

**Reemployment Services Plan  
For  
Serving UI Customers**

**Finger Lakes Region – October 2006**

Submitted by:

**Peter C. Pecor, Regional Administrator**  
New York State Department of Labor  
Division of Employment Services  
130 West Main Street  
Rochester NY 14614

**Reemployment Services Plan**  
**Finger Lakes Region - September 2006**

**1. Executive Overview**

*Provide a 1 to 2 page Executive Summary highlighting the key components of Reemployment Services Plan.*

The Finger Lakes Reemployment Service Plan is specifically designed to facilitate the movement of people who are dislocated workers (DW) and UI claimants to meaningful employment as expeditiously as possible. This is done through taking advantage of, and making claimants aware of, services provided through our integrated workforce delivery system. The main focus of the plan is to provide reemployment services through an early intervention process which is expected to result in an early return to employment.

Through the integration and functional alignment of the delivery system in place is a standardized framework for how customers enter the system, how they are assessed for services and how they access services leading to gainful reemployment. The One-Stop integrated centers have developed a system that is responsive to the job seekers through the standardization of intake, initial assessment and job seekers integrated services. The delivery centers have maximized efficiency through the elimination of duplicative services, the creation of standard sets of services and expanding unique services when required. This is being done through a coordinated delivery of services with a common framework regardless of the funding streams. The team structure as initiated through functional alignment and integration performs its functions and treats all customers consistently. (Attachment A)

The UI claimant will have available all services and opportunities available through the One-Stop system. Through REOS, profiling and available review systems will be afforded to initiate scheduling and follow-up services.

The key components of the reemployment plan are as follows:

- All UI claimants who appear in the REOS download will initially be contacted by mail and provided with information about services and resources and a set of documents to complete.
  - Customers who are profiled as likely to exhaust, have demand occupation experience/skills, and/or are Veterans will be asked to bring their completed documents with them to a scheduled, in person appointment.
  - All other customers, including those who are TLO, union, or seasonally employed, will return their completed documents by mail.

- Claimants scheduled for in-person appointment will receive one-on-one assessment and immediate referral to job and/or appropriate service based upon assessed need.
- Those profiled as likely to exhaust and/or others determined to have barriers to employment or to be dislocated workers, will also have a work search plan and/or an IEP developed.
- Those applying by mail will be required to return completed documents within 14 days of mailing date. Staff will complete an initial assessment of the customer based on a review of the documents returned. If assessment identifies immediate need for assistance, they will be scheduled by mail for an in-office appointment to provide needed services.
- A process has been developed and will be delivered by mail for UI claimants on temporary lay off (TLO), with union affiliation or a seasonal job attachment of two years or more with the same employer.
- All data entry will be completed in a timely manner and full utilization of REOS will continue to be used to identify and report UI issues.
- The current customer flow charts and process will be maintained with the UI customer fully integrated in the system.
- All unemployment issues will be identified by trained staff and will be reported promptly to the Telephone Claims Center for resolution. (This refers to IDENTIFICATION not ADJUDICATION which is done by the Call Center.)
- A follow-up plan will be established and implemented for customers continuing to claim benefits and will include a review of work search efforts and staff will provide job search assistance. This will be customer driven based on needs to achieve a positive outcome.
- The services provided through the functionally aligned centers are all driven by need and encompass a full range of value added programs to enhance and accelerate a return to gainful employment. (Attachment B)

## **2. General Workload/Customer Flow Information**

- a. *Define and Analyze the UI Population and workload and impact on customer flow. This should include the estimated total number of UI claimants to be co-enrolled in WP and WIA.*

The following is an estimate for July 2006-June 2007 of the UI population and workload. The impact on volume will be the TLO, union and seasonal claimants that previously were considered work search exempt:

	Estimated Claimants*	Work Search Exempt	Percentage of Work Search Exempt	Work Search Exempt Expected to Exhaust Claims
Monroe	21,796	2,833	13%	708
GLOW	10,510	2,522	24%	630
Finger Lakes	<u>9,918</u>	<u>1,686</u>	<u>17%</u>	<u>422</u>
Total	42,224	7,041	16.5%	1,760

\*Provided by Research and Statistics

- b. *Discuss the impact of fluctuation in the UI workload (cyclical/seasonal) on workflow and performance.*

