

SERVING THE LONG-TERM UNEMPLOYED



WORKFORCE FORUM – MARCH 29, 2016
LESSONS LEARNED AND BEST PRACTICES

INTRODUCTIONS AND OUTLINE

- **Where We Are Now and How We Got Here**
- **Efforts to Assist the Long-Term Unemployed**
- **Local Perspective**
 - Deep East (Donna Weese)
 - Panhandle (Blasina Capó-Rodríguez)
 - Tarrant (Josephine Juelg)

**WHERE WE ARE NOW AND
HOW WE GOT HERE**

THE GREAT RECESSION

- **2007 – Worst global recession since World War II.**
- **U.S. Recession: December 2007 – June 2009 (19 months)**
 - Financial collapse
 - Sub-prime mortgage crisis
- **U.S. National Bureau of Economic Research**

Unemployment Rate	2006	2010	2016
US	4.6%	9.6%	4.9%
Texas	4.9%	8.1%	4.5%

LONG-TERM UNEMPLOYMENT

- **By 2010, the long-term unemployed = 45% of the total unemployed population**
- **Emergency Unemployment Compensation (EUC) Program created in 2008, expired in 2013.**
- **On January 1, 2014, 60,000 Texans lost their extended benefits.**

THE RECOVERY - REBOUNDED FROM THE GREAT RECESSION

Texas and the national recovery

- Agriculture and Energy fared well
- Manufacturing and Service were hit hard

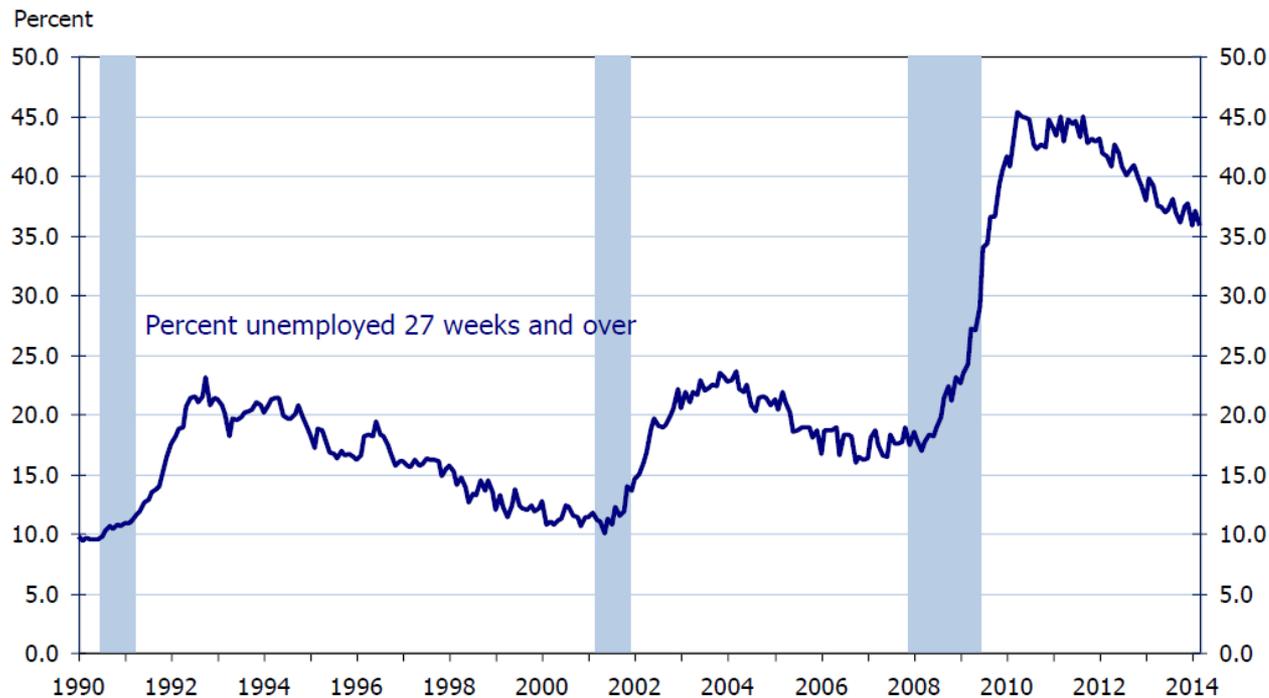
States like Colorado, Idaho and Texas continue to report jobless rates among the nation's lowest. Still though, even in these states, the number of long-term unemployed workers remains above pre-recession levels.

