Technicians	WAGE N/A	+ 3.69%	25-4031.00
Procurement Clerks	WAGE N/A	- 1.01%	43-3061.00
License Clerks	\$8.54	+ 4.07%	43-4031.00
Production, Planning, and Expediting Clerks	\$11.27	+ 1.19%	43-5061.00

## Service Referral

[Customer Background Information](#) | [Reemployment Probability and Estimated Earnings](#) | [Related Occupations](#) | [Training Statistics](#)

The following is a list of services ranked in order of effectiveness for recent clients in the **North Georgia** region with characteristics similar to those in the Customer Background Information screen.

SSN: 11111111 Name: CHRIS TUCKER

Service	Number of Clients Using Service	Percentage of Clients Using Service	Percentage of Service Users Steadily Working	Relative Effectiveness Index
Testing	50	0.5	68.0	1.20



## Service Referral

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Service	Number of Clients Using Service	Percentage of Clients Using Service	Percentage of Service Users Steadily Working	Relative Effectiveness Index
Testing	50	0.5	68.0	1.20
Job Search Assistance	1092	10.2	59.2	1.04
Resume Preparation	89	0.8	58.4	1.03
Specific LMI	3400	31.8	57.0	1.01
Order Search	4707	44.0	56.1	0.99
Job Referrals	7573	70.8	56.4	0.99
Call-In	723	6.8	55.9	0.99
Job Search Planning	733	6.9	53.5	0.94
Job Development	224	2.1	52.2	0.92
Bonding Assistance	10	0.1	50.0	0.88
Expanded Workshop	10	0.1	50.0	0.88
Referred to Support Services	81	0.8	49.4	0.87
Counseling	87	0.8	40.2	0.71
Workshops	68	0.6	39.7	0.70
Referred to Training	18	0.2	38.9	0.69
Service Needs Evaluation	136	1.3	27.9	0.49
Customer Service Plan	122	1.1	27.0	0.48
Service Coordination	5	0.0	20.0	0.35



<a href="#">Expanded Workshop</a>	10	0.1	50.0	0.88
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<a href="#">Service Needs Evaluation</a>	136	1.3	27.9	0.49
<a href="#">Customer Service Plan</a>	122	1.1	27.0	0.48
<a href="#">Service Coordination</a>	5	0.0	20.0	0.35
<a href="#">Job Finding Club</a>	1	0.0	0.0	0.00

## Training Statistics

[Customer Background Information](#) | [Reemployment Probability and Estimated Earnings](#) | [Related Occupations](#) | [Service Referral](#)

The following is information about the recent use of the four general types of adult training by clients in the **North Georgia** region with characteristics similar to those in the Customer Background Information screen.

SSN: 111111111 Name: CHRIS TUCKER

Training Type	Number of Clients Using Service	Percentage of Clients Using Service	Percentage of Service Users Steadily Working	Relative Effectiveness Index
<a href="#">On-the-Job Training</a>	35	3.6	28.6	1.33
<a href="#">Adult Ed, Basic Skills, Liter</a>	81	8.3	27.2	1.27
<a href="#">Comprehensive Assessment</a>	540	55.2	21.5	1.00
<a href="#">Occupational Skills Training</a>	358	36.6	19.8	0.92

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# Lessons from the Pilot Test

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- Staff time is required
- Some services are not relevant (custom)
- Can be used for group sessions
- Following pilot
  - New Internet based GWS system
  - Dramatic rise in UI claims
  - Change in Georgia DOL leadership
- A simpler FDSS for other states

# American Recovery and Reinvestment Act (ARRA)

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Training and Employment Guidance Letter  
(TEGL) 14-08, March 18, 2009

ETA Policy guidance and direction on (ARRA)

The Employment and Training Administration (ETA) strongly encourages [states] to take an expansive view of how [ARRA] funds can be integrated into transformational efforts to improve the effectiveness of the public workforce system (p. 3).

