

# UC PROGRAM SERVICES UCRS/REA PROGRAMS

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# UCRS/REA

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**U**nemployment **C**ompensation  
**R**eemployment **S**ervices -  
**R**eemployment **E**ligibility **A**ssessment

# History of Ohio's UCRS Program

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- ❑ November 24, 1993, President signed law requiring states to establish and utilize a system of profiling all new claimants for regular UC benefits
- ❑ Purpose: identify claimants who are likely to exhaust UC benefits and need job search assistance to make a successful transition to new employment.

# REA Timeline

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- ❑ **Late August 2004** - Applied for REA Grant from USDOL.
- ❑ **September 2004** – Began implementation procedures with expectation of grant receipt.
- ❑ **December 2004** - Expected response and delivery of funds.
- ❑ **February 2005** – Actual Response and delivery of funds.
- ❑ **March 10, 2005** – Began REA Grant in One-Stops.
- ❑ **September 30, 2005** - Deadline.



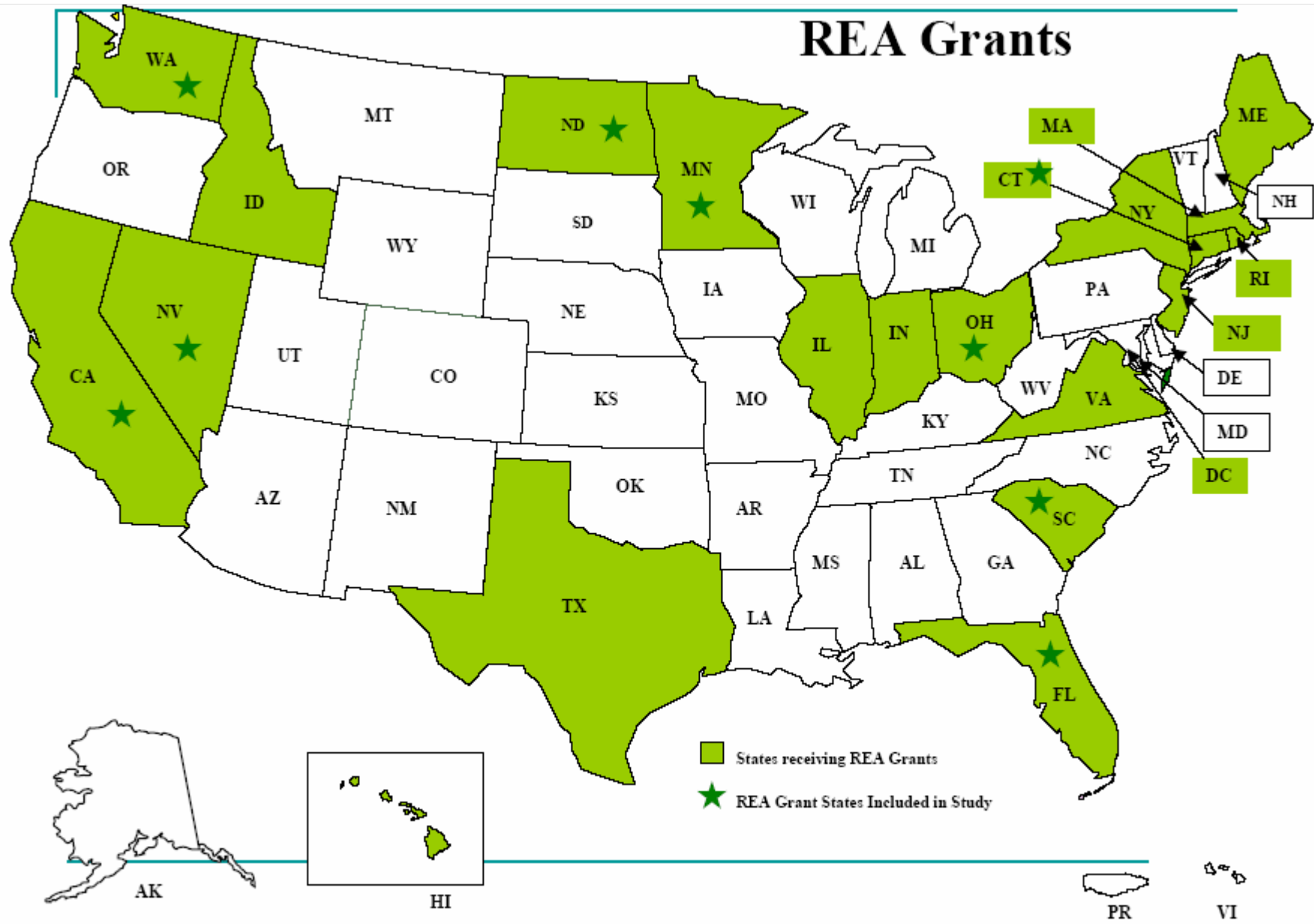
# Goal of UCRS and REA Programs

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Return Claimant to work as **quickly** as possible!

# REA Grants



# Reemployment Eligibility Assessment (REA) Pilot year

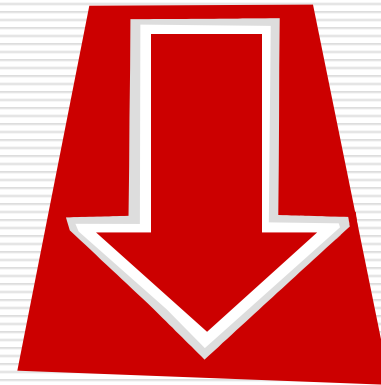
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- ❑ Assess **10,000** claimants by September 30, 2005.
- ❑ Identify barriers to employment using web-based assessment software. (BESI)
- ❑ Develop work search plan during one-on-one interview in the One Stop.
- ❑ Follow up 14 and 30 days from completion.

# REA Expectations

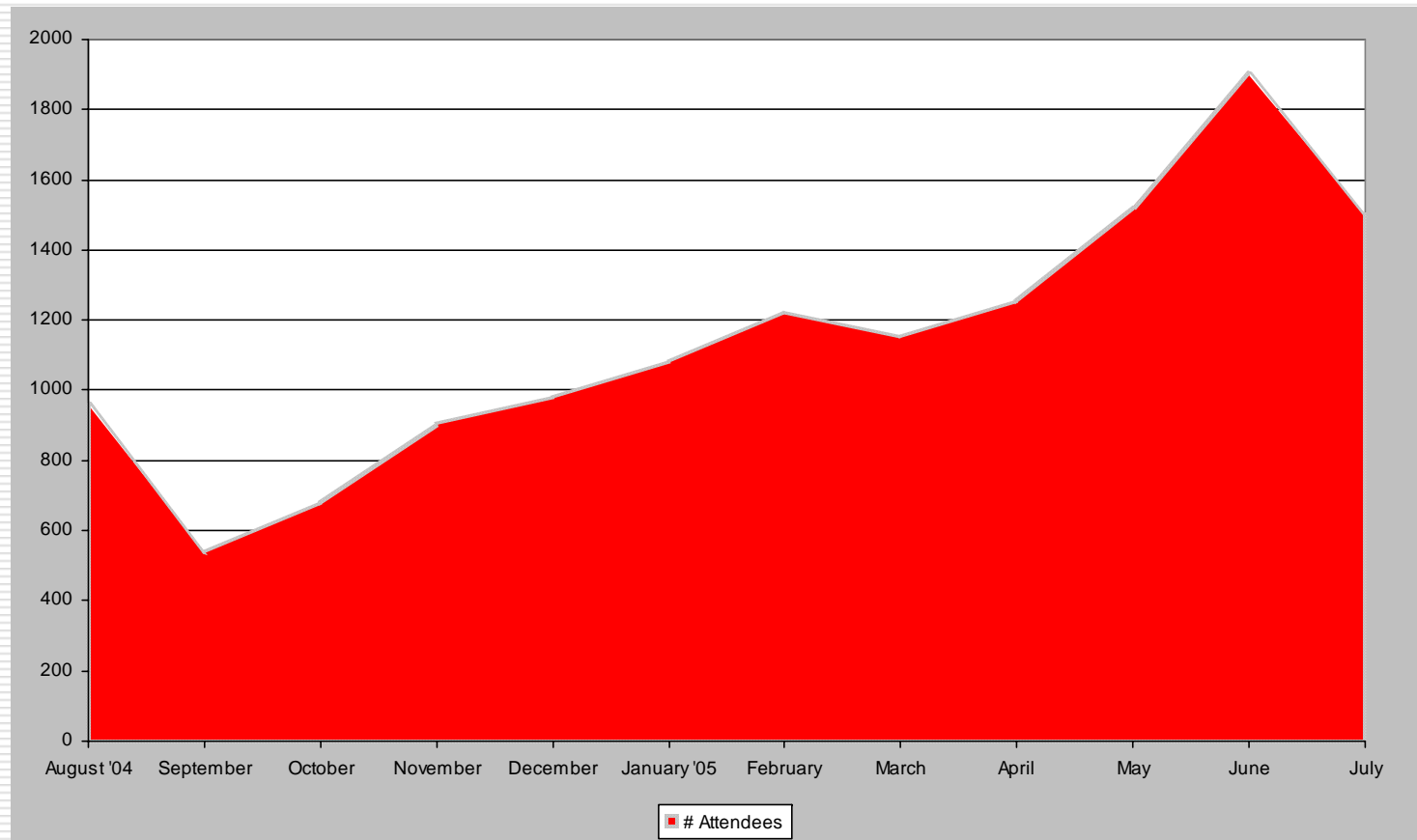
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- ❑ **Reduce** average duration of weekly unemployment benefits paid.
- ❑ **Improve** solvency of UI trust fund.
- ❑ **Increase** efficiency of use of federal and state tax revenues based on payroll with the earlier entry of workers in the workforce.