2010 = 6 million LTUs

2015 = 2.1 million LTUs

NATIONAL PERCENTAGE OF LONG-TERM UNEMPLOYED

Chart 12. Long-term unemployed as a percent of total unemployed
Seasonally adjusted, 1990–2014

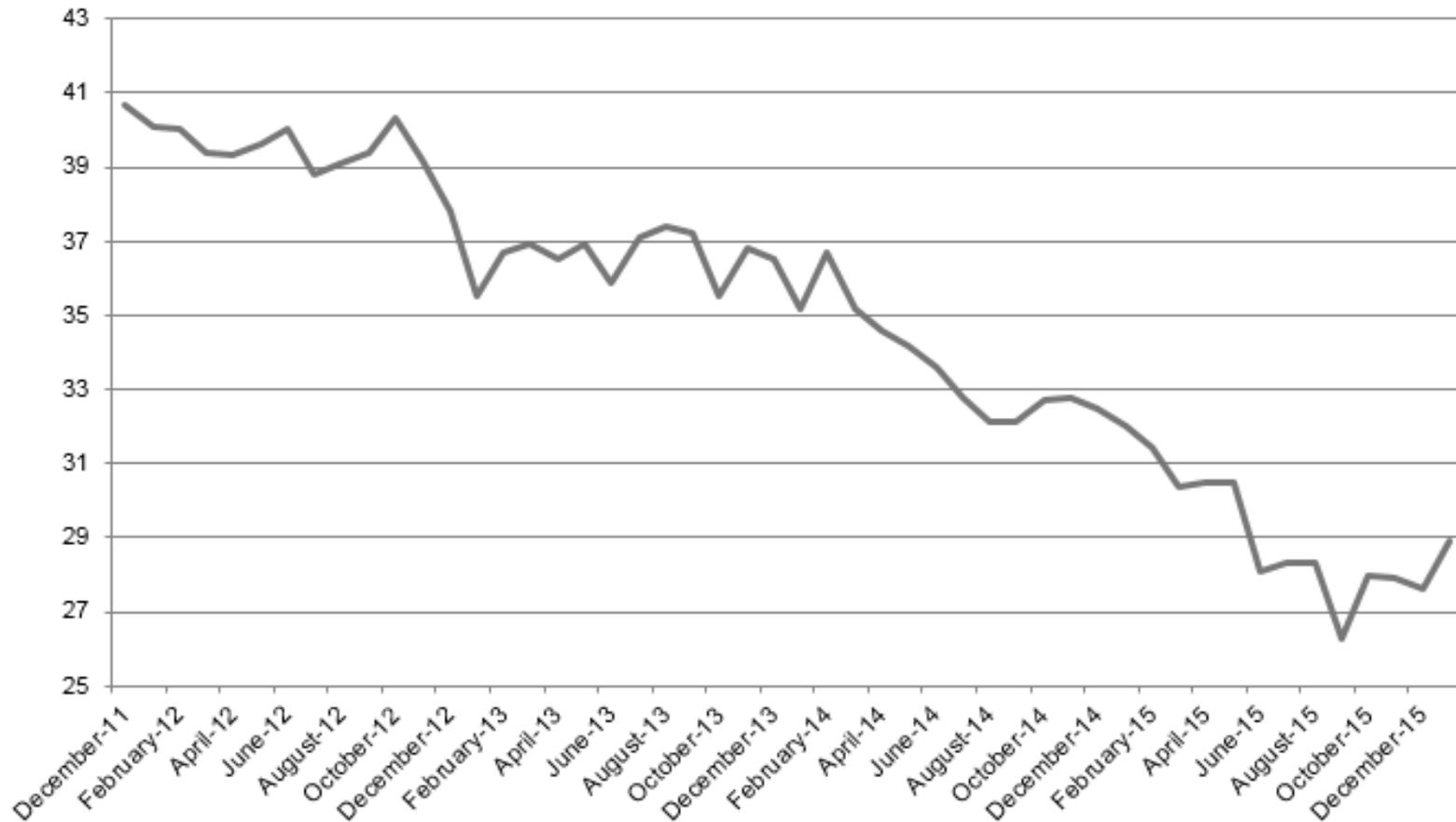


Note: Shaded areas represent recessions as determined by the National Bureau of Economic Research (NBER). Data online at <http://data.bls.gov/timeseries/LNS13025703>.