# **Recommended Strategies (TEGL p. 21)**

In utilizing reemployment services (RES) funding in [ARRA], ETA encourages states to consider the following: Collaboration between State Employment Service, Unemployment Insurance, and Labor Market Information Offices (p. 21).

# Upgrading of Information Technology (p. 22)

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The ARRA allows spending on information technology to better target and serve UI claimants, ETA encourages states to consider...

- Updating the state's UI profiling model to improve effectiveness in targeting claimants;
- Integrating and ... improving the communication and... data transfer of UI claimant identification and characteristics data between the UI and One-Stop Career Center or Wagner-Peyser Act funded employment service
- Implementing O\*Net-SOC AutoCoder
- Integrating LMI into a strategic decision-making system
- Infrastructure upgrades to administrative systems...

# Profiling and the Use of Statistical Modeling

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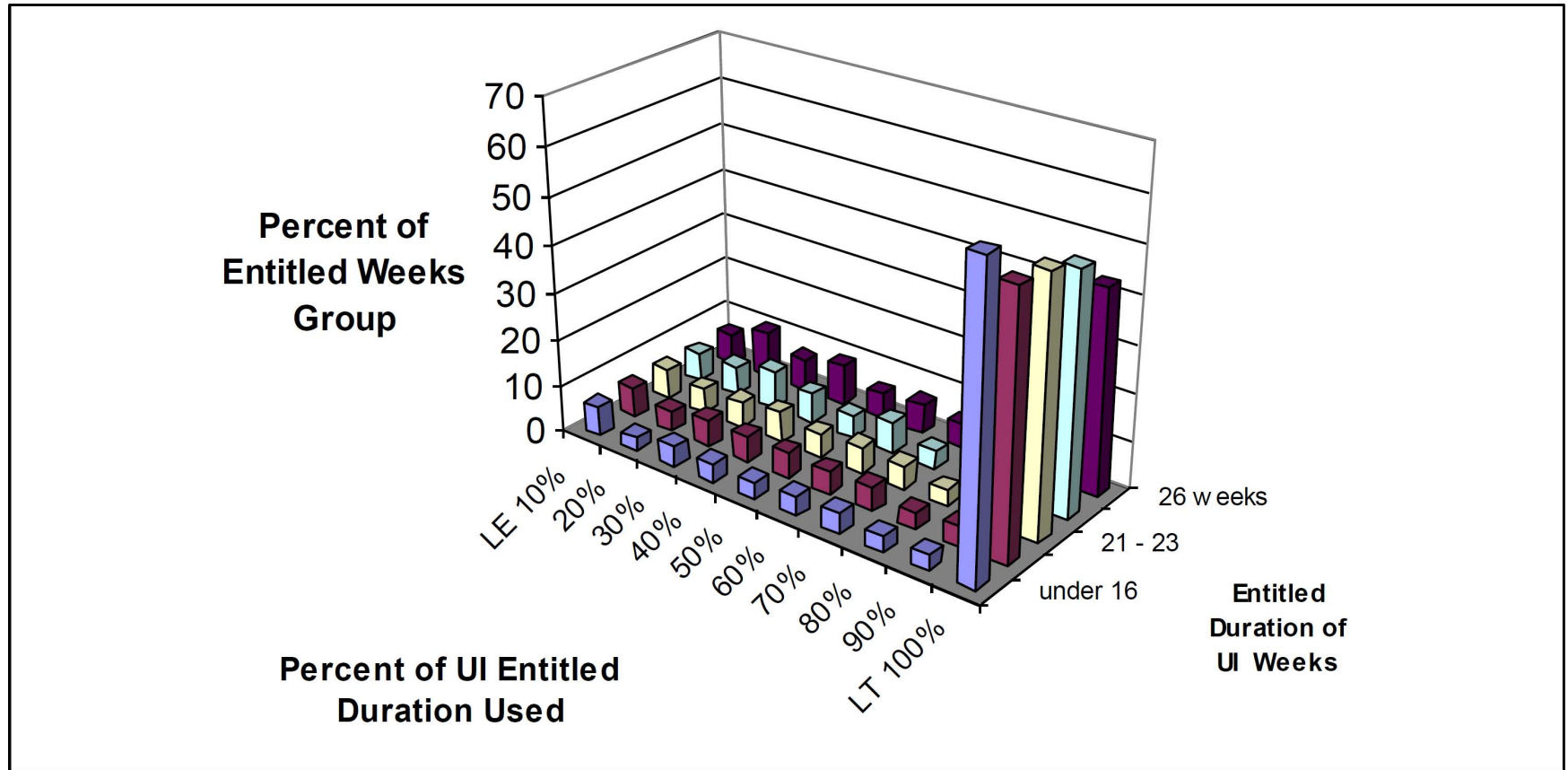
- With the limited funds available and the large numbers of claimants that would benefit from RES, ETA encourages states to assess claimants through the use of existing statistical profiling models using claimants' characteristics, as known from their initial UI claim, to help identify the most effective mix of interventions and services for different groups of UI claimants (p. 21).
- Matching the types of services with the skills and abilities of claimants to be served will vary from state to state depending on the type of profiling model used, the local labor market dynamics, and the claimant characteristics (p. 21).