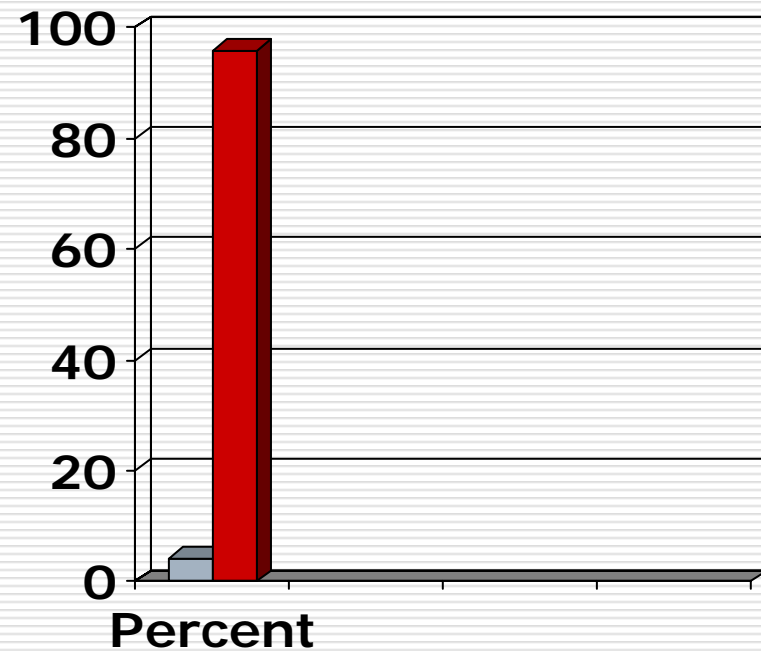
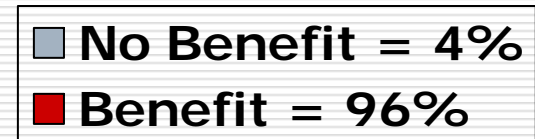
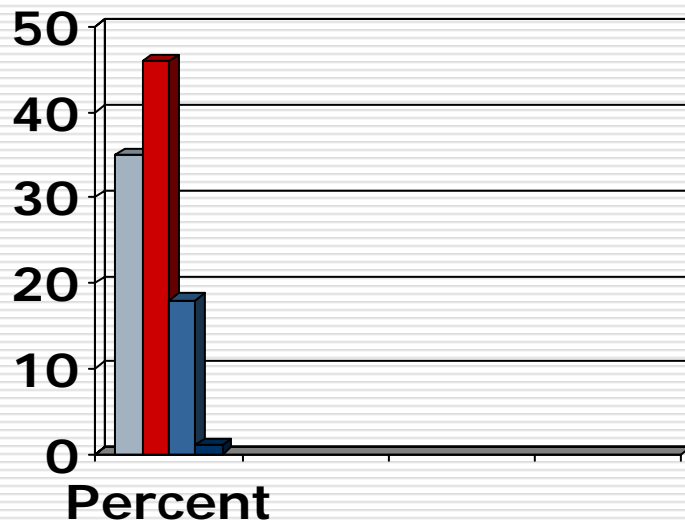
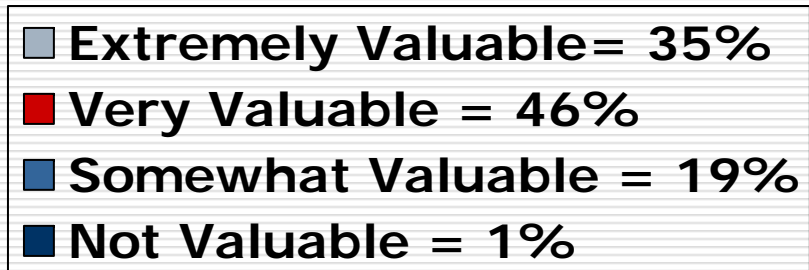


