

Attachment D

PY 1998 WAGNER-PEYSER (W-P) PLANNING GUIDANCE

Wagner-Peyser Act Program Emphases. States should consider including in their plan a description of the following Wagner-Peyser Act program objectives:

a. **One-Stop Employment Service.** During PY 1998, one of the Wagner-Peyser programs high priority goals will be to work with State Employment Security Agencies (SESAs) to ensure that State public labor exchange programs strengthen their integral role in building improved State workforce development systems fashioned from the One-Stop concept. Currently, public labor exchange programs are the centerpiece of most State One-Stop systems. According to Departmental studies, Wagner-Peyser funding will be an essential glue that holds together the entire One-Stop enterprise. For many workforce development customers, public labor exchange services will likely be the most ubiquitous and used services provided in the growing network of State One-Stop systems. In developing plans, States should consider how they will redesignate or reconfigure existing employment security local offices as One-Stop Career Centers.

The Wagner-Peyser Act program will continue to emphasize a strong customer service focus to improve the outcomes of State labor exchange services, particularly services beyond work registration (i.e., reportable services) and to improve entered employment to strengthen the Wagner-Peyser Act's contributions to State One-Stop systems. In PY 1998, W-P policy at the Federal level will continue to promote a Federal-State partnership that delivers job finding and employer services through a customer-focused, technology-advanced, self-serviced and mediated (person-to-person) services system.

Within the States' One-Stop Employment Service operations, States should continue to improve labor exchange services to job seekers and employers through electronic and mediated services, and should consider in their plans how these services are achieving the requirements of the basic labor exchange program at Part 652.3 of the W-P regulations, and also increasing reportable services and improving entered employment outcomes.

b. **Labor Exchange Program Initiatives.** Job seekers and employers rely on ETA and State partners to provide job opportunities for American workers and higher productivity for employers through a broad range of services that increase the efficiency with which the U.S. labor market operates. States are

encouraged to use W-P funds to cooperate and assist the Federal partner in implementing these goals in the following areas:

(1) Enhancing the capacity of its labor exchange staff and services to play a key system-building role in State workforce development through methodologies which may include procedures and processes such as: reviews of State and local operations; development and introduction of performance measures and other indicators of performance to manage its labor exchange operations (in conjunction with ETA's National Labor Exchange Performance Initiative); approaches to measuring quality of service through implementation of customer satisfaction surveys and follow-up; and improvement of entered employment outcomes. To identify entered employment increases, States should consider how they may use UI wage records or new hires registries as a means of determining entered employment.

(2) Improving State participation in the clearance of labor [as required by CFR Part 652.3 (d)] through an enhanced electronic labor exchange network using America's Job Bank (AJB) and State Job Bank Internet linkages at local outlets and other service points and promoting self-service and mediated (person-to-person) options where customers can gain access to those services. States should consider in their plans improving the methods of direct employer entry of job orders and openings through AJB and for claiming credit for entered employment of applicants against directly entered job orders.

(3) Integrating America's Talent Bank (ATB) into its labor exchange service mix; and, linking its unemployment insurance (UI) continued claim voice response system to its job bank, and connecting its job bank to voice response units or remote kiosks.

(4) Cooperating with ETA and National Employer Council (NEC), or other business groups to increase efforts to provide for employer input into the operation of the emerging State workforce development systems and conducting effective employer contact programs to improve customer service.

(5) Increasing the number of welfare applicants obtaining employment using labor exchange services; and assessing the impact that such increases may have on local operations and the steps to respond to expanded workloads.

(6) Increasing the results of the Work Opportunities Tax Credit (WOTC) as part of the strategy for implementing the work requirements of welfare reform and linking WOTC with other workforce development programs to provide WOTC "qualified" job-seekers with a portfolio of workforce preparation

resources to enhance their job-finding potential. In developing plans, State should consider:

(a) How to maximize employer participation in the WOTC program through public information and outreach; how local "points of access" to the program will be created through delegation of WOTC conditional certification authority to participating agencies; or how the program will be made locally accessible through other means.

