

## 2013 Program Report Card: Wagner-Peyser Labor Exchange (CT Department of Labor)

*Quality of Life Result:* All Connecticut working age residents have jobs that provide financial self-sufficiency.

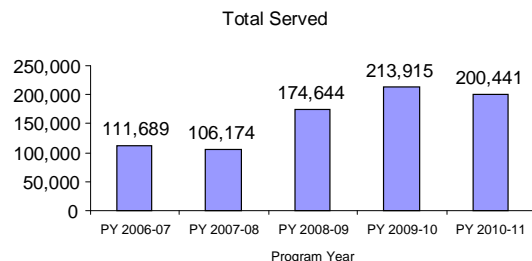
*Contribution to the Result:* By providing a labor exchange that links qualified jobseekers with suitable job openings, the Employment Service promotes the pursuit of self-sufficiency for jobseekers and the economic strength of employers.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual PY 11	N/A	7,819,386	N/A	7,819,386
Actual PY 12	N/A	7,886,732	N/A	7,886,732

*Partners:* Workforce Investment Boards, employers, municipal government, state agencies, community agencies.

### How Much Did We Do?

Measure 1: Number of Participants Served



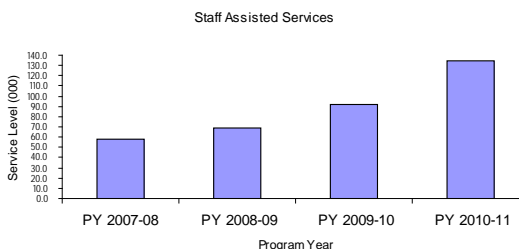
#### Story behind the baseline:

Employment Services provides universal access to an integrated array of labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, reemployment services to unemployment insurance claimants, and recruitment services to businesses with job openings. As evident from the graph, the number of customers served has nearly doubled since PY2007 while federally funding remains flat. As the universal labor exchange, the volume of participants can increase dramatically during periods of high unemployment. It also reflects the demographics of Connecticut's unemployed with more men than women. The unemployment rate for minorities is higher than for whites and minorities area a larger proportion among those served.

Trend: ▲

### How Well Did We Do It?

Measure 2: Number of Staff Assisted Services



#### Story behind the baseline:

All unemployed individuals who file a claim for unemployment benefits are registered with the Employment Service. CTDOL's goal is to provide staff assisted services (e.g. workshops, career guidance, résumé critique, etc.) to job seekers, which includes UI claimants. The trend clearly shows an increase in staff assisted services is a direct result of the economic downturn. Due to this factor an increase in the number of UI claimants who would experience a longer period of unemployment; and/or most likely exhaust benefits and need services was expected. This trend is expected to continue as CT, as well as the nation, struggle to add job opportunities for these individuals and those no longer collecting unemployment benefits or those that are under employed. It is also a direct result of CTDOL's efforts to provide more staff assisted services to selected UI claimants.

Trend: ▲

### Is Anyone Better Off?

Measure 3: Percent of Participants Entering Employment

#### Story behind the baseline:

The basic objective of the Employment Service is to return jobseekers to work at their highest wage and skill level. Beginning in Program Year 2007-08, the state began to feel the effects of The Great Recession. Placement of jobseekers was made increasingly more difficult due to the lack of available job openings being created and the increase in numbers of jobseekers competing for those openings. Employment rates are higher for WIA participants because WIA provides training and higher skill levels are critical to optimal levels of re-employment. Because of the current data system's limitations the ability to do management analyses makes it difficult to determine if there are particular sub-groups of workers more or less impacted during the recession.

Trend: ▼

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### Is Anyone Better Off?

Measure 4: Percent of Participants Retaining Employment

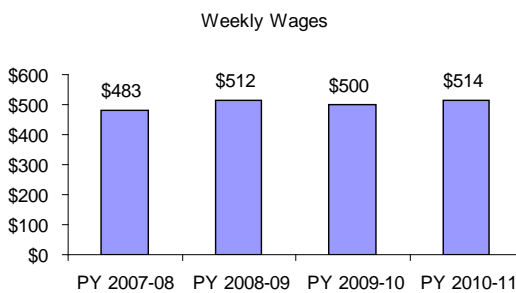
#### Story behind the baseline:

Employment Retention provides a very specific indicator of how well the Employment Services is meeting the needs of jobseekers and employers. Retention for two calendar quarters clearly demonstrates that the match between the jobseeker and employer was a good fit for employer and worker. Although the percent of participants retained in employment decreased from PY 07 to PY 08, the actual number of individuals retained in employment increased by 15%. Because of weaknesses in the current data system, regular access to performance data quarter by quarter is not available. In some cases the employees hired may have lacked the necessary skills required to succeed in their positions.

Trend: ◀▶

### Is Anyone Better Off?

Measure 5: Weekly Wage upon Entering Employment



#### Story behind the baseline:

One of the main objectives of providing Employment Services to unemployed workers is to return them to work as soon as possible at nearly the same or possibly a higher wage rate than that achieved before becoming unemployed. The weekly wage rate has trended slightly higher, mostly due to changes in minimum wage.

Trend: ◀▶

### Proposed Actions to Turn the Curve:

Last years proposed actions to better support the objectives in the Employment Service were not fully realized in order to meet new federal mandates under the *Middle Class Tax Relief and Job Creation Act of 2012*. CTDOL provided Reemployment Services and Reemployment and Eligibility Assessments (RES/REA) to 28,730 claimants collecting Emergency Unemployment Compensation (EUC) in 2012. This program has now been extended through December 2013 and may account for upwards of 46,000 UI claimants to be brought into our centers for services.

CTDOL did facilitate internal and external meetings regarding matching job seekers with hiring employers and a report was submitted. This report detailed the efforts and need for better technology to assist with matching. CTDOL is in the process of pursuing the technology to assist with this need.

CTDOL will continue to compile Labor Market Information and utilize it to target employer outreach and services to growing industries and occupations using regional business service teams. The above approach should increase retention and entered employment rates.

### Data Development Agenda:

The Employment and Training Division is in the Contract Negotiations phase for procuring a new MIS for Employment and Training programs. The new MIS will allow improved access to data for federal reporting, but more importantly it will provide more timely access to information for monitoring and management of services. These services include the ability to match job seekers to hiring employers.