

# REEMPLOYMENT AND ELIGIBILITY ASSESSMENTS

## UNEMPLOYMENT INSURANCE ONE-STOP

~ A Connecticut Pilot ~



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# Background

In May 2004, a Connecticut delegation of Unemployment Insurance (UI) and Employment Services (ES) staff attended the National Claimant Placement & Reemployment Partnership Project in Austin, Texas.

# Background

States presented “best practices” in reemployment activities to address national concerns regarding UI presence in one-stops and reducing the average duration of unemployment benefits in relation to the claimant obtaining employment.

Systems discussed included the Profiling system (WPRS), which was renamed Enhanced Reemployment Services (ERS) in Connecticut in 2003.



# PEERS

Pilot Expansion of Enhanced  
Reemployment Services Program

~October 2004 Implementation~

# Purpose of PEERS

1. Expand the number of UI claimants served by the existing ERS program.
2. Target a subset of claimants who have participated in ERS orientation for follow-up eligibility review interviews and additional reemployment services.
3. Help claimants find suitable new employment more efficiently by providing additional one-on-one services.

# Pilot Expansion

The eligibility review process combined with more directed employment guidance will ensure, through monitoring, that:

1. An adequate work search is being undertaken, or
2. Assistance is provided to help focus or redirect work search, or

# Pilot Expansion

3. A need for training or supportive services, not previously identified, is recognized, or
4. Availability and related work search are identified and adjudicated.

# PEERS Program Features

## *Increased referrals to ERS Orientation*

- Include additional claimants, also selected from the ERS pool, who have only filed for 1 or 2 weeks of UI.
- At the orientation, all clients are advised that they may receive a letter for a follow-up appointment to participate in the Eligibility Review Program (ERP).

# PEERS Program Features

## *Benefit Rights Interview – BRI*

- ERS orientation modified to include a more intensive BRI section.
- Provide to all individuals selected for the session.
- Standardize statewide.
- Emphasis on random UI enforcement activities (call-ins to review work search efforts).

# PEERS Program Features

## *Reassessment and Eligibility Review Program – REA/ERP*

- 3 weeks after the orientation session, records for the pilot group are reviewed to determine who has become reemployed or is no longer a claimant due to denial of benefits.
- Those selected have their benefits held until the appointment where DOL staff will:

# PEERS Program

## Features

### *Reassessment and Eligibility Review Program*

- Discuss the claimant's work search activities.
- Review employer contacts in detail.
- Share job search advice and tips.
- Discuss barriers to reemployment.
- Ensure registration for additional job search assistance, where appropriate according to their Individualized Service Plan.



# PEERS Program Features

## *Reassessment and Eligibility Review Program*

- Claimants who were required to return for a 1st ERP interview and who are still filing for UI 5 weeks later are called in for a 2<sup>nd</sup> eligibility review.

# PEERS Program Features

## *Follow-up and evaluation*

Follow-up contact is planned with pilot participants to study the characteristics of their reemployment including:

- Tracking wage replacement rates
- Duration of UI benefits
- Cost savings to the trust fund.

Those selected for regular ERS but not part of PEERS will be the comparison group.

# Preliminary data as of June 22, 2005

- 12,678 ERS participants.
- 4,471 additional PEERS participants.
- Less than 30% of PEERS clients have been waived from orientation, but only 55% have attended the orientation.
- Approximately 25% of PEERS clients have been scheduled for the first in-person REA. Of those, almost all had additional reemployment services (workshops, etc.).
- Almost 40% of those scheduled for REA 1 are scheduled for an REA 2.
- 989 PEERS participants have become re-employed.

# Conclusion

By following up on UI claimants at risk of long-term unemployment after their initial orientation and conducting more face-to-face eligibility reviews, this program sets multiple goals of:

# Conclusion

1. Reducing the average duration of employment.
2. Lowering UI exhaustion rates for workers otherwise likely to exhaust benefits.
3. Substantially increasing the number of claimants referred to Enhanced Reemployment Services.
4. Increasing the number of claimants participating in reemployment workshops.
5. Developing better methods to deliver reemployment services.



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