

**PROJECT TO ASSIST NASWA/ITSC WITH DOCUMENTATION AND ASSESSMENT OF
PROMISING PRACTICES AND SERVICE DELIVERY TOOLS FOR UI CLAIMANTS**

Center for Employment Security Education and Research, Inc.,

National Association of State Workforce Agencies

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Project Summary: Under this study, Capital Research Corporation and George Washington University – under subcontract to the National Association of State Workforce Agencies (NASWA) -- conducted telephone interviews to 28 state or local workforce areas to document promising practices and service delivery tools for reemploying unemployment insurance (UI) claimants. These telephone interviews were followed up by site visits to 10 of the most promising practices. The promising practices were in four “transformational areas” identified by DOL’s Unemployment Insurance and Workforce System Connectivity Workgroup: (1) integrated workforce customer registration; (2) real time triage, resulting developing and updating appropriate service strategies for claimants; (3) transferability of skills/job match technology; and (4) use of social networking applications to better serve claimants. Summaries of these practices have been added to a DOL website that aimed at cataloging innovate practices.

Report: J. Trutko, B. Barnow, and Y. Chocolaad, *Promising Reemployment Practices: Site Visit Summaries of Six Practices*, Center for Employment Security Education and Research, National Association of State Workforce Agencies (NASWA), prepared for the U.S. Department of Labor, Employment and Training Administration, 2012.