# Profiling (TEGL 14-08, pp. 21-22)

## Profiling (TEGL 14-08, pp. 21-22)

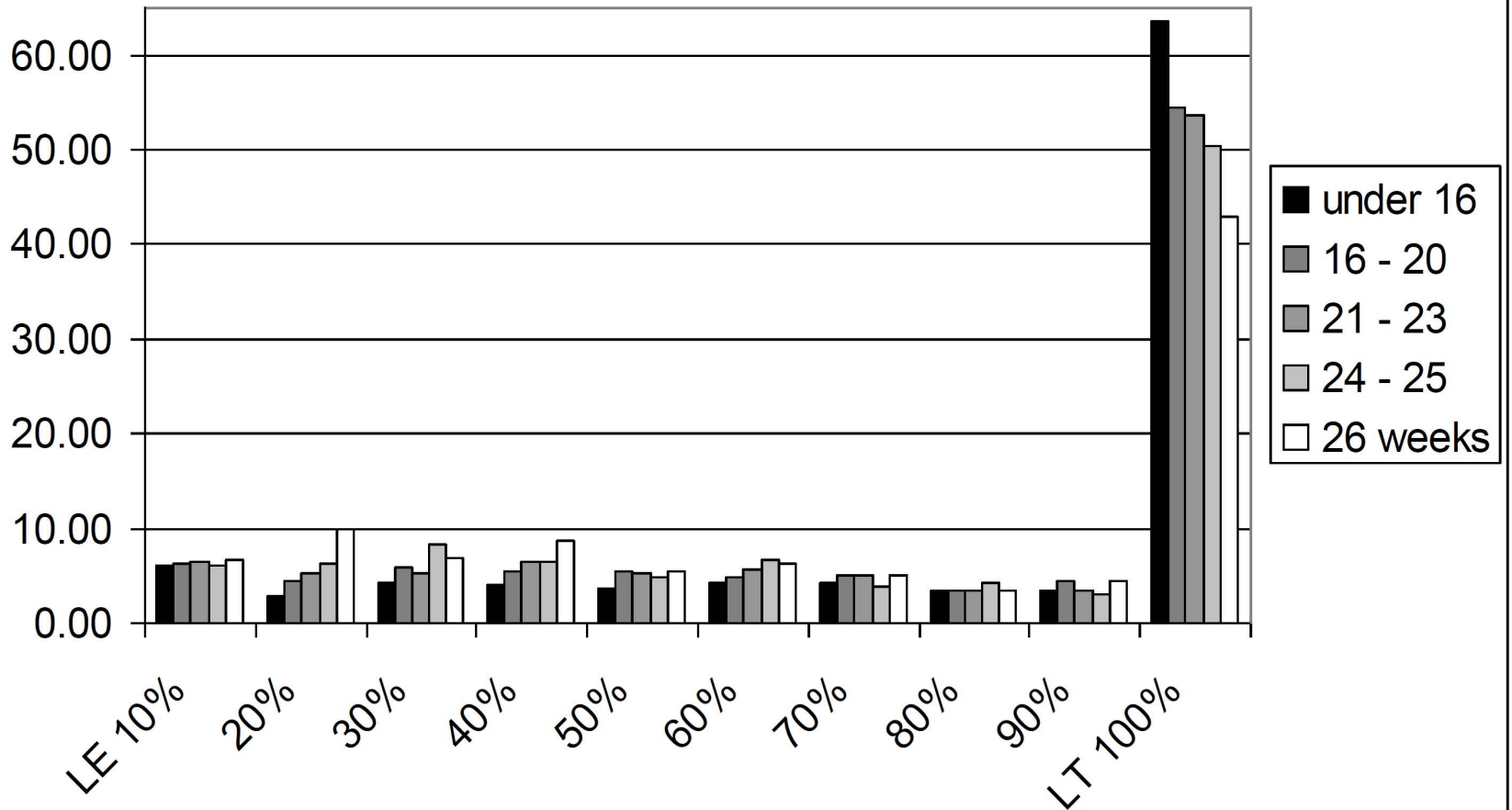
	Low UI Exhaustion Probability	High UI Exhaustion Probability
Short UI Entitlement	<p>Wages: low            Job tenure: low (seasonal)            Educational attainment: low</p> <p>intensive job development            speedy job interview referral</p>	<p>Wages: low            Job tenure: longer            Educational attainment: low</p> <p>job skill training            skills transferability analysis</p>
Long UI Entitlement	<p>Wages: high            Job tenure: low (multiple)            Educational attainment: low</p> <p>skills assessment            intensive services            job skill training</p>	<p>Wages: high            Job tenure: longer            Educational attainment: high</p> <p>job search assistance            resume preparation            job search workshops and LMI</p>

