



SPR

**S O C I A L P O L I C Y R E S E A R C H
A S S O C I A T E S**

Dislocation & Reemployment Services: Recent Evaluation Findings

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Recent and Planned Data Collection

Evaluation of Trade Adjustment Assistance

- Administrative data collection
- Site visits to 30 States and 63 local offices
- Survey of TAA eligibles and comparison group

Evaluation of Rapid Response Services

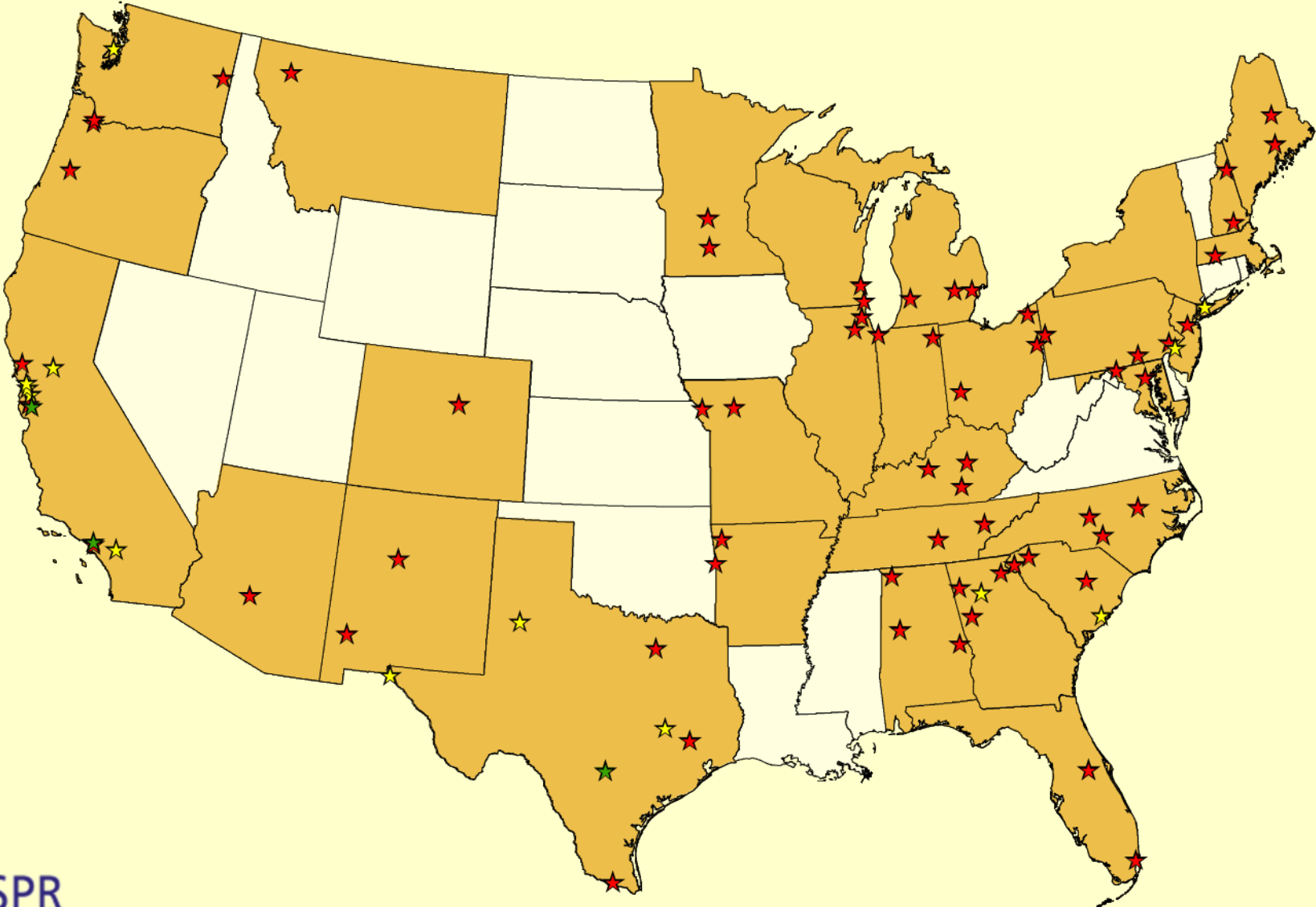
- Site visits to 8 States and 4 LWIAs
- Survey of Rapid Response coordinators

Evaluation of One-Stop Self-Services

- Site visits to 9 States and 14 LWIAs
- Survey of One-Stop Resource Room customers

Additional data collection for 2009-2010

Site Visit Locations



Selected Findings

Selected Findings on Key Principles



- Promote early intervention
- Facilitate take-up into TAA and other services
- Promote rapid, suitable reemployment

Critical Role for Rapid Response

- Presented in association with every major dislocation
- Presents a broad mix of services
 - Range of One-Stop Career Center services
 - Financial guidance and credit counseling
 - Health care, health insurance, and mental health
 - Entrepreneurial training
 - Strategies for coping
- Critical for moving workers into services quickly
- Surveys workers to identify their likely needs early
- Sometimes leads to the filing of a petition for TAA

Innovative Practices in Rapid Response

Proactive Efforts

- Some efforts to develop early warning systems
- Aversion attempted (though not often successful)

