

One-Stop Operator Report

Alaska Job Center Network



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

Labor Exchange Program Participants (7/1/2008 to 6/30/2009)

Registered Participants.....	130,458
Total Veterans and Transitional Service Member (TSM) Participants	3,288
Total Youth Participants.....	4,284
Number of Participants that Entered Employment	26,291
Retained Employment at Six Months	32,954
Total Job Openings Received from Employers	56,069
Daily Customers Served in Job Center Resource Rooms	257,792

Career Support & Training Services Participants (07/1/2008 – 6/30/2009)

Workforce Investment Act (WIA)

Adult

Total Adults.....	4,504
Entered Employment Rate (Adults)	79.2%
Credential and Employment Rate (Adults).....	67.4%
Six-Month Retention Rate (Adults)	79.8%
Six-Month Average Earning (Adults)	\$16,755

Dislocated Worker

Total Dislocated Workers.....	748
Entered Employment Rate (Dislocated Worker)	80.3%
Credential and Employment Rate (Dislocated Worker).....	69.3%
Six-Month Retention Rate (Dislocated Worker)	80.3%
Six-Month Average Earning (Dislocated Worker)	\$20,584

State Training and Employment Program (STEP)

Total Participants	692
Total Exiters	279

Source Alaska Job Center *Preliminary* Performance Data, DOLWD

Current Projects

MyAlaska

The MyAlaska project is currently in the analysis stage. The goal of this project is to create a seamless interface between multiple systems such as The Alaska Labor Exchange System (ALEXsys), Unemployment Insurance (UI) Benefits Internet Filing (BIF) and Permanent Fund Division (PFD). This portal will allow UI claimants to flow directly to ALEXsys without having to have multiple logon ID's and passwords.

Reemployment Services

In the struggling economy compounded by the need to assist workers in their search for employment, a significant focus has been devoted to Reemployment Services (RES) on both the state and national level. With the infusion of the American Recovery and Reinvestment Act (ARRA) funds we have re-designed, re-energized, and re-focused our reemployment services program.

We are in the process of launching a system-wide response to assist unemployed workers filing for UI benefits to get reemployed. The goal is to reduce the number of UI weekly benefits claimed. Alaska's RES is consistent with the national direction by streamlining processes, upgrading technology, and increasing the number of individuals served by delivering group services.

Our redesigned RES program starts with an on-line orientation, which will direct viewers to choose from five different career paths called Career Tracks. We adopted the career track philosophy as studies show that job seekers tend to follow basic career paths: new jobs, training for a different career, or self-employment. The Career Tracks that we are offering are tailored to Alaska's needs. The tracks are: New Job, Training, Adult Basic Education/General Education Diploma, Apprenticeship and Self-employment.

A major focus of our RES program is on self-assessment and self-identification of the best career path for the individual job seeker.

ARRA RES funds made it possible to strengthen our reemployment services offered to job seekers by dedicating staff to provide Reemployment Services. They are located in our eight busiest job centers and will provide group or workshop-oriented RES to job seekers/claimants. The focus will be on serving customers in a workshop setting to facilitate efficient delivery of services; introducing new RES Orientation and Career Tracks; providing quality referrals to partner agencies, and efficient customer service.

Our plan is multi-faceted and includes statewide outreach and education to all UI claimants addressing the availability of Alaska Job Center Network online and in-person services. Media coverage will include posters, postcards, e-blasts, brochures, and radio spots.

Rapid Response Activity

Rapid Response continues to address layoffs occurring statewide. Over the past nine months, program staff worked with 76 different companies that spread across a broad spectrum of industries. Most recently the oil and gas industry has been cutting back to reduce costs.