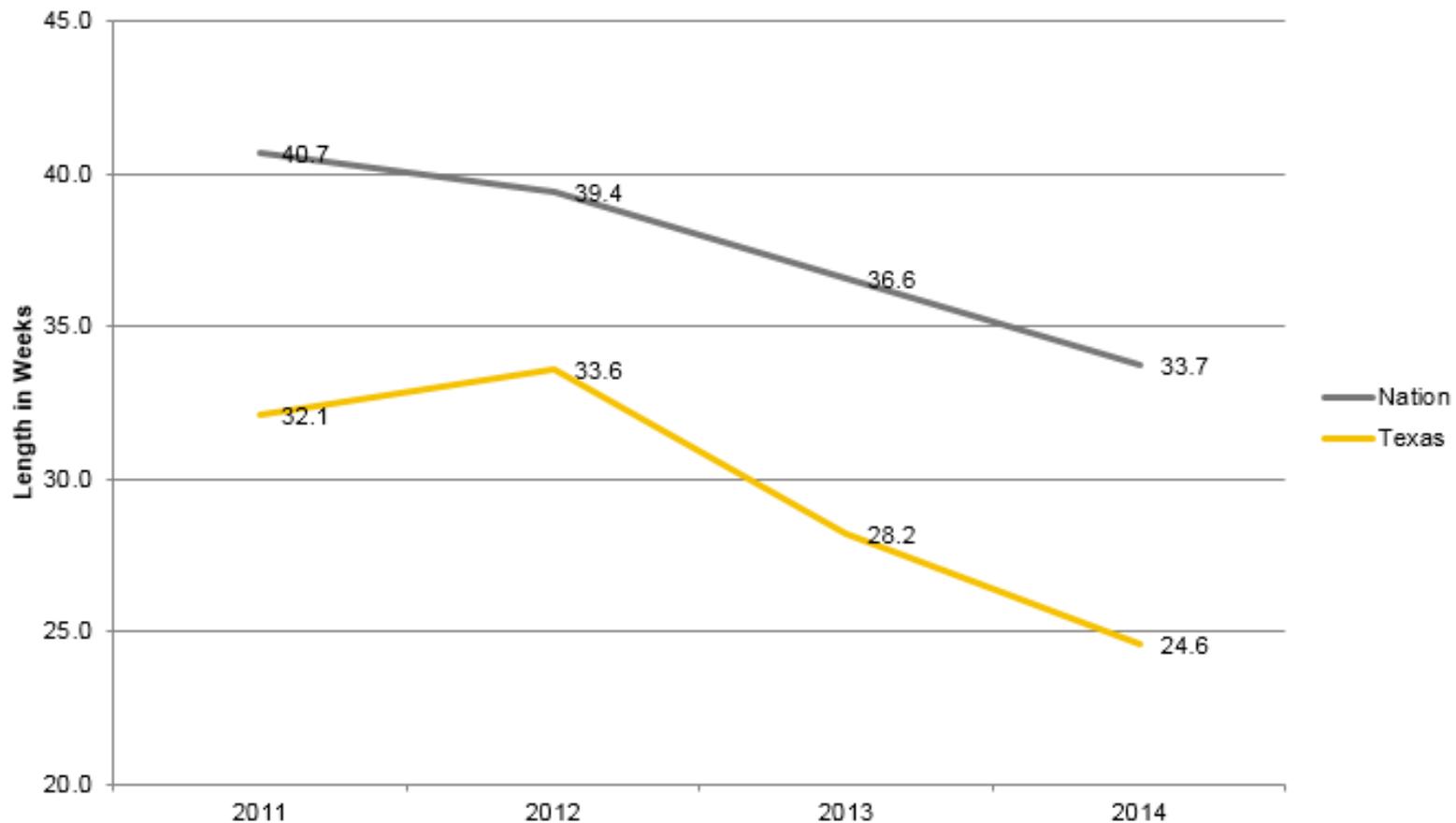
Source: Bureau of Labor Statistics, Current Population Survey, April 4, 2014.