(b) How the new "Welfare-to-Work Tax Credit", administered under the WOTC certification procedures, to long-term family assistance recipients who begin work anytime after December 31, 1997, and before May 1, 1999, will be achieved.

(7) Exploring steps to increase the number of job orders and openings received; ways to **increase the number of services beyond work registration** to job seekers, and ways to reduce the transition time (duration) of workers from unemployment to reemployment.

c. **Services to Unemployment Insurance (UI) Claimants.** The relationship between the labor exchange and UI programs is based upon the Wagner-Peyser Act's requirements to coordinate UI services with the delivery of public labor exchange services to UI claimants and to administer the work test. State plans should consider how States will achieve high standards of customer service and satisfaction for UI claimants. The implementation of the WPRS systems strengthens the relationship among the public labor exchange, job training, and unemployment insurance programs. In particular, State labor exchange programs should consider methods to:

(1) Enhance the scope and depth of labor exchange services to UI claimants, **increase the delivery of services beyond work registration and increase entered employment outcomes**, and the scope of reemployment services to profiled and referred UI claimants. State planning should consider specific steps to accomplish improving services to all claimants and continuous improvement of the WPRS system. Indicators which may be considered to enhance performance are: State UI average duration, reportable labor exchange services received and entered employment outcomes; service plans tailored to the reemployment services needs of customers; and State provision of electronic feedback to the UI component.

(2) Improve State technological capacity to meet the work test and feedback requirements of the State UI system, and seek improved methods to reduce the job search transition

time (duration) of cyclical and structural (dislocated) UI claimants.

d. **Services to Veterans.** State public labor exchange programs continue to function as the primary source of labor exchange and support activities for our Nation's veterans. As States develop their new workforce development systems, it is important that veterans, particularly disabled veterans, continue to be served in accordance with the applicable provisions of 38 U.S.C. Chapters 41 and 42.

In planning State activities in support of veterans, it is important that States give consideration to the following recommendations made by the Secretary's Advisory Committee on Veterans' Employment and Training (ACVET) in their 1995 Annual Report. Both recommendations are geared to the identification of veterans, so that appropriate services can be provided. Particular emphasis is placed on increasing the awareness that many women are veterans.

"The Secretary of Labor add the message 'Are you a man or a woman who has served in the military' at all kiosks and other self service employment centers."

"Encourage State Employment Service offices to post a highly visible sign in waiting areas asking clients to identify themselves as veterans (both male and female), if appropriate."

e. **Services to Migrant and Seasonal Farmworkers (MSFW).** Planning requirements for MSFW activity should be undertaken in accord with regulations at 20 CFR Part 653, Subpart B. The Indicators of Compliance have been updated where appropriate and ETA determination of significant states, significant and bilingual local offices, etc. are hereby incorporated and provided in this paragraph and Attachment F of this TEG. L.

A key element for States' PY 1998 W-P plans is preparing for the transition of MSFW services -- including Monitor Advocate services -- in State workforce development systems. In preparing their plans, States should consider how the major functions of the Monitor Advocate program -- the role of the State Monitor Advocate, outreach workers, the complaint system and reporting -- would be transitioned into the new systems and One-Stop Career Centers; and how the State will achieve high standards of customer service and satisfaction for MSFW customers through workforce development system measures of quality of service and customer satisfaction.

It also should be noted that a number of states requested waivers of the current content and time line requirements of State plans so that they might integrate their program planning strategies and services to meet the needs of participants and employers.

They requested flexibility in the state and local plans so they could combine the JTPA and W-P Plans along with other employment and training initiatives. This guidance provides the opportunity for States to continue collaborative planning with their stakeholders and other active partners. The Department believes that the full-range of program representatives in all localities needs to be involved in the design of employment and training programs in order to create an integrated workforce development system that improves customer choice, lessens the cost of program administration, provides better, more highly focused services in a timely manner and achieves high customer satisfaction while improving accountability for federal and State resources.