There is a seasonality factor to the above estimates and historically 60% of the UI activity is in the quarters between November through March and June through August. The Finger Lakes Region has a multitude of seasonal occupations and industries, heavy concentration of agriculture, education, tourist, parks, recreation and construction related businesses and industries. These include cash crop, farmers, wineries and fruit growers, food processors and other related agricultural workers. The area has many colleges and universities along with the primary and secondary schools which employ seasonal food service workers along with bus drivers and crossing guards. The tourist trade includes golf courses, parks, hotels, resorts and other related seasonal occupations. The construction related and seasonal trade positions are standard for the upstate area. One-Stop staff has a thorough knowledge of these seasonal occupations, and positions and the seasonal workers will be included in the process developed to handle the TLO, union affiliated and others described in number four of this plan.

- c. *Identify the elements of the plan requirements that represent increased customer flow.*

At the present time all UI claimants not exempt from work search are being serviced. If the data presented is correct that 25% of those previously determined to be work search exempt are truly misidentified and will exhaust their claims, then there will be an additional workload and customer flow. The additional workload will be assimilated into the current flow incorporating all partner and functionally aligned staff in managing the caseload from the initial assessment and demand driven follow-up process.

### 3. Customer Enrollment and staff assisted services

- a. *Describe how each UI claimant will be scheduled as early as possible in the claims cycle (within two weeks).*

Each UI claimant will be contacted by mail within five days from the date information for scheduling is made available through REOS. The content of the contact will vary as follows:

- Customers who are profiled as likely to exhaust their benefits, Veterans, and those who have been identified as in demand occupations will receive an appointment to come into the office within two weeks for a one-on-one introduction to our services and assessment of their needs. They will receive documents to assist in an accurate assessment (Attachment C), and be instructed to bring those documents, and a copy of their resume if they have one, with them to their appointment.
- All other customers contained in the download, including Union members, seasonal workers defined as having worked for the same employer for two or more years, and those on Temporary Layoff having a definite date to return to work within eight weeks (TLO), will receive the same packet of documents and be asked to return them, and a copy of their resume if they have one, to us by mail within 14 days of the mailing date. These documents will be reviewed and the customers' needs assessed. If customer response confirms their work search exempt status, no further action will be considered necessary.
- Customers responding by mail who are not work search exempt will have an assessment to review their work history, skills, objectives and resume, if provided. If the assessment identifies that their objective is not realistic, their skills are inadequate, their resume is not appropriate or any other barriers exist, they will be scheduled by mail for an in-office appointment for a one-on-one review. At that time their needs will be addressed by offering them services such as workshops, LMI, resume writing assistance or other guidance, advice and/or referrals to other services.

- b. *Describe how UI claimants continuing to certify and remaining active will receive at least one additional staff assisted service within 90 days of the initial enrolling service.*

For all work search required customers, there will be a review completed 30 days after the enrolling service whereby claimant's records will be checked to determine services and activity, and if none since enrollment,

these claimants will be contacted by phone. If the claimant is not employed, an in person visit for additional staff assisted service will be scheduled. This will include job referral, reemployment workshops, resume assistance or intensive services.

TLO/Seasonal customers will be contacted for additional service only if continuing to certify for benefits beyond their anticipated return to work or normal seasonal start-up date (as detailed under section 4). Union members, once confirmed as appropriately work search exempt, will not be contacted for additional service.

- c. *Describe the scheduling and delivery method of staff assisted services based on resources and customer pool. This includes one-on-one interviews and how they will be conducted (highly recommended).*

The scheduling will be supported by REOS that will provide the data tracking for follow up. As previously stated, all claimants who are scheduled for an in-person appointment will have a one-on-one assessment. The assessment of these groups will include a review of their documentation, as indicated above in 3a, as well as a discussion to identify any needs or barriers and appropriate services will be offered to them as indicated in 7b. Services provided will be based on customer needs and will be performed by the appropriate previously described functional alignment teams. (Attachment B)

Those customers enrolled by mail will be assessed by staff review of documents submitted in response to initial mailing. Following the initial assessment by mail, select customers identified as in need of immediate assistance (as described under 3a above) will be scheduled for a one on one appointment. All work search required customer records will be reviewed within 30 days of enrollment and if no service has been received beyond the enrolling service, the customer will be contacted by phone to assess employment status and scheduling for additional service (as per 3b).