# Percent of UI Entitled Duration Used by Entitled Duration of UI Weeks

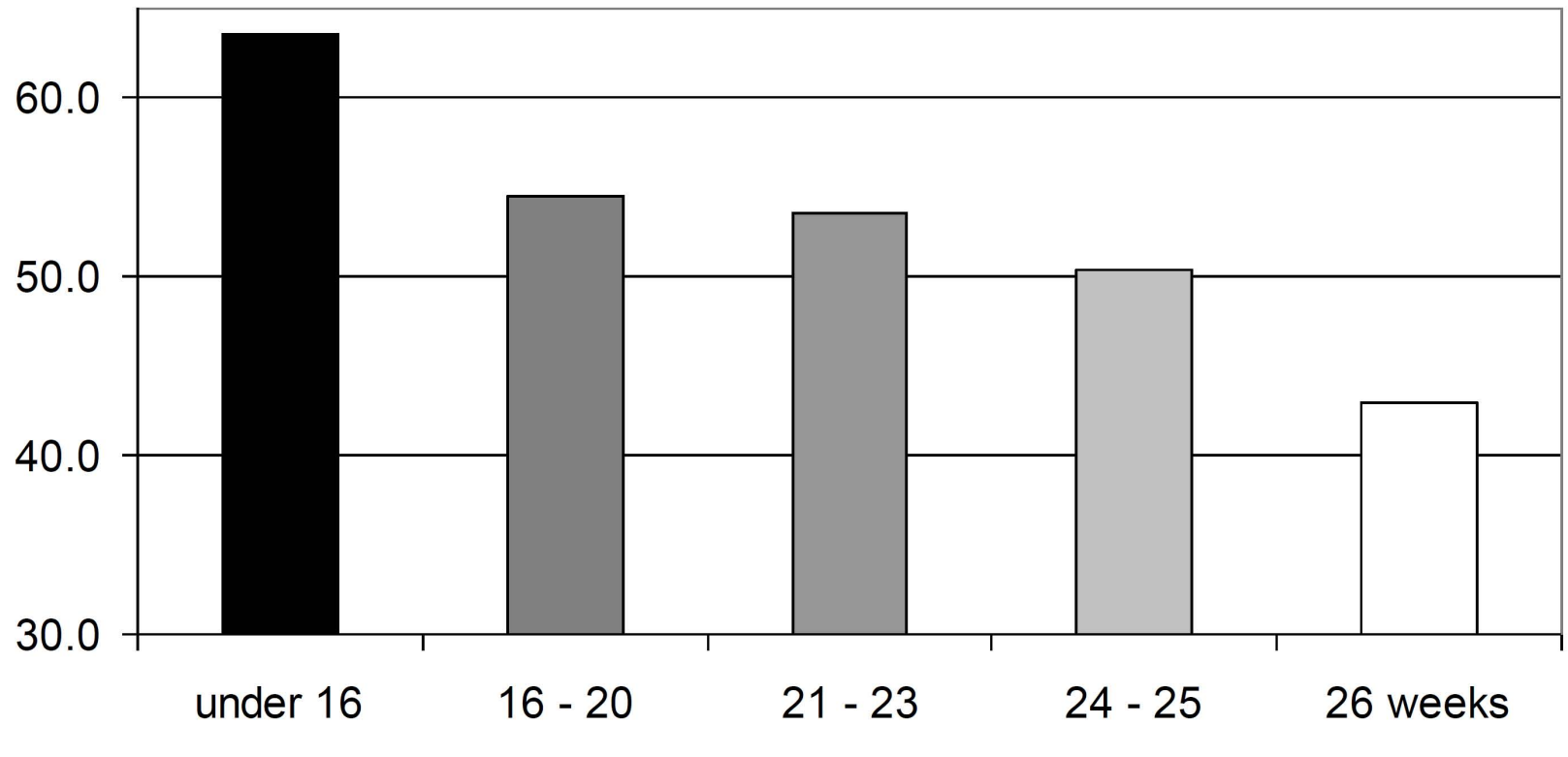




