

March 26, 2012

Service ID	1098
Description	<i>CONTINUOUS ENGAGEMENT (CE)</i>
Definition	<p>Continuous Engagement is a service provided to a job seeker in which two or more consultations are necessary for the seeker to reach his/her goal and a <u>Service Plan</u> is developed.</p> <p>Attached is the link to the Continuous Engagement User manual on how to create the Service Plan: http://esd1wbolydev1/esd/skies/esd_initiatives/CEG_Manual.pdf.</p>
Business Owner	<i>Employment and Career Development Division (ECDD)/ Reemployment Programs/UI Reemployment</i>
Date Last Reviewed	<i>This is the first in-depth review of this service.</i>
Times Used	<i>This service was used 4,751 times between January 1, 2012 through March 16, 2012, in 11 areas and provided to 2,611 unique seekers, through the Seeker Service screen, a Continuous Engagement Service Plan or both.</i>

Services Catalog Review

Use Distribution

Area Name	Unique Job Seekers
Seattle-King	1,317
Tacoma-Pierce	335
Benton-Franklin	254
Snohomish	231
Spokane	198
North Central/Columbia Basin	147
South Central	60
Olympic	29
Eastern Washington	24
Pacific Mountain	21
Southwest	1

The above table shows the number of unique seekers, by area, who received one or more CE services between 01/01/2012 and 03/16/2012.

Out of the 2,611 unique seekers who received a CE service in CY2012, only 677 had an open Service Plan of any type, yet only 243 of these Service Plans (or only 9% of the 2,611 seekers) had CE listed within an open Service Plan.

The next chart reveals programs associated to CE services provided via the Seeker Service Screen - for seekers who have never had a SKIES Service Plan:

Program Description	Unique Job Seekers
WORKFIRST JOB SEARCH	1,726
LABOR EXCHANGE - WAGNER PEYSER	383
DISABLED VETERANS OUTREACH PROGRAM	275
LOCAL VETERANS EMPLOYMENT REPRESENTATIVE	225
CLAIMANT PLACEMENT PROGRAM	218
CAREER BROKER SERVICE PROGRAM	98
WORKFIRST JOB PREPARATION	30
WIA DISLOCATED WORKER	30
VOCATIONAL REHABILITATION AND EMPLOYMENT (VETS)	21
WIA ADULT	2
DEPT OF LABOR AND INDUSTRIES	1

Services Catalog Review

Reporting	<i>Continuous Engagement is not used for Federal reporting purposes. It is used in the WSMIS011 MIR report for Job Preparation and Seekers Served counts.</i>
Analysis	<i>Service Plans must be created for the Continuous Engagement service. WSID's analysis of the data clearly shows that this service is being applied inconsistently statewide. In CY2012, less than 10% of the recipients had an open Service Plan specifically for, or co-enrolled with Continuous Engagement. 62% of the recipients of this service have never had a Service Plan.</i>
Initial Recommendation	<p><i>Central to the Continuous Engagement service is the creation of a SKIES Service Plan for the job seeker (as stated in the SKIES User Guide for Continuous Engagement). In CY2012 less than 10% who have received this service have had a SKIES Service Plan that included Continuous Engagement. In short, this service is currently being used inappropriately more than 90% of the time.</i></p> <p><i>Therefore, it is recommended that this service be deactivated.</i></p> <p><i>However, the wide spread use of this service may reflect a need to track something we currently do not offer in our catalog of services. If you choose to respond to this recommendation, please feel free to offer a suggestion as to what service(s) we may want to add to our catalog as a surrogate to Continuous Engagement.</i></p>
Feedback to this Review	<i>One comment was received to encourage keeping this service through 2012 "...due to the various direct service initiatives for job seekers that are evolving..."</i>
Response to Feedback and Final Decision	<p><i>Because only one area of the state wanted to keep this service active, and only through 2012, it has been decided to deactivate this service.</i></p> <p><i>Statewide services should be used in significant numbers, in a significant number of areas and that the service be delivered consistent to it's original design.</i></p> <p><i>Areas are encouraged to create a local service if an area desires to continue to offer a "like" service.</i></p>