TLOs, union and seasonal workers would not need follow-up until the return to work (RTW) passes.

- d. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

The above process fits in well with the functional alignment plans as described in Attachments A and B and claimants are to be fully integrated in the system and will have available to them all services and activities. Customers identified for mail-in orientation and assessment will be

instructed to return the written materials to the center. The assigned functional team member will provide the assessment and record the appointment in OSOS.

**4. Special requirements for UI claimants on temporary lay off (TLO) or with union affiliation.**

- a. *Describe how these customers will be assessed and how their work search exemption will be verified. The return to work date must be documented in REOS.*

Union affiliated, TLOs and seasonal workers with a two year employer attachment will not be scheduled to report in person, but rather will be notified by mail to provide all required information and documentation to be returned within two weeks of the mailing date.

- Union members will be requested to provide appropriate information regarding their union memberships confirming that they are a member in good standing, including answers to the following:
  - You previously stated that you obtain your employment only through a union. Provide the name of the union and the local number
  - Are your dues paid up?
    - If no, how many months behind are you?
    - How many months can you be delinquent and remain a member in good standing?
  - Can you accept non-union employment?
    - If yes, are you looking for other work?
    - If no, why?
- Claimants having an anticipated return to work date within eight weeks or alternative acceptable timeframe based on the local labor market will be required to provide their return date and/or contact information as needed for confirmation purposes. The return to work date will be posted in REOS.
- Validation of seasonal worker status will be verified from the customer's OSOS history and/or other additional info provided by the claimant and identified as TLO in REOS as there is no seasonal identification in REOS. (Attachment C) REOS will be posted with an anticipated return to work date based on when the season is expected to begin.

- b. *Describe how these customers will be provided with information on the full range of available services and how the customer can access the services.*

Information and documentation will be provided to the customers, the same as the other claimants. Return information will be required to document claimant's file in OSOS.

- c. *If these customers continue to certify for benefits beyond the anticipated return to work date, describe how an additional staff assisted service will be delivered.*

Customers continuing to certify for benefits two weeks after their return to work date has passed will be assigned an in-person appointment within two weeks, if they contact us with a new RTW date they will be excused. They will receive a one-on-one interview, assessment, and develop a work search plan or an IEP, as appropriate, and determine their next step.

- d. *Describe the process for determining exceptions to providing two staff assisted services to some of these customers. These exceptions should be limited.*

Exceptions will be very limited. The only exception to this would be those claimants who are permanently deferred union members. TLOs and seasonal workers who have established their eligibility to be placed in the work search exempt category will only be contacted for additional service if they continue to certify beyond their anticipated return to work date as per 4c above.

- e. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

There will be no adjustments needed to the functional alignment plans. The availability of services and activities will be the same for all customers.

## **5. Services for UI claimants subject to work search requirements.**

- a. *Describe how these customers will be provided with information on the full range of available services and how the customer can access the services.*

Claimants subject to work search requirements will either be enrolled by mail or thru scheduled in-person appointment (as described in 3a):

- The initial mailing to all work search required claimants will include the same packet of information. Those scheduled for an in-person appointment will be asked to bring the completed documents with them at time of the appointment. Those to be enrolled by mail are asked to return completed documents within 14 days of mailing date.
- The initial mailing includes the following:
  - ES 101,
  - Re-employment Needs Survey and
  - Skills Check List (Attachment C)
  - Information about the services available at the One Stop Center and/or thru the One Stop system and how to access services
  - Information explaining UI Work search requirements

As per 3a, the following customer groups are scheduled for an in-person appointment and are enrolled at that time based on receipt of a one-on-one assessment:

- *Claimants who are profiled as likely to exhaust benefits* -- these claimants are likely to stay unemployed for a longer period and may need more intensive services earlier in their claim (See section 6 for more detail).
- *Claimants who are veterans* will be identified to Veteran Program staff for further evaluation, identification of needs, and
- *Claimants identified as having experience in demand occupations and/or having demand skills* – these customers will:
  - Be assessed for job readiness and scheduled for assistance if needed to make job ready;
  - Receive immediate referrals to job openings if/when assessed job ready and/or
  - Receive job development services if needed/appropriate.