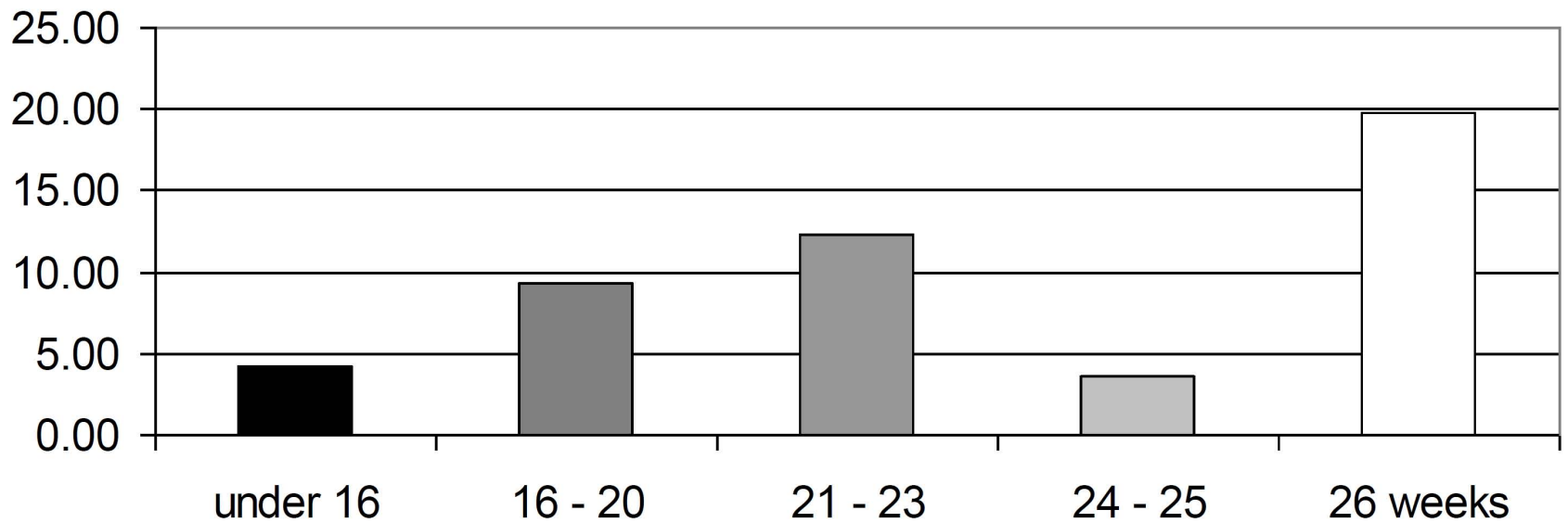
## UI Usage Rates by Entitled Duration Groups