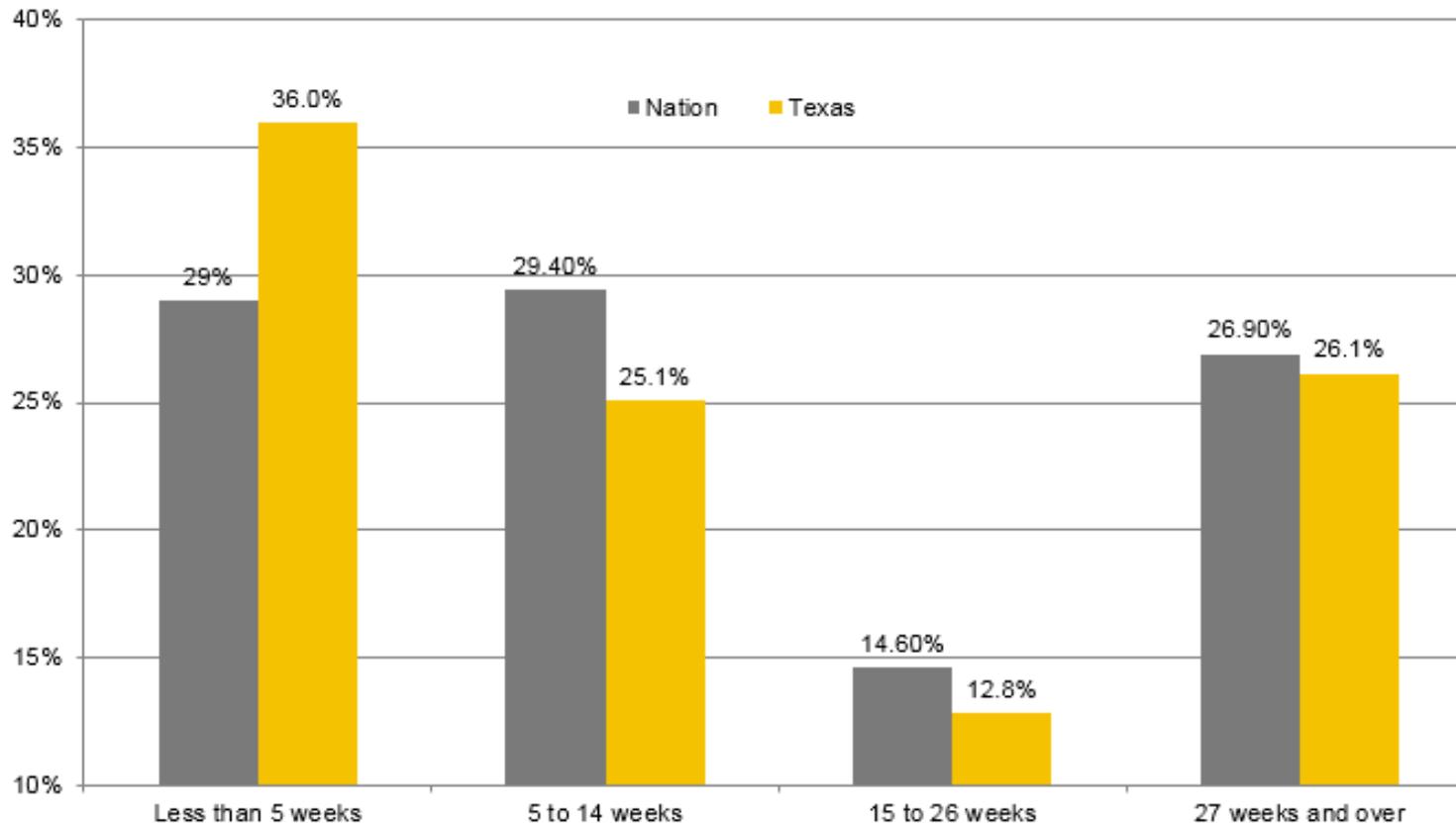
U.S. AVERAGE DURATION OF UNEMPLOYMENT (WEEKS)



