



**REEMPLOYMENT AND ELIGIBILITY
ASSESSMENT (REA) STUDY
FY 2005 Initiative**

FINAL REPORT

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EXECUTIVE SUMMARY

On March 10, 2005, U.S. Secretary of Labor Elaine L. Chao announced that approximately \$18 million would be granted to 21 State Workforce Agencies (SWAs) to be used for the Reemployment and Eligibility Assessment (REA) Initiative. Pursuant to the grant, these 21 SWAs required a portion of their Unemployment Insurance (UI) beneficiaries to attend one-on-one interviews in person, which included a review of ongoing UI eligibility, provision of current labor market information, development of a work-search plan, and referral to reemployment services and/or training, as needed.¹

Nine of the 21 SWAs were chosen by the U.S. Department of Labor's (USDOL) Employment and Training Administration (ETA) to participate in a study to determine the effectiveness of the REA initiative. The nine states selected for this study were California, Connecticut, Florida, Minnesota, Nevada, North Dakota, Ohio, South Carolina, and Washington. As part of this study, states were requested to collect and report data related to REA services, their reemployment experience, and UI benefits receipt for REA participants and a comparison group of unemployment insurance (UI) claimants.²

In July 2005, ETA asked IMPAQ International (IMPAQ) to provide technical assistance and to conduct an REA evaluation as part of IMPAQ's broader USDOL UI Benefits Study being performed for USDOL. Specifically, IMPAQ was asked to provide technical assistance and evaluation services to the nine REA study states. In addition, the assignment included intensive case study evaluations of five states: Connecticut, North Dakota, Minnesota, South Carolina and Washington.

IMPLEMENTATION

Information collected as part of the operational procedures analysis and detailed process case studies indicates that, for the most part, the services provided to REA participants followed the general

¹ OPA News Release: [03/10/2005]; <http://www.dol.gov/opa/media/press/opa/OPA20050343.htm>

² Region 5 ETA Workforce Development Letter No. 013-04 <http://www.doleta.gov/regions/reg05/documents/WDL013-04.cfm>

guidelines established by ETA. States were successful in conducting REA sessions that combined verification of continued eligibility for UI benefits with referral to reemployment services.

TREATMENT/COMPARISON GROUP ISSUES

To assess the effectiveness of the REA Initiative, the nine study states were asked to develop an appropriate comparison group methodology and to submit data. Some of these states experienced difficulties in developing a rigorous comparison group methodology. IMPAQ provided technical assistance to a number of states that needed assistance in refining their comparison group methodology.

DATA REPORTING ISSUES

ETA Field Memorandum No. 17-04, issued on August 12, 2004, informed SWAs to “collect ‘reemployment’ data from all claimants (i.e., claimants participating in the UI REA project and the remainder of the claimant population) for comparison of the reemployment rates.” States participating in the study were later asked to report these data quarterly using two data collection reports developed by ETA (the OMB-approved ETA 9128 and 9129 reports). During the study period, many of the REA-9 study states indicated that they were having difficulties complying with the data reporting requirements and anticipated that they would be delayed or entirely unable to submit either one or both reports.

ALTERNATIVE DATA SOURCES

Since states were unable to provide their data using the ETA 9129 reports which were necessary for assessing the effectiveness of the REA Initiative, IMPAQ and ETA developed an alternative strategy for measuring REA effectiveness. Specifically, IMPAQ and ETA developed a plan to use state UI administrative records and follow-up interview data to assess REA effectiveness. This final report presents the results of two state-centric assessments of the effectiveness of the REA Initiative. Specifically, the report presents impact assessments of the Minnesota and North Dakota REA Initiatives.

REA IMPACTS – MINNESOTA

In FY 2005, Minnesota implemented the REA Initiative in 12 One-Stop Career Centers. Since Wagner-Peyser Act funds were already available to serve claimants whose profiling scores were high (i.e., those in the top third), the Minnesota REA Initiative was designed to serve the middle third of profiled claimants. Thus, the Minnesota REA Initiative did not serve claimants who were the most likely to exhaust their UI benefits or the least likely to exhaust UI benefits; rather, the Minnesota REA Initiative was designed to serve those in the middle.

For this target population, Minnesota designed a rigorous random assignment process. Individuals were randomly assigned to either a control group (no REA services) or to one of two treatment groups: single REA interview group (T1) or multiple REA interview group (T2).

Using UI Administrative data and follow-up interview data, the following results were found. For the T1 group (single REA), REA services did not have a significant impact on most UI-related outcomes (e.g., weeks claimed and weeks compensated). Nonetheless, T1 did reduce the likelihood of overpayment by 3.5 percentage points. This statistically significant result is similar to the reduction in the likelihood of overpayments for T2 (3.8 percentage points). Since the T1 and T2 groups received the same REA letter, this result suggests that the letter itself may have had an impact on reducing overpayments.

For the T2 group (multiple REAs), REA services did have statistically significant impacts. Specifically, regression-adjusted impact estimates indicate that multiple REAs significantly reduce:

- The number of weeks claimed (0.9 weeks);
- The number of weeks claimed and compensated (1.2 weeks);
- The likelihood of exhausting UI benefits (3.7 percentage points); and
- The likelihood of having an overpayment (3.8 percentage points).

REA IMPACTS – NORTH DAKOTA

The REA Initiative in North Dakota was implemented in five sites. Since non-job attached UI claimants were already required to participate in eligibility reviews and to receive reemployment services, the introduction of REA did not dramatically alter existing services. REAs did, however,

result in the referral of claimants to more intensive services than were provided prior to the introduction of the REA Initiative.

Using UI administrative data and follow-up interview data to estimate REA impacts, we found no statistically significant impact of REA services. These results are not surprising, since control group members in North Dakota received similar, but less intensive, services than treatment group members. The lack of statistically significant impacts may also be due to the limited size of the North Dakota sample.

CONCLUSION

The nine study states funded in FY 2005 experienced both successes and challenges in implementing the REA Initiative. While the REA Initiative was successfully implemented in most states, many states experienced challenges in establishing a valid treatment and comparison group and providing data via the required ETA 9128 and ETA 9129 reports. To effectively assess the impacts of the REA Initiative in the future, these challenges will need to be addressed.

An analysis of REA impacts in Minnesota using a combination of state UI administrative records and follow-up interview data indicated that REA did enhance the rapid reemployment of unemployed workers and reduced overpayments. A similar analysis in North Dakota, however, found no statistically significant program impacts. Even though the results that were obtained from the two state-centric evaluations were uneven, our judgment is that REA is likely an effective strategy to reduce overpayment and to speed return to work. A more rigorous evaluation of the REA Initiative is needed to confirm this assessment. Only a rigorous impact evaluation of REA services using an experimental design can confirm whether the REA Initiative has achieved its goals of enhancing the rapid reemployment of unemployed workers, reducing overpayments, and realizing cost savings for the UI Trust funds.

CHAPTER I. THE REA INITIATIVE

A. INTRODUCTION

The U.S. Department of Labor's (USDOL) Employment and Training Administration (ETA) developed the Reemployment and Eligibility Assessment (REA) Initiative with the goals of enhancing the rapid reemployment of unemployed workers, eliminating potential overpayments, and realizing cost savings for the Unemployment Insurance (UI) trust fund. On March 10, 2005, U.S. Secretary of Labor Elaine L. Chao announced the award of 21 grants to State Workforce Agencies (SWAs) to be used for the REA Initiative. Nine of the states (REA-9) were selected to participate in an evaluation to determine the efficacy of the REA Initiative. This impact report briefly summarizes evaluation findings and presents impact estimates for the selected states.

The report is organized as follows. Chapter I describes the REA Initiative and the objectives of the evaluation. Chapter II describes variations in the Initiatives in the REA-9 study states. Chapter III presents the data collection efforts by the states and the data sources used to measure program impact. Chapters IV and V present the estimated impacts of the REA Initiative in Minnesota and North Dakota, respectively. Finally, conclusions are described in Chapter VI.

B. REA INITIATIVE GRANTS

In FY2005, DOL awarded grants to 21 SWAs to implement the REA Initiative. The level of funding provided to states varied by the anticipated number of REA participants, the time spent conducting REAs, and other cost factors. The distribution of the grant funds by state is shown in Table 1.1.³

³ OPA News Release: [03/10/2005], Release Number: 05-0343-NAT

Table 1.1: FY 2005 REA Initiative States

State	Grant Amount	State	Grant Amount
California	\$1,988,292	Nevada	\$219,619
Connecticut	\$746,928	New Jersey	\$760,963
District of Columbia	\$263,565	New York	\$614,742
Florida	\$1,982,002	North Dakota	\$466,000
Hawaii	\$125,000	Ohio	\$604,721
Idaho	\$292,500	Rhode Island	\$589,670
Illinois	\$1,315,954	South Carolina	\$687,581
Indiana	\$704,741	Texas	\$517,575
Maine	\$680,906	Virginia	\$958,825
Massachusetts	\$1,052,955	Washington	\$1,907,492
Minnesota	\$1,314,448		
Total Funding	\$17,794,479		

The REA Initiative provides funds for states to test new services that may result in:

- More rapid reemployment for UI claimants;
- A reduction in UI overpayments; and
- Cost savings for the UI trust fund.

REA services include:

- In-person interviews (at One-Stop Career Centers) to assess continuing eligibility for UI benefits and need for reemployment services;
- Review of UI eligibility;
- Provision of labor market information;
- Development of a work-search plan; and
- Referral to reemployment services and/or training, when needed.

Within these guidelines, grantee states were provided considerable flexibility in designing their state REA Initiative. As a result of this flexibility in the REA requirements, state REA Initiatives reflect a wide variety of approaches and/or strategies to maximize effectiveness. For example, some states targeted claimants who were most likely to exhaust their UI benefits, while other states targeted claimants who were less likely to exhaust their UI benefits. In some states REAs were available only to individuals claiming in certain geographic regions. Another variation was the timing of in-person interviews. Some states intervened early in a claimant's UI spell, while other states intervened later.

C. THE REA EVALUATION STUDY

Study Sites. From the 21 FY2005 grantee states, ETA selected nine SWAs (known as the REA-9 study states) to participate in an evaluation of the REA Initiative. These included California, Connecticut, Florida, Minnesota, Nevada, North Dakota, Ohio, South Carolina, and Washington. As part of this study, states were asked to collect data on REA workloads and outcomes for both REA participants and a comparison group of UI claimants.⁴ IMPAQ International was engaged to provide assistance to selected states in developing a rigorous comparison group methodology that would facilitate the assessment of REA effectiveness in each state. IMPAQ staff worked most intensely with Connecticut, Minnesota, North Dakota, South Carolina, and Washington to identify state-centric evaluation designs.

Key Study Questions. The goals of the REA Initiative are to enhance the rapid reemployment of unemployed workers, eliminate potential overpayments, and realize cost savings for the UI trust fund. Accordingly, the focus of the evaluation study is to assess the impact of the REA Initiative on:

- Employment/reemployment;
- UI claims/payments;
- UI overpayment and disqualifications; and
- UI trust fund savings.

Table 1.2 presents the specific research questions examined in the study.

⁴ Region 5 ETA Workforce Development Letter No. 013-04 <http://www.doleta.gov/regions/reg05/documents/WDL013-04.cfm>

Table 1.2: REA Study Research Questions

Impact on Reemployment	▪ Do REAs improve the likelihood of claimants returning to work during the period of observation?
	▪ Do REAs help claimants achieve more rapid reemployment?
	▪ Do REAs change claimants' labor force attachment? If so, how?
Impact on UI Claims/Payments	▪ Do REAs reduce the duration of UI claims?
	▪ Do REAs reduce the duration of UI benefit weeks?
	▪ Are claimants with REAs less likely to exhaust UI benefits?
Impact on UI Overpayment and Disqualifications	▪ Do REAs help identify and/or reduce the overpayment of UI?
	▪ Do REAs increase disqualifications of UI claimants?
UI Cost Savings	▪ Do REAs result in savings for the UI trust fund? If so, how much?

CHAPTER II. STATE REA INITIATIVES

A. INTRODUCTION

In July 2005, ETA requested that IMPAQ provide technical assistance and evaluation services for the REA Initiative. As part of these activities, IMPAQ provided ETA with detailed documentation of the REA Initiative in each of the REA-9 study states. In addition, IMPAQ provided support for the REA-9 study states in developing rigorous evaluation designs. Detailed case studies were completed in five of the study states: Minnesota, North Dakota, South Carolina, Connecticut, and Washington.

REA Initiative grantee states followed ETA's guidelines in designing their Initiatives. Within these guidelines states tailored their REA Initiative to best meet their needs. As such, there was significant variation in the design of the REA Initiative across the REA-9 study states. This lack of standardization complicated the development and implementation of a common data reporting system.

This chapter describes the key themes that emerged from the evaluation study of the design and implementation of the REA Initiative. More specifically, the following sections summarize selected characteristics of the REA-9 study states on two dimensions: (1) organizational design and (2) operational design. Flowcharts illustrating the implementation of each of the REA-9 states can be found in Appendix I. Case Study excerpts for Connecticut, South Carolina, and Washington can be found in Appendix II. Descriptions of Minnesota and North Dakota are incorporated into Chapters IV and V, respectively.

B. ORGANIZATIONAL DESIGN CHARACTERISTICS

The organizational design structure of the REA Initiatives varied across the nine study states on a number of key elements. Summaries of these differences in terms of scope, period of performance, staffing models, and funding levels are provided below.

Scope of the Initiatives. Only Connecticut, Ohio and Washington chose to implement their REA Initiatives statewide. The other six states (California, Florida, Minnesota, Nevada, North Dakota, and South Carolina) limited REA operations to selected areas of the states to maximize available REA staff resources. For example, South Carolina initially implemented its REA Initiative in the 10 largest One-Stop Career Centers, based on data that indicated that over 55% of all UI eligibility reviews were conducted in those centers in prior years. This decision was made to ensure that enough REA interviews could be scheduled to adequately employ at least one worker per site on a full-time basis. Similarly, Minnesota chose to focus REA operations in One-Stop Career Centers located in more densely-populated areas that served the highest number of UI applicants. This would concentrate REA staff resources in sites where there was a sufficient REA workload to utilize at least one-half of a worker's time.

North Dakota limited implementation of its REA Initiative to the four One-Stop Career Centers that accounted for 60% of the total statewide UI claimant base (although a smaller office was piggybacked with one of these sites (Bismarck) to add a rural component to the demonstration). Nevada conducted REAs in five One-Stop Career Centers located in the Las Vegas and Reno/Sparks Metropolitan Statistical Areas (MSAs), where over 97% of the labor force resided at that time.⁵

Period of Performance. The period of performance for implementing the REA-Initiative varied from state to state. On average, the REA-9 study states operated their Initiatives for almost 10½ months using FY2005 funding. The start and end dates for the REA-9 states are shown in Table 2.1.

⁵ The Carson City One-Stop Career Center was added in FY2006 when that area was designated an MSA.

Table 2.1: Period of Performance for REA-9 Study States

State	Start Date	End Date	Approximate Number of Months
California	7/5/05	12/23/05	6
Connecticut	10/4/04	9/30/05	12
Florida	7/1/05	6/30/06	12
Minnesota	4/1/05	3/31/06	12
Nevada	4/1/05	12/30/05	9
North Dakota	4/1/05	6/30/06	14
Ohio	3/10/05	9/30/05	7
South Carolina	5/2/05	12/30/05	8
Washington	7/1/05	9/30/06	14
Average Number of Months			10.44

Staffing. Table 2.2 presents the number of full-time staff positions supported by REA Initiative grant funds. The number of positions ranged from two in Nevada to over 50 in Washington.

Table 2.2: Number of Full-time Staff Supported by REA Grant Funds

State	Number of Full-Time Staff
California	20.2
Connecticut	14
Florida	12
Minnesota	17
Nevada	2
North Dakota	7
Ohio	7.4
South Carolina	10 originally; 20 after 3 months; 30 after 5 months
Washington	32 originally, 52 after 8 months
Note: The staff numbers presented in this table represent full-time staff positions funded through the REA Initiative grant funds and are not necessarily the total number of staff performing REA tasks.	

REA interviews were conducted by staff whose positions were funded either solely, or in part, by REA grant funds. Some staff performing REA tasks were also assigned responsibility for providing other standard One-Stop Career Center services available to all customers, such as customer support in the resource room, job search workshops, or resume preparation assistance. Time spent on these other activities was not funded by the REA grant. While staff assigned to REA activities in

Minnesota reported directly to the state’s UI division, staff performing these functions in most other states generally reported to the local One-Stop Career Center directors.

The staff chosen to fill the REA positions were selected from among the existing experienced staff in the local One-Stop Career Centers. Although the background and experience of staff assigned to conduct REA interviews varied both within and across One-Stop Career Centers, most of the staff originally selected for the REA positions had either past UI program experience (e.g., processing claims) or general knowledge and familiarity with UI policies and procedures, as well as some experience with the Employment Service (ES) program. Staff assigned to REA duties and not previously cross-trained were provided training to ensure they had the knowledge and skills necessary to implement REA guidelines and procedures. Table 2.3 indicates the general classifications of the staff assigned to conduct the REA interviews. As indicated in the table, many states utilized staff with ES background to conduct the REA interviews. It should be noted, however, that all staff selected to conduct REA interviews had either UI program experience and/or were cross-trained.

Table 2.3: Type of Staff Assigned to REA Duties

State	UI	ES	Cross-Trained and/or UI Background
California	✓		✓
Connecticut		✓	✓
Florida		✓	✓
Minnesota	✓		✓
Nevada		✓	✓
North Dakota		✓	✓
Ohio		✓	✓
South Carolina		✓	✓
Washington		✓	✓

REA Costs. Table 2.4 presents cost information for four of the REA-9 study states. As indicated in the table, about two-thirds of anticipated assessments were completed by these states. The average cost per assessment for these four states was about \$81 per assessment.

Table 2.4: REA Initiative Assessment Costs

State	ETA Funding ¹	Assessment Goal	Completed Assessments ²	Percent of Goal Completed	Actual Cost per Assessment ⁴
Connecticut	\$746,928	4,182	2,436	58%	\$307
Minnesota	\$1,314,448	20,000	10,585	53%	\$124
North Dakota ³	\$466,000	4,290	3,171	74%	\$147
South Carolina	\$687,581	30,000	23,685	79%	\$29
Total	\$3,214,957	58,472	39,877	68%	\$81

¹ Amount provided by ETA to state grantees. The amount does not include additional funding from other sources to support REA-related activities.
² This represents actual number of assessments completed; invitations to attend an assessment may be much greater. For instance, in Minnesota there were 16,962 invitations sent to claimants to attend an REA interview however only 10,585 attended.
³ North Dakota was scheduled to operate their Initiative through 6/30/06. The number of completed assessments are based on actual completes through 3/31/06 and projected assessments from 4/1/06 through 6/30/06.
⁴ The actual cost per assessment reflects only ETA funding for state provision of REAs (e.g. start-up and fixed costs, as well as marginal costs of an REA).

C. OPERATIONAL DESIGN CHARACTERISTICS

The REA-9 study states were provided significant flexibility in designing their Initiatives and, as a result, developed distinctive operational approaches and strategies that varied considerably, often building on policies and procedures established for either past or current UI and/or reemployment programs. This section provides summaries of these procedures for selected operational elements, including eligibility determination, selection process, notification process, timing of services, REA components, and number of REA interviews.

Eligibility Determination. The criteria used to determine eligibility for the REA Initiatives varied somewhat across the REA-9 study states. Six of the study states limited program implementation to specific geographic areas and One-Stop Career Centers. Consequently, REA eligibility was in part contingent on residence and assignment to One-Stop Career Centers in those six states. Most of the study states excluded claimants who were not filing an intrastate claim and those who were required to look for employment through a union hall. The majority also limited eligibility to those who were not job-attached and/or did not have a definite return to work date, although a few states (e.g., Minnesota) excluded only those claimants who had a return to work date within a specified number of weeks. South Carolina excluded all employer “filed” or attached claimants. In general, UI claimants who were otherwise required to register and look for work were considered to be eligible for REA.

The timing for determination of REA eligibility also varied across the study states. Some states (Connecticut, Florida, Nevada and Ohio) did not consider UI claimants to be eligible for REA selection until the first UI payment had been issued, while others (South Carolina, Washington) required that the claimant receive UI benefits for a specified number of weeks before becoming eligible for REA selection. North Dakota claimants were eligible for REA selection at the time the claim was filed, even prior to UI benefits eligibility determination.

Selection Process. The REA-9 study states employed a variety of strategies for selecting UI claimants from their eligible pools for participation in REA. Five of the study states (Connecticut, Florida, Minnesota, Ohio, and Washington) developed procedures for selecting claimants from the Worker Profiling and Reemployment Services (WPRS) profiled pools. For example, Connecticut identified those who were most likely to exhaust benefits. In contrast, Minnesota chose to randomly select claimants from among those in the second third of the WPRS list because the highest ranked profiled claimants were already receiving other reemployment services. Since Washington already provided reemployment services to profiled claimants during the first five weeks of benefit receipt, Washington's REA Initiative randomly selected participants from those who continued to collect benefits beyond week five.

Five states (California, Florida, Minnesota, North Dakota and Washington) devised rigorous random selection strategies for identifying UI claimants for REA activities. Three of these states made REA selections based on the social security numbers (SSNs) of eligible claimants. For example, North Dakota randomly selected eligible claimants with SSNs ending in 3, 5, or 9 to participate in REA. Connecticut, Nevada, Ohio, and South Carolina used less rigorous methodologies for selecting REA participants, thus compromising the state's ability to rigorously measure the efficacy of the REA Initiative.

REA Selection Notification. Claimants identified for participation in eight of the REA-9 study states were notified of their selection by a letter that usually included a time and date to report to the local One-Stop Career Center for an REA interview. The exception to this was in North Dakota, where staff attempted to contact each REA selected claimant by telephone, often the day after the claim was filed. The initial contact was designed to explain the REA Initiative, answer questions, and schedule an REA appointment. If telephone contact was not immediately made, a notification letter was then sent to the selected claimant.

In most states, the notification letter was accompanied by a UI eligibility review questionnaire and, in some cases (e.g., Minnesota), a self-assessment form to be completed and brought to the REA interview. Notification letters also contained information about the consequences of non-compliance, with statements such as “Failure to attend may result in a delay or denial of benefits.”

Timing of REA Services. The timing of REA service provision in relation to the claimant’s UI benefit period also varied among the study states. In Connecticut, prior to the REA Initiative, claimants who were most likely to exhaust their UI benefits were scheduled for services at some point during their first eight weeks of UI benefits receipt. Staff reported that most of these services were provided in week six or seven. Under the REA Initiative, profiled claimants were typically scheduled for an REA interview in week three or five of their claim.

As described above, REA staff in North Dakota made contact with UI claimants even earlier than in Connecticut. North Dakota previously provided a “baseline” reemployment case management approach, including eligibility reviews, to all non-job-attached UI claimants. These claimants were required to participate in an orientation session within two weeks of filing a claim. Under the REA Initiative, randomly selected claimants were contacted by phone, in many cases, the day after they filed for benefits. In some cases, UI claimants met with an REA interviewer the day following their initial claim. Conversely, other states (e.g., South Carolina and Washington) did not make contact with their selected REA participants until five or more weeks after their initial claims.

REA Service Components. The REA grant application guidelines required that states establish procedures to conduct in-person interviews at One-Stop Career Centers for the purposes of assessing continuing eligibility for benefits and referrals to reemployment services. Activities to be provided under the REA Initiative included:

- Review of UI eligibility;
- Provision of labor market information;
- Development of a work-search plan; and
- Referral to reemployment services and/or training when needed.

Information collected on the FY2005 REA-9 study states indicates that the activities conducted with REA participants followed these guidelines.⁶ States developed a comprehensive operational plan for the delivery of their REA Initiatives that included the components listed above. Written information and discussions with state administrators and REA staff in local One-Stop Career Centers confirmed that these components were generally provided during REA interviews.

While REA components were generally provided consistently within a state, there was some variation in the implementation across local offices. For example, the forms used, the timing and/or format of the REA interviews, and the strategies used by individual REA staff sometimes varied across local offices.

Number of REA Interviews. The number of REA interviews or meetings varied across the study states. Three states provided multiple, in-person REA interviews, while the remaining states provided single, in-person REA interviews. North Dakota, for example, required REA selected claimants to meet with REA staff every ten days. Minnesota added a second participant group to its REA design requiring multiple REA reemployment interviews for this group. Some states required REA participants to continue to meet with workers in the One-Stop Career Centers until they found employment. For example, in South Carolina, claimants were required to meet with staff every four to six weeks until they returned to work or exhausted their benefits. Nevada required one REA in-person interview; however, additional follow-up interviews could be required if a barrier was identified or if the work search conducted by the claimant was deemed inadequate.

⁶ The one exception to this general finding is that REA staff in local One-Stop Career Centers in South Carolina did not consistently develop a formal work-search plan for all REA claimants.

CHAPTER III. DATA COLLECTION

A. ETA 9128 AND ETA 9129 REPORTS

ETA Field Memorandum No. 17-04, issued on August 12, 2004, informed SWAs to “collect ‘reemployment’ data from all claimants (i.e., claimants participating in the UI REA project and the remainder of the claimant population) for comparison of the reemployment rates.” The REA-9 study states were later asked to report these data quarterly using data collection Reports developed by ETA. Eventually these reports were revised and formalized as the ETA 9128 and ETA 9129 reports. The ETA 9128: REA Workloads Report includes 22 data elements relating to the REA interviews scheduled in a given quarter. The ETA 9129: REA Outcomes Report was designed to serve as the primary source of data for measuring the efficacy of the REA Initiative.

The ETA 9129 includes data elements designed to capture data for two distinct groups of eligible UI claimants: the treatment group (i.e. those assigned to receive an REA interview) and the control group (i.e. all other claimants). This experimental methodology is used to determine impacts by comparing the outcomes of those who have experienced an intervention with those who have not. An essential feature of true experiments is the random assignment of targets to the treatment and control groups. If perfect comparability is achieved in these groups, the same extraneous confounding factors will be present in both groups. Hence, if the two groups are perfectly comparable and design effects are minimized, the only difference between them will be attributed to the intervention itself.

B. STATE DATA REPORTING

During the evaluation period, many of the REA-9 study states indicated that they were having difficulties complying with the data reporting requirements and anticipated that they would be delayed or entirely unable to submit either or both reports. States cited a number of reasons for these difficulties. For example, some states indicated that they did not have funding to create new automated Management Information Systems (MIS) to collect and report the required data. Other states reported lack of programming capacity and confusion regarding some of the required data elements. Still other states indicated that since the REA Initiative was not a permanent program, revamping their existing MIS was not an efficient use of the state’s limited resources.

C. ALTERNATIVE DATA SOURCES

Since most states were unable to provide the ETA 9129 REA Outcomes report (or the earlier version of the outcome report) necessary to assess REA effectiveness, an alternative strategy was developed. Specifically, state UI administrative records and follow-up interview data were analyzed to assess effectiveness of the REA Initiative in two states. This report presents the results of two state-centric assessments (Minnesota and North Dakota) of the REA Initiative.

The following data sources were used to assess the impact of the REA Initiative:

- **UI Benefits Data.** Minnesota and North Dakota provided UI administrative data for all claimants participating in the FY2005 implementation of the REA Initiative (i.e. the treatment and comparison group). UI benefits data was used to assess the effects of the REA Initiative on UI benefit duration and cost savings to the UI trust fund.
- **Follow-Up Interview Data.** REA states were offered the opportunity to learn more about their REA Initiative through telephone interviews with REA participants developed and conducted by IMPAQ's Survey Center. These telephone interviews were designed to collect information about REA participation, return to work, withdrawal from the labor force, other reasons for ceasing to claim UI benefits, and other selected issues of interest to the state. IMPAQ conducted interviews with claimants in Minnesota, North Dakota, South Carolina, and Ohio. The interview instruments for the states included in this report's analysis (Minnesota and North Dakota) can be found in Appendix III.

In addition to the quantitative data sources described above, qualitative data from each of the study states were collected. The qualitative data provides information for understanding the context in which the REA Initiatives operated. Qualitative data were collected using a variety of techniques:

- **Mailed Standardized Information Template.** Contacts in each of the REA-9 study states were asked to complete a form to standardize collection of information about their REA Initiative. The data collection form included questions about program organization, service goals, REA selection procedures, and REA Initiative activities.

- **Review of Initiative Documentation.** IMPAQ staff gathered and reviewed documentation including FY2005 grant applications and other materials shared by key state staff (e.g., policy and/or training manuals, assessment tools, and sample letters mailed to claimants). Additional information was also collected through follow-up telephone conversations and e-mail exchanges with staff in most states.