## Percentages of UI Entitled Duration Groups Receiving Over 90 Percent of Benefits



## Percentages of All UI Beneficiaries Receiving at Least 90% of UI Entitlements by Initial Entitlement Duration Groups



# Georgia Characteristics: Long UI Entitlement

Fraction of Benefits Drawn (Low and High)	Less than 40%	More than 90%
Potential UI Duration (Long)	26.0	26.0
Weekly Benefit Amount	\$276	\$277
Maximum Benefits Payable	\$7,179	\$7,192
<b>UI Compensation Received</b>	<b>\$1,457</b>	<b>\$7,153</b>
<b>Multiple Employers</b>	<b>0.901</b>	<b>0.799</b>
Less than High School	0.088	0.077
More than High School	0.598	0.624
<b>Tenure (months)</b>	<b>44.7</b>	<b>56.6</b>
Base Period Earnings	\$41,553	\$41,285
Age less than 25	0.023	0.013
Age 45 or Older	0.324	0.428

# Georgia Services for: Long UI Entitlement, High UI Exhaustion

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Service Description	Participants	Success Rate
Job referral	1,497	0.673
<i>Service coordination</i>	40	0.600
Job development	386	0.596
ERP	5,338	0.593
Order search	3,568	0.569
Resume preparation	1,016	0.564
Specific LMI	4,606	0.562
Job search assistance	3,163	0.555
<i>Customer service plan</i>	1,757	0.549
<i>Counseling</i>	1,915	0.547
Job search planning	2,333	0.547
Call-in	279	0.530
Service needs evaluation	5,520	0.511
Orientation	4,973	0.501
Workshops	3,290	0.501
Orient w/workshop	2,816	0.483
Referred to supportive services	125	0.472
Referred to training	349	0.464
Testing	156	0.397

# Georgia Services for: Long UI Entitlement, Low UI Exhaustion

Service Description	Participants	Success Rate
Job referral	1,978	0.710
ERP	6,899	0.645
Job development	498	0.610
<i>Service coordination</i>	59	0.610
Order search	4,381	0.607
Resume preparation	1,292	0.604
<i>Customer service plan</i>	2,693	0.603
<i>Counseling</i>	2,895	0.599
Job search assistance	3,586	0.595
Specific LMI	6,274	0.591
Call-in	378	0.587
Job search planning	2,413	0.587
Service needs evaluation	7,168	0.563
Workshops	4,280	0.561
Referred to supportive services	130	0.554
Orientation	6,408	0.549
Referred to training	267	0.521
Orient w/workshop	3,025	0.519
Testing	109	0.514

# Long Entitled UI Duration

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## Characteristics:

- Long tenure (over 3 years)
- High base period earnings (over \$40,000)

## Of these the longer UI receipt is among:

- Older, Fewer employers, More education

## Services most effective:

- Job referral, service coordination, job development, ERP, Order search, Resume prep