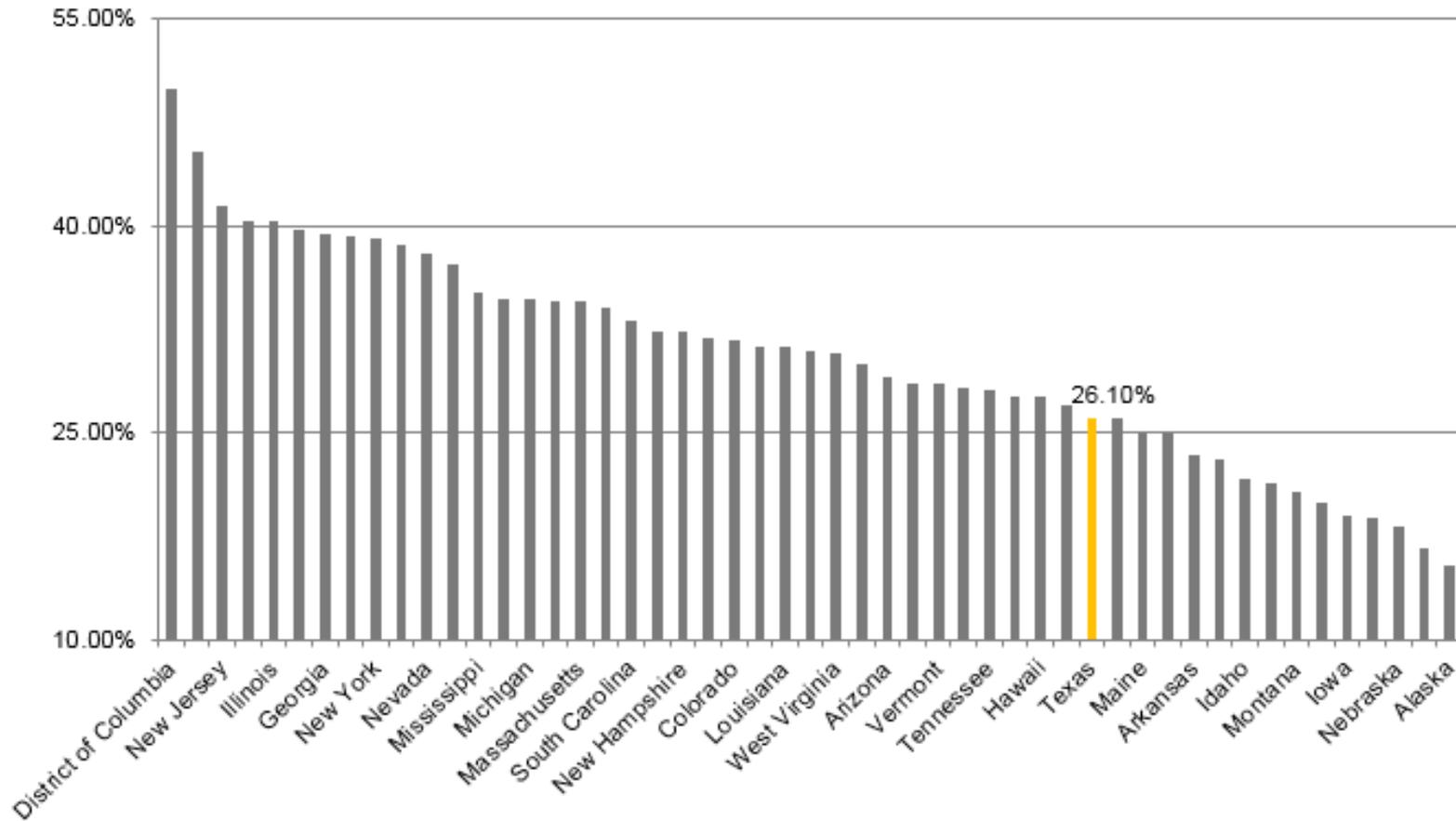
AVERAGE WEEKS OF LONG-TERM UNEMPLOYMENT



PERCENTAGE BY DURATION UNEMPLOYED PERSONS



LONG-TERM SHARE OF TOTAL UNEMPLOYMENT



REEMPLOYMENT CHALLENGES

- **Stigma of being LTU**
- **Financial and emotional strain**
- **Lesser jobs**
- **Barriers – intensive services**
- **Confidence and self-esteem**
- **To hire or not – employer choice**

RECRUITING AND HIRING THE LONG-TERM UNEMPLOYED

- **Job postings**
- **Screening and hiring process**
- **Advertise to LTU**
- **Consider LTU for positions fairly**
- **Share success stories from hiring the long-term unemployed with Workforce Solutions**

EFFORTS TO ASSIST THE LONG-TERM UNEMPLOYED

PLATFORM TO EMPLOYMENT

- **Eliminates employer risk during hiring process**
- **5-week preparatory program that provides workshops and personal counseling**
- **8-week subsidized work experience**

