In 2003 asked “How Demand-Driven are we?”
- Barely 30k employers served (out of over 500k)
- Over 50% of claimants exhausted their benefits
- Claimants averaged over 3.5 months of benefits
- 90+ WF measures & WIA’s Employer Satisfaction was the only Employer measure!

We are what we measure
- Resources are spent on the things that show up on the report card
- Being Demand-Driven requires measures that
  - Matter to Employers
  - Focus on interacting successfully with Employers
Employer Needs

- What matters to Employers?
  - Help them find New Employees
    - Job Matching
    - Applicant Screening
  - Help their Claimants find work
    - Layoff Transition Assistance
    - Rapid Reemployment

- Any measures related to this?
  - Not originally
  - Didn’t even measure Employers Served
  - UI measures were all about processing claims

- Result: Culture of Bureaucracy & Invisible Population within Workforce System
Measures that Matter to Employers

- **Employer Workforce Assistance**
  - % of Employers using System for Labor Force needs
  - Employer Use of the System nearly tripled

- **Job Postings Filled & Employer Success Rate**
  - Measures of success meeting Employer hiring needs
  - >50% of Employers posting with TWS hire our job seekers

- **Reemployment in 10 Weeks**
  - Rapid Reemployment of UI Claimants
Claimant Reemployment

- Slow Return-To-Work:
  - Drives up UI taxes
  - Creates economic hardship for claimants
  - Hurts local communities

- UI Claimants actually an important untapped resource
  - Employment Experience & Hard/Soft Skills
  - Recent attachment to workplace

- Improved Return-To-Work is Economic Development that doesn’t cost a dime

- Coupling New Policies with New Measures can bring results
Reemployment Trends

- Reemployed 1st Qtr After 1st Payment
- Reemployed Within 10 Weeks
- Unadjusted Unemployment Rate (Right Axis)

Key Events:
- Began Employer Measures & WP-Onestop Integration
- Linked WP-UI Registration
- Implemented New Work Search Rules
- Launched WorkInTexas
- Natl Recession Hit Texas Oct 2008
  - Claims DOUBLED over the year
- Natl Recession Dec 2007
Rapid Reemployment Results

- Reemployment in 1st Quarter after 1st UI Payment
  - Rose from 52% to a high of 68%
- Reemployment within 10 Weeks
  - Rose from 27% to a high of 64%
  - Dropped to 41% low during recession
  - Now 54% & climbing
- Avg Wks of Regular Benefits Per Claimant
  - Dropped from 15.3 to a low of 12.4
- % of Claimants Exhausting Regular Benefits
  - Dropped from over 52% to a low of 36%
Improved RTW Pays Off

- Goal is Return-to-Work within 10 Weeks
  - Even 13 weeks is better than 16 or 20 or 26
- 1 week improvement in RTW in Texas (w/ prerecession # of claimants) is worth:
  - $102.5 Million savings to UI Trust Fund
  - +$307 average per claimant
    - (Median Weekly Wage – Average Weekly Benefit)
  - $101.3 Million Total Direct impact to claimants
    - (330k claimants * $307 in extra earnings over benefits)
  - $157 Million Total Indirect impact to local economies
    - (1.55 * Total Direct Impact)
  - Equivalent to adding 6,346 workers to economy
    - 330k claimants divided by 52 work weeks in a year
First 5 Year Payoff (prior to recession)

- $998 Million savings to UI Trust Fund
- $943 Million Total Direct Impact to claimants
  - (Difference between Median Weekly Wages and Average Benefits * weeks improvement in RTW * claimants)
  - +$508 average per claimant
    - (Total Direct Impact / claimants)
- $1.46 Billion Total Indirect Impact to local economies
- Equivalent to adding 14,099 new workers to economy per year
  - 3.7 Million extra weeks worked divided by 52 work weeks in a year divided by 5 years
Other Measure Driven Changes

- Entered Training Related Employment
  - Reportable Performance had been poor
  - Performance tripled after offering an Incentive Award

- Child Care Admin/Ops
  - > $ spent on overhead means < $ spent on care
  - Admin/Ops in 2005-2008 had been ~13.4%
  - Created $500K in annual prizes
  - 2 Years later, Admin/Ops down to 11.7%
    - Equivalent to about $9M more available for care per year
    - ~Cost of 2,340 kids per day in care