Project Name: Unemployment Insurance Internet Claim Entry (UI ICE) Reemployment Enhancement project

Agency: Job Service North Dakota

Business Unit/Program Area: Unemployment Insurance/ Reemployment

Project Sponsor: Mark Butland

Project Manager: Val Brostrom

Project Description
Expand and enhance the functionality provided by the JSND claimant internet application (*UIICE*) to incorporate the delivery of individualized intensive reemployment services, provide automated notification of suitable job openings, expand self service capabilities, and provide automated task reminders and event notifications, to better meet the needs of the unemployed served by JSND.

Business Need or Problem
The purpose of unemployment benefits is to provide temporary income to individuals who become unemployed through no fault of their own as they transition from one job to another. The primary goal of the JSND Reemployment group is to help claimants find gainful employment as quickly as possible. Currently all claimants, selected from the Profiling Pool, receive the same online reemployment services. A primary goal of this project is to allow the UI Reemployment Specialist the ability to provide individualized services tailored to the needs of each claimant, share information to increase the individual's marketability, increase the usability and level of claimant self-service, notify claimants of employment related community events, provide a clear picture of the requirements and time frames to complete required activities, and match claimants with employment opportunities in their labor market area. To accomplish this goal, it is necessary to understand an individual's barriers to reemployment and assign appropriate reemployment services to meet the individual's needs rather than adopting a one size fits all approach. In addition, there is a need to minimize the number of claim issues. Claim issues require staff time for investigation and adjudication while interrupting the claimant's benefit payments. By reducing the number of claim issues created, staff time normally allocated to resolve the issues can now be refocused on delivering intensive reemployment services to help claimants return to employment as quickly as possible.

Key Metrics		
Project Start Date	Estimated Length of Project	Estimated Cost
8/23/10	10 months	$615,025

Benefits to Be Achieved	
Project Objectives	Measurement Description
Enhance JSND reemployment group's capability to tailor services to individual claimants.	• Increase the return to work numbers from 14% to 20%. (the economic climate during the measurement timeframe will have a direct impact on the target of 20
Increase level of claimant self service.	• Increase the number of reemployment claimants served per case manager by 10%. • Decrease overall call volume by 10%.
Increase the awareness of job opportunities and provide electronic notification of employment events (ie. provide information on job fairs to claimants)	• The ability to automatically notify claimants electronically of jobs that match their skills. • The ability to electronically notify claimants of employment related events in their area.
Implement calendar "to do" list and active reminder capabilities for claimants	• Ability to send reminders to claimants • Reduce the average number of issues (IR,ER,RG) for claimants who have opted-in to receive electronic notifications by 25%

Cost/Benefit Analysis

Anticipated Benefits:
It expected that claimants will return to work sooner which helps preserve the trust fund and strengthens the state's labor force. Providing a greater level of self service, automated potential job matches, task and event reminders, and automating processes where feasible is expected to reduce claim issues and free staff resources who are then able to dedicate more time delivering individualized reemployment services to as many claimants as possible.

Cost Estimate:
Due to increased emphasis on reemployment, DOL has allocated funds for Job Service to spend in several areas. This reemployment project is estimated to be approximately $300,000.

Cost/Benefit Analysis:
The expected benefit of this project is provide more time for JSND staff to focus on providing individualized intensive reemployment services to help claimants become reemployed as quickly as possible. By incorporating the ability to tailor services to better meet the needs of the individual, providing matching job opening notifications, increasing the level of self service, automating task and event reminders, and automating other processes where appropriate, we expect reemployment staff to be able to provide both an enhanced level of service to existing claimants while expanding the overall number of claimants receiving intensive reemployment services.

Key Constraints or Risks

- The current grant requires funds to be spent by June 30, 2011.
- Program requirements could change between the start of the project and June 30, 2011.
- The funds cannot be spent on staff.