- **Site Visits.** In-depth process case studies based on site visits to five (Connecticut, Minnesota, North Dakota, South Carolina and Washington) of the REA-9 study states provided a richer, more comprehensive picture of the program context, the development and design of the specific REA model, early implementation experiences, steady-state, ongoing operations, and successes and challenges for the REA Initiatives in these selected states.

- **Follow-up phone conference calls and e-mails.** Several follow-up contacts with states were needed to clarify each REA design, as well as the REA comparison group. Often these contacts involved conference calls with varied REA staff and the exchange of written descriptions and graphic flowcharts to communicate and clarify the state REA design.

CHAPTER IV. MINNESOTA REA IMPACT ANALYSIS

A. MINNESOTA REA INITIATIVE

In FY 2005, Minnesota implemented the REA Initiative in 12 of 48 One-Stop Career Centers (known as WorkForce Centers (WFC)) serving mostly the urban areas of Minneapolis/St. Paul, Duluth, and St. Cloud. Since Wagner-Peyser Act funds were already available for serving claimants whose profiling scores were high (i.e., those in the top third), the REA Initiative was designed to serve the middle third of profiled claimants. Thus, the Minnesota REA Initiative did not serve claimants who were the most likely to exhaust their UI benefits or the least likely to exhaust UI benefits; rather, the Minnesota REA Initiative was designed to serve those in the middle.

REA differs from other services already offered in Minnesota. Specifically, REA provides more in-depth, individualized attention to claimants selected for REA than for other claimants. The typical REA interview lasted about 20 minutes; in contrast, other claimants receive only an average of three minutes of individual attention in the form of a brief consultation with a staff person at the end of a group orientation.

This chapter presents Minnesota's comparison group design, the research questions addressed, the data used in the impact analysis, UI and employment impacts of the REA Initiative, and claimants' perception of REA services.

B. REA PROCESS AND COMPARISON GROUP DESIGN

Minnesota designed a rigorous random assignment process to select REA treatment and control group members. The diagram in Figure 4.1 describes the operational process and program components of the Minnesota REA Initiative. Specifically, claimants in the target profiling score range with a Social Security Number (SSN) that ended with a "6" were assigned to the control group (C). Claimants who were assigned to the control group did not participate in REA.

Figure 4.1: The Minnesota REA Process

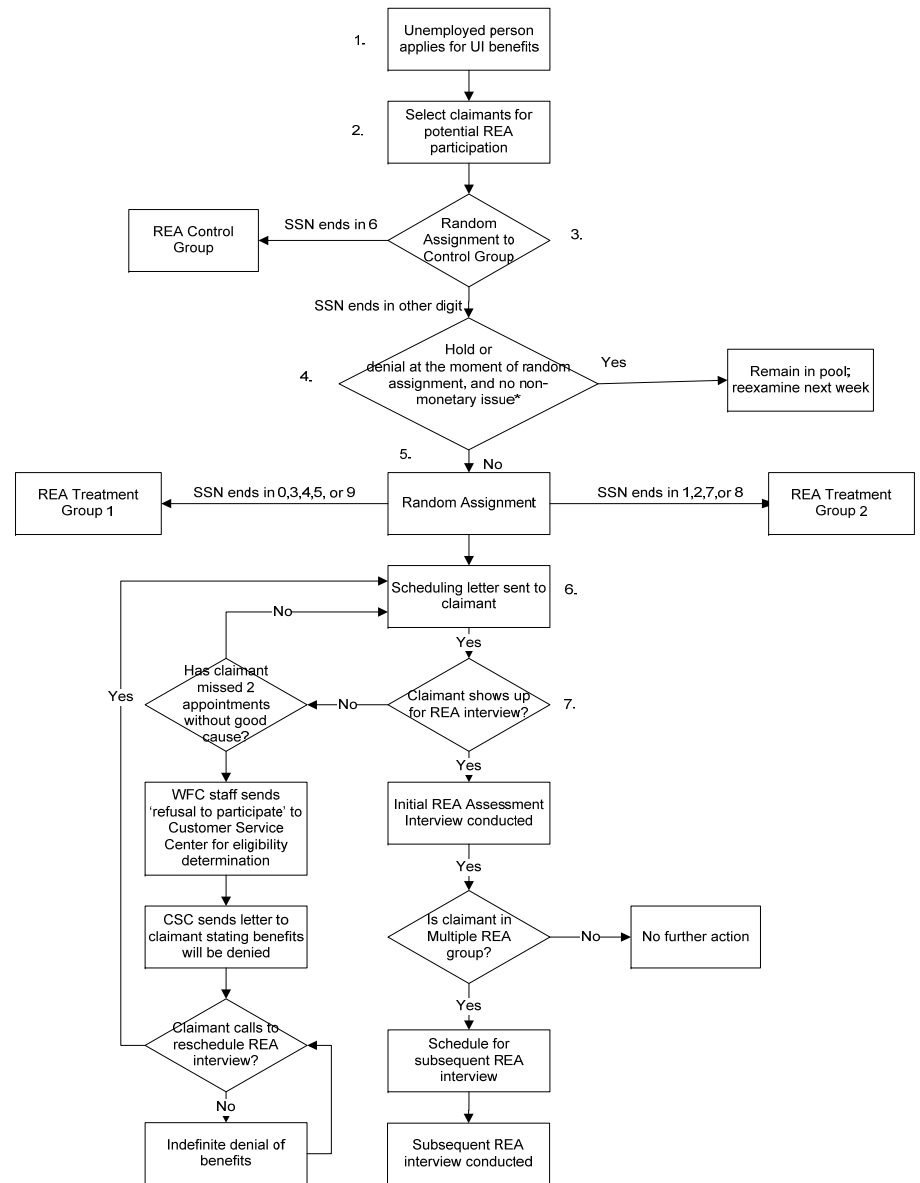
The Minnesota REA Initiative implemented the following steps:

1. Unemployed person filed for UI benefits, claimant was assigned a profiling score at initial filing. There was a one-week waiting period between initial claim and eligibility for benefits. The claimant received the first UI benefit check in the second or third week after initial claim.
2. On a weekly basis, claimants were selected for potential participation in the REA Initiative. A claimant was eligible for participation if:
 - Claimant’s local WorkForce Center (WFC) was participating in REA;
 - Claimant’s profile score was in a specified middle range, which remained constant throughout the REA Initiative; and
 - Claimant’s Social Security number (SSN) ended in a digit other than 6.

Enrollment goals for each WFC were defined and each WFC selected claimants to participate in REA to meet enrollment goals. Claimant was subject to selection for eight weeks.

3. Claimants with SSNs ending in “6” and some non-monetary issue on their claims were assigned to the control group.
4. Among all other claimants, active claims were checked to see if there was a hold or denial on the claim. If so, the claimant was not assigned to either REA treatment group. If there was no hold or denial due to a non-monetary determination issue on the active claim and the payment status was active, then the claimant was selected to be a participant in one of the REA treatment groups.
5. Claimant randomly assigned to either Treatment 1 (single REA interview) or Treatment 2 (multiple REA interviews*) based on the last digit of the SSN.
6. Scheduling letters were sent the same day as random assignment. Interviews were scheduled for calendar week following receipt of the letter, typically during the third week of the claim (on average, 14 days after the claim was filed).
7. If claimant did not show up to scheduled REA interview, the WFC determined if there was good cause for missing the interview. If so, a rescheduling letter was sent. If claimant missed the second scheduled REA interview without good cause, the UI Customer Service Center was notified about refusal to participate. The UI Customer Service Centers (there are 2 in the state) are call centers which are the centralized units for handling UI matters. The Center notified the claimant of denial of benefits unless the claimant attended the REA interview. If the claimant still did not respond, benefits were denied indefinitely.

*REA Treatment Group 2 members could receive up to four interviews altogether, at the rate of approximately one per month.



Claimant's whose SSN ended with a "0", "3", "4", "5" or "9" were eligible to be assigned to the T1 treatment group (i.e., single REA interview); claimants whose SSN ended with a "1," "2", "7" or "8" were eligible to be assigned to the T2 treatment group (i.e., multiple REA interviews). However, before a claimant could be assigned to either the T1 or T2 groups, several criteria must have been met:

- Claim status was active;
- Payment status was active;
- Had some non-monetary determination on the applicant's account;
- Did not have a hold on their claims due to a non-monetary determination issue;
- Did not have a denial on their claims due to a non-monetary determination; and
- Initial claim date must have been eight weeks or less from the current date (i.e., selection date).

Only claimants who met all of these criteria were eligible to be selected into one of the treatment groups. In addition, if an eligible claimant was not selected during the first week after filing a claim, the claimant was removed from the selection pool. Control group members were not subject to the same selection criteria.

Claimants who were selected for one of the treatment groups (T1 or T2) were sent a scheduling/invitation letter on the same day as the random assignment was made. REA interviews were typically scheduled during the calendar week following receipt of the letter (on average, 14 days after the claim was filed). If the claimant did not show up for the scheduled REA interview, the WFC determined if there was a good cause for missing the interview. If so, a rescheduling letter was sent. If the claimant missed a second scheduled REA interview without good cause, WFC staff informed the state's UI Customer Service Center (CSC) of the claimant's refusal to participate. The CSC notified the claimant that they would be denied UI benefits unless they attended the REA interview. If the claimant still did not respond, benefits were denied indefinitely.

C. RESEARCH QUESTIONS

To assess whether the REA Initiative achieved its goals, the following research questions were investigated:

1) Impact on UI-related Outcomes (claims, payments, exhaustions and overpayments)

- a) Does REA reduce the average number of weeks claimed? If so, by how much?
- b) Does REA reduce the average number of weeks compensated? If so, by how much?
- c) Does REA reduce the total payments to claimants? If so, by how much?
- d) Are claimants with REA less likely to exhaust UI benefits? If so, by how much?
- e) Does REA help identify the overpayment incidence of UI? If so, how much overpayment has been identified by REA?

2) Claimants' Perception of REA

- a) How helpful is the REA interview process?
- b) What is the most useful part of the REA interview process?

3) Impact on Employment-related Outcomes

- a) Does REA improve the likelihood of returning to work within six months?
- b) Are claimants with REA more likely to take a lower-paid job?
- c) Does REA change claimants' labor force attachment (hours worked)? If so, by how much?

D. DATA COLLECTION AND PROCESSING EFFORTS

The data sources shown in Table 4.1 were used to address these research questions. Specifically, UI administrative data were used to investigate the impact of REA on UI-related outcomes; information collected in follow-up interviews from REA participants were used to study claimants' perception of the REA services; and, follow-up interview data were used to assess REA impact on employment-related outcomes.

Table 4.1: Data Sources Used in Impact Analysis

REA Outcomes	Analysis Data Source
UI-related outcomes	UI Administrative Data
Claimants' Perception of REA	Follow-up Interview Data
Employment-related Outcomes	Follow-up Interview Data

UI Administrative Data. Minnesota provided IMPAQ multiple administrative data files including demographic, claim, payment, overpayment, and quarterly wage data records, among others. These data records contained information on all UI claimants in the state. The administrative data files were then merged with 15,821 records of individuals who were assigned to either the Control group (C), the Single Treatment group (T1), or the Multiple Treatment group (T2). A series of sample selection procedures were then followed to create comparable treatment and control group analytical files for the impact analysis:

- a) Since Minnesota did not implement random assignment prior to May 22, 2005, all claimants who filed an initial claim before this date were eliminated;
- b) To ensure that a full benefit year was available for everyone in the analysis sample, claimants who filed their initial claim after December 31, 2005 were eliminated;
- c) Only claims with matching payment data in the payment file were retained;
- d) Only claims with some non-monetary issue on the applicant's account were retained;
- e) Only control group members with no denial in one of the first 8 weeks of their claim were retained in the control group sample.⁷

After applying these procedures, the final analytical sample contained 5,898 UI claimants:

- 544 (9.2%) were in the C group;
- 3,038 (51.5%) were in the T1 group (single REA interview); and
- 2,316 (39.3%) were in the T2 group (multiple REA interviews).

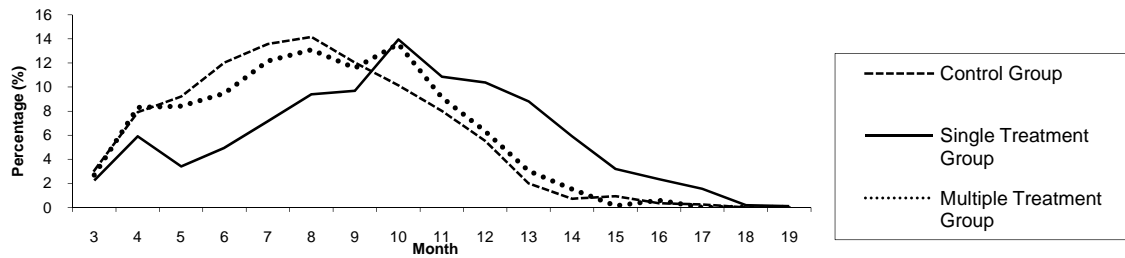
Follow-up Interview Data. To obtain employment-related outcomes, follow-up interviews were attempted with 6,000 randomly selected REA sample members equally distributed among the C, T1 and T2 groups (See Appendix III for the interview instruments.) As of February 1, 2007, 2,734 interviews were completed, for a response rate of approximately 50 percent. All claimants were interviewed at least three months after filing their initial claims. The elapsed time between the claim date and the follow-up interview ranged from 3 to 19 months. On average, claimants in the C group were interviewed 7.9 months after filing an initial claim, claimants in the T1 group were reached 9.9 months after their claim, and claimants in the T2 group were reached 8.2 months after their initial

⁷ This step was necessary since T1 and T2 group members had to meet a series of criteria before they were eligible for assignment to REA. In contrast, control group members were selected the week after filing a claim without consideration of the same criteria as for the treatment group members (i.e., selection was based on their SSNs only). This adjustment improved the comparability of the treatment and control groups, although it may not entirely remove the disparity in the selection process.

claims. Figure 4.2 displays the time elapsed between initial claim date and the follow-up interview date for each sample group.

Figure 4.2: Time Elapsed Between the Initial Claim Date and Follow-Up Interview Date

(N = 2,734)



With an overall response rate of approximately 50 percent, there is a danger that the respondent sample may differ from the original REA sample. Table 4.2 presents an analysis of the differences between the full sample and respondent sample. T-tests were performed to assess whether the respondent sample was statistically different from the full sample.

As shown in Table 4.2, respondents were, on average, 2.3 years older than the REA population. In addition, the follow-up interview sample includes fewer minorities and a higher proportion of college graduates. In summary, the respondent sample differs from the full REA population on a number of demographic characteristics.

Since some respondents were interviewed early in their unemployment spell, while others were interviewed later in their spell, the timing of the interview may also affect the results. To overcome this potential bias, the analysis for employment-related outcomes was limited to those who were followed-up at least six months after their initial claims. The resulting sample has 2,044 claimants, with 574 (28.1%) in the C group, 862 (42.2%) in the T1 group, and 608 (29.8%) in the T2 group.

Table 4.2: Minnesota REA Population and Follow-up Interviewees

Demographic Characteristics	Full Sample	Interviews Completed
Mean Age at the Time of Initial Claim	38.2	40.5***
29 or younger	29.0%	22%***
30 - 45	42.5%	41.5%
46 - 55	19.7%	24.1%***
56 - 65	8.1%	11.5%***
Above 65	0.8%	0.9%
Gender (1, male; 0, female)	50.9%	50.7%
Race		
White	76.0%	80.7%***
Black	15.6%	11.4%***
Other	8.4%	7.9%
Hispanic	2.9%	2.5%
Education		
High school dropout	9.4%	7.2%***
High school graduate	37.7%	33.3%***
Some college	33.6%	34.6%
College graduate	16.1%	20.3%***
Postgraduate	3.3%	4.6%***
Sample Size (N)	6,000	2,734

Notes:

1. The full sample was randomly selected from the REA contact list sent by MN.
2. Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

E. RESULTS

Both UI administrative data and REA follow-up interview data were used to address the research questions posed above. Administrative data were used to analyze UI-related outcomes and follow-up interview data were used to study the employment-related outcomes.

Sample Profiles. The resulting UI administrative data sample has 5,898 claimants who filed initial claims between May 15, 2005 and December 31, 2005. Table 4.3 presents the sample demographic, economic, and other characteristics. Specifically, column (1) provides the characteristics for the full sample; columns (2) through (4) provide the characteristics of the C, T1 and T2 groups respectively; and column (5) provides the means for a group with T1 and T2 combined. T-tests were performed

to compare the differences between the treatment groups and the control group. The asterisks next to the values denote the statistical significance level of the differences.

In general, the results indicate that treatment group members are similar to the control group members on most characteristics: mean age, gender, race, educational attainment, citizenship, veteran status, disability status, job tenure (years in current occupation) and annual hours worked for years 2004, 2005 and 2006. Some slight differences, however, were observed. For example, (a) there were fewer treatment group members in the younger age category (29 or younger), but more treatment group members in the age category 30-45, as compared to the control group members; (b) there were fewer Hispanic treatment group members; (c) the treatment groups earned more on average in 2004 and 2005; and (d) treatment group members were slightly more likely to exhaust their benefits (based on the profiling score).

In Table 4.4, we present a similar comparison of control and treatment group members' characteristics for the follow-up interview sample. The results in this table indicate that the C, T1, and T2 samples were very similar: there were no statistical differences in demographic characteristics. Slight differences, however, were observed in hours worked, earnings, and profiling scores. In Table 4.5, we present the overall sample sizes used for assessing UI-related outcomes (UI administrative data) and employment-related outcomes (follow-up interview data). Specifically, for assessing UI-related outcomes, we used administrative data on 5,898 claimants. For assessing employment-related outcomes and customers' perception of REA services, we used survey data from 2,044 claimants.

**Table 4.3: Socio-Economic Characteristics
Minnesota REA Study Sample – by Treatment Status
(UI Administrative Data, Fiscal Year 2005 Initiative)**

Sample Characteristics	Full Sample	C	T1	T2	T1 & T2
	(1)	(2)	(3)	(4)	(5)
Demographic Characteristics					
Mean Age at the Time of Filing a Claim	38.1	37.4	38.2	38.1	38.1
29 or younger	28.8%	32.2%	28.9%	27.8%**	28.4%*
30 - 45	43.8%	39.6%	43.2%	45.6%**	44.2%**
46 - 55	21.9%	21.8%	19.2%	18.0%**	18.8%*
56 - 65	7.6%	6.3%	7.5%	8.0%	7.7%
Above 65	0.8%	0.0%	1.1%**	0.6%*	0.9%**
Gender (1, male; 0, female)	51.0%	50.6%	51.1%	51.1%	51.1%
Race					
White (1, yes; 0, no)	76.4%	74.6%	75.4%	75.8%	75.6%
Black (1, yes; 0, no)	15.5%	15.6%	15.2%	15.4%	15.3%
Other (1, yes; 0, no)	8.2%	8.9%	8.0%	7.7%	7.9%
Hispanic (1, yes; 0, no)	3.1%	5.1%	3.3%*	2.4%*	2.9%**
Education²					
Highschool dropout (1, yes; 0, no)	8.6%	10.0%	8.5%	8.3%	8.4%
Highschool graduate (1, yes; 0, no)	36.1%	40.1%	35.8%*	35.5%**	35.7%**
Some college (1, yes; 0, no)	34.3%	29.6%	34.0%**	35.8%***	34.8%**
College graduate (1, yes; 0, no)	17.1%	16.7%	17.2%	17.0%	17.1%
Postgraduate (1, yes; 0, no)	4.0%	3.7%	4.4%	3.5%	4.0%
Citizen (1, yes; 0, no)	95.5%	95.4%	95.6%	95.3%	95.5%
Veteran (1, yes; 0, no)	7.0%	6.4%	6.8%	7.2%	7.0%
Disabled (1, yes; 0, no)	4.1%	5.0%	4.2%	3.7%	4.0%
Economic and Other Characteristics					
Total Yearly Wage 2004 (\$)	29,768	27,316	30,101***	29,906***	30,017***
Total Yearly Wage 2005 (\$)	27,241	24,946	27,300***	27,703***	27,474***
Total Yearly Wage 2006 (\$)	24,747	23,953	24,784	24,888	24,830
Total Hours Worked 2004	1,565	1,550	1,570	1,561	1,566
Total Hours Worked 2005	1,409	1,398	1,415	1,406	1,410
Total Hours Worked 2006	1,374	1,393	1,387	1,353	1,372
Profiling Score	0.313	0.307	0.313**	0.314***	0.313***
Job Tenure (Years in Current Occupation)	8.9	8.7	8.8	9.1	8.9
Number of Claimants³	5,898 (100.0%)	544 (9.2%)	3,038 (51.5%)	2,316 (39.3%)	5,354 (90.8%)

Note:

Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

**Table 4.4: Socio-Economic Characteristics
Minnesota REA Follow-up Interview Respondents – by Treatment Status
(UI Follow-up Interview Data, Fiscal Year 2005 Initiative)**

Sample Characteristics	Full Sample	C	T1	T2	T1 & T2
	(1)	(2)	(3)	(4)	(5)
Demographic Characteristics					
Mean age at the time of filing a claim	40.5	41.0	40.2	40.4	40.3
29 or younger	22.0%	20.5%	22.3%	23.3%	22.8%
30 - 45	41.5%	41.7%	43.8%	38.8%	41.3%
46 - 55	24.1%	24.8%	21.6%	26.2%	23.8%
56 - 65	11.5%	12.2%	11.8%	10.3%	11.1%
Above 65	0.9%	0.8%	0.5%	1.5%	1.0%
Gender (1 = male; 0 = female)	50.7%	51.4%	50.5%	50.1%	50.3%
Race					
White (1, yes; 0, no)	80.7%	81.1%	81.3%	79.6%	80.5%
Black (1, yes; 0, no)	11.4%	10.7%	11.5%	12.0%	11.7%
Other (1, yes; 0, no)	7.9%	8.3%	7.3%	8.2%	7.7%
Hispanic (1, yes; 0, no)	2.5%	2.6%	2.7%	2.2%	2.5%
Education					
High school dropout (1, yes; 0, no)	7.2%	8.1%	7.0%	6.5%	6.8%
High school graduate (1, yes; 0, no)	33.3%	33.3%	34.9%	31.5%	33.2%
Some college (1, yes; 0, no)	34.6%	33.3%	34.6%	35.9%	35.2%
College graduate (1, yes; 0, no)	20.3%	20.4%	19.7%	20.8%	20.3%
Postgraduate (1, yes; 0, no)	4.7%	5.0%	3.8%	5.3%	4.5%
Citizen (1, yes; 0, no)	95.8%	95.6%	96.2%	95.7%	96.0%
Veteran (1, yes; 0, no)	8.1%	8.2%	8.1%	7.9%	8.0%
Disabled (1, yes; 0, no)	4.6%	4.6%	4.3%	4.8%	4.5%
Economic and Other Characteristics					
Annual Earnings in 2004 (\$)	32,205	32,541	31,868	32,222	32,038
Annual Earnings in 2005 (\$)	30,792	31,999	30,852	29,471**	30,191**
Annual Earnings in 2006 (\$)	27,134	26,940	26,363	28,223	27,232
Annual Hours Worked in 2004	1,588	1,610	1,572	1,583	1,577
Annual Hours Worked in 2005	1,474	1,518	1,472	1,430***	1,452**
Annual Hours Worked in 2006	1,357	1,335	1,339	1,401*	1,368
Profiling Score	0.32	0.33	0.32**	0.32***	0.32**
Job Tenure (Yrs in Current Occupation)	10.3	10.5	10.3	10.2	10.2
Sample Size (N/(%))					
	2,734 (100.0%)	908 (33.2%)	874 (32.0%)	952 (34.8%)	1,826 (66.8%)

Note:

Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

Table 4.5: Analytical Samples for the Minnesota REA Impact Evaluation (Fiscal Year 2005 Initiative)

Type of Outcomes	Sample Size				
	Full Sample	C	T1	T2	T1 & T2
UI-related Outcomes					
UI Administrative Data	5,898 (100.0%)	544 (9.2%)	3,038 (51.5%)	2,316 (39.2%)	5,354 (90.8%)
Employment-related Outcomes					
Follow-up Interview Data	2,044 (100.0%)	574 (28.1%)	862 (42.2%)	608 (29.8%)	1,470 (71.9%)

UI-related Outcomes. This section analyzes the impact of REA on: duration of UI claims, duration of UI benefit weeks, total payments, likelihood of exhausting UI benefits, and overpayments. In this analysis, these outcomes were operationalized as:

- ***Duration of UI claim*** – Number of weeks claimed during the benefit year;
- ***Duration of UI benefit weeks*** – Number of weeks claimed and compensated during the benefit year;
- ***Total payment*** – Total payments on initial claim account;
- ***Exhaustion of benefits*** – Balance in the claim account equal to zero for claims with valid monetary status;
- ***Overpayments*** – Percentage of claims with overpayment; amount of overpayments among initial claims with some overpayment detected; and number of overpayment weeks among initial claims with some overpayment detected.

Table 4.6 presents the profiles of Minnesota’s REA study participants. Claimants in the full sample, on average, claimed UI for about 17 weeks and were paid for about 14 weeks, receiving an average of \$3,956 in total payments. About 32% of claimants exhausted their UI benefits during the benefit year. Among the 14.8% of claim accounts with overpayments detected, the average number of weeks of overpayment was six with an overpayment amount of \$1,446, on average.

**Table 4.6: UI Profiles of the Minnesota REA Claimants – by Treatment Status
(UI Administrative Data, Fiscal Year 2005 Initiative)**

Per Claimant	Means				
	Full Sample ¹	C	T1	T2	T1 & T2
Claims and Payments					
Number of weeks claimed	16.7	17.0	16.9	16.4	16.6
Number of weeks claimed and compensated	14.0	14.6	14.2	13.7	14.0
Total payments (\$)	\$3,956	\$4,054	\$4,010	\$3,860	\$3,946
Exhaustion					
Likelihood of exhausting UI benefits ^c	31.5%	33.1%	32.8%	29.4%	31.3%
Overpayment					
% with some overpayment during the benefit year	14.8%	18.2%	14.5%	14.4%	14.5%
Amount of overpayment among initial claims with overpayment (\$)	\$1,446	\$1,520	\$1,428	\$1,446	\$1,436
Number of overpayment weeks among initial claims with overpayment	5.9	6.8	5.9	5.7	5.8
Sample Size (N(%))					
	5,898 (100.0%)	544 (9.2%)	3,038 (51.5%)	2,316 (39.3%)	5,354 (90.8%)

Note:

To estimate the impact of REA on UI-related outcomes, we estimated differences in means between treatment and controls. These mean differences reflect the unadjusted impact of REA. To enhance the accuracy of the impact estimates, we also estimated impacts using multivariate regression analysis. In the regressions, we controlled for a series of claimants' characteristics including: demographic characteristics (age, gender, race, ethnicity, and education), veteran status, disability status, number of eligible claim weeks allowed, and county-level quarterly unemployment rate in 2004 and 2005.

Ordinary Least Squares (OLS) was used for estimating continuous outcomes; and probit regressions were used for estimating dichotomous outcomes. Table 4.7 provides the bivariate (unadjusted) estimates, as well as the multivariate (adjusted) impact estimates. The results indicate that both bivariate (difference in means) and multivariate analysis produce similar impact estimates.

The results presented in Table 4.7 indicate that T1 (single REA) did not have a significant impact on most UI-related outcomes. Nonetheless, T1 did reduce the likelihood of overpayment by 3.5 percentage points. This statistically significant result is similar to the reduction of 3.8 percentage points estimated for T2. Since the T1 and T2 groups received a different REA but the same REA letter, this result suggests that the letter itself may have had an impact on overpayments. That is,

receipt of the REA letter may have led treatment group members to claim benefits more accurately, thus, reducing the likelihood of an overpayment.

The regression-adjusted impact estimates for T2 indicate that multiple REAs significantly reduced:

- The number of weeks claimed (0.9 weeks);
- The number of weeks claimed and compensated (1.2 weeks);
- The likelihood of having exhausted UI benefits (3.7 percentage points); and
- The likelihood of having an overpayment (3.8 percentage points).

All of these impacts are statistically significant at the 90% level ($p < 0.1$). The details of the multivariate analysis for multiple REAs on various outcomes are presented in Appendix IV.