NEW START CAREER NETWORK

- **Operated by the John J. Heldrich Center for Workforce Development at Rutgers University**
- **Helps older (45 and older) long-term unemployed job seekers**
- **The program provides the following:**
 - Information
 - Coaching
 - Incentives
 - Employer Engagement
 - Access

READY TO WORK PARTNERSHIP INITIATIVE

- **\$170 million in grants**
- **Provide those experiencing long-term unemployment with a range of training and supportive and specialized services leading to rapid employment in middle and high-skilled jobs**
- **Intensive coaching, short-term intervention, accelerated skills training along a career pathway**
- **Utilizes on-the-job training (OJT), paid work experience, paid internships, and Registered Apprenticeships**

GULF COAST READY TO WORK INITIATIVE

- **Awarded \$9.2 million to the San Jacinto Community College District**
- **Targets the petrochemical sector to provide training to middle skills workers in demand in the industry**
- **Train at least 1,200 long-term unemployed workers**
- **Provide professional development to faculty and project staff**
- **Award associate degrees, college certificates, and industry-recognized certificates**

PROJECT QUEST

- **\$6 million grant**
- **Focus on the long-term unemployed in the San Antonio area to fill the need in high-skills Information Technology (IT) occupations.**
- **Identify in-demand occupations**
- **Outreach and recruitment**
- **Skills training**
- **Case management**
- **Work readiness skills training**
- **Support services**
- **Job search and placement assistance**

JOB-DRIVEN NATIONAL EMERGENCY GRANT

- **8 Boards received a total of \$5 million**
- **NEG provides targeted participants work-based training opportunities for emerging, in-demand occupations**
- **Strategies:**
 - On-the-job training and Registered Apprenticeships
 - Career Pathways
 - Paid internships and vocational training
 - Employability Boot Camps

LONG-TERM UNEMPLOYED INITIATIVE

(1 OF 2)

- **In May 2014, the Commission approved \$865,417 to serve the long-term unemployed**
- **Board Workgroup Recommendations**
- **14 boards each received at least \$25,000**

LONG-TERM UNEMPLOYED INITIATIVE

(2 OF 2)

- **Objectives**
 - Direct service delivery
 - Outreach
 - Capacity building
 - Other activities
- **Strategies**
 - Training staff to assist LTU
 - Strategies to motivate LTU
 - Infrastructure improvements
 - Outreach

LOCAL PERSPECTIVE



LONG-TERM
UNEMPLOYED
TRIALS AND
TRIBULATIONS
DEEP EAST TEXAS

LONG-TERM UNEMPLOYED TRIALS AND TRIBULATIONS

The objective is to reach and serve a population of customers that have received UI benefits for 12 weeks or longer or those customers that have exhausted UI benefits and have not reported obtained employment.