Services to Employers

- Aversion activities, such as business consulting

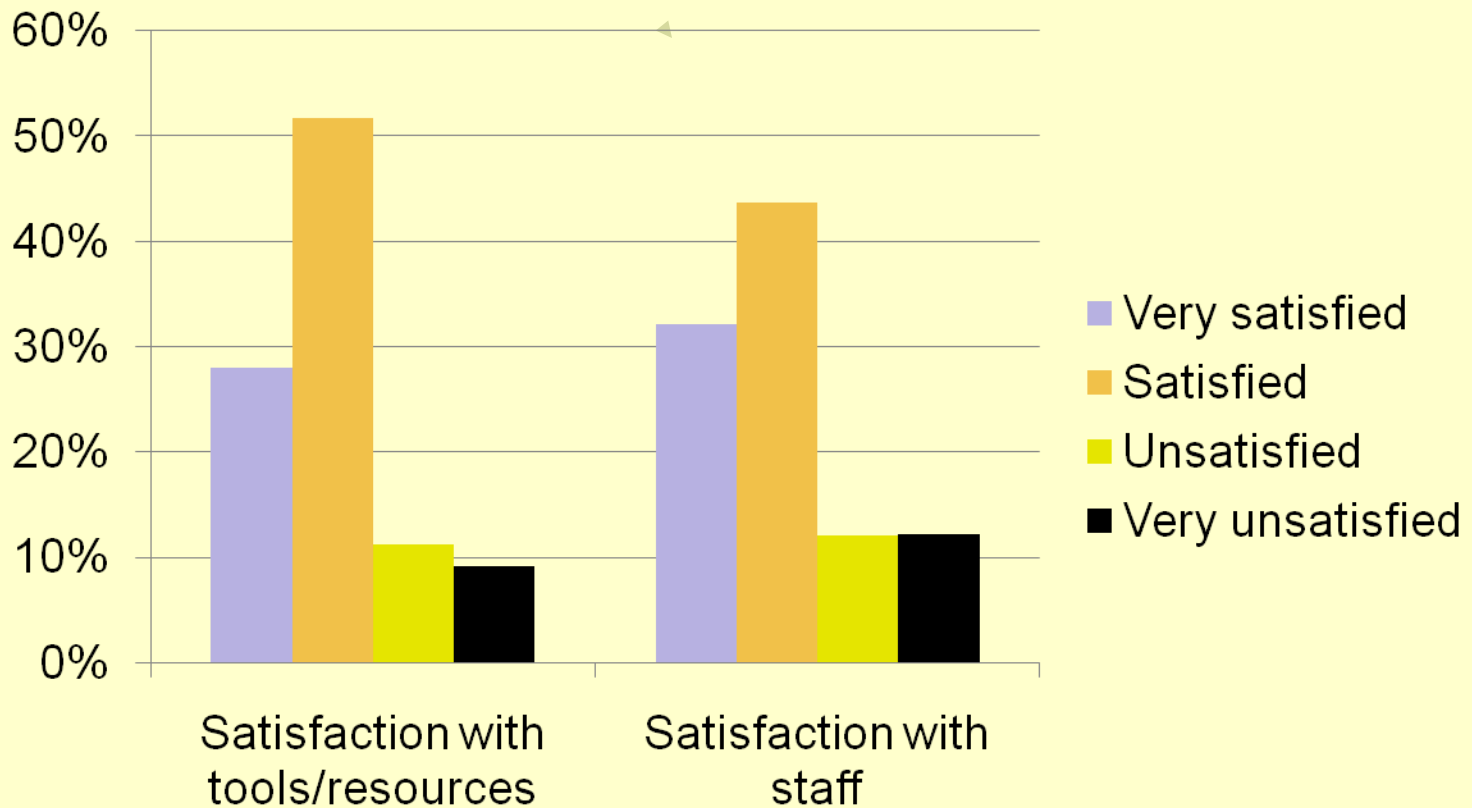
Early Intervention

- Pre-layoff re-employment services used some of the time, though obstacles limit use
- Use of labor-management committees