# Georgia Characteristics: Short UI Entitlement

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Fraction of Benefits Drawn	LT 40%	GT 90%
Potential UI Duration	13.7	13.6
Weekly Benefit Amount	\$142	\$167
Maximum Benefits Payable	\$1,977	\$2,319
<b>UI Compensation Received</b>	<b>\$350</b>	<b>\$2,307</b>
<b>Multiple Employers</b>	<b>0.917</b>	<b>0.844</b>
Less than High School	0.330	0.257
More than High School	0.254	0.309
<b>Tenure</b>	<b>10.4</b>	<b>12.8</b>
Base Period Earnings	\$8,073	\$9,335
Age less than 25	0.269	0.149
Age 45 or Older	0.167	0.276



# Georgia Services for: Short UI Entitlement, High UI Exhaustion

Service Description	Participants	Success Rate
Job referral	1,004	0.663
Resume preparation	305	0.649
Job development	204	0.598
Call-in	217	0.585
ERP	2,238	0.581
<i>Customer service plan</i>	871	0.581
Job search assistance	1,208	0.579
Referred to training	179	0.575
Referred to supportive services	80	0.575
Job search planning	1,174	0.572
<i>Counseling</i>	916	0.571
Specific LMI	2,007	0.568
Order search	1,804	0.555
Service needs evaluation	2,355	0.546
Orientation	2,081	0.543
Workshops	1,344	0.542
Testing	47	0.532
Orient w/workshop	977	0.528
<i>Expanded workshop</i>	31	0.355

# Georgia Services for: Short UI Entitlement, Low UI Exhaustion

Service Description	Participants	Success Rate
Call-in	76	0.618
Job referral	416	0.611
Referred to training	39	0.590
ERP	723	0.586
Job search assistance	337	0.582
Job development	83	0.578
Order search	613	0.576
Specific LMI	662	0.573
<i>Customer service plan</i>	355	0.569
<i>Counseling</i>	376	0.559
Service needs evaluation	763	0.549
Orient w/workshop	225	0.538
Orientation	681	0.535
Workshops	478	0.533
Job search planning	385	0.522
<i>Expanded workshop</i>	22	0.500
Referred to supportive services	18	0.500
Resume preparation	89	0.494

# Short Entitled UI Duration

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## Characteristics:

- Short tenure (under 1 year)
- Low base period earnings (about \$10,000)

## Of these the longer UI receipt is among:

- Older, Fewer employers, More education

## Services most effective:

- Call-in, Job referral, Training referral, ERP, Job search assistance, job development

# A Simpler FDSS

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- Don't estimate return to prior industry
- Don't estimate reemployment earnings
- Rely on existing OES and LMI data
- Don't estimate employability scores
- Rely on WPRS or relative frequencies of successful outcomes
  
- Linking of data across programs including: UI, ES, WIA, and LMI is still necessary

# A Simpler FDSS

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## Systematic Job Search

- Provide background information view
- Customized info on prior occupations
  - OES wage info for prior occupations
  - LMI info on employment growth
- Customized info on declining industries
  - UI claims and local industries with mass layoffs
- Related occupations (O\*Net)
  - OES info on related occupations
  - LMI info on employment growth by occupation

# A Simpler FDSS

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## Service Referral Module

- Replace employability models with WPRS, or
  - Try relative frequencies of reemployment success
- Set up regions in the state
  - Separate metro regions
  - Balance of the state
- Set up 5 ranges in WPRS score distribution
- Sort services by WPRS score groups

# A Simpler FDSS

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## Skills Development Referral Module

- Conduct skills inventory
- Identify skills gaps for available jobs
- List available training institutions
- Provide consumer reports on training institution effectiveness

# A Simpler FDSS

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- Up-to-date WPRS models or relative frequencies
- Identify proper OES and LMI data
- Summarize recent UI claims for high layoff occupation/industry groups
- Access mass layoff survey data to help identify local declining industries
- Pilot test to learn if the WPRS score can be used to replace employability score in FDSS
- Share tested FDSS procedures with all states
- [www.upjohn.org/targeting.html](http://www.upjohn.org/targeting.html)



# Targeting Reemployment Services using Statistical Assessments

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