GOALS

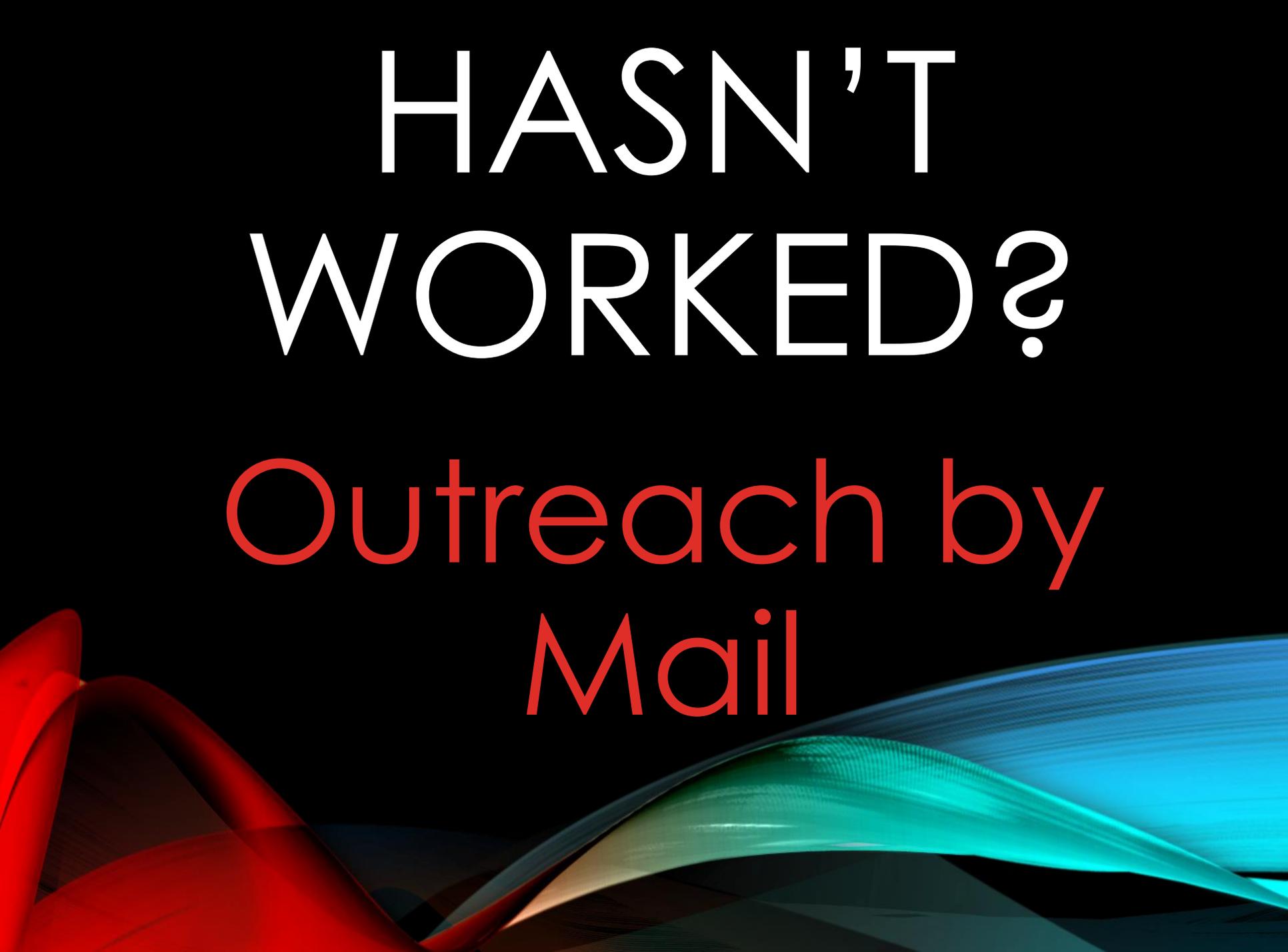
Outreach	Goal
Phone:	1000
Email:	1000
Mail:	1000
Services	
Orientation:	360
Job Search:	360
Job Development:	108
IEP:	108
Soft Skills Attendance:	108

OUTCOMES

Outreach	Actual	Goal
Phone:	430	1000
Email:	102	1000
Mail:	1840	1000
Total:	2472	3000
Services Provided		
Orientation:	69	360
WTW:	348	
Job Search:	203	360
Job Development:	34	108
IEP:	53	108
Soft Skills Attendance:	3	108

HASN'T
WORKED?

Outreach by
Mail

The background features abstract, flowing, ribbon-like shapes in shades of red and blue, set against a dark background. The shapes appear to be moving or flowing across the frame, creating a sense of motion and depth.

WHAT HAS WORKED?

Outreach by Phone

Outreach by Email

**Update Requests via WIT
(last resort)**

SOLUTIONS DEEP EAST TEXAS

WORKFORCE SOLUTIONS

DEEP EAST TEXAS



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LONG TERM UNEMPLOYED

Best Practices and Outcomes for the
Panhandle Area



Best Practices

- Panhandle Workforce Development Board considers long term unemployed claimants when they exceed ten (10) weeks of unemployment
- Hired one staff position to work exclusively to outreach and provide services to these customers
- Provide information about services available in the workforce center
 - We find out that customers were not fully aware of all our services
- Use different methods of contact - technology is the best tool
 - Use phone, email's, WIT, etc..
- Partner with the community and other resources:
 - Free services in the community
 - Websites
- Be flexible – every situation is not the same and the results will be different for each customer
- Be a facilitator – active listening is the key
- Identify barriers to employment and ways to overcome it
- Leave a window open



Outcomes

- Not all long term unemployment claimants respond to outreach services (calls, emails or other referrals provided)
- Claimants who receive personalized services regain employment faster
- Claimants will state that they don't need assistance and later will call, email, or come to the workforce center expressing an interest in receiving services
- Rural area long term claimants received assistance - email, mail documents from workshops, offered re-training, etc.