State Financial Contributions to Rapid Response

Self-Services Quality Ratings

Self-services are generally of good quality

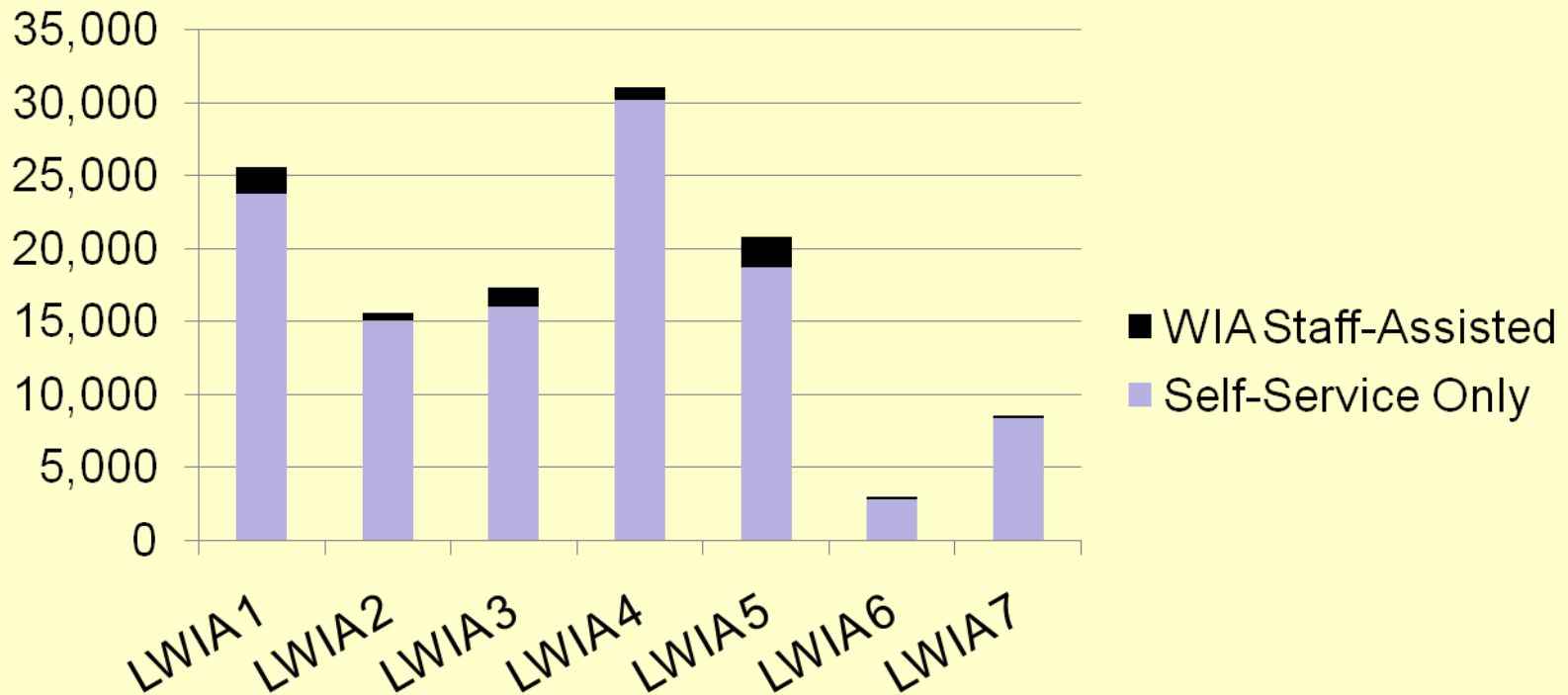


Source: Survey of self-services customers in 5 LWIAs

Self-Services Under Considerable Strain

But the volume of customers can be overwhelming

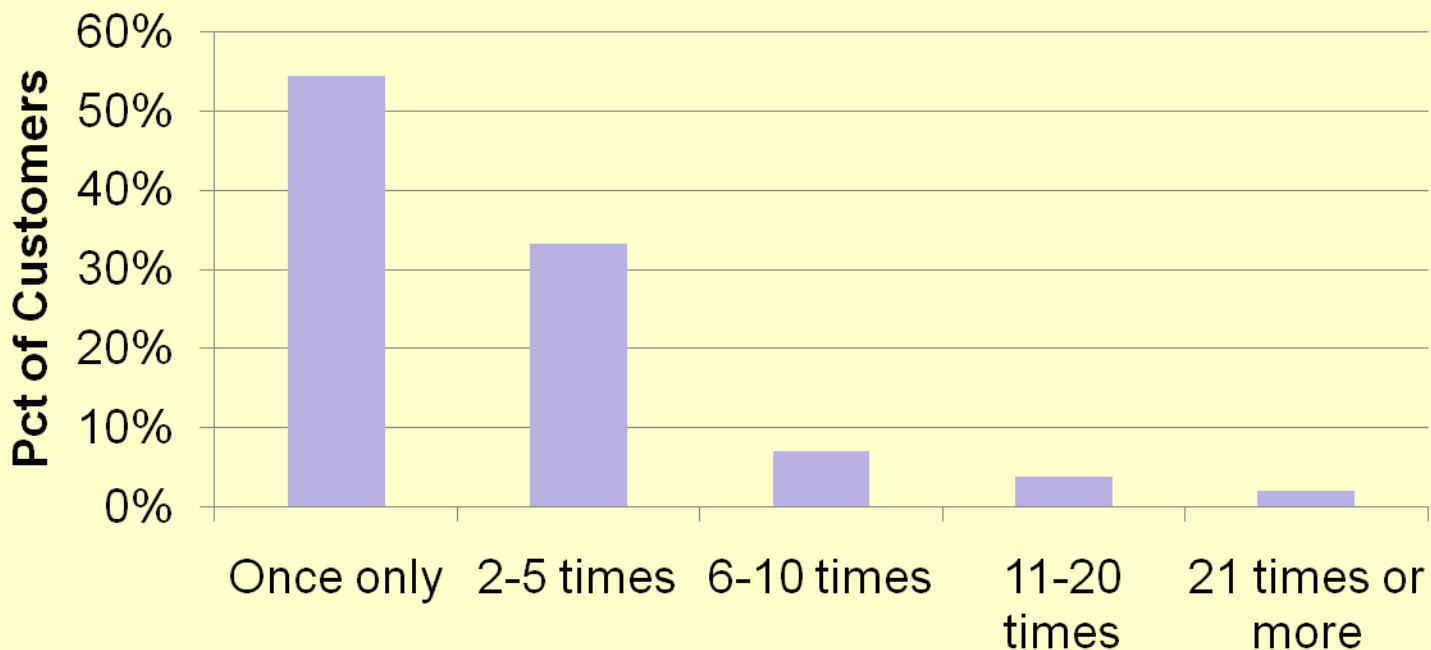
**Annual Number of New Customers
in 7 LWIAs**



Source: WIASRD and data on self-services gathered from LWIAs

Many Customers are Frequent Users

Number of Days Customers Use Self-Services in a Year



Source: Data on self-services gathered from LWIAs

Perspective of Self-Services Customers

Self-service customers tend disproportionately to:

- **Be younger or older**
- **Be high school dropouts**
- **Have poor basic skills**
- **Have poor computer literacy skills**

Opinions are mixed. Customers ...

- **Are mostly satisfied with staff & facilities, but...**
- **About half report that services weren't helpful in finding a job**