Those work search required claimants not in any of the above categories will (as per 3a) be given a specific date to return information by mail so that staff can:

- Assess their needs,
- Identify any barriers, and
- Take appropriate action for “next steps” based on the customer’s need

b. *Describe the initial assessment that will be used.*

The initial assessment that is used (whether in person or by mail) includes:

- A review of skills
- Education
- Training and experience
- Identifies any barriers to employment

As a result of the assessment, services will be offered to the customer to address any identified needs or barriers. A description of our services available to the customer is listed as part of Attachment C.

c. *Describe how these customers will be advised of their work search related responsibilities.*

All customers receive a written summary of their work search responsibilities in their initial mailing. (See Attachment C)

d. *Describe how OSOS will be updated reflecting ES/WIA enrollments as well as effective job matching.*

All claimants will be fully registered in OSOS and all services and activities will be updated appropriately in OSOS. Job matching will be provided immediately where appropriate.

e. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

The above process and procedures will not have any effect on the functional alignment plans in place and no modifications will be required.

**6. Additional requirements for UI claimants profiled as likely to exhaust benefits or those identified with barriers to employment.**

a. *Describe the comprehensive assessment provided to these customers.*

Claimants profiled as likely to exhaust benefits, identified as having barriers to employment, or otherwise determined eligible dislocated workers will have an in-person interview with a staff person including a comprehensive assessment. The comprehensive assessment may include in-depth interviewing, diagnostic testing, other assessment tools as needed to identify employment barriers, assess skill levels, identify appropriate employment goals and services/training plan needed to reach goals. If job ready, a work search plan will be developed, or if not, an IEP developed to

include workshops and using tools such as Career Scope or Job Zone or information regarding training opportunities.

- b. *Describe how the UI work search plan and/or IEP will be developed for these customers.*

If a determination is made that an individual is job ready then a work search plan will be developed which will outline the specific and appropriate actions that will be taken to perform a meaningful work search. An individual employment plan will be developed for customers not yet job ready which will include employment goals and objectives and an action plan to participate in a variety of programs, services and workshops that will lead to becoming a job ready client.

- c. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

The above fits in well with the current functionally aligned customer work flow process in the integrated offices.

## **7. Caseload Management Strategy**

- a. *Describe how the strategy helps support the achievement of performance outcomes.*

The caseload management strategy will be a client centered approach to deliver services in order to prepare and coordinate a comprehensive employment plan. The service strategy for the client is to ensure access to all activities that will provide job and career counseling leading to a positive outcome. All customers will receive an initial assessment which will determine the “next steps” based upon their individual needs/employment goals. Customers will be scheduled for additional services as quickly as possible based upon their assessed needs. With the exception of union, seasonal, TLOs, no customer will go no more than four weeks without follow-up if they are still collecting benefits. By scheduling services as needed on a timely basis and conducting routine follow-up our goal is to keep customers engaged until they are prepared to exit with a positive outcome.

- b. *Describe how UI Claimants will be contacted for additional services. This should include how groups will be selected and the frequency, format and content of the services.*

The need for additional services will be determined at the time of the in-person initial assessment and appointments for those services will be made

at that time if the service is not able to be provided that same day. Depending upon customer needs and assessment, these services can include reemployment workshops, resume writing, employment counselling, Disability Program Navigator services, training and other system services. At the initial in-person assessment, customers who can be given a specific service that day will be and if that identified service can not be provided that day then a follow-up service will be given with a scheduled appointment for a defined date and time. For additional follow-up service, REOS will be used to offer and provide additional services. Among the many specific claimant clusters we can identify in REOS are those who have continued to certify after a designated back to work date, those in a seasonal occupation, those who have not had a recent service and those in a demand occupation. These clusters/groups will be contacted and depending upon the specific cluster identified, the appropriate service(s) will be offered and provided. As an example, for those in a demand occupation, an appropriate service would be to review the work search requirements and if needed, develop a work search plan. This would be as a one-on-one interview.

When the initial assessment is completed by mail, and an appointment is made as described in 3a, the frequency for follow-up will generally be every four weeks after the initial assessment date. REOS will be used to schedule a one-on-one interview. The customer will be called in to the office for an in person interview with the customer's needs identifying the appropriate service. Among the services available are reemployment workshops, employment counselling, Disability Program Navigator services, training and other available system services. If possible that service will be provided that same day as the one on one. If that is not possible then a scheduled appointment will be made. The delivery method can be both a one on one interview or group session, dependant upon the specific service identified. The appropriate functional alignment team member will provide the services.