**Table 4.7: Summary of the Minnesota REA Impact on UI-related Outcomes – By Treatment Status
(UI Administrative Data, Fiscal Year 2005 Initiative)**

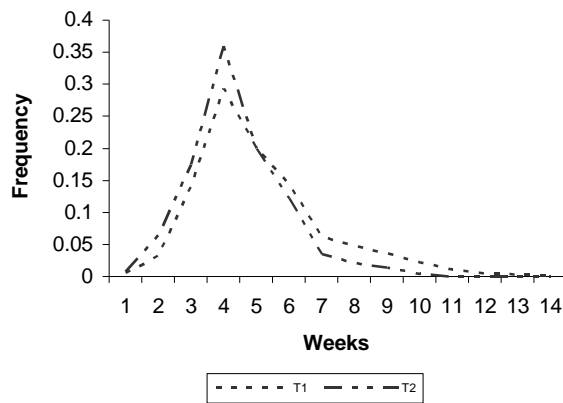
Per Claimant	Difference in Means (Bivariate Analysis)				Impact (Multivariate Analysis)			
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	T1 - C	T2 - C	(T1 & T2) - C	T2-T1	T1 - C	T2 - C	(T1 & T2) - C	T2-T1
Claims and Payments								
Number of weeks claimed	-0.1	-0.6	-0.3	-0.5*	-0.5	-0.9*	-0.7	-0.5
Number of weeks claimed and compensated	-0.4	-0.9**	-0.6*	-0.5**	-0.7	-1.2**	-0.9**	-0.4
Total payments (\$)	\$169	\$54	\$119	\$115	\$13	-\$100	-\$38	-\$111
Exhaustion								
Likelihood of exhausting UI benefits	-0.4%	-3.7%**	-1.9%	-3.3%***	-0.6%	-3.7%*	-2.0%	-3.4%***
Overpayment								
% with some overpayment during the benefit year	-3.7%**	-3.8%**	-3.7%***	-0.1%	-3.5%**	-3.8%**	-3.6%***	-0.2%
Amount of overpayment among initial claims with overpayment (\$)	-\$92	-\$75	-\$85	\$17	-\$99	-\$82	-\$83	\$5
Number of overpayment weeks among initial claims with overpayment	-0.9*	-1.0*	-1.0*	-0.1	-0.9	-0.9	-0.8	-0.1

Note:

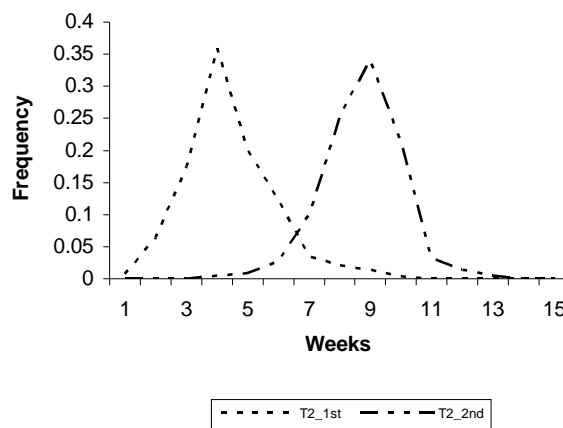
1. Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

REA Timing. As seen in Figure 4.3, the elapsed time between the claim date and the date of the REA interview ranged from 1 week to 10 weeks. A majority of treatment group members had their first REA interview in weeks 3 through 5 following their initial claim. Those in T2 who attended a second interview generally had the second interview between weeks 8 and 10 after filing an initial claim. Thus, based on these timing results, it appears that the REA Initiative was implemented as designed in Minnesota.

Figure 4.3: Time Elapsed Between UI Claim and the REA Interview Date (T1 and T2 - 1st interview)



(T2 - 1st and 2nd interview)



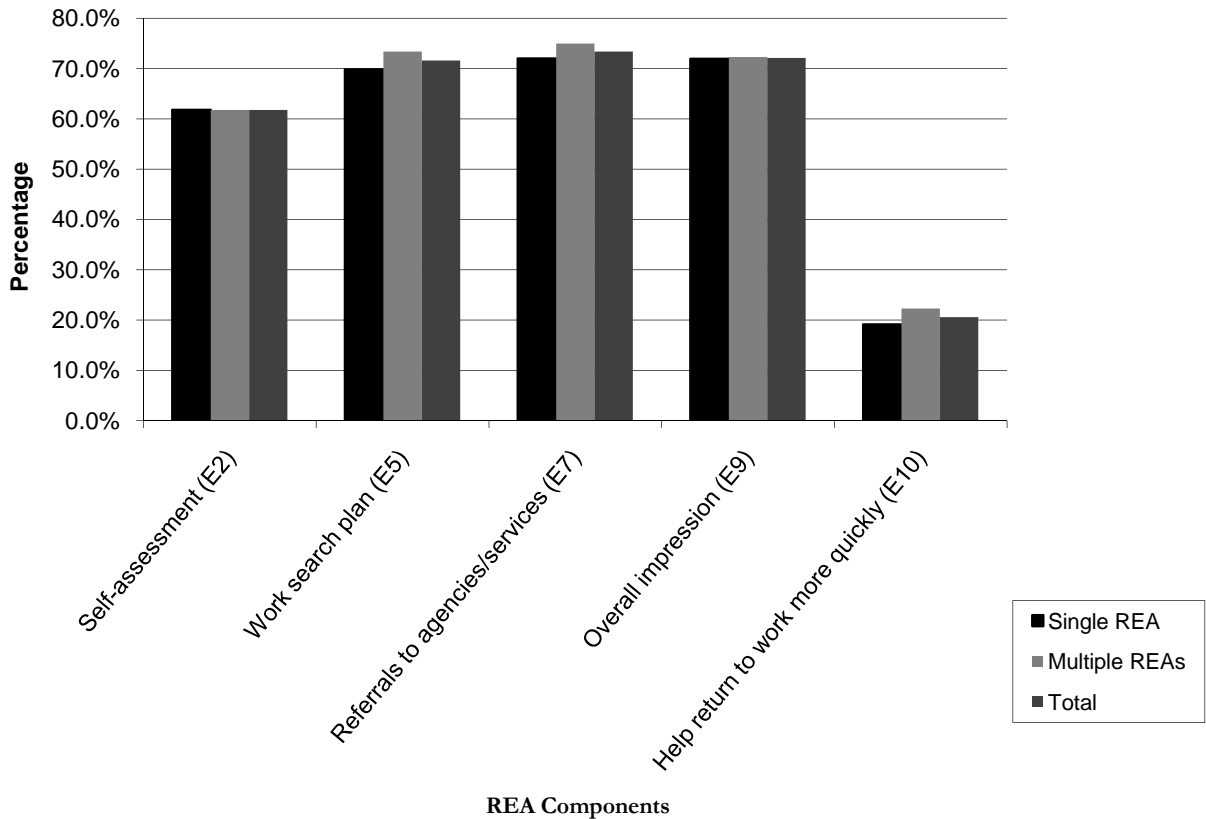
Claimants' Perceptions of REA. The follow-up REA interview also collected information on the REA participants' view of the REA process. The questionnaire included questions on participants' overall impressions of the REA process, as well as of some specific aspects of the process. In general, a majority of the Minnesota REA participants had a favorable impression of the REA process and viewed the process positively (very helpful or somewhat helpful). Table 4.8 provides a tabulation of responses of REA treatment group members who actually attended the interview. Figure 4.4 graphically summarized these responses.

As indicated in Figure 4.4, approximately 60% of those who attended an REA interview thought that the self-assessment form was helpful. More than 70% viewed the work search plan and referrals to other agencies/services as positive. Over 70% also had a positive overall impression of the REA process. These results were consistent for both the single treatment (T1) and multiple treatment groups (T2), with the multiple REA recipients reporting a slightly higher level of satisfaction. Despite their very positive assessment of the REA process, only about 20% of REA participants reported that the REA process helped them to return to work more quickly.

**Table 4.8: REA Participants' Perception of REA Interview Process – by Treatment Status
(Follow-up Interview Data, Fiscal Year 2005 Initiative)**

Claimants' Perception of the REA Interview Process	Single REA	Multiple REAs	Total
How helpful was completing the self-assessment evaluating job search skills? (E2)			
Very helpful	14.3%	14.9%	14.6%
Somewhat helpful	47.5%	46.9%	47.2%
Not at all helpful	38.3%	38.2%	38.2%
Number of Responses	651	571	1,222
How helpful was completing the work search plan? (E5)			
Very helpful	20.3%	21.4%	20.9%
Somewhat helpful	49.5%	52.0%	50.7%
Not at all helpful	30.3%	26.6%	28.4%
Number of Responses	459	481	940
How helpful was community job search agencies or services you were referred to? (E7)			
Very helpful	26.6%	24.8%	25.7%
Somewhat helpful	45.4%	50.2%	47.7%
Not at all helpful	28.0%	25.0%	26.6%
Number of Responses	485	452	937
Overall, how helpful were the REA interview(s)? (E9)			
Very helpful	26.3%	27.1%	26.7%
Somewhat helpful	45.6%	45.2%	45.4%
Not at all helpful	28.1%	27.6%	27.9%
Number of Responses	704	630	1,334
Overall, do you think the interview helped you return to work...? (E10)			
More quickly	19.1%	22.3%	20.6%
Delayed	2.3%	3.6%	2.9%
No effect	78.6%	74.2%	76.5%
Number of Responses	692	620	1,312
Which part of the interview process was the most helpful to you in trying to return to work? (E8)			
Self-assessment	21.4%	18.2%	19.8%
Work search plan	18.6%	21.2%	19.8%
Referrals to other agencies/services	15.5%	13.5%	14.5%
Some other part	8.9%	7.9%	8.5%
None of the interview process was helpful	35.7%	39.2%	37.4%
Number of Responses	684	617	1,301

**Figure 4.4: Minnesota Claimants' Perception of REA Interview(s)
Helpfulness of REA Component
(Follow-up Interview Data, Fiscal Year 2005 Initiative)**



Employment-related Outcomes. The follow-up interviews with claimants also included questions about their employment status following their initial claims. The interview included questions on whether the claimant found a job; the wage rate and hours worked per week on that first job after filing a claim; and the wage rate and hours worked per week on the job at the time of the follow-up interview.

Table 4.9 presents the employment profiles of the Minnesota UI follow-up interview respondents. On average, for all claimants in the sample, 54% returned to work within 6 months of their initial claims with an hourly wage of \$16.20 (on first job after claim) and were working almost 38 hours a week. The hourly wage on the job at the time of the follow-up interview was slightly higher, about \$16.60, and respondents worked 38.2 hours a week.

**Table 4.9: Employment Outcome Means – by Treatment Status
(UI Follow-up Interview Data, Fiscal Year 2005 Initiative)¹**

Employment Outcomes	Means				
	Full Sample ¹	C	T1	T2	T1 & T2
Probability of returning to work w/in 6 months of initial claims	54.4%	52.6%	52.3%	59.2%	55.1%
Hourly wage at first job found w/in 6 months of initial claims (\$)	\$16.20	\$16.40	\$16.30	\$15.90	\$16.10
Hours worked per wk at first job w/in 6 months of initial claims	37.8	37.0	38.4	37.7	38.2
Hourly wage on the job at the time of the follow-up interview (\$)	\$16.60	\$16.60	\$16.80	\$16.50	\$16.70
Hours worked per week on the job at the time of the follow-up interview	38.2	37.2	39.1	38.0	38.6
Sample Size (N(%))	1,906 (100.0%)	538 (28.2%)	800 (42.2%)	568 (29.8%)	1,368 (71.8%)

Note:

1. Includes only claimants who were followed-up at least six months after their initial claims.

Table 4.10 presents estimates of REA impacts on employment outcomes based on both bivariate and multivariate analysis. In general, REA appears more effective for the T2 group. For the T2 group (multiple REA interviews), REA increased the percentage of claimants who returned to work by 5.6 percentage points; there was no impact for the T1 group. While single REA had no impact on the likelihood of returning to work and hourly wages, it did increase claimants' hours worked per week both at the first job found within 6 months of initial claims and the job at the time of the follow-up interview (1.5 hours and 2.5 hours per week, respectively).

F. ANALYTIC ISSUES

The Minnesota REA impact analysis found that REA reduced the duration of UI benefit weeks. The findings also indicate that REA helped claimants to return to work earlier in their UI claim spell. These results and the finding that REA reduced the incidence of overpayment and number of overpayment weeks suggest that the REA Initiative achieved its objectives.

While these results are highly suggestive, a number of analytical issues limit our confidence in these results. Specifically,

- While we believe that our efforts to create matching treatment and control groups have made the groups more comparable, further work is required to eliminate all potential differences between the groups.
- Our analysis covered only the early implementation period of REA in Minnesota. It would be instructive to assess the impact of the REA Initiative in a later period; that is, when the Minnesota REA Initiative reaches steady-state.

**Table 4.10: Employment Impacts - by Treatment Status
(UI Follow-up Interview Data, Fiscal Year 2005 Initiative) ¹**

Employment Outcomes	Difference in Means (Bivariate Analysis)				Impact (Multivariate Analysis)			
	T1 - C	T2 - C	(T1+T2) - C	T2-T1	T1 - C	T2 - C	(T1+T2) - C	T2-T1
Probability of Returning to Work w/in 6 Months of Initial Claims	-0.4%	6.6%**	2.5%	6.9%***	-2.1%	5.6%*	1.1%	7.7%***
Hourly Wage at First Job Found w/in 6 Months of Initial Claims (\$)	-\$0.1	-\$0.4	-\$0.2	-\$0.4	\$0.5	\$0.4	\$0.4	-\$0.2
Hours Worked per Week at First Job w/in 6 Months of Initial Claims	1.5**	0.7	1.1*	-0.7	1.9*	1.3	1.5*	-0.7
Hourly Wage on the Job at the Time of the Follow-up Interview (\$)	\$0.2	-\$0.1	\$0.1	-\$0.3	\$0.5	\$0.6	\$0.6	-\$0.3
Hours Worked per Week on the Job at the Time of the Follow-up Interview	1.9**	0.8	1.4**	-1.1	2.5***	1.0	1.8**	-1.2

Note:

1. Includes only claimants who were followed-up at least six months after their initial claims.
2. Statistical significance level: * P < 0.1, ** P < 0.05, *** P < 0.01.

CHAPTER V. NORTH DAKOTA REA IMPACT ANALYSIS

A. NORTH DAKOTA REA INITIATIVE

The REA Initiative in North Dakota is known as WorkFirst. WorkFirst was implemented in a total of 5 sites: Bismarck, Fargo, Grand Forks, Minot, and Ft. Yates (a rural Indian reservation). Prior to the implementation of WorkFirst, all non-job attached UI claimants were required to participate in eligibility reviews and to receive reemployment services. As a result, the WorkFirst did not dramatically alter existing services. WorkFirst did, however, provide more intensive services than were provided prior to the introduction of WorkFirst. For example, relative to other claimants, WorkFirst claimants:

- Are contacted earlier (typically within one day of filing versus two weeks);
- Are contacted by telephone (versus mail);
- Have more frequent and more intensive contact (every 2 weeks versus every 4 weeks).

The REA Initiative in North Dakota recruited nearly 2,000 UI claimants who filed a new claim between April 2005 and May 2006. The random selection resulted in 30 percent of claimants assigned to the treatment group and 70 percent of the claimants assigned to the control group.

B. REA PROCESS AND COMPARISON GROUP DESIGN

North Dakota implemented a streamlined rigorous random assignment process. Figure 5.1 illustrates the operational process and program components of the North Dakota REA Initiative. A claimant was eligible for the REA treatment group if he/she was:

- Not job attached;
- Not a union member;
- Not a Federal or military employee;
- Not an inter-state claimant; and
- Had a work search requirement indicator.

Figure 5.1: North Dakota REA Process

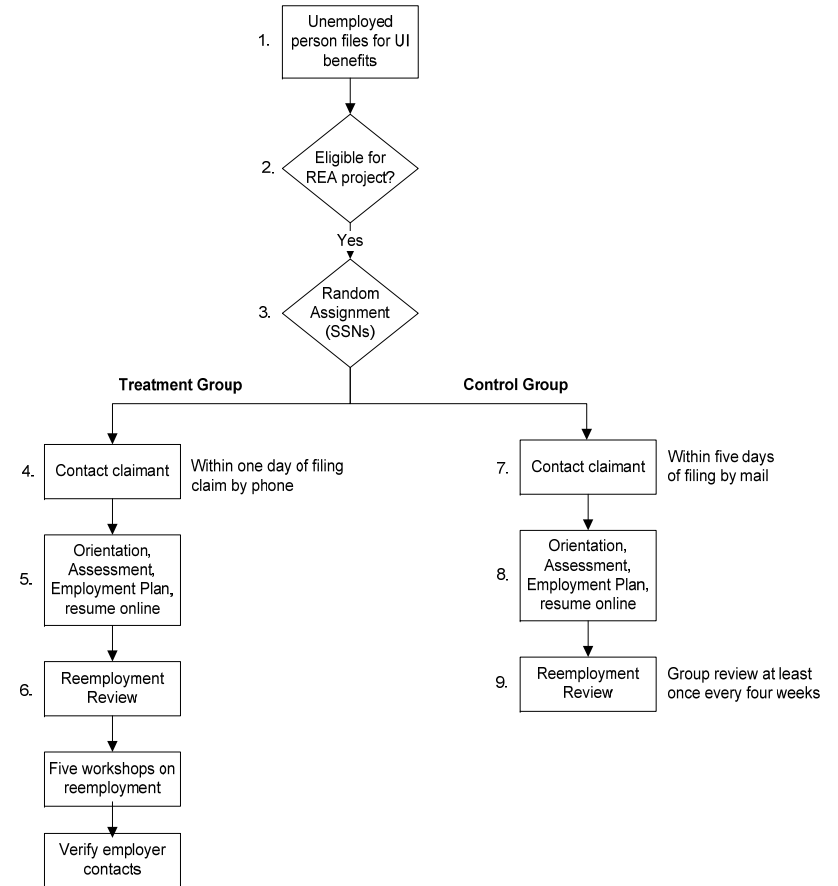
The North Dakota REA Initiative implemented the following steps:

1. Unemployed person filed for UI benefits. WPRS occurred immediately. There was a one-week waiting period between separation and eligibility for benefits. The claimant received the first UI benefit check in the second or third week after initial claim.
2. REA eligibility was determined. A claimant was eligible if he/she:
 - Resided in one of five sites: Bismarck, Fargo, Grand Forks, Minot, Ft. Yates;
 - Was not job attached;
 - Was not a union member;
 - Had a work search indicator of 2 or more;
 - Was not a federal or military employee; and
 - Was not an inter-state claimant.
3. All claimants with social security numbers ending in “3,” “5,” or “9” were randomly assigned to receive REA services. The REA was scheduled within two days of claim, and the claimant was required to come in for the REA three days later, so the REA interview occurred five days after initial claim. Claimants with SSNs ending in other numbers were assigned to the REA control group.
4. For claimants in the treatment group, a first contact by phone was made within one day of filing – mail contact if necessary;
5. Claimants came in for orientation, skills assessment, employment plan development, and an online resume writing course, within 24 hours, if possible; and
6. Reemployment reviews were conducted every 10 days.

Missed appointments were rescheduled as needed, though a stop payment was put on a claim until claimant attended appointment.

For claimants in the control group,

7. First contact was made by letter within five days of filing;
8. Claimants had group orientation, skills assessment, employment plan development, and built their resume online; and
9. Reemployment reviews were conducted at least once every 4 weeks.



After this screening, claimants with Social Security Numbers (SSN) ending by 3, 5, or 9 were assigned to the REA treatment group; all other claimants were assigned to the REA control group.

Claimants who were selected for the treatment group were contacted by telephone within one day of filing. REA interviews were typically scheduled within 24 hours of this initial contact. Missed appointments were rescheduled as needed, though stop-payments were put on claims until the claimant attended the REA interview. Reemployment reviews were scheduled every ten days if the claimant remained unemployed.

C. RESEARCH QUESTIONS

To assess whether the North Dakota REA Initiative achieved its goals, the following research questions were investigated:

1) Impact on UI-related Outcomes (claims and payments)

- a) Does REA reduce the average number of weeks compensated? If so, by how much?
- b) Does REA reduce the total payments to claimants? If so, by how much?

2) Claimants' Perception of REA

- a) How helpful was the REA interview process?
- b) What was the most useful part of the REA process?

3) Impact on Employment-related Outcomes

- a) Does REA improve the likelihood of claimants returning to work within six months?
- b) Are claimants with REA more likely to take a lower-paid job?
- c) Does REA change claimants' labor force attachment (hours worked)? If so, by how much?

D. DATA COLLECTION AND CLEANING EFFORTS

To address these research questions, the data sources illustrated in Table 5.1 were used. Specifically, UI administrative data were used to investigate the impact of REA on UI-related outcomes; information collected in follow-up interviews from program participants were used to study claimants' perception of the REA Initiative; and follow-up interview data were used to assess REA impact on employment outcomes.

Table 5.1: Data Sources Used in Impact Analysis

REA Outcomes	Analysis Data Source
UI-related outcomes	UI Administrative Data
Claimants' Perception of REA	Follow-up Interview Data
Employment-related Outcomes	Follow-up Interview Data

UI Administrative Data. North Dakota provided UI administrative records for all REA sample members. The North Dakota data, however, was more limited than the Minnesota data. That is, Minnesota provided a data set with hundreds of variables from UI claims, payments, overpayments, wages, etc. In contrast, North Dakota only provided a limited set of variables related to wages and claim information. As a result, the impact analysis for North Dakota is more limited than the Minnesota analysis.

Due to these data limitations, it was difficult to determine whether claimants exhausted their benefits. In addition, since the UI claim data that we obtained from North Dakota only covered the period ending June 30, 2006, participants who filed a claim after July 1, 2005 had not completed their benefit year. To mitigate this truncation problem, the analysis sample was limited to participants who filed a new claim between April 1, 2005 and December 31, 2005. The resulting analysis sample has 670.

A descriptive analysis of the sample characteristics of all claimants we received from North Dakota indicates that there are no significant differences between control and treatment groups (see Table 5.2). Both groups are similar in age, gender, race, and educational level. There are, however, statistically significant differences between the two groups in: the proportion of black participants, the proportion of college graduates, and earnings levels.

**Table 5.2: Socio-Economic Characteristics
North Dakota's REA Study Sample – By Treatment Status
(UI Administrative Data, Fiscal Year 2005 Initiative)**

Sample Characteristics	Full Sample	C	T
Demographic Characteristics			
Mean Age at the Time of Filing a Claim	39.3	39.2	39.5
29 or younger	26%	26%	27%
30 – 45	42%	43%	41%
46 – 55	21%	21%	21%
56 - 65	9%	8%	10%
Above 65	1%	1%	2%
Gender (1, male; 0, female)	49.6%	49.5%	47.8%
Race			
White (1, yes; 0, no)	80.5%	81.2%	78.8%
Black (1, yes; 0, no)	1.5%	1.1%	2.5%*
Other (1, yes; 0, no)	18.0%	17.8%	18.8%
Hispanic (1, yes; 0, no)	2.6%	2.7%	2.3%
Education			
High school dropout (1, yes; 0, no)	7.1%	7.0%	7.2%
High school graduate (1, yes; 0, no)	36.0%	35.2%	37.9%
Some college (1, yes; 0, no)	35.5%	34.7%	37.4%
College graduate (1, yes; 0, no)	19.2%	20.8%	15.0%*
Postgraduate (1, yes; 0, no)	2.3%	2.2%	2.5%
Economic and Other Characteristics			
Total Yearly Wage 2005 (\$)	23,010	22,624	23,937*
Average Quarterly Wage 2005 (\$)	6,255	6,188	6,415
Average Quarterly Wage 2006 (\$)	4,924	4,817	5,183*
Profiling Score	53.1	53.1	53.1
Number of Claim Accounts Newly Established for REA Study in FY 2005			
	1,935 (100.0%)	1,375 (71.1%)	560 (28.9%)

Note:

1. Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

Follow-up Interview Data. As was done in the Minnesota analysis, follow-up interview data were used to assess impacts on employment-related outcomes in North Dakota (See Appendix IV for the follow-up interview instrument). The follow-up interview sample in North Dakota, however, is considerably smaller than the Minnesota sample. In North Dakota, 645 follow-up interviews (approximately one-third of the full sample) were completed. As seen in Table 5.3,

however, the control and treatment groups are similar on most demographic characteristics. The only statistically significant difference between the two groups is in education.

Table 5.3: Socio-Economic Characteristics of North Dakota’s REA Study Follow-Up Interview Respondents – By Treatment Status (Follow-up Interview Data, Fiscal Year 2005 Initiative)

Sample Characteristics	Full Sample	C	T
Demographic Characteristics			
Mean Age at the Time of Filing a Claim	40.9	40.6	41.3
29 or younger	26%	26%	27%
30 – 45	42%	43%	41%
46 – 55	21%	21%	21%
56 – 65	9%	8%	10%
Above 65	1%	1%	2%
Gender (1, male; 0, female)	46.0%	49.0%	43.0%
Race			
White (1, yes; 0, no)	85.0%	85.0%	84.0%
Black (1, yes; 0, no)	0.8%	0.6%	1.0%
Other (1, yes; 0, no)	14.6%	14.3%	14.9%
Hispanic (1, yes; 0, no)	1.9%	2.2%	1.4%
Education			
High school dropout (1, yes; 0, no)	5.5%	5.5%	5.5%
High school graduate (1, yes; 0, no)	31.8%	27.5%	37.9%*
Some college (1, yes; 0, no)	37.6%	36.1%	39.8%
College graduate (1, yes; 0, no)	22.5%	27.9%	14.8%*
Postgraduate (1, yes; 0, no)	2.5%	2.9%	1.8%
Economic and Other Characteristics			
Total Yearly Wage 2005 (\$)	24,034	23,435	24,766
Average Quarterly Wage 2005 (\$)	6,560	6,555	6,567
Average Quarterly Wage 2006 (\$)	5,455	5,435	5,479
Profiling Score	53.1	53.4	52.8
Sample Size (N(%))			
	645 (100.0%)	357 (55.3%)	288 (44.7%)

Note:

1. Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

E. RESULTS

Using the same methodology that was used in Minnesota, bivariate and multivariate analyses were performed on both UI administrative data and follow-up interview data to assess the REA impact on UI and employment-related outcomes. In the multivariate regression analyses, we included the following control variables: age, gender, race, ethnicity, education, profiling score, and time lag between the initial claim date and interview date.

UI-related Outcomes. This section analyzes the impact of REA on UI outcomes. Due to the data limitation described earlier, only two UI-related outcomes were evaluated:

- **Duration of UI benefit weeks** – Number of weeks compensated during the benefit year; and
- **Total payment** – Total payments to initial claim accounts.

Table 5.4 presents the unadjusted and adjusted (bivariate and multivariate) impact analysis results on UI-related outcomes. The difference in means results indicate that REA reduced the duration of UI benefits by 1 week. However, the multivariate results show no significant impacts. The insignificant results in North Dakota are not surprising since control group members in North Dakota received similar, but less intensive, services as treatment group members. Moreover, the lack of significance may be due to the limited sample size in our analysis sample. In general, however, the magnitudes of the impacts are similar to Minnesota impact estimates.

