REEMPLOYMENT ONLINE WORKSHOPS

Description
Utah has developed an innovative approach to provide dislocated workers, including Unemployment Insurance (UI) claimants, and other job seekers with access to online reemployment tools at the beginning of their claim to speed their return to work.

Not all individuals require mediated, in-person services to find work. By starting with online service options for all individuals and moving to targeted staff-assisted options through programs such as Reemployment Services and Eligibility Assessment (RESEA), states can leverage mediated resources towards supporting those that need the extra help in getting back to work.

State efforts in developing a similar approach should focus on developing a product that is sustainable during periods of high unemployment and that can adapt to meet evolving labor market conditions and scalable to be used statewide.

Background
Utah released an in-house product in 2012 known as the “Online Work Registration and Assessment” for all UI claimants. Within 10 days of filing a claim, claimants are required to create a profile with the state labor exchange and answer about two dozen questions designed to identify their need for basic reemployment services. Claimants are then referred to a selection of up to five online workshops that are approximately 15-20 minutes in length. Failure to complete all three steps of the process may result in a denial of benefits until the claimant complies. The same assessment tool is also used for customers participating in the Supplemental Nutrition Assistance Program (SNAP) and the online workshops are available to the broader base of labor exchange customers.

Individual files a claim for unemployment benefits

Online Service Options*
- **Part 1**: Claimant Registers for work with the public employment office
- **Part 2**: Claimant completes an online assessment
- **Part 3**: Claimant completes any referred online workshops

Staff-Assisted Options
- If claimant continues to file for benefits, they may be selected for individualized and mediated reemployment services, such as RESEA

* Examples of online workshop topics include Interviewing, Job Searching Strategies, Networking, Professionalism and Workplace Success, and Resume and Application
Recommended Considerations

Below are some recommended considerations for states to use in the development of a similar approach:

- Coordinate reemployment assessment efforts across UI and Workforce programs.

- Develop or adapt an online reemployment assessment tool and online workshops for job seekers, including UI claimants:
  - Customize the existing online reemployment assessment tool and online; workshops developed by Utah or build your own based on the basic Utah model.
  - Consider a multi-state consortium to adapt the tools.
  - Note that products developed solely with Federal funds will be required to use the Creative Commons by Attribution (CCBY) license.

- Incorporate the online reemployment assessment tool into your state’s existing processes that includes logic to determine which workshops a customer needs and will be referred to complete:
  - To be most impactful, it is important that online assessments and workshops (Parts 2 and 3 in the graphic above) begin shortly after a jobseeker approaches the American Job Center (AJC) about looking for work, e.g. shortly after they file a UI claim.
  - Consider mandating online assessments and workshops for all or some UI claimants, with the possible exception of UI claimants with state-approved work search exemptions, dependent on state law.
  - Consider absorbing Parts 2 and 3 into the process for Part 1 or run them simultaneously, depending on flexibilities in state law.

- Incorporate existing tools and resources into the online workshops such as those found in the My Reemployment Plan template.

- Monitor customer compliance with the reemployment assessment tool and subsequent referrals to online workshops, referring cases of non-compliance for UI claimants to adjudication as appropriate.

- Capture outcomes, including claimant compliance with the process, impacts on duration of unemployment benefits, impacts on other cash benefits, and reemployment for participating participants.

Contact

For more information on this promising practice, or more about RESEA, please email oui.resea@dol.gov.