Outreach and Services

<i>Category</i>	<i>Number</i>
• Claimants	1472
• Outreach	1192
• Regain Employment	199
• Participants	120
• Obtain Employment-LTU Participants	24
• Job Leads	22
• Resume Review	15
• WIT Workshop/One on One Tutorial/Meeting	13
• Employment Plan	10
• Typing Tutorial-Testing	10
• WIOA	9
• Resume Workshop	8
• Refer-Enroll ESL/GED	8
• Interview Workshop	5
• Computer Tutorial/Enrolled Computer Class (Goodwill Industries)	5
• Mock Interview	4
• Job Search Over 50 Workshop	3
• Labor Market	3
• Job Readiness Workshop	2

Workforce Solutions for Tarrant County

Keeping Tarrant County Working

National Emergency Grant Employment and
Training Services

An Equal Opportunity Employer/Program. Auxiliary aids
and services are available upon request to individuals with
disabilities. (TDD/TYY) 1-800-RELAYTX

NEG

- The National Emergency Grant funds are available to assist with skills training, if needed, to become re-employed. These funds and job training services are available for
- Dislocated Workers in the following group(s)
- Military Veterans
- Non-Military Veterans
- With or Without a High School Diploma/GED
- Unemployed for 27 weeks or more

What's in it for the customers?

Exciting New Program for:

- Proven Career Search & Employment Strategies
- Identify Work Strengths
- Training
 - On the Job Employment
 - Short Term Certification Classroom Training
 - Potential GED Assistance while in training and/or working (TCC NEG Accelerate Texas)

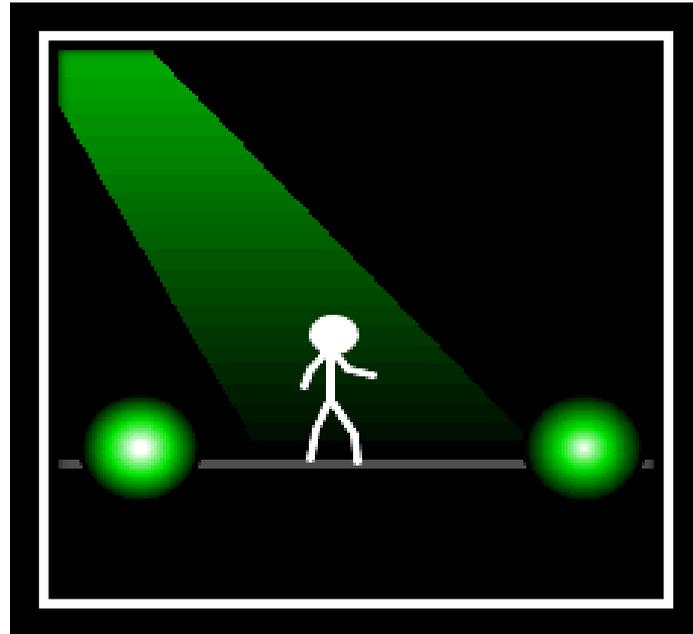


NEG Progress Chart



The Boot Camp B.E.A.T.

Back to
Employment
Academics and
Training



More Benefits

Introduction to "Strengths Finder 2.0"

- Identifying Your Strengths Theme
 - Are you an *Arranger*?
 - Do you think *Futuristic*?
 - Like *Positivity*?
 - Can you *Relate*?
 - How is your *WOO*?
- Discussing methods to create and deliver Your IMPACT statement to employers

NEG Accelerate Texas

- Tarrant County College provides short-term training certification programs in the following employment areas:
- Machining (Conventional and CNC)
- Welding
- Commercial Drivers License
- Waste Water Treatment
- Pharmacy Tech
- Ophthalmology Assistant

Deliverables Description	Deliverable Target	Progress Made To-Date
6.1 Total Number of NEG participants enrolled in all NEG-funded training	94	63
6.2 Number of NEG participants enrolled in ITA's	51	56
6.3 Number of NEG Participants enrolled in OJT	43	7

We did serve a total of 126 customers through the Job Search Boot Camps. During the week-long boot camps, we are utilizing Strengths Finders Assessments and other skills assessments to assist these long-term unemployed customers in their return to the Labor Force via Occupational or Short-Term Classroom Training or On-the-Job Placement Training.

Customers Served

Questions?





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Thank you!

QUESTIONS