**Table 5.4: Impact of North Dakota’s REA Initiative on UI Outcomes
(UI Administrative Data, Fiscal Year 2005 Initiative)**

Per Claimant ¹	Full Sample	Control	Treatment	Difference in Means (Bivariate Analysis)	Impact (Multivariate Analysis)
		<i>C</i>	<i>T</i>	<i>T - C</i>	<i>T - C</i>
Claims and Payments					
Number of Weeks Claimed and Compensated	11.0	11.0	10.0	-1.0*	-1.1
Total Payments (\$)	\$2,616	\$2,670	\$2,483	-\$187	-\$136
Sample Size (N(%))					
	670 (100.0%)	476 (71.0%)	194 (29.0%)		

Notes:

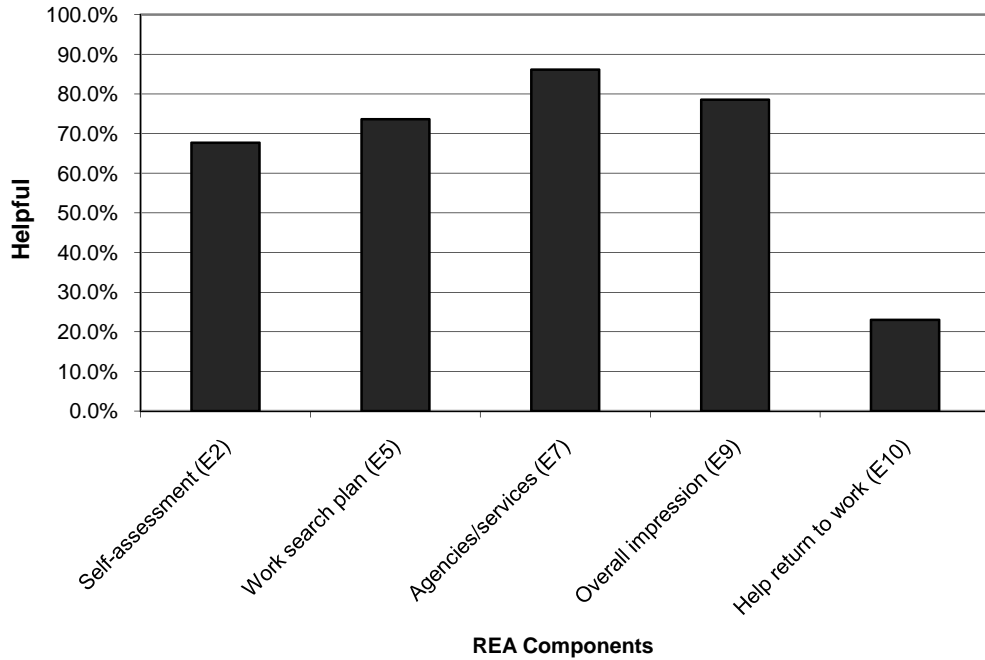
1. Among those who filed between April 1 and December 31, 2005
2. Statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

Claimants’ Perception of REA. Similar to the analysis of the Minnesota REA Initiative, a majority of North Dakota REA participants (about 70%) found the REA initiative to be helpful (see Table 5.5 and Figure 5.1). They also had a positive impression on the Work Search Plans and reported that the agencies were helpful in their job search. Nearly 80% found REA interviews to be very helpful or somewhat helpful. Fewer than one-fourth, however, said that REA helped them return to work more quickly.

**Table 5.5: REA Participants' Perceptions of REA Interview Process
(Follow-up Interview Data, Fiscal Year 2005 Initiative)**

Claimants' Perception of the REA Interview Process	Percent	Number of Respondents
How helpful was completing the group reemployment review meeting? (E2)		
Very helpful	17%	38
Somewhat helpful	51%	113
Not at all helpful	32%	72
Total Number of Responses	100%	223
How helpful was completing the work search plan? (E5)		
Very helpful	22%	43
Somewhat helpful	52%	102
Not at all helpful	26%	52
Total Number of Responses	100%	197
How helpful were these agencies or services in helping you in your job search? (E7)		
Very helpful	23%	31
Somewhat helpful	63%	87
Not at all helpful	14%	19
Total Number of Responses	100%	137
Overall, how helpful was the REA interview(s)? (E9)		
Very helpful	31%	77
Somewhat helpful	47%	116
Not at all helpful	22%	53
Total Number of Responses	100%	246
Overall, do you think the interview helped you return to work? (E10)		
More quickly	23%	56
Delayed	6%	15
No effect	71%	172
Total Number of Responses	100%	243
Which part of the interview process was the most helpful to you in trying to return to work? (E8)		
Initial assessment	13%	30
Job search plan	20%	47
Group reemployment interviews	13%	31
Referral to other agencies/services	10%	25
Some other part	8%	20
None of the interview process was helpful	36%	87
Total Number of Responses	-	240

**Figure 5.1: North Dakota Claimants' Perceptions of REA Interview
Helpfulness of REA Component
(Follow-up Interview Data, Fiscal Year 2005 Initiative)**



Employment-related Outcomes. Various employment outcomes using the North Dakota follow-up interview data were also examined. Table 5.6 presents the results, which indicate only small and insignificant impacts. About three quarters of claimants, on average, returned to work during the first six months since they filed an initial claim. They earned, on average, \$12.10 an hour, and worked 39 hours a week; however the likelihood of returning to work within six months of initial claims was not affected by REA. REA also had no effect on the hourly wages on their newly found job(s). The only statistically significant impact of REA was a reduction in the number of hours worked per week (-2.9 hours).

**Table 5.6: Impact of North Dakota’s REA Initiative on Employment Outcomes
(Follow-Up Interview Data, Fiscal Year 2005 Initiative)**

Employment Outcomes	Full Sample	Control	Treatment	Difference in Means (Bivariate Analysis)	Impact (Multivariate Analysis)
		C	T	T - C	T - C
Likelihood of Returning to Work w/in 6 Months of Initial Claims	78.0%	80.0%	78.0%	-2.0%	-1.3%
Hourly Wage at First Job Found w/in 6 Months of Initial Claims (\$)	\$12.1	\$12.1	\$12.0	-0.09	-0.09
Hours Worked per Week at First Job w/in 6 Months of Initial Claims	39	39.6	38.4	-1.2	-2.9*
Hourly Wage on the Job at the Time of the Follow-up Interview (\$)	\$12.4	\$12.6	\$12.2	-0.5	-0.1
Hours Worked per Week on the Job at the Time of the Follow-up Interview	38.8	39.7	37.6	-2.1	-1.7
Sample Size (N(%))	606 (100.0%)	339 (55.9%)	267 (44.1%)		

Note:

1. Statistical significance level: * P < 0.1, ** P < 0.05, *** P < 0.01.

F. ANALYTIC ISSUES AND CONSIDERATION FOR FUTURE ANALYSES

The North Dakota impact analysis found few statistically significant results. The lack of statistically significant results is most likely due to two factors: (a) the sample size is relatively small, and (b) control group members received similar eligibility reviews as treatment group members.

To improve the future analysis of REA impacts in North Dakota, the following steps should be taken:

- Obtain complete UI administrative data and wage records for REA control and treatment group members; and
- Obtain larger follow-up samples for assessing REA impacts on employment outcomes.

CHAPTER VI. CONCLUSIONS

This report presents the results of a study of the REA Initiative in nine of the 21 FY2005 grantee states: California, Connecticut, Florida, Minnesota, Nevada, North Dakota, Ohio, South Carolina, and Washington. As part of this study, states were asked to collect data on REA workloads and outcomes (ETA 9128 and ETA 9129) for both REA participants and a comparison group of UI claimants.⁸ IMPAQ International, LLC was engaged to provide technical assistance to selected states in developing a rigorous comparison group methodology that would facilitate the assessment of REA effectiveness in each state. IMPAQ staff worked most intensely with Connecticut, Minnesota, North Dakota, South Carolina, and Washington to develop state-centric evaluation designs.

Since most states participating in the study were unable to provide the required outcomes data (from Form ETA 9129), IMPAQ and ETA developed an alternative strategy for measuring REA effectiveness. Specifically, IMPAQ and ETA developed a plan to use state UI administrative records and follow-up interview data to assess REA effectiveness. However, only two states were able to provide the data necessary to implement the alternative impact evaluation strategy. As a result, this Final Report presents the results of state-centric impact assessments of the REA Initiative for the states of Minnesota and North Dakota only.

The results from these two impact evaluations were uneven. In general, the Minnesota results indicate that the REA Initiative has statistically significant impacts on UI-related outcomes; the North Dakota results were all statistically insignificant. Given these uneven results, a more rigorous evaluation of the REA Initiative is recommended to determine whether the REA Initiative achieved its goals of enhancing the rapid reemployment of unemployed workers, reducing overpayments, and realizing cost savings for the UI Trust funds.

⁸ Region 5 ETA Workforce Development Letter No. 013-04 (<http://www.doleta.gov/regions/reg05/documents/WDL013-04.cfm>)

APPENDIX I.

REA OPERATIONS

REA OPERATIONS

INTRODUCTION

Of the 21 states awarded grant funds for the REA demonstration during PY2005, nine states were selected to participate in the REA study. These were: California, Connecticut, Florida, Minnesota, Nevada, North Dakota, Ohio, South Carolina, and Washington. The evaluation documented the operation of the REA Initiative in each of the nine study states. While the Initiative required states to adhere to certain minimum requirements, states tailored their initiatives to meet their needs and to fit within their existing systems. This appendix provides information on the specific components and processes operating in each of the nine states.

INITIATIVE DESCRIPTIONS

The tables on the following pages provide a general description of REA operational processes and components for each of the REA-9 study states. The information presented in this section was gathered through review of documentation, such as REA proposals and other initiative materials, numerous telephone and conference calls, site visits, and information gathered from a template sent to states to gather standardized information on their REA programs. Each state was provided an opportunity to review and provide feedback on their flow charts and accompanying narrative description of their operations.

Furthermore, REA-9 states were asked to “sign off” on the accuracy of the descriptions of their initiative processes and operations. Confirmation was received from each of the states in November 2005. For some states, however, additional clarification necessitated revision of these documents.

California REA Operational Process and Program Components

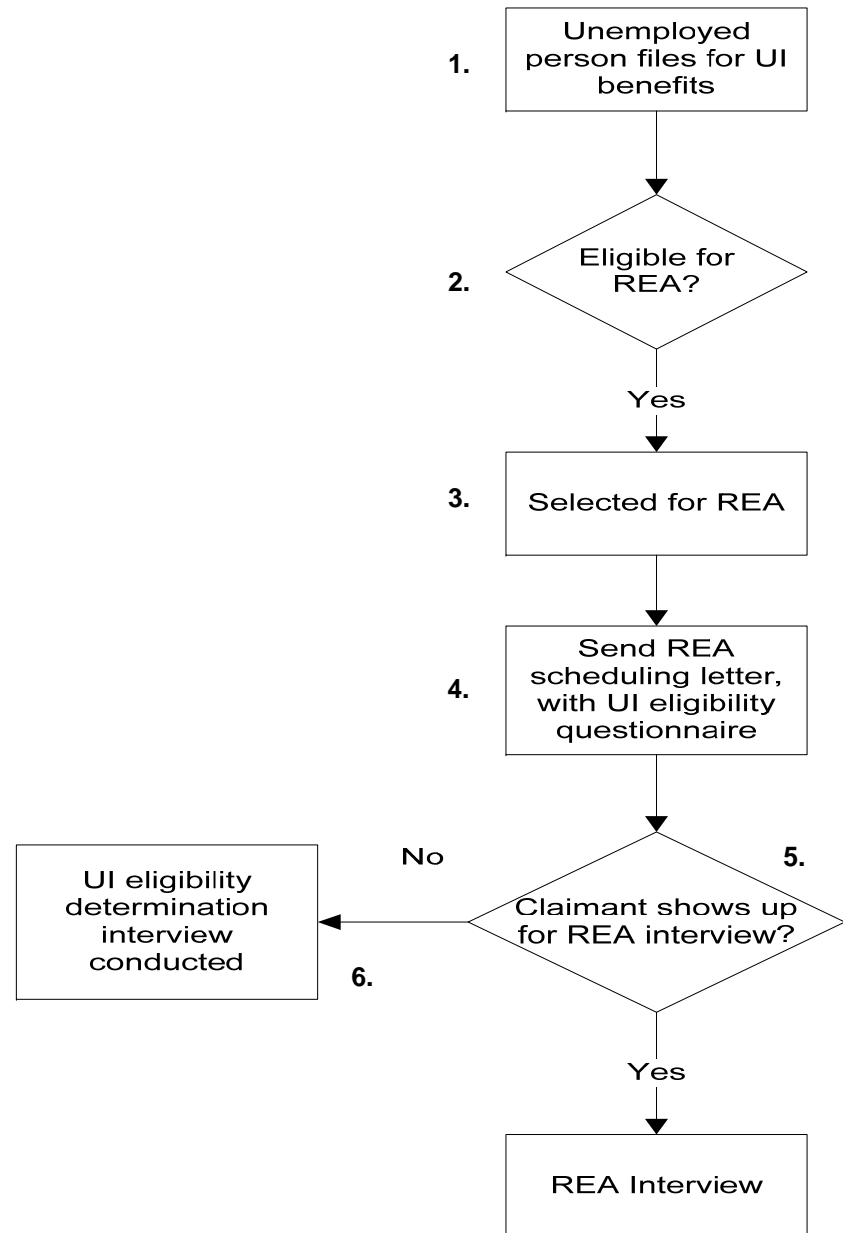
REA Operational Process

The following steps are followed in the implementation of the REA initiative in California:

1. Unemployed person files for UI benefits.
2. REA eligibility is determined as soon as the claim is filed. A claimant is eligible if he/she:
 - has no definite return to work date;
 - resides in the metropolitan areas of Los Angeles, Sacramento, or the San Francisco Bay;
 - is required to actively seek work on own;
 - is available for full-time work; and
 - is not a union member, or is a union member allowed to look for work outside of the union based on union rules.

Profiling score is not used in REA eligibility determination.

3. REA participants are randomly selected from among those eligible for REA (a total of 45,000 participants to be selected during the funding period). Random selection is an automated random selection process based on system time. Claimants are not selected based on digits in social security number.
4. REA participants are sent an REA appointment letter the Monday after filing. The REA interview is scheduled two weeks later. The 1st UI benefit check is typically sent about 4 weeks after the claimant stops work. The first two full weeks during which the claimant is not working, the claimant must document work search efforts on a certification form which they then send in. The 1st UI check then comes within 10 days. Receipt of the 1st UI check does not affect the REA selection process. These scheduled claimants constitute the main REA treatment group.
5. CA does not reschedule missed appointments.
6. In no good cause for no-show, claimant is disqualified for the week of the REA interview. Other UI issues are also adjudicated.



Connecticut REA Operational Process and Program Components

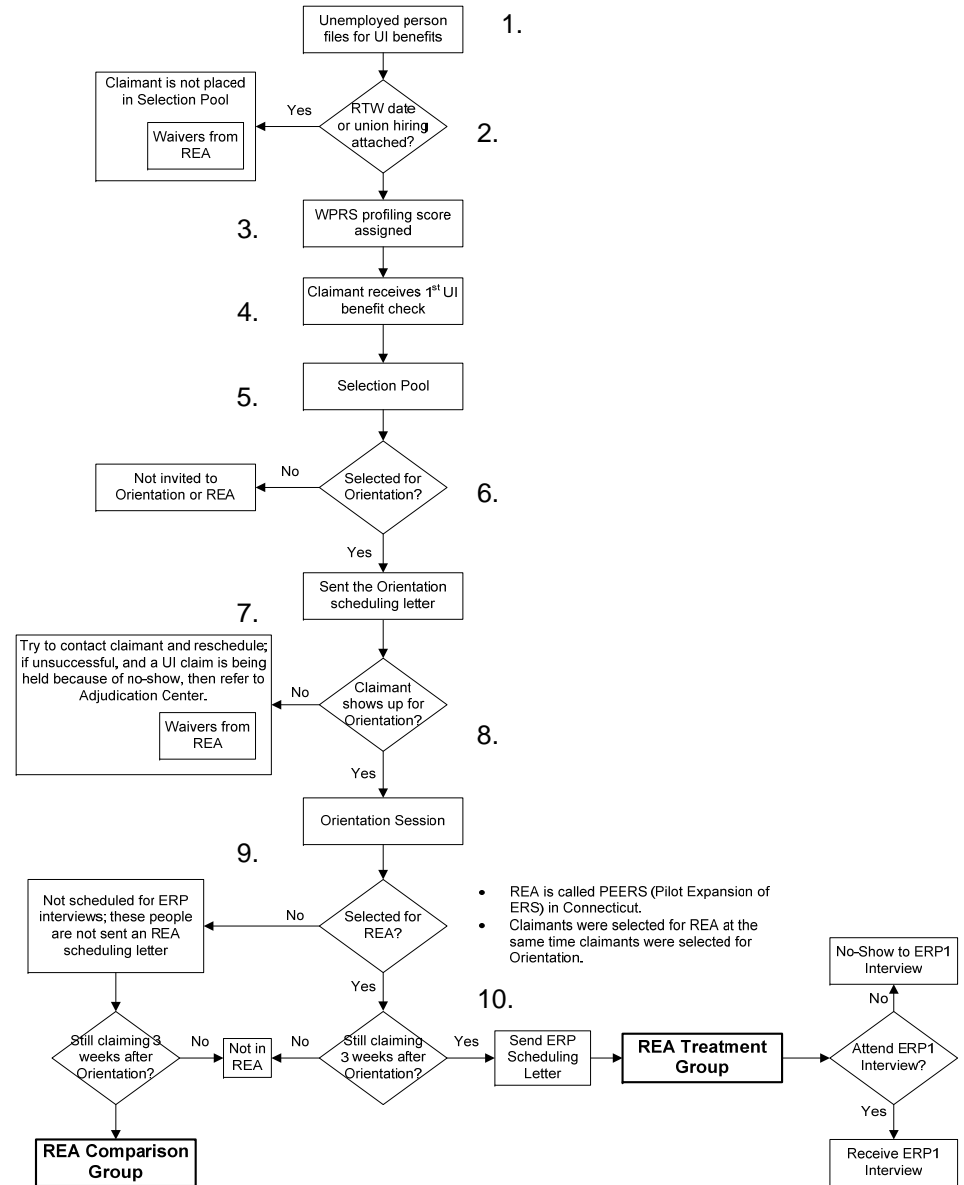
REA Operational Process

Prior to REA, Connecticut had in place an Enhanced Reemployment Services (ERS) program to help unemployed people find jobs. With REA funding, Connecticut developed the Pilot Expansion of ERS (PEERS) initiative, which provided additional, individualized reemployment assessments. Any given person does not participate in both at the same time.

The following steps are followed in the implementation of the REA initiative in Connecticut:

1. Unemployed person files for UI benefits. If the claimant was clearly dismissed due to lack of work, the 1st UI benefit check is issued the Monday following initial claim. If there is any doubt about the reason for loss of job, the employer has 7 days to clarify the reason. If the employer doesn't say that the claimant was dismissed for some reason other than lack of work, than the 1st UI check is issued on the 8th day. If a hearing needs to be scheduled, it could take 10 to 21 days to issue the 1st check.
2. REA eligibility is determined at initial filing. A claimant is eligible if he/she has:
 - no definite return to work date; and
 - does not obtain employment through union hall hiring.
3. WPRS profiling score is assigned the Monday after filing for benefits.
4. Claimant is placed in the Selection Pool after receiving first UI benefit check.
5. Claimants in Selection Pool are sorted in decreasing order of profile score. Selection to attend orientation starts with those most likely to exhaust and proceeds in decreasing order of profile score. Most also have 1 or 2 weeks benefits paid although a few have 3 weeks benefits. Claimant is eligible to be selected for up to 8 weeks. Each week, claimants are ranked based on claimant population that week; they are not given a new profile score.
6. Due to capacity constraints, about 30% of claimants in the Selection Pool are selected to attend Orientation. At the same time that claimants are selected from the Selection Pool, a subset of those selected to attend Orientation is also selected to receive REA treatment (1 or 2 ERP interviews). This typically occurs 1 or 2 weeks after the 1st check is issued. Claimants who have participated in an REA-like program in the past can obtain a waiver and not participate in REA. The number selected for REA participation each week varies from office to office and from week to week, depending on the availability of staff and facilities at the Job Center offices.
7. Claimants selected to attend Orientation are sent letter requiring they attend an Orientation Session at a Job Center at specific date, time, and location around the 5th week of claim.
8. A stop on claim is placed automatically after selection into REA treatment or comparison group. When claimant attends the orientation, the stop is lifted. Up to 4 stops can be placed to encourage attendance.
9. Orientation is in small groups (10 to 30 people), lasts 3 hours and includes benefits rights and labor market information. At end of orientation, or later, 1 on 1 assessment to prepare individualized service plan is conducted. Following assessment, REA and non-REA attendees are referred to extensive reemployment services.
10. Orientation session attendees who were selected for REA and who are still claiming 3 weeks after Orientation are sent an REA scheduling letter (typically in week 6 or 7 of claim) inviting them to an ER.

Connecticut REA Program



Florida REA Operational Process and Program Components

REA Operational Process

The following steps are followed in the implementation of the REA initiative in Florida:

Large Offices

1. Unemployed person files for UI benefits. The claimant typically receives the 1st check 28 days after initial claim. A claimant is eligible if:
 - he/she has no return to work date in next 6 weeks
 - intrastate claim (claims in Florida only)
 - claimant has received at least one UI benefit check
2. PREP (worker profiling)/REA eligibility is determined at initial claim.
3. Eligible individuals still claiming in week 4 of their claim are randomly assigned to one of three groups:
 - Group A1. PREP services only;
 - Group A2. REA only; or
 - Group A3. No PREP/REA.

In the large offices, claimants who are not eligible for PREP/REA when they make their initial claim do not receive any PREP or REA.

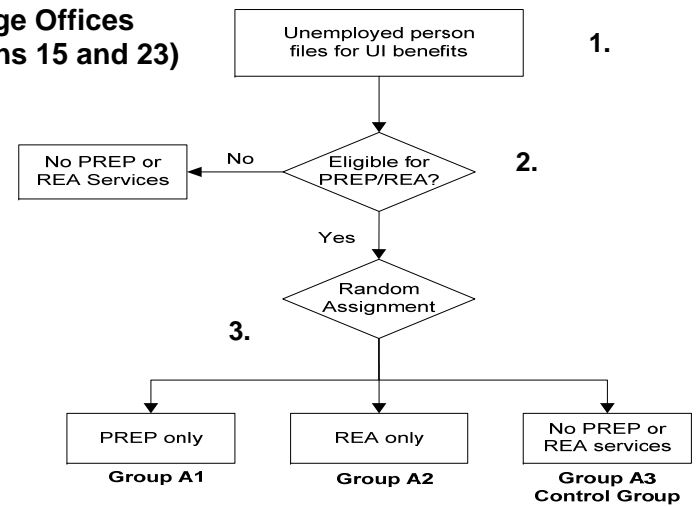
Small Offices

1. Unemployed person files for UI benefits. The claimant typically receives the 1st check 28 days after initial claim.
2. PREP/REA eligibility is determined at initial claim.
3. Eligible individuals still claiming in 4th week of claim are randomly assigned that week to:
 - Group B1. PREP and REA (an REA is provided at this time) or
4. Claimants who are still claiming in the 6th week of their claim are randomly assigned to one of 2 groups:
 - Group B2. Job Ready Reemployment (JRR) and REA or
 - Group B3. No PREP, JRR, or REA.

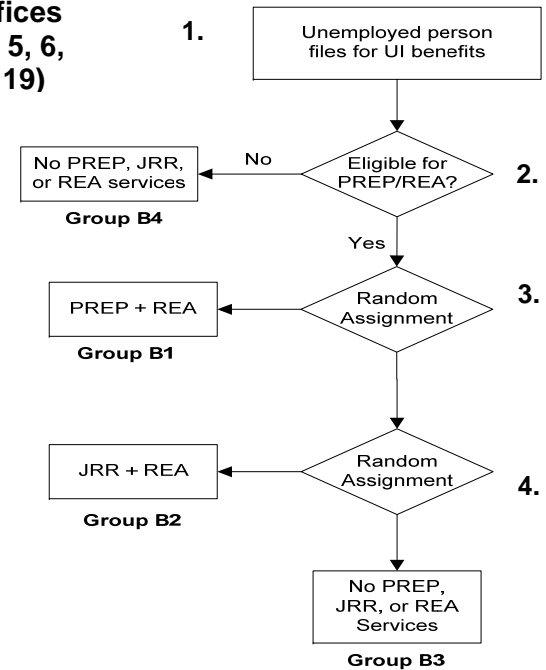
In the small offices, claimants who are not eligible for PREP/REA when they make their initial claim do not receive any PREP, REA, or JRR. These individuals are in Group B4.

REAs are usually scheduled 4 weeks after initial claim and takes place 6 weeks after initial claim. Florida does not do WPRS scoring.

Large Offices (Regions 15 and 23)



Small Offices (Regions 5, 6, 17, and 19)



Minnesota REA Operational Process and Program Components

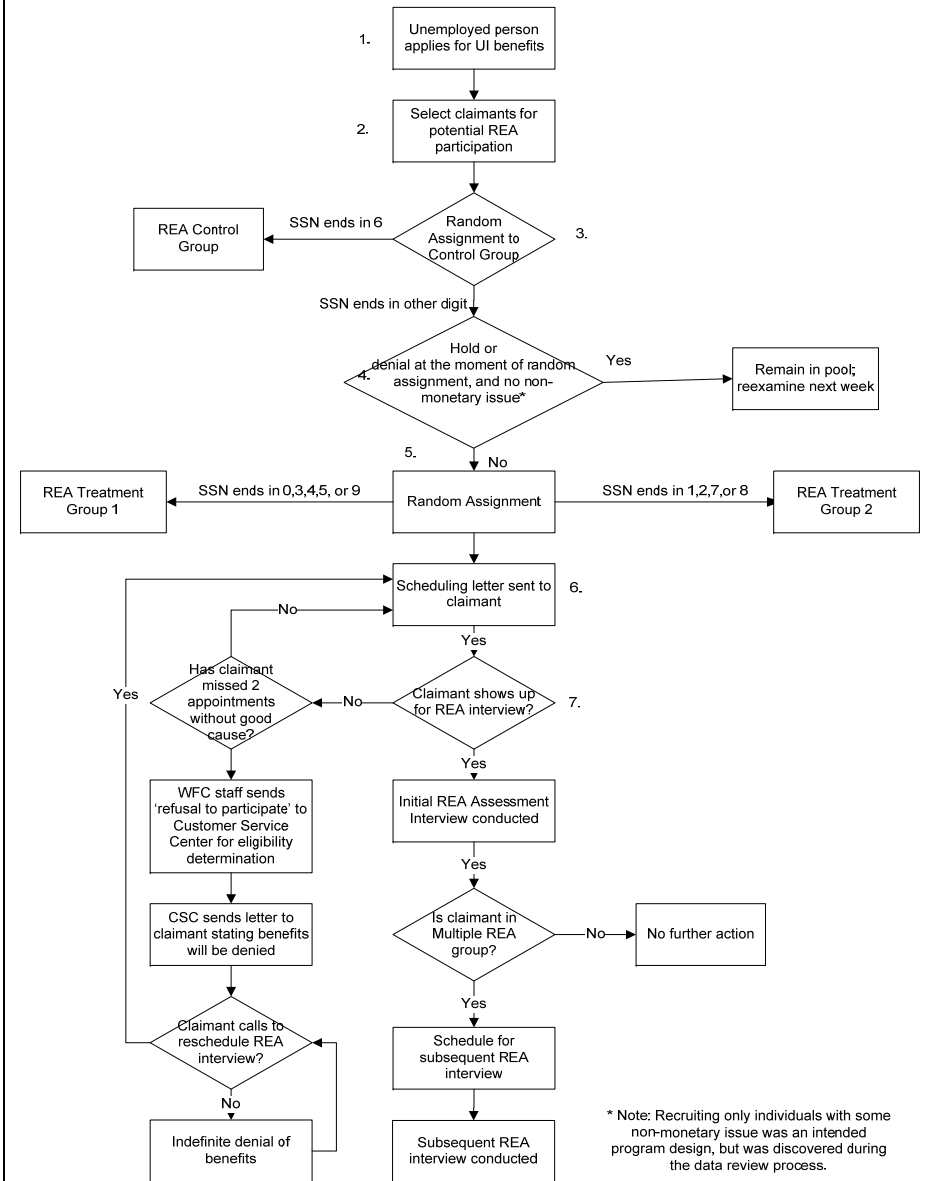
The Minnesota REA Initiative implemented the following steps:

1. Unemployed person filed for UI benefits, claimant was assigned a profiling score at initial filing. There was a one-week waiting period between separation and eligibility for benefits. The claimant received the first UI benefit check in second or third week after initial claim.
2. On a weekly basis, claimants were selected for potential participation in the REA Initiative. A claimant was eligible for participation if:
 - Claimant's local WorkForce Center (WFC) was participating in REA;
 - Claimant's profile score was in a specified middle range, which remained constant throughout the REA Initiative; and
 - Claimant's Social Security number (SSN) ended in a digit other than 6.

Enrollment goals for each WFC were defined and each WFC selected claimants to participate in REA to meet enrollment goals. Claimant was subject to selection for eight weeks.

3. Claimants with SSNs ending in "6" and some non-monetary issue on their claims were assigned to the control group.
4. Among all other claimants, active claims were checked to see if there was a hold or denial on the claim. If so, the claimant was not assigned to either REA treatment group. If there was no hold or denial due to a non-monetary determination issue on the active claim and the payment status was active, then the claimant was selected to be a participant in one of the REA treatment groups.
5. Claimant randomly assigned to either Treatment 1 (single REA interview) or Treatment 2 (multiple REA interviews) based on the last digit of the SSN.
6. Scheduling letters were sent the same day as random assignment. Interviews were scheduled for calendar week following receipt of the letter, typically during the third week of the claim (on average, 14 days after the claim was filed).
7. If claimant did not show up to scheduled REA interview, the WFC determined if there was good cause for missing the interview. If so, a rescheduling letter was sent. If claimant missed the second scheduled REA interview without good cause, the UI Customer Service Center was notified about refusal to participate. The UI Customer Service Centers (there are 2 in the state) are call centers which are the centralized units for handling UI matters. The Center notified the claimant of denial of benefits unless the claimant attended the REA interview. If the claimant still did not respond, benefits were denied indefinitely.