Support for the large Agrium Layoff continued with the Agrium Transition Center (ATC) as the main hub for the dislocated workers from that company. In late 2008, Agrium laid off 46 more employees, which increased the number of dislocated workers by 37%. The workers were the most senior employees. Also

during this period, the economic downturn resulted in the highest nationwide unemployment rates in twenty-six years. Even faced with a poor economy and a harder to serve work group, the Agrium Transition Center results still showed an increase of workers who found new jobs. Workers received assistance with job searching, training and relocating, resume writing, interviewing and a networking club at the ATC. Regular newsletters are sent to all the former workers, and hundreds of hot job alerts are emailed to those employed but still looking for a job that will pay them a more suitable wage. The life of the Agrium Transition Center is winding down with a planned closure date of November 30, 2009.

Rural Activities

The Northern region collaborated with Tanana Chiefs Conference (TCC) to assist with the Survey Tech apprenticeship, which allowed 11 participants (9 men; 2 women) to receive first year training. This resulted in 9 out of 11 being employed with several survey companies. Another project was a collaborative effort between state grant funds (UAF HEAT, STEP, WIA Adult and DW) and tribal (Louden Tribal Council, TCC) grant funds which allowed 8 women from Galena, Kaltag, and Huslia to receive CNA training, tuition, books and equipment in Fairbanks.

In Glennallen, Northern region staff collaborated with local area service providers and businesses to establish Summer Youth Employment Opportunities for 32 low-income youth. The projects were funded with ARRA and HCY funds and ranged from park beautification/renovation and administrative work to traditional fish wheel and fish camp work. We are also working with the Laborers Local 942 and Northrop Grumman Aerospace Systems Division to address training needs for low-tech positions that may become available through a potential maintenance contract that Northrop has bid on in the Delta Junction area. In Bethel, staff will be traveling to the following communities to provide outreach and Wagner-Peyser services: Emmonak, Alakanuk, St. Mary's, Mountain Village, Marshall, Toksook Bay, Tununak, Chevak, Aniak, Pilot Station, Hooper Bay, Quinhagak, Akiachak, Tuluksak and Kalskag. There will be Career fairs held in Chevak, St. Mary's, Aniak and Pilot Station during the winter months. Public Service Announcements (PSA's) continue twice a week announcing current hot jobs. These announcements reach communities on the Kuskokwim River and along the coast. Westward Seafood will also be on-site at the YK Delta Job Center on October 30, 2009 to recruit and hire individuals for the Pollock A Season beginning in January 2010.

In Southeast Region, a newly developed Entry Level Underground Miner Training will have 18 participants including minorities and veterans. Outreach for this project was performed in Juneau, Sitka, Ketchikan, Kake, and Haines via Job Centers, Chambers of Commerce, SE economic development agencies, non-profits, and the Berners Bay Consortium (BBC). The course will cover the skills and certifications necessary to become employed as an Underground Miner.

Alaska Career Ready Certificate

The Alaska Career Ready Certificate initiative (ACRC) is designed to help Alaska's student and adult job seekers evaluate their readiness for work, college, and occupational training and to improve the basic skills valued by employers and educators. This initiative is our continued pledge to help prepare Alaska's workforce for future high demand, priority occupations including AGIA related occupations.

WorkKeys® is an employability skills assessment tool designed by ACT to help provide reliable, relevant information about workplace skill levels needed in 90% off all jobs. WorkKeys assessments match the employability skills of the client with the demands of a particular occupation. There are nine designated

WorkKeys sites at our Alaska Job Centers. These sites have trained Proctors to administer the WorkKeys assessments for clients to obtain an ACRC.

An ACRC is a credential awarded to an individual based on the results of the three WorkKeys assessments: Applied Math, Reading for Information, & Locating Information. The ACRC can be used by employers as one of many hiring tools. In order to help employers understand how the ACRC can be used as a hiring tool, the department designated a staff member to be an ACT certified job profiler. The profiler helps employers (including the state as an employer) identify skills necessary for entry level positions. To date, there have been several profiles completed including: Accounting Clerk 1, Inside Wireman Apprentice, Administrative Assistant I and Adult Day Care Services. In addition, the department has enhanced ALEXsys to capture job seekers' licenses and credentials including ACRCs; job seekers can now add the level of their ACRC and employers can search for a specific skill level.