Promoting Take-up into Services

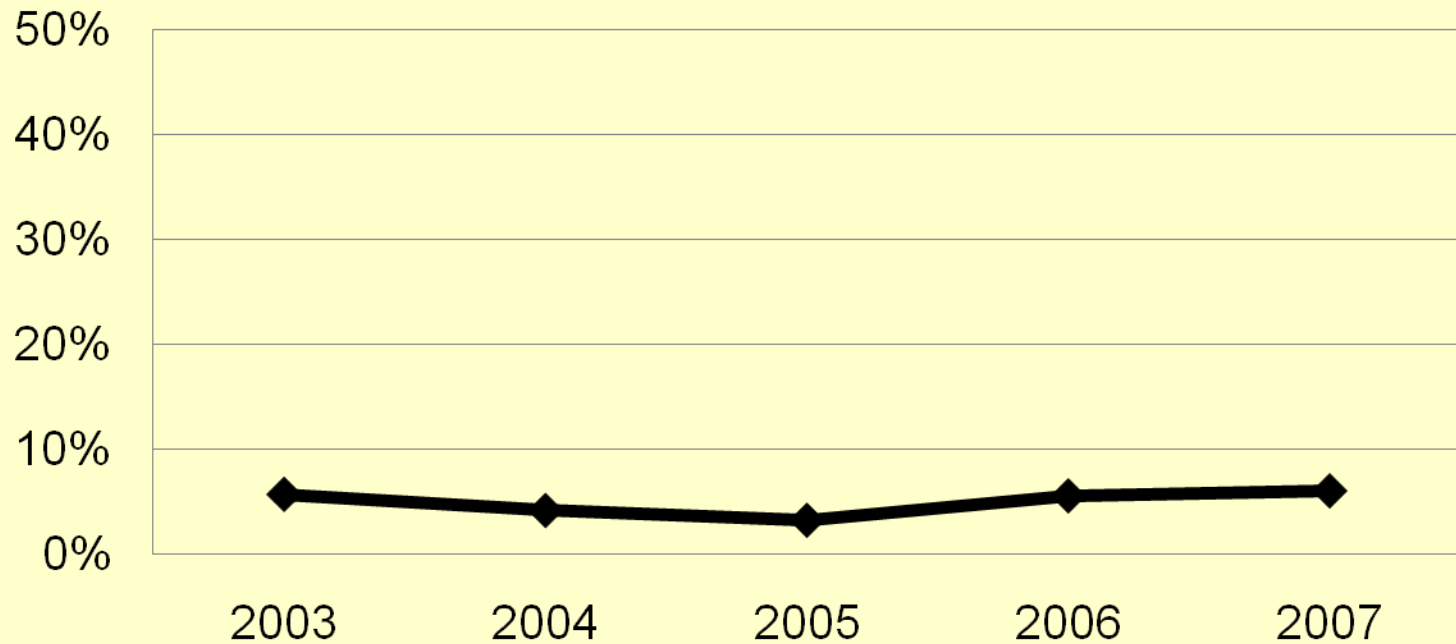


Key Goals for TAA

- Expand eligibility for TAA
- Effective notification of eligibility for services
- Get workers into services quickly