REA Treatment Group 2 members could receive multiple REA interviews – up to four interviews altogether, at the rate of approximately one per month.

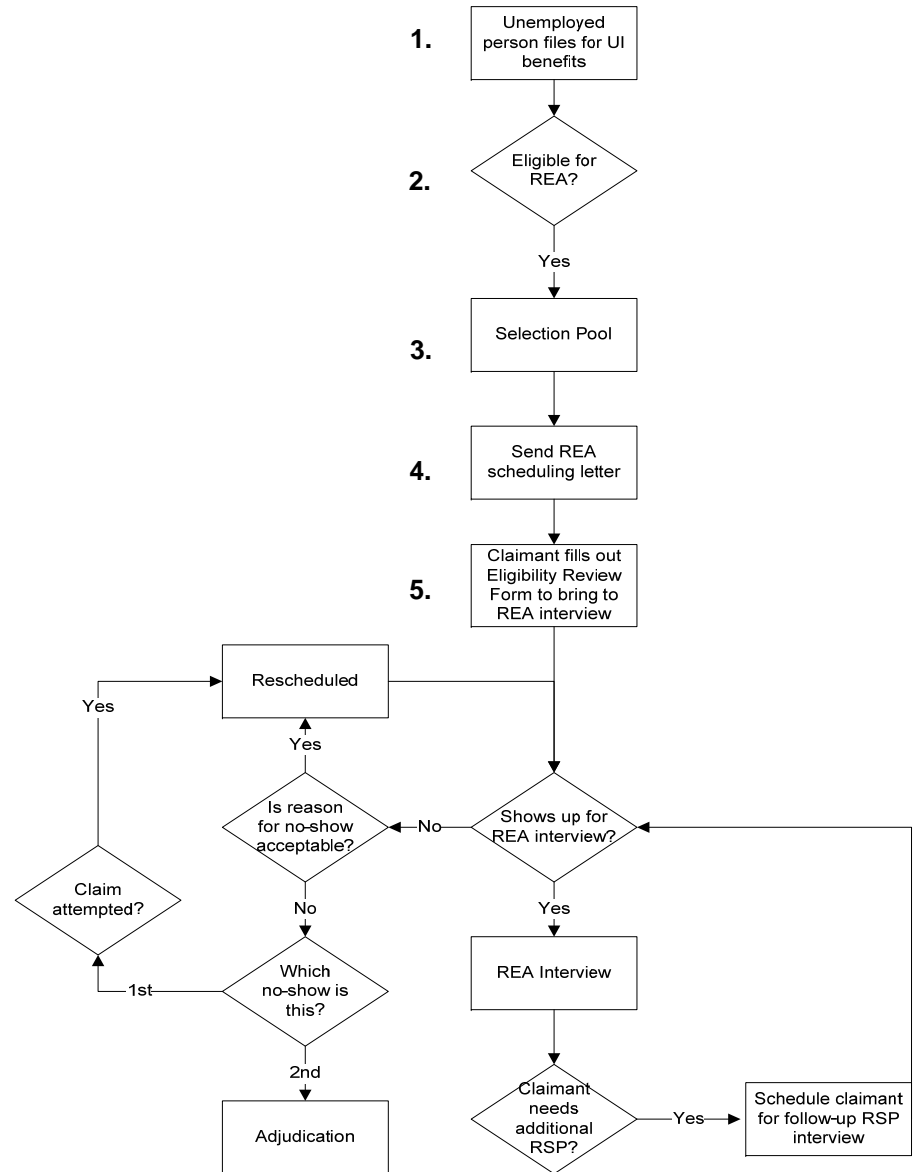


Nevada REA Operational Process and Program Components

REA Operational Process

The following steps are followed in the implementation of the REA initiative in Nevada:

1. Unemployed person filed for UI benefits;
2. REA eligibility is determined. A claimant is eligible if he/she:
 - resides in areas served by one of 5 Nevada JobConnect centers in the Las Vegas or Reno areas;
 - has no definite return to work date;
 - has intrastate claim;
 - not a hiring hall union member;
 - has a specific worksearch code; and
 - received a check the week prior to selection.
3. Claimants are selected from eligible pool for REA participation – Claimants are randomly assigned if pool contains more than target number of participants. Local staff may select additional REA participants by veteran priority of service, zipcode, occupation, claim date, or number of checks received to meet target enrollments or respond to employer requests. Selection criteria may vary from site to site and from day to day. Veteran status was added as possible criterion as of 11/12/05.
4. Claimants selected for REA receive notification letter approximately 2 to 2.5 weeks prior to appointment
5. Claimants required to bring identification, work search record and completed eligibility form to meeting; information is reviewed during meeting



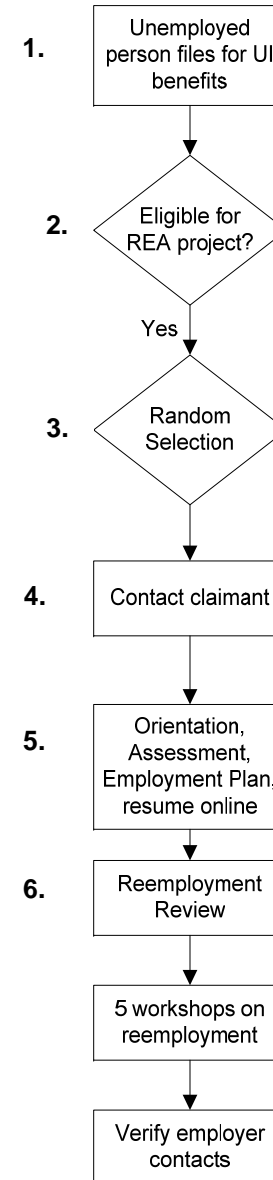
North Dakota REA Operational Process and Program Components

REA Operational Process

The following steps are followed in the implementation of the REA initiative in North Dakota:

1. Unemployed person files for UI benefits. WPRS occurs immediately. There is a 1-week waiting period between separation and granting of benefits. The claimant receives the 1st UI benefit check in the 1st or 2nd week after initial claim.
2. REA eligibility is determined. A claimant is eligible if he/she:
 - resides in 1 of 5 sites: Bismarck, Fargo, Grand Forks, Minot, Ft. Yates;
 - is not job attached;
 - is not a union member;
 - has a work search indicator of 2 or more;
 - is not a federal or military employee; and
 - is not an inter-state claimant.
3. All claimants with social security numbers ending in 3, 5, or 9 are randomly assigned to receive REA services. The REA is scheduled within 2 days of claim, and the claimant must come in for the REA 3 days later, so the REA interview occurs 5 days after initial claim.
4. A first contact by phone is made within 1 day of filing, mail contact if necessary;
5. Claimants come in for orientation, assessment, employment plan, referral for posting online resume, within 24 hours, if possible;
6. Reemployment review every 10 days.

Missed appointments will be rescheduled as needed though stop payment is put on claim until attends appointment.



Ohio REA Operational Process and Program Components

REA Operational Process

The following steps are followed in the implementation of the REA initiative in Ohio:

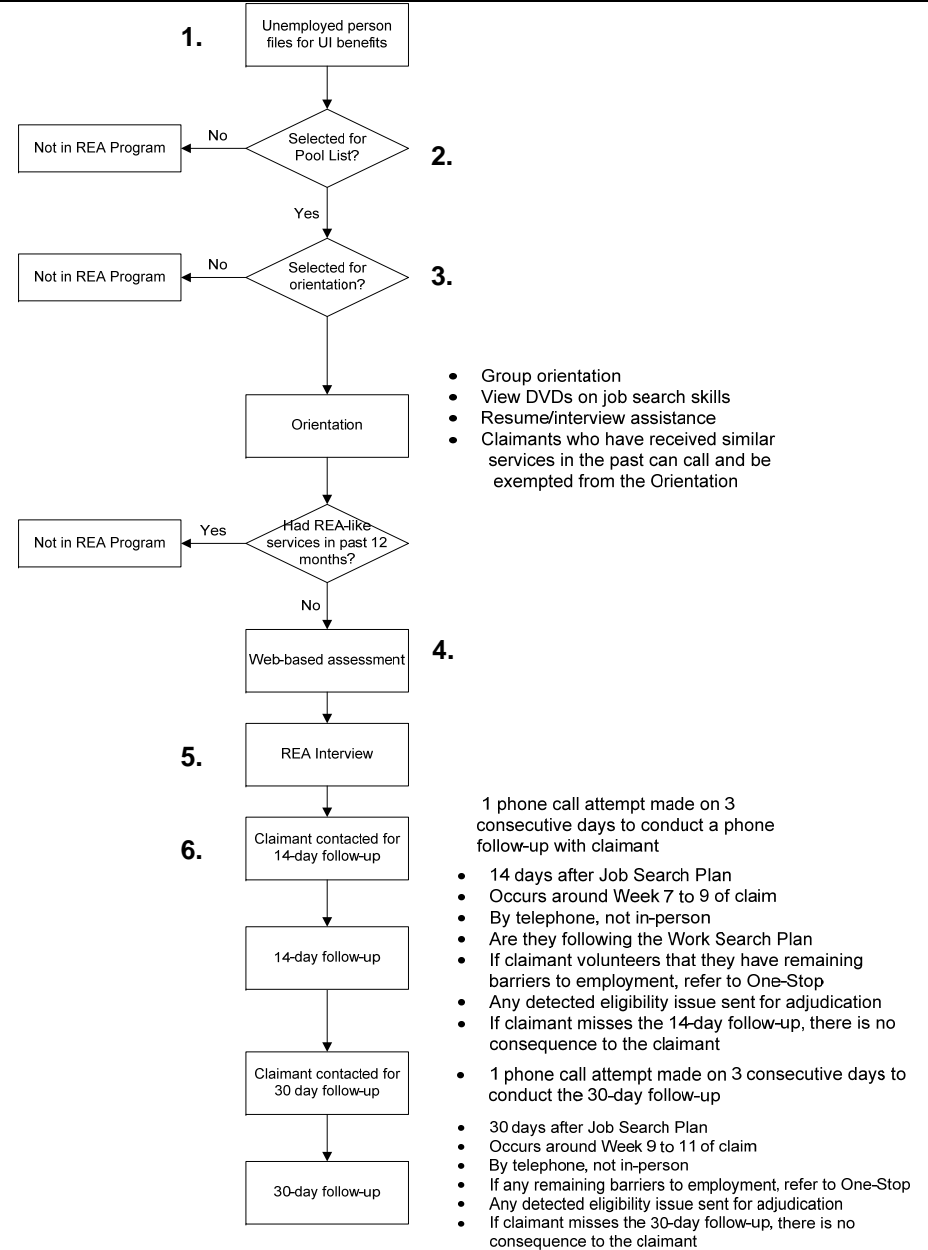
1. Unemployed person files for UI benefits and claimants are profiled. The 1st UI benefits check is sent out in the 3rd or 4th week of the claim.
2. REA eligibility is determined usually in the 1st week of the claim. Eligible claimants are selected for pool list. Claimants are eligible if he/she:
 - has received a first benefit check;
 - has a high risk of exhaustion;
 - has no definite return to work date.

This list is sorted by county of residence and distributed to One-Stops.

3. Claimants are selected for orientation by local One-Stop Centers. Selection for orientation is in chronological order of date of selection into the Pool List, up to capacity constraints. Claimants are dropped from Pool List if not selected for 4 weeks. In small rural offices, all claimants get REA. In large offices some, but not all, get REA.

Those selected for orientation are sent a letter scheduling orientation between 14 and 21 days. Those who are sent this letter make up the REA Treatment Group. Selection into REA typically occurs in the 3rd or 4th

4. Nearly everyone who attends the orientation session subsequently fills out an online assessment (50 questions) of barriers to employment and continues on to REA. Only those few who have already been involved in an REA-like program in the past do not continue on to REA.
5. Claimant returns one-week after assessment for 1 on 1 (in person) interview and customized job search plan.
6. Phone call follow-up 14 and 30 days after job search plan development.

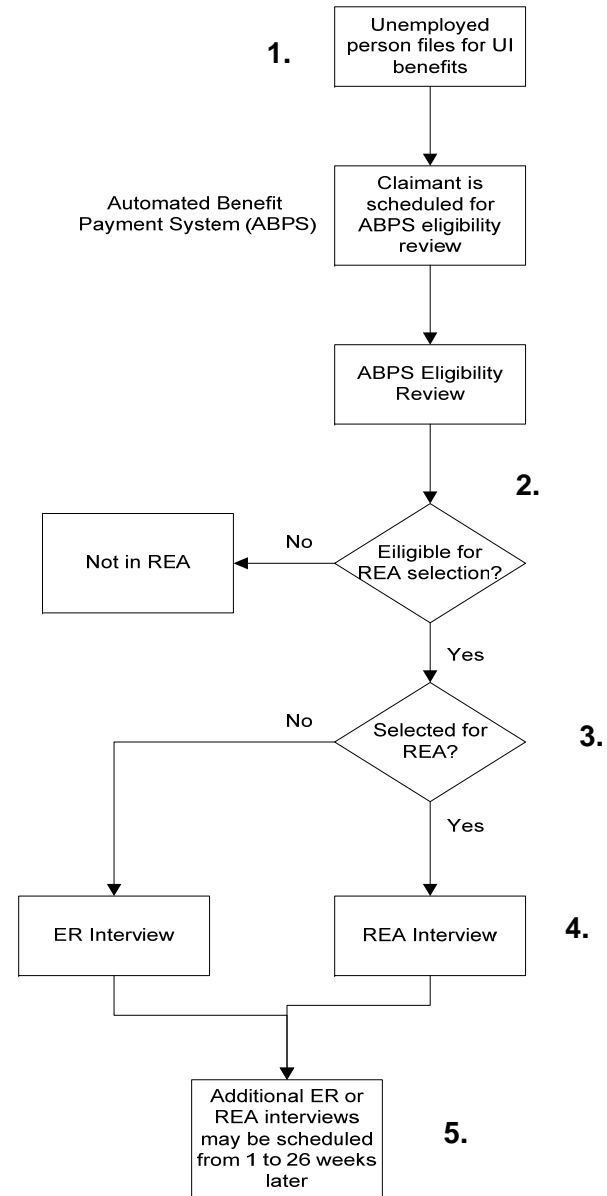


South Carolina REA Operational Process and Program Components

REA Operational Process

The following steps are followed in the implementation of the REA initiative in South Carolina:

1. Unemployed person files for UI benefits.
2. REA eligibility is determined. Eligibility criteria for REA are identical to the criteria in the ABPS Eligibility Review. All of the following must be true for a claimant to be eligible for REA:
 - Claimant is in one of ten designated metropolitan areas in South Carolina.
 - Claim is not employer-filed.
 - Claim is in its 6th week after filing.
3. Among claimants who are eligible for REA:
 - In the smaller offices, where there is enough staff to handle the workload, all are selected for REA;
 - In the larger offices, where there are staff capacity constraints, only those claimants who happen to be interviewed by an REA interviewer are selected for REA.
4. The REA interview generally occurs at week 8 or 9.
5. Additional ER or REA interviews may be scheduled from 1 to 26 weeks later.



Washington REA Operational Process and Program Components

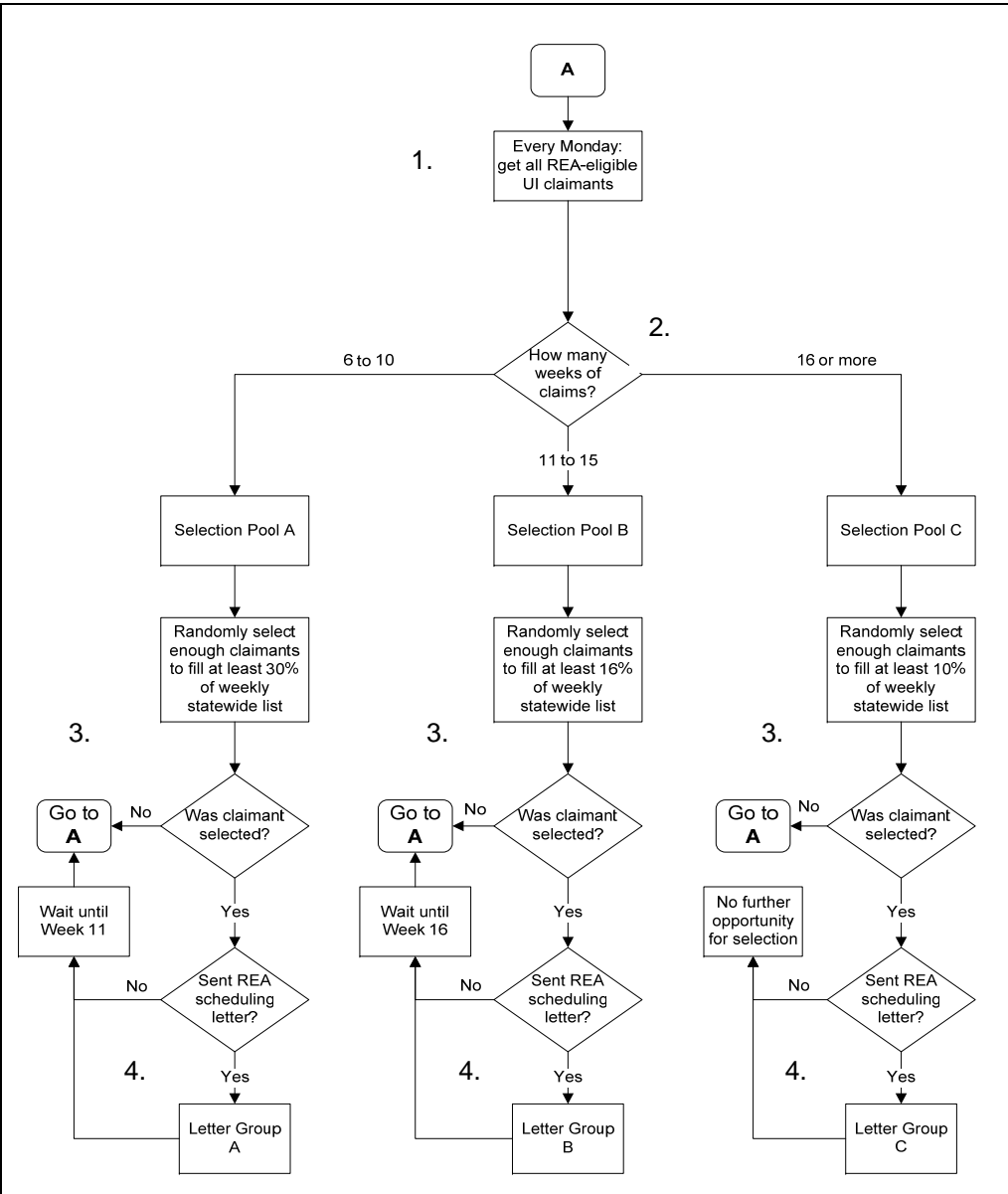
REA Operational Process

The following steps are followed in the implementation of the REA initiative in Washington:

1. Every Monday, claimants who are eligible for REA are identified. A claimant is not eligible if he/she:
 - Has 5 or fewer weeks of UI claims paid;
 - Is employer attached;
 - Is on stand-by to return to work;
 - Is attending a commissioner approved training;
 - Is a member of a full referral union;
 - Is partially employed;
 - Is escaping domestic violence;
 - Is an interstate claimant.
2. The claimants are sorted into three selection pools based on how long ago their claim was made. Claimants who are in week 6 through 10 of their claim are in Selection Pool A. Those in week 11 through 15 are in Selection Pool B. Those in week 16 or higher are in Selection Pool C.
3. A certain percentage of each selection pool is chosen at random. Enough claimants are selected from Selection Pool A to fill at least 30% of the weekly statewide list of REA claimants. For Selection Pool B, the percentage is 18%. For Selection Pool C, it is 10%.
4. The selected claimants are sent an REA scheduling letter. Those not selected return the following week where the process is repeated.

Claimants are selected only once from each Selection Pool. That is, a claimant may be sent at most one REA scheduling letter during weeks 6 through 10 of their claim; one REA scheduling letter during weeks 11 through 15; and one REA scheduling letter during weeks 16+. Thus a claimant may be sent at most 3 REA scheduling letters.

Each week, Washington randomly chooses a certain percentage of the claimants who are in week 6 of their claim. The chosen claimants are added to the REA control group. These claimants are removed from further participation in the selection process. They are never sent an REA scheduling letter.



APPENDIX II.

**REA IMPLEMENTATION IN THREE STATES:
PROCESS CASE STUDY EXCERPTS**

CONNECTICUT

OVERVIEW OF THE REA (PEERS) INITIATIVE

REA Focus and Objectives. Connecticut's REA Initiative, known as the Pilot Expansion of Enhanced Reemployment Services (PEERS), was an expansion of the state's existing reemployment services program in two areas: 1) the number of Unemployment Insurance (UI) claimants served, and 2) the types of program components provided by REA. Additionally, PEERS emphasized an early intervention strategy by bringing targeted UI claimants into the local offices only a few weeks into their benefits claim period. Unlike Enhanced Reemployment Services (ERS), the state's ongoing Worker Profiling and Reemployment Services (WPRS), PEERS required claimants to participate in Eligibility Review Program (ERP) meetings to review work search activities, identify barriers to reemployment, and confirm continued eligibility for UI benefits.

Since late 1994, Connecticut's ERS program has used worker profiling scores (WPRS) to identify and rank those most likely to exhaust benefits and to benefit from reemployment services. Claimants in weeks one through eight of filing for benefits were selected from the profiled pool in rank order and referred to local offices for ERS orientations to reemployment services. These orientations included an overview of services available at the One-Stop Career Center, completion of a job search skills assessment, and development of an individualized service plan. In PEERS, claimants selected were usually in their first or second week of filing for benefits and, in addition to participating in the ERS orientation, were required to return to the local office for up to two, one-on-one PEERS ERP meetings. PEERS also introduced a more intensive Benefits Rights Interview (BRI) component for the ERS orientation, which was permanently incorporated into the ERS program when the demonstration ended.

The goals of PEERS as stated in the original grant application were to: (1) reduce the average duration of unemployment; (2) lower UI exhaustion rates for workers otherwise likely to exhaust their benefits; and (3) develop better methods to refer workers to reemployment services.

Unemployment Insurance Program Context. Connecticut moved the processing of all UI claims to two telephone Claims Centers (in 2001). Since this shift eliminated the need for the vast majority of UI claimants to visit the One-Stop Career Centers (known as CT Works Job Centers

(JCs)), claimants were not exposed to the various reemployment services available. More recently claimants file initial claims, reopen prior claims, certify continued eligibility weekly, and ask questions by telephone, as opposed to engaging in face-to-face interactions with a UI staff person in a local JC. Further reducing personal interaction, claimants also have the option of filing claims on the agency's Internet site.

During the evaluation period, the state also had nine Adjudication Centers, co-located in the JCs, where issues are adjudicated. After filing for benefits, claimants were mailed a UI "Rights and Responsibilities" booklet, which explained reemployment services available at the JC and indicated that they might be contacted to report to the JC for reemployment services. Under most circumstances, the decision to visit the local JC to pursue reemployment services and potential training was left up to the claimant.

Implementation Adjustments and Experiences. The PEERS initiative, which was implemented statewide, operated for a 12-month period from October 4, 2004 through September 30, 2005.¹ By the time the state received notification that the Federal REA grant had been awarded, PEERS had been operating as a state initiative for 6 months.

Implementation of PEERS resulted in an increase in workload for the local JCs. The number of UI claimants selected weekly for participation in ERS was increased by 30%. Furthermore, the more frequent and more intensive one-on-one PEERS eligibility reviews and referral to reemployment services were provided.

At the time PEERS was implemented, the agency was still recovering from the closure of some JCs, state-mandated layoffs, and an early retirement initiative. The staff downsizing resulted in considerable "bumping" from positions and significant reductions in available staff resources. These cutbacks had a severe impact on the agency's Information Technology (IT) division in particular, leaving virtually no capacity for automation of the data collection processes required for PEERS. As a result, the demonstration team was forced to depend upon manual processes for most participant data collection. Excel spreadsheets were created to record information on assessments,

¹ A pilot of the PEERS Initiative was implemented in the Waterbury JC in August 2004.

referrals, and selected outcomes for PEERS participants in each JC. A system was structured so that the Excel worksheets could be shared across the UI and ES programs. Data on REA activities was also entered into the CT Department of Labor's JC Management Information System (MIS) creating duplicative work for Customer Service Representatives.

Staffing/Training. Several full and half-day training sessions were held for various employees associated with the PEERS Initiative. Some of the training sessions were designed specifically for ES staff, while others were offered to the adjudicators. Training was provided on PEERS components, while other sessions focused on the required MIS screens. One training session explained the new Excel spreadsheets used for tracking. Staff in the local offices were generally satisfied with the content of the training, as well as the program manual, and commented that the "door was left open" for contacting the central office staff about unanticipated questions that came up during the Initiative period. Issues related to specific claimants could be discussed during monthly conference calls with other PEERS staff.

GENERAL CLIENT FLOW/REA DELIVERY STRUCTURE

Eligibility/Selection/Notification Process/Scheduling. PEERS participants were selected using the same process employed to select claimants required to participate in ERS. Although the PEERS clients were also selected weekly by staff in the local JCs from the top of the WPRS list down, those identified for PEERS had been filing for benefits for only one or two weeks. Each JC had a specific goal (based on the size of the claimant population) set by the central office for the number of ERS and PEERS claimants to be selected each week. For example, staff in a local JC might draw the top-ranked 35 claimants from the weekly WPRS list. The top 10 that had filed most recently would be identified as PEERS participants, while the remaining 25 would be designated as ERS participants.

UI claimants selected for both ERS and PEERS received the same letter from the state office informing them that they had been selected for the ERS program and indicating a time and date to report to the local JC. PEERS clients were not informed at that time that they had been selected for the Initiative.

Some local JC staff noted that there initially were some problems related to having an inadequate number of UI claimants to fulfill their PEERS requirements, but these problems were later addressed.

Employment-Related Activities. All UI claimants selected for PEERS, like those selected for ERS, were required to attend the standard ERS orientation described above. During the course of the session, claimants were informed that some of them, if still unemployed and collecting UI benefits three weeks after the orientation, would receive a letter from the local JC informing them that they were required to report for an eligibility review and additional reemployment services.

PEERS participants and ERS participants followed the same path up through the ERS orientation. However, the PEERS claimants who received a letter were required to return to the local JC for a reassessment ERP meeting to ensure the claimant was looking for work and still eligible for benefits. These meetings generally took about 30 minutes. The claimant's job search log was reviewed to ensure that the required three job contacts per week were being made.

The verification of the job search effort was the key difference between ERS and PEERS. Although the ERS meeting provided information to the claimant, the PEERS meeting emphasized the importance of the job search requirements. The ERP meeting filled two roles: 1) it was an eligibility verification meeting and 2) a reemployment assessment meeting. Referrals for needed supportive services could be made during the ERP meeting. For example, PEERS claimants concerned about criminal records might be referred to Vocational Rehabilitation services. Others could be referred to WIA, Veterans' Services, Energy Assistance programs, or to agencies that provide support for substance abuse or mental health issues.

If a PEERS claimant was still unemployed three weeks after the first ERP meeting, the claimant would receive another letter indicating that a second ERP had been scheduled. These meetings typically were much shorter than the first ERP.

SOUTH CAROLINA

OVERVIEW OF THE REA INITIATIVE

REA Focus and Objectives. South Carolina's REA Initiative supplemented Eligibility Reviews (ER) for selected UI claimants with intensive reemployment activities. Unlike some other REA grantee states, South Carolina required all UI claimants, except those whose claims were filed by their employers, to report to a One-Stop Career Center (known as Workforce Center (WC)) for periodic, in-person ER meetings to review their eligibility for continued benefits.² REA participants were selected from the pool of individuals who reported for both initial and repeat ER meetings scheduled after they had been collecting benefits for six weeks. While the UI claimants may have had exposure to some reemployment activities in the course of ER meetings in the past, the REA demonstration was an effort to expand the focus of the meetings and offer more in-depth, intensive eligibility assessments and employment service referrals.