KeyTrain is computer-based training designed as preparatory courseware for WorkKeys to improve the basic skills measured by the WorkKeys system. The KeyTrain system includes targeted, self-paced instruction, pre- and post-assessments, a complete learning management system, and an occupational job profile database. KeyTrain is available in all of our 23 Job Centers across the state.

Career Ready 101 is an expanded version of KeyTrain, which was recently purchased to primarily assist the ARRA of 2009 Summer Youth Programs. Career Ready 101 provides self-paced and instructor-led lessons, automated course calendaring and combines all WorkKeys skills, comprehensive soft skills and life-literacy skills in one self-contained system. Career Ready 101 is also available in all of our 23 Job Centers.

Youth First Activities that were Delivered via Alaska Job Centers

The Alaska Job Centers continue to provide increased outreach to Alaska's in-school and out-of-school youth by the continuation of seven Job Center staff positions called Career Guides. Career Guides are found in six strategic locations, and focus service delivery to youth in their area. A key component of the Career Guide's job is to travel to communities and visit schools throughout their respective region. We continue to support two Student Intern positions at the King Career Center (KCC) in Anchorage.

The Career Guides and Student Interns are an excellent way to reach youth by establishing a working relationship with the schools, Native organizations, community service agencies, and employers in their communities. They continue to increase the youth knowledge of labor market trends and occupational options and opportunities utilizing tools such as ALEXsys and the Alaska Career Information System (AKCIS). The Career Guides provide labor market information, occupational training information and career information regarding employment opportunities to school counselors, teachers, parents, and school boards. They develop models in each area to promote efficiencies, partnerships and sustainability for career planning and development. The Student Interns at KCC will continue to assist the Career Guides in serving youth and young adults. This will allow them to learn about Alaska's critical industry needs and occupations, assisting youth in Job Center resource rooms, and educating peers about the Alaska workforce.

A highlight for the KCC was a Seniors/Employers Hiring Event. The day was designed to showcase the students in the Anchorage School District Seniors Job Club. There was a need to find an efficient way to introduce the Seniors Job Club members to construction industry employers. 60 of the graduating seniors who had survived the rigors of the Job Club were invited to attend. The seniors went around to each of the 35 employers, introduced themselves professionally and gave each employer a resume. 12 seniors were offered jobs that day. Shortly following the event and into the construction season, a total of 41 employers

hired 71 graduates for construction related jobs. This is the first time all three major construction industry employer groups (and competitors) in Anchorage have ever come together to sponsored an event like this.

Disability Navigator Program

Serving individuals with disabilities remains a priority for the Division. We dedicate job center and central office staff to assist in the Disability Program Navigator (DPN) Initiative. In addition to creating systemic change, the Navigators act as facilitators to bring multiple partners together in the Job Centers to develop an integrated resource team approach with the purpose of blending and braiding resources around an individual customer's employment needs. DPN's assist job center staff, service providers, employers and job seekers with disabilities, by navigating them through extensive services that are available to assist people with disabilities in obtaining employment. By developing new and sustaining partnerships to achieve seamless, comprehensive, and integrated services, DPN's are creating systemic change and ultimately expanding the capacity of the workforce investment system to serve customers with disabilities.

DPN funding is temporary and our goal is to ensure long-term sustainability of the program. The Division is currently coordinating with the Governor's Council on Disabilities and other partners to find ways to ensure DPN's continue to be a part of our workforce system.

Registered Apprenticeship

In continuing collaboration with the Division of Business Partnerships (DBP) and the Office of Apprenticeship, we have established an online tool kit for Employment Security Division (ESD) Apprenticeship Specialists. This allows us to streamline the process when establishing a new registered apprenticeship.

Currently there are 83 participants enrolled in the apprenticeship program with both union and non-union employers. Through outreach and education we have increased the number of employers willing to establish new apprenticeship opportunities including AGIA related occupations. Employers can receive wage subsidies to enhance the development of their workforce.

Through monthly teleconferences with the Office of Apprenticeship, the specialists get updates on what is going on around the state. This provides an opportunity for specialists' to share best practices on how to continue to increase enrollment opportunities.

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