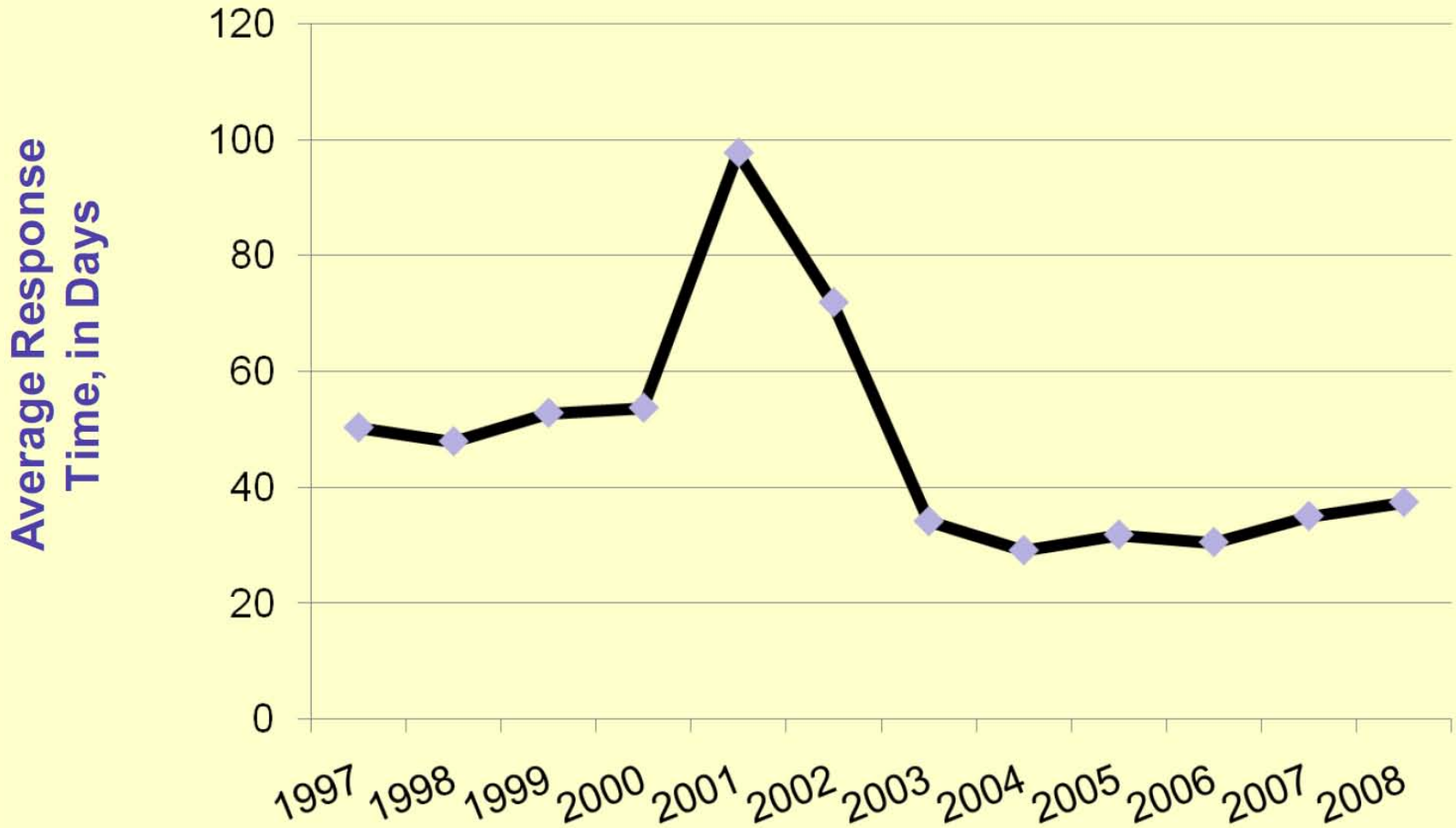
Petitions Certified, by Type

Percent of Petitions Certified that Cover Secondary Worker Groups



Source: USDOL

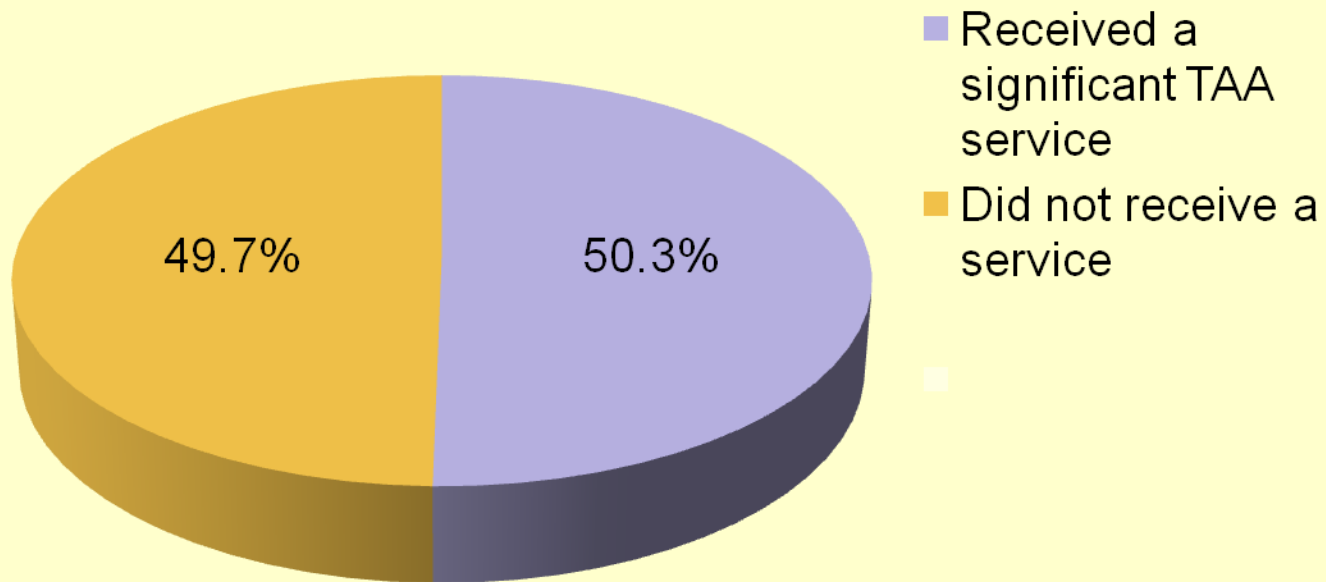
DOL Response Time for Petitions Filed



Source: USDOL

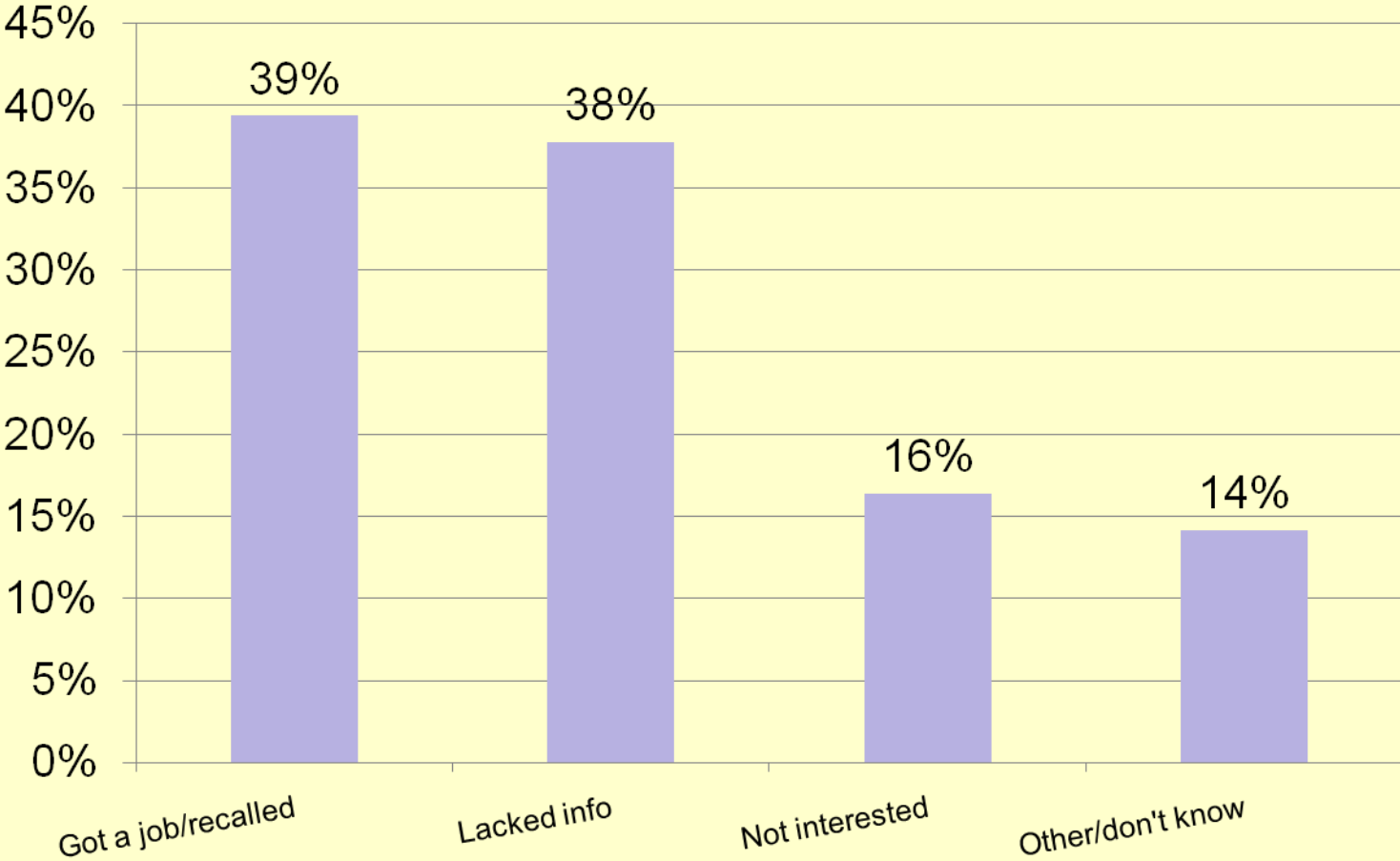
Promote Take-up for Services

Take-up Rate for TAA Services among Eligibles



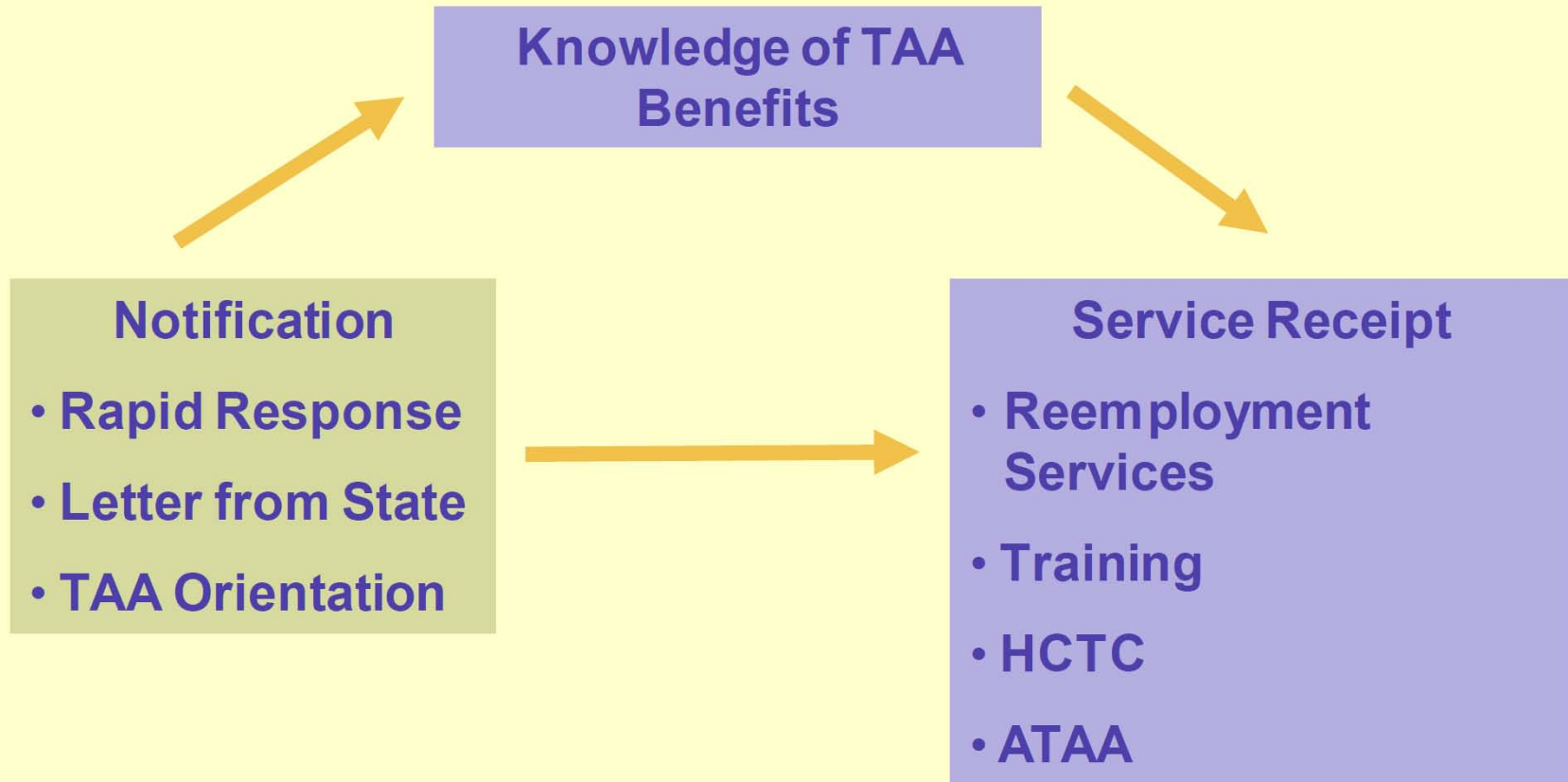
Source: Survey of TAA eligibles.

Why Didn't Eligible Workers Apply for TAA?



Source: Survey of TAA eligibles. Respondents reported multiple reasons so numbers sum to more than 100%.

Notification of Benefits Is Generally Linked to Knowledge and Service Receipt



Who Doesn't Get Served?

Vulnerable worker groups less knowledgeable of TAA and receive fewer services

- **TAA eligibles who do not speak English at home or did not complete high school**
 - **Less knowledgeable about benefits**
 - **Less likely to receive reemployment services (but not necessarily less likely to enroll in training)**

8/16 Rule Counter-Productive

Clear and Reasonable Intent, but...

8/16 Turns Out to be Too Quick for Many

- Notification and TAA eligibility must come first
- Need for training must be established
- Training plan developed

Unforeseen Negative Consequences

- Effects largely undermined by widespread use of waivers
- Massive increase in workload for line staff