- c. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

The above process and procedures are incorporated in the functional alignment plans.

## **8. Tracking and Reporting UI Issues**

- a. *Describe how each local area will track and report UI customers who fail to report to mandated service appointments. This would include:*
  - i. *How UI Claimants will be notified in writing to attend mandated service appointments.*

Letters will be sent using REOS and will initially be scheduled within 10-12 days of availability in the download. Follow up appointments will be scheduled using the same time frame.

*ii. How copies of the written notice will be maintained.*

REOS data file is maintained on the server and provides a tracking system for the notice.

*iii. How attendance at mandated appointments will be tracked.*

Attendance is tracked by verbal roll-call of names, checking them off on the appointment lists, followed by a check of ID to confirm the identity of the customer.

*iv. How UI Claimants that fail to report to mandated appointments will be rescheduled.*

Customers who fail to report will be rescheduled using REOS, and scheduled within the same time frame as the initial appointments.

*v. How the Unemployment Insurance Division (UID) will be notified of any failures to report or holds on benefits through REOS.*

UID is notified of failures to report and subsequent holds on benefits using REOS; the system has built-in provisions for this. This is done prior to 5:00 PM Friday, so that any holds to benefits will be in effect prior to certification.

*vi. How staff will identify any/all potential UI issues and report them to UID through REOS.*

Staff will identify any/all potential UI issues from verbal or written information provided by the customer, as well as personal observation by the staff. Issues will be reported immediately using the portion of REOS developed for this purpose. Staff training will be needed to help them identify and understand potential issues.

*vii. What specific UI training is needed for staff? Also identify the name, title and location of these staff requiring training.*

Staff training should include the identification and description of all potential UI issues. Some DOL staff have no UI background at all, and partner staff should also be included. All integrated staff

would benefit from the training; for some it will be new material and for others a refresher would be appropriate. (Attachment D)

- b. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).*

There are no modifications needed to be made to the functional alignment plans.

## **9. REOS System**

- a. *Identify staff needing REOS access by function. This should reflect an interim plan for DOL staff access and a longer term plan for partner access if necessary.*

All DOL staff have REOS access to customer detail, including the ability to add comments. Currently there is limited staff who have scheduling access, and this access will be expanded. In the future selective partner staff may be given access to customer detail. (Attachment D)

- b. *Identify what specific REOS training is required by these staff. Training will be required prior to staff receiving access. In addition, describe how the use of REOS will be controlled and monitored to ensure that security measures are in place.*

Prior to additional DOL staff receiving access to scheduling, training will be needed in all aspects of this function. In addition, training will be needed in the reporting of UI issues. This will involve appropriate DOL staff across the Finger Lakes Region. Basic training in scheduling any type of activity, posting results, and reporting UI issues will be needed for selective partner staff in the future if access is allowed. As planned enhancements to REOS materialize, such as the correspondence feature and generating reports, training in these functions will be needed for everyone. Usage of REOS will be periodically monitored by functional supervision to ensure appropriate usage and access.

- c. *Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).*

The above system fits in well with the functional alignment plans and is an enhancement tool for scheduling and planning.

## 10. Operational Changes

- a. *Describe what other processes and activities will be eliminated within the region to meet the increased reemployment workload.*
- Reduction of staff involvement in Job Fairs by encouraging partnering arrangements. Other entities will increase direct activities to facilitate events allowing ES Representatives to concentrate their efforts on targeted recruitments and developing intelligence information specific to the needs of jobseekers. Businesses will continue to receive assistance with EZ certifications, tax incentive information and AJB access. Businesses will also be encouraged to list jobs directly onto AJB.
  - Inclusion of our ES Representatives on the functionally aligned job search teams will maximize referral effectiveness. ES Representatives will become the business intelligence experts in industry clusters and provide information to staff in the Job Search Teams. Information will be shared by developing a library for staff, attending staff training sessions and being available to all staff for information.
  - Centralized Job Bank with a staff of four (3 LSRs and 1 ASR) will continue to write all job orders for the entire nine-county Region. They will continue to do routine follow-up on job orders, suppressed and unsuppressed, where referrals have been made and which have gone into suspend status after 60 days in OSOS. As is their practice, all orders for recruitments will get special attention and priority in writing.
  - Completion of integration plans and pending co-locations will maximize efficiency and effectiveness of integrated staff.