The state's initial goal was to conduct 30,000 REA interviews in 10 WCs, located in larger metropolitan areas, over a 12-month period. One experienced UI-funded interviewer in each of these 10 WCs would be responsible for conducting the REA interviews. Managers and staff at both the state and local levels agreed that the overall goal of the REA Initiative was to get people back to work faster, to get UI claimants off the UI rolls quicker, and to preserve the UI trust fund.

All UI program services, including ER and REA, are delivered to claimants in the local WCs by staff funded by the UI division, but managed by the Employment Security Commission Workforce Center Directors. State UI staff does not have line authority over local staff providing UI services, although they do provide training and technical assistance as needed. Most staff in the WCs is cross-trained. It is not unusual to have a Wagner Peyser-funded staff member backing up a UI-funded staff member or vice versa.

Unemployment Insurance Program Context. Unlike many other states, South Carolina had not shifted the processing of UI claims to telephone call centers. Claimants had the option of filing initial claims by phone, Internet, or through an intranet system accessible in the WCs, often with

² Staff estimated that approximately 50% of all UI claims filed are employer-attached and therefore not subject to ERs. For example, a large employer might file claims for all employees during a company-wide, two-week summer or holiday shutdown.

staff assistance. The majority of claimants filed for benefits in person at the local offices, although there had been a recent increase in Internet filing.

Claimants who filed an initial claim for UI benefits in a WC used the Internet system to provide the required information. A UI staff person then reviewed the data and issues a monetary determination. Non-monetary determinations were made at the central office level. If the claimant was eligible, a determination of eligibility letter and a work search log (Record of Work Seeking Activities) were sent from the central office, usually within two weeks. Claimants provided information verifying their week-to-week continued eligibility for claims by telephone. Claimants were also required to register as available for work within two weeks of filing an initial claim.

South Carolina required all UI claimants to report for an in-person ER interview if they were still receiving benefits after six weeks. Based on the current workload and the number of staff available, WCs informed the central office as to how many interview slots they could accommodate in a given week. The state's Automated Benefits Payment System generated letters informing claimants that they had been scheduled for an interview to review their continuing claim for UI benefits. The letter, which also included a series of questions about work history and potential barriers to employment that claimants were requested to complete before the meeting, informed the claimant that failure to report may result in a denial of benefits.

During the initial ER meeting, which averaged 5-15 minutes in duration, the ER interviewer reviewed the job search log, asked questions about the claimant's job search activities, discussed the claimant's availability for work, and asked a series of other questions to determine continued eligibility. The interval for the next ER meeting, which was set at the discretion of the interviewer and was based on the results of that initial meeting, was entered in the data system and a subsequent scheduling letter was sent to the claimant at that time. Intervals for return meetings generally took place six to eight weeks later. The interviewer updated the information in the data system indicating that the ER had occurred. If the ER did not happen, an "issue" is noted and UI benefits were denied. Although most scheduled claimants eventually participated in their ER meetings, one WC reported that only about 60% of the ER meetings were actually completed during a given week.

Development of the REA Model. Since 2003 data indicated that 55% of all ERs were completed in the ten largest WCs, the state decided to limit implementation of their REA Initiative to those offices. These WCs were mostly located in metropolitan areas (Columbia, Greenville, Spartanburg, Charleston, Myrtle Beach, Aiken, Anderson, Florence, Rock Hill, and Sumter). The state wanted to implement their Initiative in sites where there was enough ER traffic to keep one dedicated REA staff person occupied full-time conducting only REA interviews. The state recognized that this would not be the case in the smaller, rural offices. Each REA interviewer would be assigned a goal of 12-14 completed initial or follow-up REA interviews per day.

The ER portion of the REA interview would be the same for both the ER and the REA interviews, but the REA would emphasize referral to more intensive reemployment services tailored to the needs of the individual claimant. In addition, the REA interview was expected to last about 30 minutes. Finally, this model required limited adjustments and changes to the existing data management system. Staff developed one new screen for the data management screen which would enable the REA staff to (1) indicate that an REA interview had been conducted, and (2) indicate which REA activities had taken place.

Implementation Adjustments and Experiences. South Carolina operated the REA Initiative using FY 2005 funding between May 1, 2005 and December 31, 2005.³ Their initial goal was 30,000 completed initial or follow-up REA interviews, assuming a January 1 start date and a twelve-month project period. However, the delay in grant approval forced them to push back their kick-off date, leaving the state with only eight months to meet their goals. Recognizing that they would not meet their goals at their current pace, they added an additional REA staff person in each of the REA sites, so that two REA interviewers were each tasked with completing 12-14 interviews per day. A second adjustment was made in October when ten new WCs were added to the Initiative. Each of the new WCs assigned one staff person to conduct REA interviews. As a result, 30 REA interviewers were responsible for conducting REA meetings during the last three months of the project period. By the end of the project period, over 22,000 REA interviews were completed.

³ The Initiative began again in July 2006 under FY2006 REA funds.

Staffing/Training. Prior to REA implementation, a half-day training session was conducted by UI and ET technical services central office staff for WC supervisors and staff who had been selected to conduct REA interviews. The training provided information about the Initiative in general, explained the types of reemployment activities that would be offered and how activities should be classified among those categories, provided an overview of the new data management screens that participants would need to complete, and answered questions about the Initiative posed by the participants. Participants were responsible for training staff in their respective WCs. No additional follow-up training was provided by central office staff. Training for new REA staff was provided by WC managers.

GENERAL CLIENT FLOW/SERVICE DELIVERY STRUCTURE

Eligibility/Selection/Notification Process/Scheduling. Any UI claimant required to report for an ER – that is, any UI claimant whose claim was not employer-attached and who received benefits for six or more weeks – was eligible for and could potentially be selected for REA if that person was assigned to one of the 10 WCs implementing the Initiative.⁴ Claimants scheduled by the data management system for both initial and repeat ERs were assigned REA appointment slots via a lottery system to receive more intensive REA interviews rather than the standard ER. If the number of no-shows among those with scheduled appointments with the REA interviewer made it impossible to meet daily goals, the REA interviewer would conduct REA meetings with other claimants who did report for their ER meetings. WC staff understood that meeting the daily goals for REA interviews was a priority. If there were a high number of no-shows on any given day, the REA interviewer had priority with those who did keep their appointments. As a result, it would have been possible for all claimants reporting for an ER on a particular day to participate in REA. REA interviewers were able to meet, and in some cases exceed, their goal to conduct 12-14 interviews per day.

As is the case with UI claimants who do not appear for scheduled ER appointments, REA claimants were able to reschedule missed appointments. However, a missed interview appointment triggered an “issue” code which needed to be resolved to ensure the continuation of benefits. REA staff

⁴The number of Workforce Centers that implemented REAs increased to 20 in October 2005.

typically telephoned claimants who missed appointments to inquire as to the reason and to reschedule meetings.

No special letter or notification was provided to UI claimants prior to their appointment informing them that they would be receiving the more intensive REA services, since that determination was not made until the claimant arrived for the appointment. Likewise, WC staff did not have any prior information as to which claimants would be REA appointments.

Since a new non-selective assignment was made for each REA appointment, it was theoretically possible for a claimant to participate in a more intensive REA assignment at the initial meeting and be assigned for the standard ER at a subsequent meeting. Conversely, an initial ER meeting could have been followed-up with a more intensive REA meeting. The Initiative was not designed to ensure a “once an REA, always an REA” categorization. However, REA staff in two WCs noted that claimants often asked to meet with them specifically when they were required to report for follow-up meetings. In addition, staff noted that many REA claimants returned to the WCs to work on job search activities and check-in with the REA interviewer prior to the time required for their next official ER.

Content of the REA Meeting. REA meetings did not include a formal group orientation to the REA Initiative. Instead, each REA interviewer provided an at-desk, one-on-one explanation of the more intensive REA services. Since the REA meeting encompassed the regular ER meeting described above, it always included a detailed review of the work search activities form to confirm that adequate weekly job contacts were made, as well as a review of the standard questions to determine availability for employment. The latter included a discussion of work history, educational background, type of work the claimant was seeking, and rate of pay desired. This discussion often brought out information about potential barriers to work, which were then discussed and addressed. Claimants were referred to and provided employment-related activities, as needed, based on the specific needs of individual claimants. Staff estimated that the time required for an REA interview averaged about 12-15 minutes, but could range from 10 to 30 minutes.

WASHINGTON

OVERVIEW OF THE REA (Job Search Review) INITIATIVE

REA Focus and Objectives. Washington's Reemployment Eligibility Assessment (REA) Initiative is an expansion and enhancement of the state's Job Search Review (JSR) program, which has been providing reemployment services to selected UI claimants, as required by state law, since 1999. Previously funded by a UI grant and Reed Act funds, the new REA/JSR modified the service delivery approach of the old JSR with longer and more intensive one-on-one job search review/reemployment and eligibility assessment meetings, more emphasis on job referrals, and the addition of a new automated employment plan, the Claimant Action Page (CAP). The new JSR program provided services to randomly selected UI claimants who were required to seek work and who had been receiving benefits for at least five weeks. Eligible claimants may have been selected to report for JSR services up to three times during their benefit claim period. The state's goal was to conduct 40,000 REA/JSR interviews. The primary goal of the JSR program was to reduce duration on UI for claimants with work search requirements and to get people back to work sooner.

Unemployment Insurance Program Context. Washington moved the processing of all UI claims to telephone call centers in the late 1990's. This shift eliminated both the need for the vast majority of UI claimants to visit the local One-Stop Career Centers (known as WorkSource Centers (WSCs)) and exposure to the reemployment services available. This also allowed claimants to file new initial claims or reopen prior claims, certify continued eligibility weekly, or ask questions about benefits by telephone or through the Internet site (www.go2ui.com), as opposed to engaging in face-to-face interactions with a UI staff person in a local WSC.⁵ Claimants subject to a job search requirement, were registered in the computerized job match system at the time of filing for benefits. As of January 4, 2004, all UI claimants subject to job search requirements were required to complete one of the following options each week: 1) make at least three employer contacts; 2) participate in three in-person job-search activities (e.g., employability workshops) at a WSC; or 3) have a combined total of three employer contacts and/or job search activities. These activities were to be recorded on Job Search Logs, mailed to UI claimants after they file for benefits. The state's UI Performance Unit

⁵The number of tele-centers was reduced from three to two – now located in Seattle and Spokane – in September 2005.

contacted employers listed on selected job search logs to verify that the claimant did apply for a job with that employer.

During the past 20 years, Washington has implemented a number of Federal and state funded initiatives aimed at helping UI claimants return to employment sooner by linking them with reemployment services available at the WSCs. Beginning in 1985, as Wagner-Peyser Act funds began to diminish, the agency received state funds for the Claimant Placement Program (CPP) with the intent of providing reemployment services to selected UI claimants. In 1993, the CPP legislation was amended to accommodate the Worker Profiling and Reemployment Services (WPRS), which identifies and targets UI claimants in their first five weeks of benefit receipt for job search assistance and reemployment services.

The CPP/WPRS identified UI claimants who were most likely to exhaust their benefits before finding and returning to suitable employment. After a claimant filed for UI benefits, a worker profiling score was assigned using a statistical model that determined the likelihood of exhausting benefits based, in part, on the claimant's base year employment. A listing of selected claimants was sent each Monday morning to each WSC. Staff select, from the top down, a number of claimants, based on their local staff resources and availability, to send letters requesting that they report to the WSC for an orientation session. The mandatory nature of the session has changed back and forth over time, but as of October 2005, continued UI benefit receipt was contingent on attendance at the orientation session for selected claimants. If a claimant was not selected from the selection pool in a given week, the claimant remained in the pool and was available for selection in subsequent weeks. Rankings were recalculated weekly.

The number and percentage of claimants who were selected from the profiling list to receive services varied from WSC to WSC based on caseload size and staff resources. Some of the smaller offices may have selected and generated scheduling letters to everyone on their profiling list. As caseloads shrunk with low unemployment rates, this was more likely to be the case.

Development of the REA/JSR. When the state moved the processing of UI claims out of the WSCs, the link between the UI claimants and employment services was, in most cases, severed. UI staff was also transferred out of the WSC at the same time. Some of the motivation for creating the

original JSR came from a desire to reestablish the connection between UI claimants and the reemployment services available at the WSC.

The CPP/WPRS Initiative filled some of that void for those UI claimants deemed most likely to exhaust their benefits by making contact with them during the first few weeks of their claim period. However, not much was being done for claimants who continued to receive benefits beyond five weeks, especially if they were not selected for worker profiling services. It was apparent that some strategy needed to be developed for reconnecting UI claimants who continued to collect benefits to reemployment services.

A state law was passed that required the implementation of a job search monitoring program for UI claimants. The JSR Initiative was designed to ensure that claimants actively engaged in searching for work and complied with the legal requirements for UI. Therefore, the JSR model which was adopted emphasized reemployment in addition to compliance requirements. Local WSC staff scheduled UI claimants from a randomly-selected list of eligible claimants for in-person interviews. During the interview, the job search logs were reviewed, labor market information was provided, occupation codes were updated, and job referrals as well as other reemployment assistance referrals were made.

JSR had been providing services for about four years when the potential funding for a UI REA grant became available. Since no evaluation of the effectiveness of JSR had been done, the REA grant offered the state the opportunity to participate in a national study to examine the effectiveness of JSR and similar reemployment strategies. The REA grant also enabled the state to refocus the new JSR model on making referrals to appropriate job openings (and reemployment services) and to restore one-on-one interviews with claimants.

GENERAL CLIENT FLOW/PROGRAM DELIVERY STRUCTURE

Eligibility/Selection/Notification Process/Scheduling. On Monday mornings, JSR staff received a list of claimants who had been randomly selected through an automated selection process. Claimants eligible for JSR selection were required to search for work (i.e., not job-attached and/or hired through a union hiring hall) and had been paid at least five weeks of benefits. Thirty percent

of those who had received benefits for 6-10 weeks, 16% of those who had received benefits for 11-15 weeks, and 10% of those who had received benefits for 16 or more weeks were selected for the JSR pool and placed on the list. JSR staff selected claimants on the list from the top down. A letter specifying the time and date of the JSR interview was sent to selected claimants. Claimants could not be called in for a JSR meeting more than once in a selection period, but it is possible that they could be called in three times (once in each selection period) if they continued to collect UI benefits. In fact, it was very likely that many claimants would be called back for subsequent interviews because of the shrinking UI caseloads.

Employment-Related Activities. At the time of the one-on-one session, the JSR staff reviewed the job search log for the prior week, updated occupational codes, and provided individualized labor market information, job referrals, and referrals to other employment assistance as needed. One-on-one interviews could last from 20 minutes to over 40 minutes. Prior to the meeting, the JSR staff retrieved information about the claimant and identified potential job referrals (if a CAP has been generated). The JSR staff began the meeting by asking for proof of identification. In some WSCs, the JSR staff asked the claimant to fill out a brief one-page JSR eligibility profile. The profile collected information on work experience, job requirements and preferences, and a copy of the claimant's resume (if available) was attached to it. In other WSCs, the claimant was instructed to identify three potential jobs listed on the Internet site.

The JSR staff reviewed the job search logs, emphasizing the need for detailed and complete information on all job contacts. For example, printed verification receipts were encouraged for verification of Internet/E-mail contacts. If the job search logs were unavailable or incomplete, the claimant was given the opportunity to produce them prior to the end of the week, when the JSR staff was to report all incomplete logs and "potential issues" to the tele-center. The UI Performance Audit Unit had a comprehensive process for reviewing and verifying job search logs, requiring follow-up on contacts made with employers. The JSR staff could also provide referrals to classes and workshops available through the WSC and other partner agencies, referrals for information on the job search process (e.g., when to include cover letters with resumes), and information about and demonstration of various job search websites in addition to the WSC website (e.g., Monster.com, Indeed.com).

The first JSR interview could be rescheduled for “legitimate” reasons. If a claimant did not complete the one-week review or attended but produced a log that was not completed satisfactorily, an “issue” was identified for a potential one-week denial. The claimant was then sent a second letter scheduling a review of all weeks of the UI claim.

The major differences between the old JSR program and the new JSR (REA) Initiative were:

- In the original JSR program, reviews in some WSCs had shifted from one-on-one meetings to a group class format. The JSR staff would provide an overview of WSC services available and the process for completing the logs, followed by one-on-one reviews. Some WSCs, particularly the smaller ones, had continued with the one-on-one meetings. In the new JSR, all reviews were conducted in private, one-on-one sessions.
- The new JSR emphasized the need to record all activities in the WSC’s Service Knowledge and Information Exchange System (SKIES).
- The UI Work Test was to be completed.

APPENDIX III.

**REA FOLLOW-UP INTERVIEWS:
MINNESOTA AND NORTH DAKOTA**

The Unemployment Insurance Benefits Study

Minnesota

CATI Instrument

Conducted for:

IMPAQ International

10420 Little Patuxent Parkway, Suite 300
Columbia, MD 21044

Technical Assistance by:

Battelle

The Business of Innovation

6115 Falls Road, Suite 200
Baltimore, MD 21209

March 2008

Beginning Scripts for Tracking:

Hello, my name is _____. I am calling from IMPAQ International, a research firm in Columbia, MD, on behalf of the Minnesota Department of Employment and Economic Development.

May I please speak with (RESPONDENT)?

IF AVAILABLE:

I am calling concerning an important research study involving people who applied for Unemployment Insurance Benefits in your area. We recently sent you a letter letting you know that we would be calling to conduct a brief telephone survey about your experiences since you applied for Unemployment Insurance benefits in (UI CLAIM DATE).

The interview lasts approximately 10 minutes, depending on your answers. Your opinions and experiences are extremely important. Participation is voluntary and you may refuse to answer any questions or stop the interview at any time. Also, my supervisor may listen in at times for quality control purposes.

Your responses are strictly confidential and any information you provide will be grouped with answers collected from other respondents and only reported in summary format. Your name will not be provided to the State of Minnesota or any other agency, except as required by law. Participating in this survey will not affect any benefits you get now or may receive in the future.

Is this a good time to conduct the interview?

IF NOT AVAILABLE:

When would be a good time for one of our interviewers to call back?

RECORD APPOINTMENT IN TRACKING.

IF R IS RELUCTANT OR REFUSES TO COMPLETE THE INTERVIEW:

(I'd really like you to reconsider your decision because /I understand, but) your answers, combined with other people's answers, will be used to improve programs that help people succeed in finding a job.

CALL BACK (FOR PARTIALS):

Hello, my name is _____ and I am calling back from IMPAQ International to complete the interview we began with (RESPONDENT) several days ago. Is (RESPONDENT) available?

IF R IS AVAILABLE, BEGIN INTERVIEW.

SECTION A: FIRST JOB SINCE UI CLAIM

This first set of questions is about your employment experiences **since** you applied for Unemployment Insurance Benefits in (UI CLAIM DATE).

- A1. Have you done any work for pay **since** applying for Unemployment Insurance benefits in (UI CLAIM DATE)?
- YES..... 1
 NO (SKIP TO D1)..... 0
 RF (SKIP TO D1)..... 8
 DK..... (SKIP TO D1)..... 9
- A2. Let's talk about the **first job** you had after claiming Unemployment Insurance benefits. If you worked more than one job at the same time, please tell me about the job where you worked the **most** hours. When did you start working at this job?
- DATE | | - | | - | | | |
 MM DD YY
- A3. Are you still working at this job?
- YES..... (SKIP TO B2)..... 1
 NO 0
 RF 8
 DK..... 9
- A4. When did you stop working at this job?
- DATE | | - | | - | | | |
 MM DD YY
- A5. How many hours did you usually work in an average week at that job? IF R SAYS DK, PROBE: Just give me your best guess.
- HOURS PER WEEK..... | | | |
- A6. At that job, what was your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess.
- RATE OF PAY \$ | | | | , | | | | . | | | |
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
 ANNUALLY 4
- A7. Was this job permanent, temporary, or seasonal?
- PERMANENT (SKIP TO A8)..... 1
 TEMPORARY (SKIP TO A8)..... 2
 SEASONAL (ASK A) 3
- A. Was this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or was it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work?
- SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK..... 9
- A8. Aside from this first job, were you employed in another job since (UI CLAIM DATE)?
- YES..... 1
 NO (SKIP TO D1)..... 0
 RF (SKIP TO D1)..... 8
 DK..... (SKIP TO D1)..... 9
- A9. Are you currently employed?
- YES..... 1
 NO (SKIP TO C1)..... 0
 RF (SKIP TO C1)..... 8
 DK..... (SKIP TO C1)..... 9

SECTION B: CURRENT JOB DESCRIPTION

We just talked about the **first** job you had after filing for Unemployment Insurance benefits. Now, let's talk about your **current** job. If you worked more than one job at the same time, please tell me about the job where you worked the **most** hours.

- B1. When did you start working at this job? DATE - -
MM DD YY
- B2. How many hours do you usually work in an average week at this job? IF R SAYS DK, PROBE: Just give me your best guess. HOURS PER WEEK
- B3. What is your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess. PAY RATE ,
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
- B4. Is this job permanent, temporary, or seasonal? PERMANENT (SKIP TO B5) 1
 TEMPORARY (SKIP TO B5) 2
 SEASONAL (ASK A) 3
- A. Is this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or is it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work? SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK 9
- B5. Aside from your current job, were you employed in another job since (UI CLAIM DATE)? YES 1
 NO (SKIP TO D1) 0

SECTION MOST RECENT PAST JOB

- C1. Thinking about the **most recent past** job, when did you start working at that job? DATE STARTED - -
MM DD YY
- C1_0 Are you still working at this job? YES..... (SKIP TO C3)..... 1
 NO 0
 RF 8
 DK..... 9
- C2. When did you stop working at that job? DATE STOPPED - -
MM DD YY
- C3. How many hours did you usually work in an average week at that job? IF R SAYS DK, PROBE: Just give me your best guess. HOURS PER WEEK.....
- C4. What was your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess. PAY RATE , .
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
 ANNUALLY 4
- C5. Was this job permanent, temporary, or seasonal? PERMANENT (SKIP TO SECTION D) 1
 TEMPORARY (SKIP TO SECTION D) 2
 SEASONAL (ASK A) 3
- A. Was this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or was it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work? SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK..... 9

SECTION D: JOB SEARCH EFFORTS

D1. Minnesota WorkForce Centers provide tools, resources, and training services to assist job seekers in finding employment. Did you use any services offered through these community WorkForce Centers in your job search?

YES..... 1
 NO (SKIP TO D4)..... 0

Did you use (READ CHOICES)?	YES	NO	RF	DK
a. A resume writing workshop	1	0	8	9
(IF R ASKS: By this we mean a service that assists an applicant in writing different types of resumes—chronological, functional, or combined.)				
b. Job clubs/networking group.....	1	0	8	9
(IF R ASKS: By this we mean an ongoing group that provides support and networking opportunities to job seekers.)				
c. Referral services to find employers.....	1	0	8	9
(IF R ASKS: By this we mean services that provide leads on job openings.)				
d. Skills/aptitude testing.....	1	0	8	9
(IF R ASKS: By aptitude testing we mean testing to determine how closely someone aligns with people doing the similar work. By skills testing we mean keyboarding, etc.)				
e. Counseling services	1	0	8	9
(IF R ASKS: By this we mean services that help determine what type of career or training a person should go into. Often involves doing aptitude and interest testing.)				
f. Assessment services.....	1	0	8	9
(IF R ASKS: By this we mean services to assess a person’s work search skills.)				
g. Occupation and labor market information	1	0	8	9
h. Training.....	1	0	8	9
i. Minnesota’s job bank.....	1	0	8	9
j. Creative job search workshops/job seeker tools.....	1	0	8	9
(IF R ASKS: By this we mean an entry level workshop that teaches basic skills in looking for work—identifying skills, writing a resume, interviewing skills, etc.)				
k. Did you use any other services	1 (ASK D2)	0	8	9

D2. What other services did you use?

SPECIFY #1: _____

SPECIFY #2: _____

PROGRAMMER NOTE: Ask D3 only if multiple “YES” answers are given in D1. Otherwise, skip to D4.

D3. You said that the following services were part of your job search. (**PROGRAMMER: LIST FROM D1.**) Which of these services did you find helpful? CODE UP TO 3 SERVICES.

SERVICE #1

SERVICE #2

SERVICE #3

NONE 0

RF 98

DK 99

D4. Aside from services offered through Minnesota WorkForce Centers, please tell me which of these other activities were part of your job search efforts. Did you (READ CHOICES)?

	YES	NO
a. Network	1	0
(IF R ASKS: By networking we mean informally sharing information with others in an effort to find a job.)		
b. Contact friends or relatives	1	0
c. Check an internet job posting	1	0
d. Place, answer, or browse print ads.....	1	0
e. Send resumes or complete job applications	1	0
f. Contact an employer directly for an interview.....	1	0
g. Use a public employment agency.....	1	0
(IF R ASKS: By this we mean a government agency that helps people find jobs, other than a WorkForce Center.)		
h. Use a private employment/temp agency.....	1	0
i. Use a union hall or professional register.....	1	0
j. Use a faith based organization	1	0
k. Use a library, school, or university	1	0
l. Attend job training programs or courses	1	0
m. Did you do something else.....	1	0
	(ASK D5)	

D5. What else did you do?

SPECIFY #1: _____

SPECIFY #2: _____

PROGRAMMER NOTE: Ask D6 only if multiple “YES” answers are given in D4. Otherwise, if R is in the **Treatment** Group, skip to Section E. If R is in the **Control** Group, skip to Section G.

D6. You said that you did the following things to find a job: (**PROGRAMMER:** LIST ANSWERS FROM D4). Which of these did you find helpful? CODE UP TO 3 ITEMS.

ACTIVITY #1.....	<input type="checkbox"/>
ACTIVITY #2.....	<input type="checkbox"/>
ACTIVITY #3.....	<input type="checkbox"/>
NONE	0
RF	98
DK.....	99

SECTION E: REA INTERVIEW

E1.	During your period of unemployment, the State of Minnesota sent you a letter instructing you to come in to a WorkForce Center. The letter included a Self-Assessment Form you would provide to the interviewer who would review your job search activities.	YES..... 1 NO (SKIP TO E3)..... 0 RF (SKIP TO E3)..... 8 DK..... (SKIP TO E3)..... 9
	After receiving the letter, did you complete the Self Assessment Form?	
E2.	How helpful was completing the self-assessment in evaluating your job search skills? Was it (READ CATEGORIES)?	Very helpful 1 Somewhat helpful, or 2 Not at all helpful..... 3 RF 8 DK..... 9
E3.	Did you attend at least one of your scheduled interviews?	YES..... 1 NO (SKIP TO F2)..... 0 RF (SKIP TO F2)..... 8 DK..... (SKIP TO F2)..... 9
E4.	As a result of the interview, did you complete a Work Search Plan?	YES..... 1 NO (SKIP TO E6)..... 0 RF (SKIP TO E6)..... 8 DK..... (SKIP TO E6)..... 9
E5.	How helpful was completing the Work Search Plan in focusing your job search efforts? Was it (READ CATEGORIES)?	Very helpful 1 Somewhat helpful, or 2 Not at all helpful..... 3 RF 8 DK..... 9
E6.	Did the interviewer refer you to other community agencies, services at a library, a WorkForce Center, or the Internet?	YES..... 1 NO (SKIP TO E7)..... 0 RF (SKIP TO E7)..... 8 DK..... (SKIP TO E7)..... 9
E7.	How useful were these agencies or services in helping you in your job search? Were they (READ CATEGORIES)?	Very useful..... 1 Somewhat useful, or 2 Not at all useful 3
E8.	Which part of the interview process was the most helpful to you in trying to return to work: the self-assessment, the Work Search Plan, the referrals to other agencies or services, some other part, or was none of the interview process helpful?	SELF-ASSESSMENT 1 WORK SEARCH PLAN 2 REFERRALS TO OTHER AGENCIES/SERVICES..... 3 SOME OTHER PART (SPECIFY) 4 NONE OF THE INTERVIEW PROCESS WAS HELPFUL 5 RF 8 DK..... 9
	SPECIFY: _____ <input style="width: 40px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 40px; height: 15px; border: 1px solid black;" type="text"/>	
E9.	Overall, how helpful was the interview in improving your understanding of what you needed to do to look for work? Was it (READ CATEGORIES)?	Very helpful 1 Somewhat helpful, or 2 Not at all helpful..... 3 RF 8 DK..... 9
E10.	Overall, do you think the interview helped you return to work more quickly, delayed your return to work, or had no effect on how soon you returned to work?	MORE QUICKLY 1 DELAYED 2 NO EFFECT 3 RF 8 DK..... 9

SECTION F: REA: NO-SHOW EXPLANATION

- F1. Did you miss any other interviews that were scheduled for you?
- YES..... 1
 NO (SKIP TO G1)..... 0
 RF 8
 DK..... 9
- F2. We know that sometimes people can't make their scheduled interviews. What factors caused you to miss your scheduled interview(s)? Anything else? CODE ALL THAT APPLY.
- RETURNED TO WORK..... 1
 HAD A JOB INTERVIEW..... 2
 TRANSPORTATION ISSUES 3
 COULD NOT ARRANGE CHILD CARE OR HAD OTHER FAMILY RESPONSIBILITIES 4
 SICK 5
 DECIDED NOT TO CLAIM UNEMPLOYMENT INSURANCE BENEFITS..... 6
 OTHER(SPECIFY) 7
 RF 8
 DK..... 9

SPECIFY: _____

PROGRAMMER NOTE: Ask F3 only if multiple answers given in F2. Otherwise, skip to G1.