Promoting Rapid, Suitable Reemployment



Key Goals for TAA

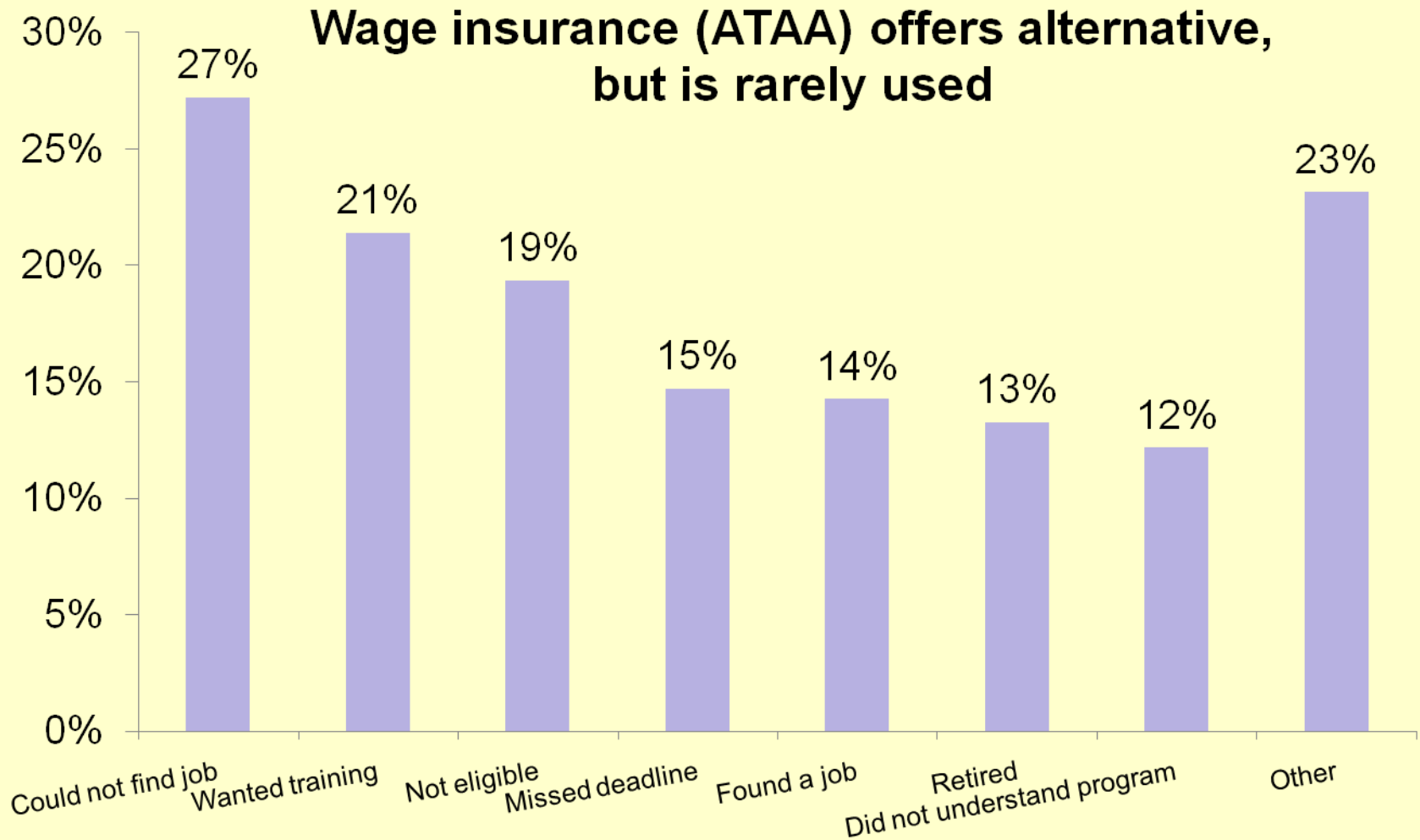
- Provide wrap-around services
- Wage insurance as another option

Wrap-Around Services Often Missing

Potentially critical role of wrap-around services in assuring successful outcomes, yet...

- TAA's funding restrictions constrained how much case management could be provided
- Upfront assessment & service planning and post-training placement assistance often missing
- Co-enrollment in WIA could fill this gap, but WIA may not be able to serve all

Reasons Eligibles Didn't Apply for ATAA



Source: Survey of TAA eligibles

Conclusions

Implications and Next Steps



2009 Amendments Fix Some Problems

Key Findings & Policy Changes

TAA take-up
hasn't expanded



Expansion of eligibility to
service workers

8/16 rules not
working



Elimination of
8/16 rules

Case management
often not available



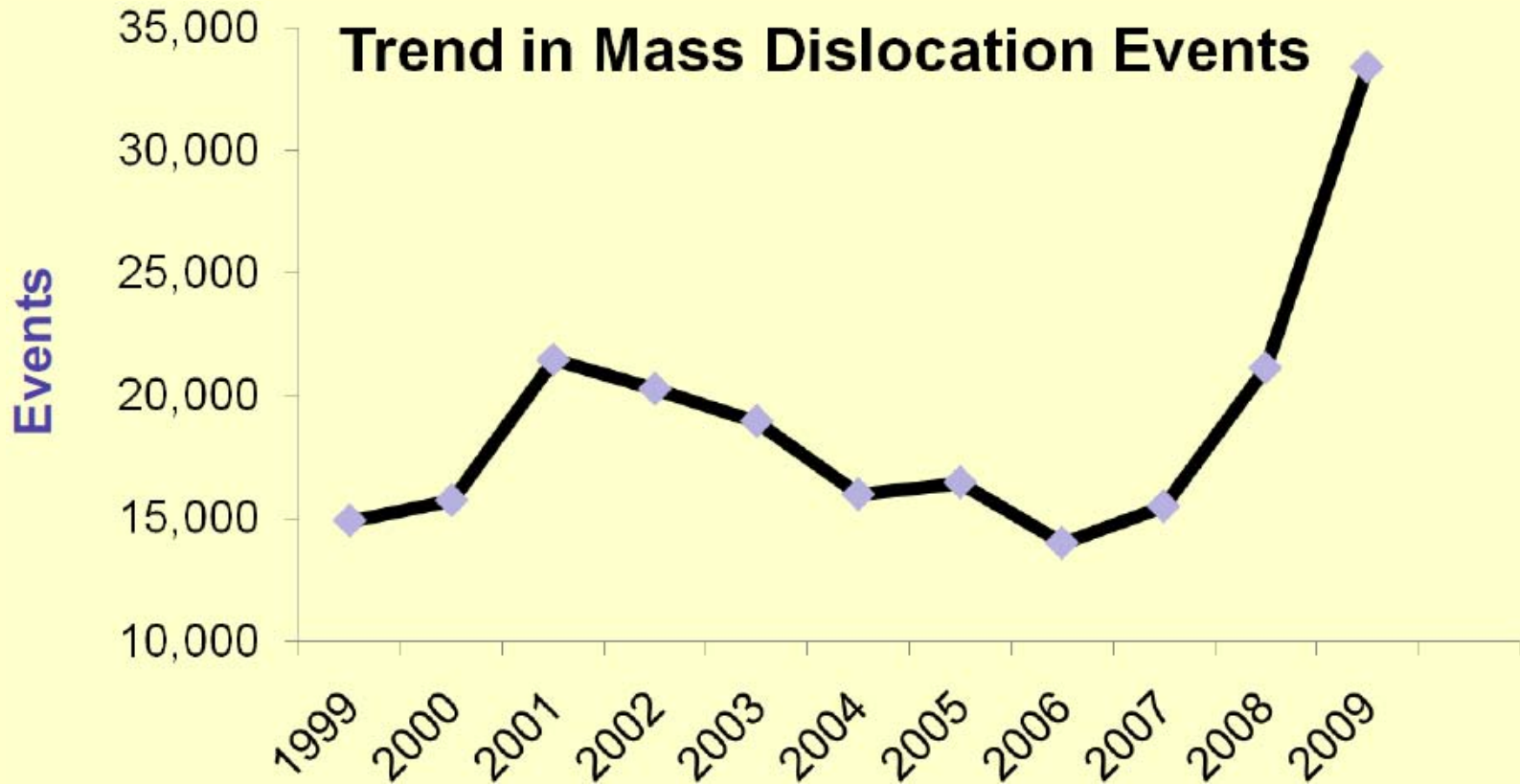
Funds in TAA provided
specifically for this service