**Regional Administrator Attestation**

I attest that I have consulted with the WIB Directors and One-Stop Operators in my region in the development of this plan and any necessary revisions to the three-year strategic plan and functional alignment addendum will be made.

The plan submitted is consistent with the policy directive and will be delivered uniformly in each office in the region.

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Regional Administrator



## CUSTOMER FLOW – FUNCTIONAL TEAM OUTLINE

### FIRST IMPRESSIONS TEAM

- OSOS Registration
- Triage – e.g. New Customer, Self-Service Customer, Veteran, Customer with a Disability, Youth
- Training Video/Power Point Presentation
- Participant Service Entry (Wagner Peyser & WIA)
- Resource Room Assistance (Fax, Scan, Copier, Computer, Informational, etc.)
- Eligibility/Data Validation – Start of

### INITIAL SKILLS ASSESSMENT TEAM

- Meet with new customers (Why are you here and how can we help?)
  - Review EEO, Grievance Policy and Resource Room Ground Rules with customer  
\*(Enter in OSOS)
  - Meet with Resource Room Customers requesting staff assistance,  
*i.e. resume reviews, job search, AJB inquiry, etc.*
  - Eligibility/Data Validation - Complete
  - Participant Initial Enrollment (WIA)
  - Action Plan Development (Job Preparation)
- Staff will complete an Action Plan for the customer and unless they have been referred to another functional team, they will direct the client to contact them once they have completed their action items and/or if they have questions regarding the action items.
- \*Referral to Workshops
  - \*Referral to Community Services/Programs
  - \*Referral to Job Search Team
  - \*Referral to Trade Act & Training Team
  - \*Other
- Staff will have open calendars and be available to meet with customers on a walk-in basis. They will not schedule follow-up appointments with customers. Customers can be directed to return during hours of operation and either wait to see the staff they initially met with or see the first available staff.