- F3. You said that these factors caused you to miss your scheduled interview(s): (**PROGRAMMER:** LIST FACTORS FROM F2). Which **one** of these would you say was the **major** factor in missing your interview? CODE ONLY ONE.
- MAJOR FACTOR
 RF 8
 DK..... 9

SECTION G: EXHAUSTION/STOP CLAIMING

The next few questions are about your Unemployment Insurance benefits.

- G1. Are you currently receiving Unemployment Insurance benefits? YES..... (SKIP TO G9)..... 1
 NO 0
 RF 8
 RF 9
- G2. Have you received any Unemployment Insurance benefits since applying in (UI CLAIM DATE)? YES..... 1
 NO (SKIP TO G9)..... 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9
- G3. When did you stop receiving Unemployment Insurance benefits? IF R SAYS DK, SAY: Just give me your best guess. STOPPED..... . .
 MM DD YY
- G4. Did you use up the maximum amount of money you were eligible to receive as Unemployment Insurance? YES..... (SKIP TO G9)..... 1
 NO 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9
- G5. Did you voluntarily stop claiming benefits? YES..... 1
 NO 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9
- G6. Here are some reasons why people stop receiving Unemployment Insurance benefits. Please tell me whether or not any of these applied to you. Did you stop receiving Unemployment Insurance because you (READ REASONS)?
- | | YES | NO | RF | DK |
|--|-----|----|----|----|
| a. Went back to work..... | 1 | 0 | 8 | 9 |
| b. Became a full time student..... | 1 | 0 | 8 | 9 |
| c. No longer wanted/needed assistance..... | 1 | 0 | 8 | 9 |
| d. Thought it was too much hassle to continue in the Unemployment Insurance program..... | 1 | 0 | 8 | 9 |
| e. Were denied Unemployment Insurance benefits..... | 1 | 0 | 8 | 9 |
| f. Were no longer eligible for Unemployment Insurance benefits..... | 1 | 0 | 8 | 9 |
| g. Anything else (SPECIFY) | 1 | 0 | 8 | 9 |
- SPECIFY: _____

G7. You gave the following reasons for why you stopped Unemployment Insurance benefits. OCCURRED FIRST.....

PROGRAMMER: LIST REASONS FROM G6. Which of these reasons occurred **first**?

PROGRAMMER NOTE: Ask G8 only if R answered “3” (No longer wanted/needed assistance), in G6.

G8. You mentioned that one of the reasons you stopped receiving Unemployment Insurance was because you no longer wanted or needed assistance. Why did you no longer want assistance?

SPECIFY REASON: _____

G9. Would you like to add any comments? YES.....(SPECIFY)..... 1
 NO 0
 RF 8
 DK..... 9

SPECIFY REASON: _____

Ending Script for Tracking:

Thank you for your time and cooperation. Your answers, together with the answers of other participants will be used to improve programs that help people succeed in finding a job. To complete this study, we may need to talk to you one more time to get an update on your opinions and experiences. To help us reach you for the next interview, we would like to confirm the correct spelling of your name and address.

CHECK NAME/ADDRESS AND EDIT AS NEEDED

Is there another number where you can usually be reached?

Yes

IF YES, ASK: Under whose name is that number listed?

First, Last Name

(IF SELF, SKIP NEXT QUESTION)

Who does that number belong to? (friend, neighbor, etc)

Is this a cell, home, or office phone number?

No

Do you expect to change your name in the next year or so?

Yes

IF YES, ASK: What do you expect to change it to?

First, Last Name

No

Do you expect to move in the next year?

Yes

IF YES, ASK: Approximately when do you expect to move?

MONTH

YEAR

Where do you expect to move?

RECORD ADDRESS, IF SPECIFIC ADDRESS UNKNOWN, PROBE FOR CITY, STATE, ETC

No

Do you have an e-mail address?

Yes

IF YES, SAY: Would you please spell that?

No

That completes all the questions I have for you. Thank you again for your time and cooperation.

The Unemployment Insurance Benefits Study

North Dakota

CATI Instrument

Conducted for:

IMPAQ International

10420 Little Patuxent Parkway, Suite 300
Columbia, MD 21044

Technical Assistance by:

Battelle

The Business of Innovation

6115 Falls Road, Suite 200
Baltimore, MD 21209

March 2008

Beginning Scripts for Tracking:

Hello, my name is _____. I am calling from IMPAQ International, a research firm in Columbia, MD, on behalf of Job Service North Dakota.

May I please speak with (RESPONDENT)?

IF AVAILABLE:

I am calling concerning an important research study involving people who applied for Unemployment Insurance Benefits in your area. We recently sent you a letter letting you know that we would be calling to conduct a brief telephone survey about your experiences since you applied for Unemployment Insurance benefits in (UI CLAIM DATE).

The interview lasts approximately 10 minutes, depending on your answers. Your opinions and experiences are extremely important. Participation is voluntary and you may refuse to answer any questions or stop the interview at any time. Also, my supervisor may listen in at times for quality control purposes.

Your responses are strictly confidential and any information you provide will be grouped with answers collected from other respondents and only reported in summary format. Your name will not be provided to the State of North Dakota or any other agency, except as required by law. Participating in this survey will not affect any benefits you get now or may receive in the future.

Is this a good time to conduct the interview?

IF NOT AVAILABLE:

When would be a good time for one of our interviewers to call back?

RECORD APPOINTMENT IN TRACKING.

IF R IS RELUCTANT OR REFUSES TO COMPLETE THE INTERVIEW:

(I'd really like you to reconsider your decision because /I understand, but) your answers, combined with other people's answers, will be used to improve programs that help people succeed in finding a job.

CALL BACK (FOR PARTIALS):

Hello, my name is _____ and I am calling back from IMPAQ International to complete the interview we began with (RESPONDENT) several days ago. Is (RESPONDENT) available?

IF R IS AVAILABLE, BEGIN INTERVIEW.

SECTION A: FIRST JOB SINCE UI CLAIM

This first set of questions is about your employment experiences **since** you applied for Unemployment Insurance Benefits in (UI CLAIM DATE).

- A0. First, at the time you applied for Unemployment Insurance Benefits in (UI CLAIM DATE), were you...
 Out of work entirely 1
 Working part-time only 2
 Other (SPECIFY) 3
- A1. Have you done any work for pay **since** applying for Unemployment Insurance benefits in (UI CLAIM DATE)?
 YES..... 1
 NO (SKIP TO D1)..... 0
 RF (SKIP TO D1)..... 8
 DK..... (SKIP TO D1)..... 9
- A2. Let's talk about the **first job** you had after claiming Unemployment Insurance benefits. If you worked more than one job at the same time, please tell me about the job where you worked the **most** hours. When did you start working at this job?
 >>>We want to keep it the same as the MN survey. As long as the date field allows for dates prior to CLAIM Date. Thanks!
 DATE | | - | | - | | | |
 MM DD YY
- A3. Are you still working at this job?
 YES..... (SKIP TO B2)..... 1
 NO 0
 RF 8
 DK..... 9
- A4. When did you stop working at this job?
 DATE | | - | | - | | | |
 MM DD YY
- A5. How many hours did you usually work in an average week at that job? IF R SAYS DK, PROBE: Just give me your best guess.
 HOURS PER WEEK..... | | | |
- A6. At that job, what was your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess.
 RATE OF PAY \$ | | | | , | | | | . | | | |
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
 ANNUALLY 4
- A7. Was this job permanent, temporary, or seasonal?
 PERMANENT (SKIP TO A8)..... 1
 TEMPORARY (SKIP TO A8)..... 2
 SEASONAL (ASK A) 3
- A. Was this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or was it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work?
 SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK..... 9
- A8. Aside from this first job, were you employed in another job since (UI CLAIM DATE)?
 YES..... 1
 NO (SKIP TO D1)..... 0
 RF (SKIP TO D1)..... 8
 DK..... (SKIP TO D1)..... 9
- A9. Are you currently employed?
 YES..... 1
 NO (SKIP TO C1)..... 0
 RF (SKIP TO C1)..... 8
 DK..... (SKIP TO C1)..... 9

SECTION B: CURRENT JOB DESCRIPTION

We just talked about the **first** job you had after filing for Unemployment Insurance benefits. Now, let's talk about your **current** job. If you worked more than one job at the same time, please tell me about the job where you worked the **most** hours.

- B1. When did you start working at this job? DATE - -
MM DD YY
- B2. How many hours do you usually work in an average week at this job? IF R SAYS DK, PROBE: Just give me your best guess. HOURS PER WEEK
- B3. What is your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess. PAY RATE ,
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
- B4. Is this job permanent, temporary, or seasonal? PERMANENT (SKIP TO B5) 1
 TEMPORARY (SKIP TO B5) 2
 SEASONAL (ASK A) 3
- A. Is this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or is it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work? SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK 9
- B5. Aside from your current job, were you employed in another job since (UI CLAIM DATE)? YES 1
 NO (SKIP TO D1) 0

SECTION MOST RECENT PAST JOB

- C1. Thinking about the **most recent past** job, when did you start working at that job? DATE STARTED - -
MM DD YY
- C1_0 Are you still working at this job? YES..... (SKIP TO C3)..... 1
 NO 0
 RF 8
 DK..... 9
- C2. When did you stop working at that job? DATE STOPPED - -
MM DD YY
- C3. How many hours do/did you usually work in an average week at that job? IF R SAYS DK, PROBE: Just give me your best guess. HOURS PER WEEK.....
- C4. What is/was your hourly rate of pay, before taxes and other deductions? IF R SAYS DK, PROBE: Just give me your best guess. PAY RATE ,
 HOURLY 1
 WEEKLY 2
 MONTHLY 3
 ANNUALLY 4
- C5. Is/Was this job permanent, temporary, or seasonal? PERMANENT (SKIP TO SECTION D) 1
 TEMPORARY (SKIP TO SECTION D) 2
 SEASONAL (ASK A) 3
- A. Was this job **seasonal and permanent**, that is, a job that you had during only certain times of the year that continue each year such as a farm worker, or was it **seasonal and temporary**, that is, a job that you do not necessarily expect to go back to, such as holiday retail work? SEASONAL AND PERMANENT 1
 SEASONAL AND TEMPORARY 2
 RF 8
 DK..... 9

SECTION D: JOB SEARCH EFFORTS

D1. The State of North Dakota provides tools, resources, and training services to assist job seekers in finding employment. Did you use any services offered through Job Service North Dakota in your job search?

YES..... 1
 NO (SKIP TO D4)..... 0

Did you use/attend (READ CHOICES)?	YES	NO	RF	DK
a. UI Reemployment Orientation	1	0	8	9
(IF R ASKS: By this we mean a group session explaining unemployment insurance procedures and reemployment services available through Job Service.)				
b. Workshops (if yes, ask b1-b5).....	1	0	8	9
b1. Basic Job Search.....	1	0	8	9
b2. Employment Documents.....	1	0	8	9
b3. Interview Skills.....	1	0	8	9
b4. Transferable Skills.....	1	0	8	9
b5. Job Retention Skills.....	1	0	8	9
c. Referrals to available job openings	1	0	8	9
(IF R ASKS: By this we mean services that provide leads on job openings.)				
d. Skills testing.....	1	0	8	9
(IF R ASKS: By skills testing we mean testing to determine skills in areas such as typing, spelling, software, alpha-numeric, etc.)				
e. Reemployment Reviews.....	1	0	8	9
(IF R ASKS: By this we mean individual or group meetings with your case manager(s) to review your continued eligibility for UI and assist with your job search.)				
f. Assessment services.....	1	0	8	9
(IF R ASKS: By this we mean the initial meeting with your case manager.)				
g. Occupation and labor market information				
(IFR ASKS: By this we mean discussion of job opportunities in your field/in your area).....				
h. Did you receive WIA training assistance/funding?	1	0	8	9
i. Instruction on the use of jobsnd.com web site	1	0	8	9
j. Job clubs or group support activities.....	1	0	8	9

k. Did you use any other services 1 0 8 9
 (ASK D2)

D2. What other services did you use?

SPECIFY #1: _____

SPECIFY #2: _____

PROGRAMMER NOTE: Ask D3 only if multiple “YES” answers are given in D1. Otherwise, skip to D4.

D3. You said that the following services were part of your job search. (**PROGRAMMER: LIST FROM D1.**) Which of these services did you find helpful? CODE UP TO 3 SERVICES.

SERVICE #1
 SERVICE #2
 SERVICE #3
 NONE 0
 RF 98
 DK 99

D4. Aside from services offered through Job Service North Dakota, please tell me which of these other activities were part of your job search efforts. Did you (READ CHOICES)?

	YES	NO
a. Network	1	0
(IF R ASKS: By networking we mean informally contacting friends, family, or acquaintances in an effort to find a job.)		
b. Check internet job postings on jobsnd.com		
c. Check internet job posting sites other than jobsnd.com	1	0
d. Place, answer, or browse newspaper print ads	1	0
e. Send resumes or complete job applications	1	0
f. Contact an employer directly for an interview	1	0
g. Use the resource room at your local Job Service	1	0
h. Use a private employment/temp agency.....	1	0
i. Use a union hall or professional register.....	1	0
j. Use a faith based organization	1	0
k. Use a library, school, or university	1	0
l. Attend job training programs or courses	1	0
m. Did you do something else.....	1	0
	(ASK D5)	

D5. What else did you do?

SPECIFY #1: _____

SPECIFY #2: _____

PROGRAMMER NOTE: Ask D6 only if multiple “YES” answers are given in D4. Otherwise, if R is in the **Treatment** Group, skip to Section E. If R is in the **Control** Group, skip to Section G.

D6. You said that you did the following things to find a job: (**PROGRAMMER:** LIST ANSWERS FROM D4). Which of these did you find helpful? CODE UP TO 3 ITEMS.

ACTIVITY #1.....	<input type="checkbox"/>
ACTIVITY #2.....	<input type="checkbox"/>
ACTIVITY #3.....	<input type="checkbox"/>
NONE	0
RF	98
DK.....	99

SECTION E: WORK FIRST INTERVIEW

E1.	During your period of unemployment, the State of North Dakota sent you a letter instructing you to go to a Job Service North Dakota office. After receiving this letter, did you attend a group reemployment review meeting?	YES..... 1 NO (SKIP TO E3)..... 0 RF (SKIP TO E3)..... 8 DK (SKIP TO E3)..... 9
E2.	How helpful was completing the group reemployment review meetings? Was it (READ CATEGORIES)?	Very helpful 1 Somewhat helpful, or 2 Not at all helpful 3 RF 8 DK 9
E3.	Did you attend at least one of your scheduled reemployment interviews?	YES..... 1 NO (SKIP TO F2)..... 0 RF (SKIP TO F2)..... 8 DK (SKIP TO F2)..... 9
E4.	As a result of the interview, did you complete an initial assessment and job search plan?	YES..... 1 NO (SKIP TO E6)..... 0 RF (SKIP TO E6)..... 8 DK (SKIP TO E6)..... 9
E5.	How helpful was completing the job search plan in focusing your job search efforts? Was it (READ CATEGORIES)?	Very helpful 1 Somewhat helpful, or 2 Not at all helpful 3 RF 8 DK 9
E6.	Did the interviewer refer you to other community agencies, services at a library, a faith-based agency, or the Internet?	YES..... 1 NO (SKIP TO E7)..... 0 RF (SKIP TO E7)..... 8 DK (SKIP TO E7)..... 9
E7.	How useful were these agencies or services in helping you in your job search? Were they (READ CATEGORIES)?	Very useful..... 1 Somewhat useful, or 2 Not at all useful 3
E8.	Which part of the reemployment review process was the most helpful to you in trying to return to work: the initial assessment, the job search plan, the group reemployment interviews, the referrals to other agencies or services, some other part, or was none of the interview process helpful?	INITIAL ASSESSMENT 1 JOB SEARCH PLAN 2 GROUP REEMPLOYMENT INTERVIEWS 3 REFERRALS TO OTHER AGENCIES/SERVICES 4 SOME OTHER PART (SPECIFY) 5 NONE OF THE INTERVIEW PROCESS WAS HELPFUL 6 RF 8 DK 9
	SPECIFY: _____	<div style="border: 1px solid black; width: 40px; height: 20px; display: inline-block;"></div>
E9.	Overall, how much did the reemployment review process help you understand what you needed to do to look for work? Was it (READ CATEGORIES)?	A lot..... 1 Somewhat..... 2 Not at all 3 RF 8 DK 9
E10.	Overall, do you think the reemployment reviews helped you return to work more quickly, delayed your return to work, or had no effect on how soon you returned to work?	MORE QUICKLY 1 DELAYED 2 NO EFFECT 3 RF 8 DK 9

SECTION F: REA: NO-SHOW EXPLANATION

F1. Did you miss any other interviews that were scheduled for you? YES..... 1
 NO (SKIP TO G1)..... 0
 RF 8
 DK..... 9

F2. We know that sometimes people can't make their scheduled interviews. What factors caused you to miss your scheduled interview(s)? Anything else? CODE ALL THAT APPLY.

RETURNED TO WORK..... 1
 HAD A JOB INTERVIEW..... 2
 TRANSPORTATION ISSUES 3
 COULD NOT ARRANGE CHILD CARE OR HAD OTHER FAMILY RESPONSIBILITIES 4
 SICK 5
 DECIDED NOT TO CLAIM UNEMPLOYMENT INSURANCE BENEFITS..... 6
 OTHER(SPECIFY) 7
 RF 8
 DK..... 9

SPECIFY: _____

PROGRAMMER NOTE: Ask F3 only if multiple answers given in F2. Otherwise, skip to G1.

F3. You said that these factors caused you to miss your scheduled interview(s): (**PROGRAMMER:** LIST FACTORS FROM F2). Which **one** of these would you say was the **major** factor in missing your interview? CODE ONLY ONE.

MAJOR FACTOR
 RF 8
 DK..... 9

SECTION G: EXHAUSTION/STOP CLAIMING

The next few questions are about your Unemployment Insurance benefits.

G1. Are you currently receiving Unemployment Insurance benefits? YES..... (SKIP TO G9)..... 1
 NO 0
 RF 8
 DK 9

G2. Have you received any Unemployment Insurance benefits since applying in (UI CLAIM DATE)? YES..... 1
 NO (SKIP TO G9)..... 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9

G3. When did you stop receiving Unemployment Insurance benefits? IF R SAYS DK, SAY: Just give me your best guess. STOPPED..... . .
 MM DD YY

G4. Did you use up the maximum amount of money you were eligible to receive as Unemployment Insurance? YES..... (SKIP TO G9)..... 1
 NO 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9

G5. Did you voluntarily stop claiming benefits? YES..... 1
 NO 0
 RF (SKIP TO G9)..... 8
 DK (SKIP TO G9)..... 9

G6. Here are some reasons why people stop receiving Unemployment Insurance benefits. Please tell me whether or not any of these applied to you. Did you stop receiving Unemployment Insurance because you (READ REASONS)?

	YES	NO	RF	DK
a. Went back to work.....	1	0	8	9
b. Became a full time student.....	1	0	8	9
c. No longer wanted/needed assistance.....	1	0	8	9
d. Thought it was too much hassle to continue in the Unemployment Insurance program.....	1	0	8	9
e. Were denied Unemployment Insurance benefits.....	1	0	8	9
f. Were no longer eligible for Unemployment Insurance benefits.....	1	0	8	9
g. Anything else (SPECIFY)	1	0	8	9

SPECIFY: _____

G7. You gave the following reasons for why you stopped Unemployment Insurance benefits. OCCURRED FIRST.....

PROGRAMMER: LIST REASONS FROM G6. Which of these reasons occurred **first**?

PROGRAMMER NOTE: Ask G8 only if R answered "3" (No longer wanted/needed assistance), in G6.

G8. You mentioned that one of the reasons you stopped receiving Unemployment Insurance was because you no longer wanted or needed assistance. Why did you no longer want assistance?

SPECIFY REASON: _____

G9. Would you like to add any comments? YES.....(SPECIFY)..... 1
 NO 0
 RF 8
 DK..... 9

SPECIFY REASON: _____

Ending Script for Tracking:

Thank you for your time and cooperation. Your answers, together with the answers of other participants will be used to improve programs that help people succeed in finding a job. To complete this study, we may need to talk to you one more time to get an update on your opinions and experiences. To help us reach you for the next interview, we would like to confirm the correct spelling of your name and address.

CHECK NAME/ADDRESS AND EDIT AS NEEDED

Is there another number where you can usually be reached?

Yes

IF YES, ASK: Under whose name is that number listed?

First, Last Name

(IF SELF, SKIP NEXT QUESTION)

Who does that number belong to? (friend, neighbor, etc)

Is this a cell, home, or office phone number?

No

Do you expect to change your name in the next year or so?

Yes

IF YES, ASK: What do you expect to change it to?

First, Last Name

No

Do you expect to move in the next year?

Yes

IF YES, ASK: Approximately when do you expect to move?

MONTH

YEAR

Where do you expect to move?

RECORD ADDRESS, IF SPECIFIC ADDRESS UNKNOWN, PROBE FOR CITY, STATE, ETC

No

Do you have an e-mail address?

Yes

IF YES, SAY: Would you please spell that?

No

That completes all the questions I have for you. Thank you again for your time and cooperation.

APPENDIX IV.

**REGRESSION TABLES FOR
MINNESOTA AND NORTH DAKOTA**

MINNESOTA REGRESSION TABLES

**Table 1. Multivariate Analysis of the Impact of Single REA on UI-related Outcomes
(Minnesota UI Administrative Data, Fiscal Year 2005 Initiative)**

Independent Variables	Claims and Payments (A - C)			Exhaustion (D)		Overpayment (E - G)	
	A	B	C	D	E	F	G
	Number of weeks claimed	Number of weeks Claimed and compensated	Total Payments (\$)	Likelihood of exhausting UI benefits ^a	% with some overpayment detected during the benefit year	Amount of overpayment among initial claims with overpayment (\$)	Number of overpayment weeks among initial claims with overpayment
Single REA Interview (1, T1; 0, C)	-0.453 [0.496]	-0.731 [0.485]	13.002 [168.362]	-0.006 [0.022]	-0.035 [0.018]*	-99.216 [174.939]	-0.916 [0.672]
Age	0.207 [0.098]**	0.199 [0.096]**	246.185 [33.390]**	0.023 [0.004]**	-0.003 [0.003]	97.091 [36.229]**	0.178 [0.139]
Age square	0.000 [0.001]	0.000 [0.001]	-2.484 [0.409]**	0.000 [0.000]**	0.000 [0.000]	-1.272 [0.444]**	-0.002 [0.002]
Gender (1, male; 0, female)	-0.763 [0.365]**	-0.556 [0.357]	401.335 [123.873]**	-0.013 [0.016]	-0.004 [0.012]	143.899 [138.367]	-0.03 [0.532]
White (1, yes; 0, no)	-1.142 [0.446]**	-0.769 [0.436]*	68.69 [151.274]	-0.074 [0.020]**	-0.087 [0.017]**	-272.391 [151.392]*	-1.487 [0.582]**
High school graduate (1, yes; 0, no)	-0.652 [0.677]	-0.83 [0.667]	-50.774 [231.433]	-0.06 [0.029]**	0.021 [0.023]	53.766 [246.434]	-0.5 [0.947]
Some college (1, yes; 0, no)	-0.687 [0.691]	-0.983 [0.681]	341.192 [236.067]	-0.078 [0.029]**	0.001 [0.023]	84.695 [254.904]	-0.42 [0.980]
College graduate (1, yes; 0, no)	-1.7 [0.763]**	-1.995 [0.750]**	501.701 [259.989]*	-0.144 [0.028]**	-0.021 [0.024]	-176.436 [291.173]	-1.774 [1.119]
Postgraduate education (1, yes; 0, no)	-1.062 [1.065]	-1.136 [1.043]	1,177.63 [361.705]**	-0.087 [0.041]**	-0.035 [0.031]	265.247 [437.520]	1.009 [1.681]
Veteran (1, yes; 0, no)	-2.182 [0.741]**	-1.823 [0.727]**	-492.884 [252.058]*	-0.056 [0.031]*	-0.008 [0.024]	-9.091 [290.774]	-0.856 [1.117]
Disabled (1, yes; 0, no)	2.261 [0.878]**	1.724 [0.863]**	199.9 [299.274]	0.085 [0.041]**	-0.01 [0.029]	663.574 [350.401]*	2.138 [1.347]
Number of claim weeks allowed	0.628 [0.049]**	0.592 [0.048]**	275.318 [16.737]**	0.001 [0.002]	0.005 [0.002]**	77.712 [19.956]**	0.147 [0.077]*
Unemployment rate (2004, quarter 1)	-2.054 [2.502]	-1.932 [2.449]	-125.459 [849.508]	-0.046 [0.111]	-0.054 [0.086]	-1,787.64 [1,148.506]	-5.27 [4.414]
Unemployment rate (2004, quarter 2)	-0.593 [1.833]	-0.657 [1.792]	-239.786 [621.662]	0.068 [0.080]	0.031 [0.062]	812.901 [794.249]	5.975 [3.052]*
Unemployment rate (2004, quarter 3)	1.405 [2.561]	1.399 [2.503]	258.637 [868.088]	-0.025 [0.113]	0.08 [0.088]	678.5 [1,121.779]	0.225 [4.311]
Unemployment rate (2004, quarter 4)	1.363 [2.408]	1.276 [2.356]	124.84 [817.021]	0.023 [0.105]	-0.113 [0.084]	-620.396 [1,039.326]	-3.837 [3.994]
Unemployment rate (2005, quarter 1)	1.078 [3.110]	1.45 [3.046]	275.183 [1,056.300]	0.027 [0.138]	0.102 [0.106]	1,674.93 [1,461.017]	4.601 [5.615]
Unemployment rate (2005, quarter 2)	2.361 [2.028]	1.726 [1.985]	-488.962 [688.419]	-0.008 [0.090]	-0.032 [0.069]	-678.936 [912.045]	-0.401 [3.505]
Unemployment rate (2005, quarter 3)	-3.749 [2.715]	-2.64 [2.652]	166.898 [919.807]	0.011 [0.121]	-0.019 [0.092]	-1169.273 [1,094.909]	-2.255 [4.208]
Unemployment rate (2005, quarter 4)	1.244 [1.972]	0.365 [1.927]	150.966 [668.356]	0.02 [0.087]	-0.01 [0.067]	504.278 [842.834]	-2.43 [3.239]
Years in Current Occupation	0.021 [0.024]	0.008 [0.023]	44.403 [8.140]**	0.000 [0.001]	0.000 [0.001]	15.568 [9.318]*	0.026 [0.036]
Constant	-6.596 [3.659]*	-7.721 [3.586]**	-8,966.38 [1,243.815]**	- -	- -	334.589 [1,647.151]	13.124 [6.330]**
Observations	3,554	3,510	3,510	3,554	3,554	534	534
R-squared	0.1	0.09	0.17	-	-	0.09	0.06

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes (Model A, B, C, F, G), and probit models are used for dichotomous outcomes (Model D and E).
- 3) Coefficients in model D and E (probit models) have been converted to marginal values.