Take-up for wage
insurance is low



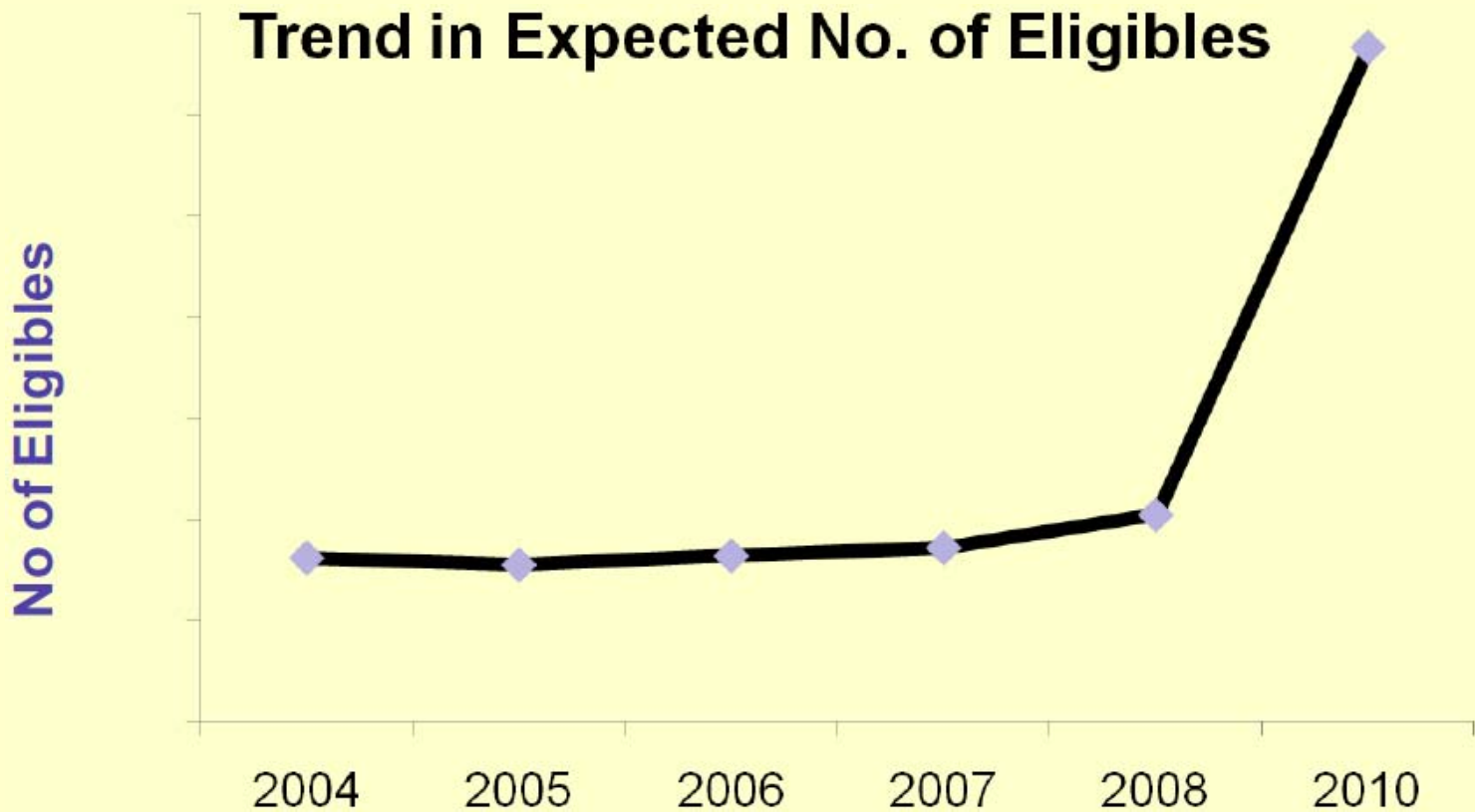
Eligibility rules for wage
insurance are relaxed

Changing Economic Environment



Source: BLS Mass Layoff Statistics (2009 figures are projected)

Number of TAA Eligibles Will Surge



Source: DOL Petition Data (2010 figures are projected)

Next Steps

Questions to Investigate in Upcoming Data Collection

- Ability of Rapid Response, One-Stop Career Center self-services, and TAA service delivery to deal with the surge in the eligible pool
- Adequacy of TAA funds to provide case management services and effects on co-enrollment
- Effect of changes on wage insurance take-up

Next Steps

For Comments or Further Information

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