# Ohio's UCRS Orientation Participation Trend

## August 2004 thru July 2005



# UCRS/REA Customer Satisfaction Survey Results



# What They are Saying...

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- ..." it really opened her eyes as to everything she didn't really think of but it still affects her. The others agreed....enabled us to identify additional resources for them."  
...Kathy Derheimer, CSR,  
Harrison, Carroll  
Jefferson One Stop
- ...the job hunting tips, website info and other resources and help doing her resume was just outstanding! She moved here from South Carolina a year or so ago and said *she had no idea we had such a terrific job service.*"
- ...Donna McCan, CSR,  
Lucas One Stop

# Breaking Down Barriers ...

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“A customer had a medical condition that had plagued her for quite a while. She had no health insurance and could not get medical attention. I gave her a list of community agencies, free clinics and United Way’s referral line. The customer followed up and went to one of the free clinics she didn’t know existed. Later, she said she would probably be battling the condition today if it weren’t for the information she received that day. She felt 100% better and was ready to go job hunting. ”

...Wanda Baltzly, CSR, Stark One Stop

# Results.....

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" I completed work search plan for customer, Andrea V. ... took her resume to the Business Service Manager at *The Employment Source*. They were looking for Job Developer, full time, permanent position with *WIA* [department]. After interviewing her along with several candidates, he chose her! She started June 27, 2005!!!"

...Laura Kopfstein, CSR, Stark One Stop

# \$\$\$\$ Results that Count \$\$\$\$

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“While going thru the follow-up assessment with my customer, the assessment uncovered that he had some physical barriers. I quickly introduced him to the BVR’s Rehabilitation Service Rep next to my office...In a matter of one month, BVR assisted the customer in finding a sales job with a starting salary of \$40,000! ...”

“What a great example of cooperation between agencies and great service to our Customers!”

...Pat Carr, CSR, Ashtabula One Stop

# The Future

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- ❑ 20,000 new assessments ordered
- ❑ Aggressive goals for new year
- ❑ Continued training
- ❑ Performance Measurement and Improvement
- ❑ Return to work as quickly as possible
- ❑ Impact duration