**Table 2. Multivariate Analysis of the Impact of Multiple REAs on UI-related Outcomes
(Minnesota UI Administrative Data, Fiscal Year 2005 Initiative)**

	Claims and Payments (A - C)			Exhaustion (D)		Overpayment (E - G)	
	A	B	C	D	E	F	G
	Number of weeks claimed	Number of weeks Claimed and compensated	Total Payments (\$)	Likelihood of exhausting UI benefits ^a	% with some overpayment detected during the benefit year	Amount of overpayment among initial claims with overpayment (\$)	Number of overpayment weeks among initial claims with overpayment
Multiple REA Interviews (1, T2; 0, C)	-0.932 [0.502]*	-1.163 [0.482]**	-99.987 [169.389]	-0.037 [0.023]*	-0.038 [0.018]**	-81.522 [198.556]	-0.926 [0.663]
age	0.303 [0.114]***	0.284 [0.110]***	233.986 [38.604]***	0.016 [0.005]***	0.002 [0.004]	65.45 [53.181]	0.021 [0.177]
Age square	-0.001 [0.001]	-0.001 [0.001]	-2.22 [0.475]***	0.000 [0.000]**	0.000 [0.000]	-0.777 [0.668]	0.000 [0.002]
Gender (1, male; 0, female)	-1.189 [0.406]***	-0.839 [0.391]**	446 [137.109]***	-0.027 [0.018]	-0.003 [0.014]	48.752 [170.514]	-0.438 [0.569]
White (1, yes; 0, no)	-1.104 [0.490]**	-1.01 [0.474]**	-107.459 [166.389]	-0.073 [0.022]***	-0.079 [0.018]***	-239.642 [186.954]	-1.162 [0.624]*
High school graduate (1, yes; 0, no)	0.079 [0.756]	0.249 [0.731]	97.603 [256.568]	-0.001 [0.033]	-0.025 [0.023]	-516.06 [286.820]*	-2.09 [0.957]**
Some college (1, yes; 0, no)	0.062 [0.765]	-0.044 [0.739]	345.774 [259.369]	-0.056 [0.032]*	-0.024 [0.024]	-311.698 [291.978]	-1.576 [0.974]
College graduate (1, yes; 0, no)	-0.291 [0.849]	-0.311 [0.819]	970.191 [287.502]***	-0.094 [0.033]***	-0.044 [0.024]*	-307.086 [338.753]	-2.831 [1.130]**
Postgraduate education (1, yes; 0, no)	-1.776 [1.260]	-1.745 [1.213]	720.345 [425.804]*	-0.133 [0.042]***	-0.076 [0.029]**	-456.283 [623.541]	-2.967 [2.081]
Veteran (1, yes; 0, no)	-0.194 [0.808]	0.243 [0.785]	281.356 [275.526]	-0.004 [0.035]	-0.03 [0.026]	465.197 [380.536]	1.701 [1.270]
Disabled (1, yes; 0, no)	-0.32 [1.014]	-0.317 [0.982]	-328.42 [344.811]	-0.022 [0.043]	-0.013 [0.034]	215.836 [471.465]	0.929 [1.573]
Number of claim weeks allowed	0.572 [0.053]***	0.52 [0.052]***	268.324 [18.227]***	-0.003 [0.002]	0.007 [0.002]***	65.648 [25.870]**	0.089 [0.086]
Unemployment rate (2004, quarter 1)	0.515 [2.567]	-0.459 [2.471]	257.779 [867.612]	0.007 [0.113]	0.057 [0.091]	1,787.95 [1,259.523]	7.319 [4.203]*
Unemployment rate (2004, quarter 2)	-0.274 [2.103]	0.218 [2.022]	171.561 [710.007]	0.011 [0.091]	-0.094 [0.073]	-831.418 [1,012.592]	-4.536 [3.379]
Unemployment rate (2004, quarter 3)	0.638 [2.682]	0.252 [2.601]	-260.124 [913.151]	0.033 [0.117]	-0.021 [0.094]	-512.359 [1,283.112]	-1.517 [4.282]
Unemployment rate (2004, quarter 4)	-0.125 [2.375]	-0.84 [2.286]	-668.474 [802.567]	-0.04 [0.104]	0.118 [0.082]	697.865 [1,089.821]	4.489 [3.637]
Unemployment rate (2005, quarter 1)	-0.479 [3.141]	0.863 [3.037]	16.577 [1,066.271]	-0.026 [0.138]	-0.045 [0.113]	-2,251.86 [1,575.387]	-9.332 [5.257]*
Unemployment rate (2005, quarter 2)	0.986 [2.093]	0.049 [2.026]	-402.17 [711.251]	0.041 [0.092]	0.065 [0.072]	934.261 [946.249]	5.401 [3.158]*
Unemployment rate (2005, quarter 3)	-1.01 [2.937]	-0.167 [2.841]	851.072 [997.524]	-0.054 [0.129]	0.043 [0.100]	494.843 [1,306.377]	0.785 [4.359]
Unemployment rate (2005, quarter 4)	1.165 [2.232]	1.313 [2.162]	128.871 [759.061]	0.089 [0.098]	-0.123 [0.077]	-79.753 [1,052.507]	-1.605 [3.512]
Years in Current Occupation	-0.027 [0.025]	-0.035 [0.024]	20.146 [8.581]**	0.000 [0.001]	0.000 [0.001]	4.371 [10.637]	0.001 [0.035]
Constant	-10.139 [4.120]**	-9.467 [3.982]**	-8,468.40 [1,398.227]***	- -	- -	-1,814.87 [1,963.527]	2.002 [6.552]
Observations	2,833	2,788	2,788	2,833	2,833	426	426
R-squared	0.09	0.08	0.16	-	-	0.06	0.06

Note:

1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

2) Ordinary Least Squares Models are used for continuous outcomes (Model A, B, C, F, G), and probit models are used for dichotomous outcomes (Model D and E).

3) Coefficients in model D and E (probit models) have been converted to marginal values.

Table 3. Multivariate Analysis of the Impact of REA (T1 & T2) on UI-related Outcomes (Minnesota UI Administrative Data, Fiscal Year 2005 Initiative)

	Claims and Payments (A - C)			Exhaustion (D)		Overpayment (E - G)	
	A	B	C	D	E	F	G
	Number of weeks claimed	Number of weeks Claimed and compensated	Total Payments (\$)	Likelihood of exhausting UI benefits ^a	% with some overpayment detected during the benefit year	Amount of overpayment among initial claims with overpayment (\$)	Number of overpayment weeks among initial claims with overpayment
REA Interview(s) (1, T1&T2; 0, C)	-0.663 [0.478]	-0.924 [0.464]**	-38.886 [162.297]	-0.020 [0.021]	-0.036 [0.017]**	-82.973 [175.145]	-0.916 [0.626]
age	0.248 [0.077]***	0.232 [0.075]***	251.28 [26.252]***	0.02 [0.003]***	-0.001 [0.003]	93.336 [31.695]***	0.121 [0.113]
Age square	-0.001 [0.001]	-0.001 [0.001]	-2.476 [0.321]***	0.000 [0.000]***	0.000 [0.000]	-1.16 [0.391]***	-0.001 [0.001]
Gender (1, male; 0, female)	-0.78 [0.284]***	-0.541 [0.276]**	482.214 [96.368]***	-0.014 [0.013]	0.000 [0.009]	58.861 [113.694]	-0.269 [0.406]
White (1, yes; 0, no)	-0.99 [0.345]***	-0.764 [0.336]**	39.057 [117.578]	-0.072 [0.016]***	-0.082 [0.013]***	-274.699 [125.002]**	-1.33 [0.447]***
High school graduate (1, yes; 0, no)	-0.392 [0.531]	-0.395 [0.520]	-10.021 [181.616]	-0.028 [0.023]	0.000 [0.017]	-159.369 [197.714]	-0.902 [0.706]
Some college (1, yes; 0, no)	-0.513 [0.539]	-0.683 [0.527]	314.3 [184.124]*	-0.065 [0.023]***	-0.012 [0.017]	-45.219 [202.630]	-0.541 [0.724]
College graduate (1, yes; 0, no)	-0.971 [0.596]	-1.15 [0.581]**	744.28 [203.199]***	-0.112 [0.023]***	-0.031 [0.018]*	-112.759 [232.552]	-1.638 [0.831]**
Postgraduate education (1, yes; 0, no)	-1.087 [0.850]	-1.132 [0.827]	1,091.01 [288.963]***	-0.096 [0.032]***	-0.061 [0.021]***	16.334 [389.695]	-0.033 [1.393]
Veteran (1, yes; 0, no)	-1.37 [0.570]**	-0.951 [0.558]*	-190.682 [194.890]	-0.032 [0.024]	-0.025 [0.018]	213.225 [247.980]	0.411 [0.886]
Disabled (1, yes; 0, no)	1.185 [0.701]*	0.992 [0.686]	27.017 [239.585]	0.052 [0.032]	-0.011 [0.023]	342.867 [299.581]	1.351 [1.070]
Number of claim weeks allowed	0.615 [0.038]***	0.574 [0.037]***	278.064 [13.029]***	0.000 [0.002]	0.006 [0.001]***	70.045 [16.805]***	0.111 [0.060]*
Unemployment rate (2004, quarter 1)	-0.389 [1.882]	-0.951 [1.830]	174.871 [639.545]	-0.019 [0.083]	-0.017 [0.064]	309.518 [892.184]	1.48 [3.188]
Unemployment rate (2004, quarter 2)	-0.046 [1.441]	0.319 [1.399]	8.569 [488.897]	0.067 [0.062]	-0.018 [0.048]	239.271 [659.121]	2.245 [2.355]
Unemployment rate (2004, quarter 3)	0.236 [1.911]	0.267 [1.863]	-83.324 [651.163]	-0.013 [0.084]	0.01 [0.064]	-38.592 [870.099]	-1.832 [3.109]
Unemployment rate (2004, quarter 4)	0.714 [1.755]	0.28 [1.707]	-241.516 [596.475]	-0.001 [0.077]	0.001 [0.059]	-230.366 [740.783]	-0.623 [2.647]
Unemployment rate (2005, quarter 1)	-0.263 [2.307]	0.77 [2.249]	70.189 [785.983]	-0.007 [0.102]	0.047 [0.079]	-612.66 [1,128.929]	-3.09 [4.034]
Unemployment rate (2005, quarter 2)	1.945 [1.513]	1.037 [1.475]	-482.086 [515.619]	0.015 [0.067]	-0.004 [0.051]	195.454 [682.438]	2.501 [2.439]
Unemployment rate (2005, quarter 3)	-1.702 [2.084]	-1.089 [2.028]	622.995 [708.792]	-0.026 [0.092]	0.032 [0.069]	-270.178 [862.434]	-0.205 [3.082]
Unemployment rate (2005, quarter 4)	0.72 [1.544]	0.332 [1.504]	11.954 [525.634]	0.040 [0.068]	-0.049 [0.052]	75.432 [689.803]	-2.172 [2.465]
Years in Current Occupation	0.001 [0.018]	-0.008 [0.018]	32.504 [6.207]***	0.000 [0.001]	0.000 [0.001]	8.680 [7.368]	0.004 [0.026]
Constant	-8.607 [2.859]***	-8.669 [2.785]***	-9,143.03 [973.153]***	- -	- -	-631.467 [1,307.895]	8.696 [4.674]*
Observations	5,849	5,766	5,766	5,849	5,849	863	863
R-squared	0.100	0.0800	0.170	-	-	0.060	0.040

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes (Model A, B, C, F, G), and probit models are used for dichotomous outcomes (Model D and E).
- 3) Coefficients in model D and E (probit models) have been converted to marginal values.

Table 4. Multivariate Analysis of the Impact of Single REA on Employment-related Outcomes (Minnesota Follow-up Interview Data, Fiscal Year 2005 Initiative)

Independent Variables	Likelihood of returning to work w/in 6 month of initial claims	Hourly wage at first job found 2/in 6 months of initial claims (\$)	Hours worked per wk at first job w/in 6 months of initial claims	Hourly wage on the job at the time of the follow-up interview (\$)	Hours worked per wk on the job at the time of the follow-up interview
REA Interview (1, T1; 0, C)	-0.021 [0.029]	0.484 [0.729]	1.892 [0.872]**	0.548 [0.737]	2.495 [0.864]***
age	0.004 [0.008]	0.379 [0.203]*	0.152 [0.255]	0.543 [0.207]***	0.369 [0.254]
Age square	0.000 [0.000]	-0.003 [0.003]	-0.002 [0.003]	-0.006 [0.003]**	-0.005 [0.003]
Gender (1, male; 0, female)	-0.016 [0.030]	1.710 [0.756]**	3.732 [0.887]***	1.805 [0.744]**	3.318 [0.861]***
White (1, yes; 0, no)	0.145 [0.038]***	1.065 [1.002]	-0.367 [1.217]	1.242 [1.003]	-0.285 [1.183]
High school graduate (1, yes; 0, no)	0.003 [0.059]	0.309 [1.548]	-2.699 [1.913]	0.251 [1.617]	-1.348 [1.889]
Some college (1, yes; 0, no)	0.071 [0.059]	1.683 [1.538]	-2.811 [1.888]	1.951 [1.599]	-2.126 [1.844]
College graduate (1, yes; 0, no)	0.200 [0.058]***	6.507 [1.624]***	0.073 [1.951]	5.406 [1.680]***	0.600 [1.915]
Postgraduate education (1, yes; 0, no)	0.192 [0.075]**	14.931 [2.215]***	-1.826 [2.517]	13.046 [2.218]***	-0.109 [2.482]
Veteran (1, yes; 0, no)	0.125 [0.055]**	-0.272 [1.412]	3.912 [1.664]**	0.384 [1.442]	3.242 [1.709]*
Disabled (1, yes; 0, no)	-0.188 [0.064]***	-3.139 [1.979]	-6.744 [2.462]***	-2.891 [1.884]	-0.792 [2.408]
Profiling score	-0.078 [0.296]	7.233 [7.516]	23.066 [8.898]***	9.349 [7.717]	21.791 [9.053]**
Number of claim weeks allowed	-0.009 [0.004]**	0.348 [0.101]***	0.359 [0.125]***	0.382 [0.112]***	0.351 [0.129]***
Unemployment rate (2004, quarter 1)	0.171 [0.197]	2.972 [4.996]	2.126 [5.961]	-0.204 [4.861]	2.000 [5.710]
Unemployment rate (2004, quarter 2)	-0.230 [0.149]	-1.328 [3.525]	-3.732 [4.361]	4.070 [3.862]	-0.047 [4.664]
Unemployment rate (2004, quarter 3)	-0.018 [0.202]	3.517 [5.088]	8.243 [6.048]	6.563 [4.970]	5.300 [5.922]
Unemployment rate (2004, quarter 4)	0.297 [0.177]*	-3.998 [4.396]	-8.114 [5.265]	-9.128 [4.319]**	-5.920 [5.117]
Unemployment rate (2005, quarter 1)	-0.159 [0.248]	-3.543 [6.343]	-0.923 [7.533]	-1.277 [6.236]	-3.687 [7.294]
Unemployment rate (2005, quarter 2)	0.136 [0.156]	-0.931 [3.789]	6.925 [4.543]	-3.376 [3.939]	8.343 [4.686]*
Unemployment rate (2005, quarter 3)	0.086 [0.215]	-4.319 [5.042]	-9.104 [6.284]	-11.024 [5.151]**	-10.203 [6.420]
Unemployment rate (2005, quarter 4)	-0.238 [0.155]	6.245 [3.740]*	2.165 [4.586]	11.878 [3.788]***	1.819 [4.589]
Constant	- -	-4.290 [7.491]	22.865 [8.911]**	-5.148 [7.764]	19.953 [9.077]**
Observations	1,299	528	677	545	748
R-squared	-	0.270	0.110	0.230	0.080

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes and probit models are used for dichotomous outcomes.
- 3) Coefficients in probit models have been converted to marginal values.

Table 5. Multivariate Analysis of the Impact of Multiple REAs on Employment-related Outcomes (Follow-up Interview Data, Fiscal Year 2005 Initiative)

	A	B	C	D	E
Independent Variables	Likelihood of returning to work w/in 6 months of initial claims	Hourly wage at first job found 2/in 6 months of initial claims (\$)	Hours worked per wk at first job w/in 6 months of initial claims	Hourly wage on the job at the time of the follow-up interview (\$)	Hours worked per wk on the job at the time of the follow-up interview
Multiple REA Interviews (1, T2; 0, C)	0.056 [0.031]*	0.381 [0.870]	1.250 [0.971]	0.609 [1.008]	1.037 [0.917]
age	-0.016 [0.009]*	0.593 [0.231]**	0.669 [0.269]**	0.703 [0.274]**	0.371 [0.262]
Age square	0.000 [0.000]	-0.007 [0.003]**	-0.008 [0.003]**	-0.009 [0.003]**	-0.005 [0.003]
Gender (1, male; 0, female)	-0.040 [0.032]	3.554 [0.904]***	4.847 [0.989]***	3.345 [1.039]***	4.904 [0.936]***
White (1, yes; 0, no)	0.136 [0.042]***	1.846 [1.261]	0.886 [1.389]	2.722 [1.429]*	0.980 [1.311]
High school graduate (1, yes; 0, no)	0.038 [0.066]	-1.065 [1.980]	-4.344 [2.243]*	-0.301 [2.122]	0.197 [2.031]
Some college (1, yes; 0, no)	0.085 [0.066]	1.467 [2.021]	-3.487 [2.259]	3.008 [2.139]	0.470 [2.013]
College graduate (1, yes; 0, no)	0.189 [0.064]***	4.092 [2.097]*	-3.022 [2.321]	4.460 [2.252]**	1.154 [2.087]
Postgraduate education (1, yes; 0, no)	0.279 [0.068]***	7.913 [3.062]**	-1.652 [3.003]	12.352 [3.622]***	2.432 [2.829]
Veteran (1, yes; 0, no)	0.082 [0.060]	0.121 [1.692]	3.569 [1.895]*	-0.223 [2.041]	1.324 [1.805]
Disabled (1, yes; 0, no)	-0.160 [0.076]**	-2.638 [2.285]	-4.134 [2.740]	-2.840 [2.649]	-0.284 [2.591]
Profiling score	-0.501 [0.312]	14.985 [9.215]	10.822 [9.933]	15.522 [10.456]	6.035 [9.479]
Number of claim weeks allowed	-0.005 [0.005]	0.307 [0.136]**	0.272 [0.151]*	0.340 [0.173]*	0.133 [0.152]
Unemployment rate (2004, quarter 1)	0.127 [0.207]	5.007 [5.835]	4.532 [6.478]	-0.098 [6.639]	-5.146 [5.929]
Unemployment rate (2004, quarter 2)	-0.081 [0.171]	-0.627 [4.397]	-3.910 [5.119]	-3.268 [5.286]	0.091 [5.068]
Unemployment rate (2004, quarter 3)	-0.190 [0.215]	-1.226 [5.651]	7.767 [6.438]	7.348 [6.654]	11.732 [6.233]*
Unemployment rate (2004, quarter 4)	0.198 [0.197]	-0.192 [5.037]	-4.079 [5.781]	-1.635 [5.887]	-7.766 [5.466]
Unemployment rate (2005, quarter 1)	-0.148 [0.258]	-7.535 [7.401]	-5.816 [8.262]	-0.547 [8.345]	5.030 [7.513]
Unemployment rate (2005, quarter 2)	0.010 [0.168]	1.074 [4.515]	7.917 [5.189]	-2.551 [5.158]	5.169 [4.890]
Unemployment rate (2005, quarter 3)	0.157 [0.234]	-1.100 [6.015]	-10.361 [6.810]	-7.539 [7.203]	-17.403 [6.680]***
Unemployment rate (2005, quarter 4)	-0.019 [0.167]	4.837 [4.407]	1.679 [5.072]	6.595 [5.200]	2.260 [4.891]
Constant	-	-12.942 [8.824]	17.914 [10.153]*	-11.441 [10.026]	38.752 [9.536]***
Observations	1,063	455	595	468	642
R-squared	-	0.180	0.100	0.150	0.080

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes and probit models are used for dichotomous outcomes.
- 3) Coefficients in probit models have been converted to marginal values.

Table 6. Multivariate Analysis of the Impact of Single and Multiple REAs on Employment-related Outcomes (Minnesota Follow-up Interview Data, Fiscal Year 2005 Initiative)

	A	B	C	D	E
Independent Variables	Likelihood of returning to work w/in 6 month of initial claims	Hourly wage at first job found 2/in 6 months of initial claims (\$)	Hours worked per wk at first job w/in 6 months of initial claims	Hourly wage on the job at the time of the follow-up interview (\$)	Hours worked per wk on the job at the time of the follow-up interview
REA Interview(s) (1, T1&T2; 0, C)	0.011 [0.026]	0.416 [0.727]	1.491 [0.796]*	0.585 [0.793]	1.766 [0.783]**
Age	-0.005 [0.007]	0.524 [0.176]***	0.383 [0.203]*	0.669 [0.197]***	0.449 [0.204]**
Age square	0.000 [0.000]	-0.006 [0.002]**	-0.005 [0.002]**	-0.008 [0.002]***	-0.006 [0.002]**
Gender (1, male; 0, female)	-0.009 [0.025]	2.411 [0.678]***	4.672 [0.734]***	2.538 [0.737]***	4.078 [0.715]***
White (1, yes; 0, no)	0.150 [0.032]***	1.718 [0.928]*	0.719 [1.026]	2.278 [0.996]**	0.647 [0.987]
High school graduate (1, yes; 0, no)	0.061 [0.050]	-0.172 [1.481]	-2.762 [1.682]	0.476 [1.596]	0.468 [1.619]
Some college (1, yes; 0, no)	0.118 [0.050]**	1.972 [1.491]	-2.447 [1.678]	3.039 [1.592]*	0.248 [1.595]
College graduate (1, yes; 0, no)	0.216 [0.048]***	5.852 [1.568]***	-0.602 [1.734]	5.234 [1.682]***	2.33 [1.656]
Postgraduate education (1, yes; 0, no)	0.240 [0.057]***	12.928 [2.132]***	-0.960 [2.191]	12.481 [2.284]***	2.637 [2.130]
Veteran (1, yes; 0, no)	0.043 [0.047]	-0.457 [1.300]	2.763 [1.421]*	-0.934 [1.452]	1.474 [1.411]
Disabled (1, yes; 0, no)	-0.182 [0.055]***	-2.666 [1.804]	-5.014 [2.082]**	-2.749 [1.862]	-0.614 [1.979]
Profiling score	-0.157 [0.248]	16.695 [6.961]**	17.128 [7.552]**	21.826 [7.639]***	13.493 [7.538]*
Number of claim weeks allowed	-0.009 [0.004]**	0.347 [0.093]***	0.357 [0.105]***	0.346 [0.111]***	0.273 [0.108]**
Unemployment rate (2004, quarter 1)	0.097 [0.161]	2.943 [4.386]	2.781 [4.835]	0.167 [4.669]	-2.3 [4.581]
Unemployment rate (2004, quarter 2)	-0.153 [0.126]	0.386 [3.169]	-2.649 [3.608]	1.189 [3.687]	1.136 [3.763]
Unemployment rate (2004, quarter 3)	-0.059 [0.166]	-0.026 [4.286]	7.052 [4.748]	4.515 [4.666]	8.033 [4.703]*
Unemployment rate (2004, quarter 4)	0.185 [0.147]	-2.976 [3.813]	-7.679 [4.268]*	-5.049 [4.137]	-7.977 [4.143]*
Unemployment rate (2005, quarter 1)	-0.087 [0.201]	-4.247 [5.550]	-1.881 [6.110]	-1.23 [5.913]	2.247 [5.801]
Unemployment rate (2005, quarter 2)	0.074 [0.128]	-0.367 [3.317]	5.777 [3.714]	-3.318 [3.663]	4.275 [3.708]
Unemployment rate (2005, quarter 3)	0.074 [0.178]	-1.596 [4.398]	-7.37 [4.993]	-6.906 [4.980]	-12.139 [5.110]**
Unemployment rate (2005, quarter 4)	-0.072 [0.129]	5.298 [3.258]	1.777 [3.665]	8.811 [3.619]**	2.834 [3.678]
Constant	-	-11.336 [6.454]*	18.527 [7.217]**	-12.32 [7.091]*	24.925 [7.160]***
Observations	1,843	772	996	790	1,090
R-squared	-	0.21	0.1	0.17	0.07

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes and probit models are used for dichotomous outcomes.
- 3) Coefficients in probit models have been converted to marginal values.

NORTH DAKOTA REGRESSION TABLES

**Table 1. Multivariate Analysis of the Impact of REA on UI-related Outcomes
(North Dakota UI Admin Data, Fiscal Year 2005 Initiative)**

Independent Variables	Number of weeks claimed and compensated	Total payments (\$)
REA interview (1, treatment; 0, control)	-1.051 [0.742]	-135.597 [207.078]
Age (30 - 45)	3.345 [0.882]***	959.419 [246.102]***
Age (46 - 55)	5.43 [1.047]***	1628.26 [292.335]***
Age (56 - 65)	5.39 [1.330]***	1702.31 [371.291]***
Age (65 +)	1.125 [4.071]	702.256 [1,136.269]
Gender (1, male; 0, female)	-0.007 [0.709]	-133.696 [197.832]
Hispanic (1, yes; 0, no)	-1.955 [3.585]	-315.445 [1,000.681]
White (1, yes; 0, no)	-0.076 [1.510]	40.427 [421.568]
High school graduate (1, yes; 0, no)	1.700 [1.470]	434.065 [410.225]
Some college (1, yes; 0, no)	1.527 [1.473]	429.413 [411.106]
College graduate (1, yes; 0 no)	3.084 [1.557]**	1064.711 [434.467]**
Postgraduate education (1, yes; 0, no)	6.402 [2.711]**	2035.537 [756.575]***
Profiling score	-0.005 [0.048]	-0.745 [13.461]
Total wages amount 2005	0.000 [0.000]***	0.018 [0.008]**
Constant	8.046 [3.302]**	847.662 [921.719]
Observations	570	570
R-squared	0.090	0.130

Note:

1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.

**Table 2. Multivariate Analysis of the Impact of REA on Employment-related Outcomes
(North Dakota Follow-up Interview Data, Fiscal Year 2005 Initiative)**

	A	B	C	D	E
Independent Variables	Likelihood of returning to work w/in 6 month of initial claims	Hourly wage at first job found 2/in 6 months of initial claims (\$)	Hours worked per wk at first job w/in 6 months of initial claims	Hourly wage on the job at the time of the follow-up interview (\$)	Hours worked per wk on the job at the time of the follow-up interview
REA interview (1, treatment; 0, control)	-0.013 [0.042]	-0.088 [0.869]	-2.853 [1.670]*	-0.12 [0.798]	-1.695 [1.641]
Age	-0.031 [0.013]**	-0.129 [0.247]	0.447 [0.476]	-374 [0.242]	0.054 [0.474]
Age square	0.000 [0.000]*	0.002 [0.003]	-0.007 [0.006]	0.004 [0.003]	-0.003 [0.006]
Gender (1, male; 0, female)	-0.024 [0.041]	-0.585 [0.886]	-9.327 [1.671]***	0.343 [0.801]	-6.772 [1.608]***
White (1, yes; 0, no)	0.14 [0.095]	-2.645 [1.758]	6.813 [3.320]**	-1.441 [1.634]	5.707 [3.379]*
High school graduate (1, yes; 0, no)	0.052 [0.112]	1.076 [1.922]	-6.423 [3.871]*	1.388 [1.917]	-3.336 [3.906]
Some college (1, yes; 0, no)	0.09 [0.097]	1.309 [1.944]	-8.244 [3.884]**	2.79 [1.924]	-2.743 [3.899]
College graduate (1, yes; 0 no)	0.086 [0.090]	4.716 [1.971]***	-5.422 [3.967]	5.538 [1.958]***	-1.869 [3.977]
Postgraduate education (1, yes; 0, no)	0.051 [0.153]	11.22 [6.322]*	-23.251 [9.005]**	8.978 [3.816]**	-5.34 [7.337]
Profiling score	0.000 [0.003]	-0.053 [0.066]	-0.307 [0.121]**	-0.014 [0.058]	-0.073 [0.116]
# of mons elapsed btw interview and claim date	-0.058 [0.051]	-0.082 [1.012]	-1.363 [1.850]	0.007 [0.893]	-2.056 [1.711]
Squared # of mons elapsed btw interview and claim date	0.003 [0.002]	0.006 [0.043]	0.047 [0.079]	-0.005 [0.038]	0.077 [0.072]
Hispanic (1, yes; 0, no)	- -	-0.547 [3.276]	1.92 [6.513]	4.953 [3.243]	8.289 [7.064]
Constant	- -	17.385 [8.586]***	64.465 [15.782]***	19.238 [8.000]**	58.535 [15.368]***
Observations	363	174	193	218	256
R-squared	-	0.1	0.26	0.12	0.14

Note:

- 1) Standard errors in brackets; and statistical significance level: * P < 0.1. ** P < 0.05. *** P < 0.01.
- 2) Ordinary Least Squares Models are used for continuous outcomes and probit models are used for dichotomous outcomes.
- 3) Coefficients in probit models have been converted to marginal values.