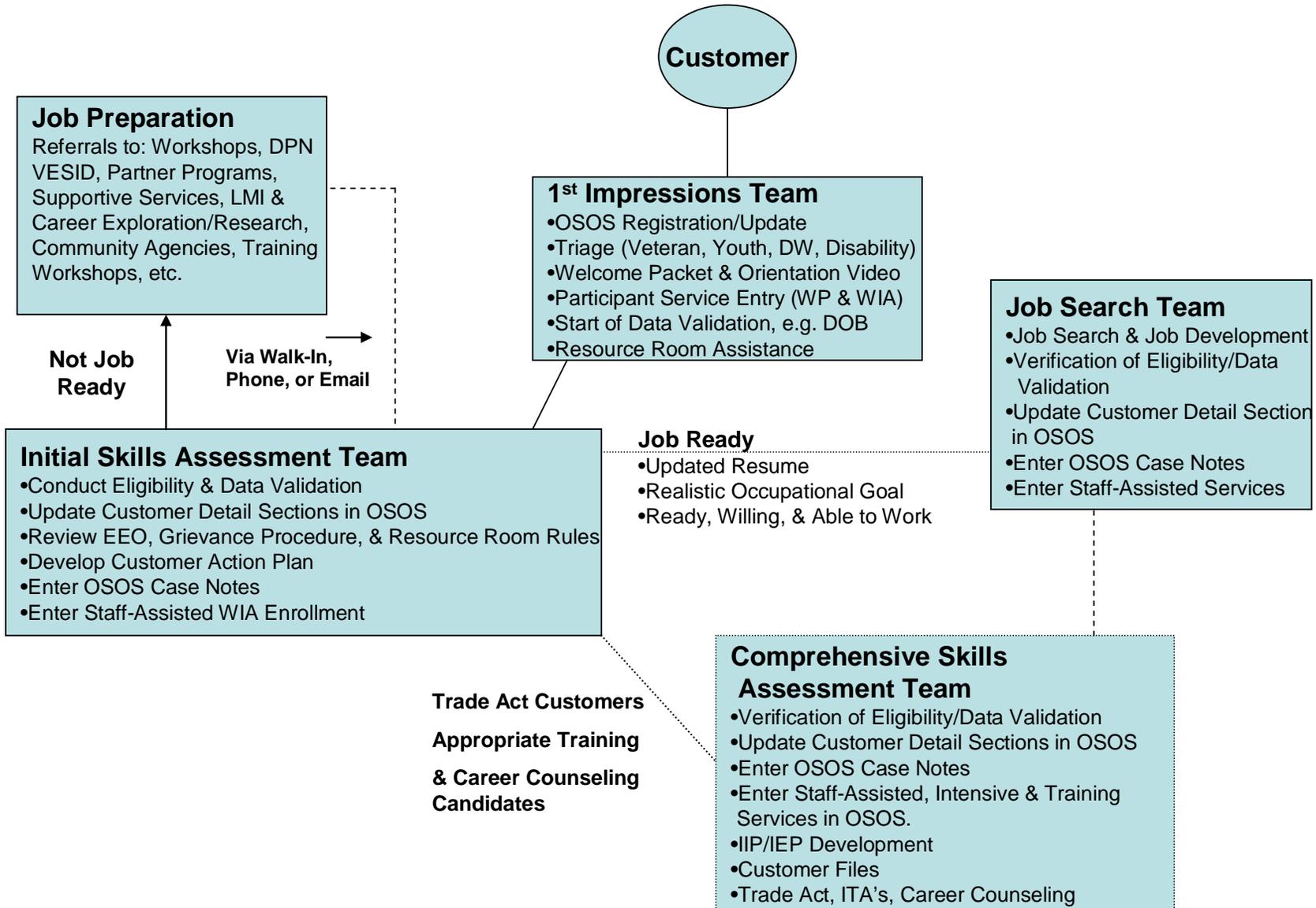
### JOB SEARCH/PLACEMENT TEAM

- Meet with customers identified as job-ready:
  - \*Have a resume
  - \*Has a realistic occupational goal
  - \*Ready, willing, able to work
- Staff-Assisted job search assistance
  - \*Internet Job Search
  - \*Target Companies
  - \*Job Development
  - \*On-Site Recruitment(s)

### COMPREHENSIVE SKILLS ASSESSMENT TEAM

- Career Counseling & Exploration
- Trade Act
- Training

## CUSTOMER FLOW - FUNCTIONAL TEAM OUTLINE





«letterDate»  
Customer ID: «customerId»

George E. Pataki, Governor

Linda Angello, Commissioner

«firstName» «middleInitial» «lastName»  
«address1»  
«address2»  
«city», «state» «zipCode»

Dear «firstName» «lastName»:

**Greetings from the Center for Workforce Development, the One-Stop Career Center for your employment and training needs! You are welcome to come to our Center to take advantage of our expert career advisement, resource room, classes and workshops.**

Enclosed you will find information about the services our Center provides. As you progress in your work search, do not hesitate to ask us for further assistance. Our dedicated staff is here to help.

**PLEASE READ FURTHER FOR IMPORTANT INFORMATION REGARDING YOUR UNEMPLOYMENT INSURANCE BENEFITS.**

Unemployment Insurance guidelines mandate that you must be available for work and demonstrate that availability by actively seeking employment while you are claiming benefits.

- **If you are a member of a union hiring hall you must provide information that you are a member in good standing with your union.**
- **If you are on a temporary layoff with a return to work date within 8 weeks you must provide the date of return, name and address of your employer and contact person including phone number.**
- **If you are a seasonal worker, you will need to provide an anticipated return to work date.**

In order for us to better assist you, read and complete the enclosed forms and mail to the address above.

**You must complete these forms and mail by:** «apptDate»

**Failure to complete and return the forms by the above date may result in your being scheduled for an in person interview.**

Job Seeker Registration Form with the Job Matching Skills List. Your information from the Registration Form will be input into our Job Matching system. When an employer places a job order with our Center, it is matched against registered job seekers. You will be notified by mail of any openings that you may qualify for; if you are interested in the position, please follow the referral instructions.

If you have already returned to work, please call (phone number), leave a voice mail message providing your name, date returned to work, employer name and employer address or you can fax the information to (fax number).

Sincerely,

Manager and Staff of  
«officeName»

Telephone:

FAX:



## **Unemployment Insurance Work Search Requirements**

### **Do I have to look for work?**

To be eligible for benefits you must be available for work and demonstrate that availability by actively seeking employment while you are claiming benefits. You must keep a written record of all your efforts to find employment. Looking for self-employment only does not satisfy the search for work requirement. You may be denied benefits if you fail to look for suitable work.

### **What kind of work do I have to look for?**

Suitable work is work for which you are reasonably fitted by training and/or experience. This means that you have to look for work in all your recent occupations, especially if the prospect of obtaining work in your primary skill area is not good. After 13 full weeks of benefits are claimed, suitable work will also include any work that you are capable of performing whether or not you have any experience or training in such work, unless you obtain employment through a union hiring hall or have a definite date to return to work. Such work must pay the prevailing wage for similar work in the locality and pay you at least 80% of your high quarter wages. You must also be willing to travel a reasonable distance to obtain employment. As a general rule, travel of one hour by private transportation or one and one half hours by public transportation is considered reasonable.

### **What if I refuse a job because of wages?**

You are required to look for and be prepared to accept employment that pays the prevailing wage for similar work even if this is less than you earned on your last job or less than the salary you would like to receive. After you claim 13 full weeks of benefits, you may be referred to and are required to accept employment you are capable of performing as long as it pays the prevailing wage and pays at least 80% of your base period high quarter wages.

For example, if you worked as an administrative assistant for a yearly salary of \$18,000 with a high quarter wage of \$4500 (\$346/week), after 13 full weeks of benefits you could be referred to a bank teller position that pays \$14,400 per year or a high quarter wage of \$3,600 (\$277/week). This is within the prevailing wage range for a teller position and pays 80% of your base period high quarter wages. If you are capable of performing such work but refused it, you could lose your eligibility for benefits.

You can find prevailing wage information on the Internet at:

[http://www.labor.state.ny.us/business\\_ny/employer\\_responsibilities/prevwage/index.htm](http://www.labor.state.ny.us/business_ny/employer_responsibilities/prevwage/index.htm).

## How do I look for work?

How you look for work will depend on the type of work you are seeking. You should use reasonable methods of identifying job openings. It is important that you make in-person contacts with employers whenever possible. Some examples of work search methods are:

1. Use the job search assistance services available free-of-charge through your local One-Stop Career Center. One-Stop Career Centers are staffed with Veteran representatives, career advisors, and counselors to assist you in finding a job and planning a career. You may also use center facilities and computers to seek work and contact employers directly. Up-to-date job listings and Civil Service announcements are available and there are workshops that you can sign up for to brush up your résumé or interviewing skills.
2. Responding to newspaper want ads.
3. Making personal contacts with employers and filing applications when appropriate.
4. Checking trade publications.
5. Sending résumés.
6. If you are a union member, registering at the hiring hall, or if your union doesn't have a hiring hall, asking a union official for help in obtaining work.
7. Checking the yellow pages of your telephone book to identify employers you may want to contact.

## What if I work part-time?

If you work less than four days in a week and earn \$405 or less, you may receive partial benefits. Each day or part of a day of work will result in a payment of a partial benefit as follows:

1 day of work	=	$\frac{3}{4}$ of your full rate
2 days of work	=	$\frac{1}{2}$ of your full rate
3 days of work	=	$\frac{1}{4}$ of your full rate
4 days of work	=	No benefits due.

## What if I am called in for an appointment?

You must report in person when notified of any appointment. Failing to report as instructed may stop the payment of your benefits.

## What if I do not have childcare?

A lack of suitable childcare that prevents you from accepting a job, or attending an interview, may result in the denial of your benefits.



## Services Available to You

### Resource Room

- Free computer and internet access for all of your job seeking needs:
  1. Apply for jobs on line at employer's web sites
  2. Browse America's Job Bank as well as other job seeker web sites.
  3. Browse NYS Dept. of Labor website at [www.labor.state.ny.us](http://www.labor.state.ny.us) for up to date information on job postings, prevailing wage information, civil service opportunities, wage law information, apprenticeship programs and much more.
  4. Research companies for information on their product/services
  5. Use programs available to produce a resume, practice your typing, test your abilities/interests in different fields.
- Fax machine services free of charge for job seeking purposes
- Photocopying services free of charge for job seeking purposes
- Telephone service free of charge for job seeking purposes

**Professional Interviewers** available to assist you in your job search. They will send/fax/e-mail resumes for you or set up interview appointments if that is how the employer wishes to interview.

**Career Counselors** are available to work with you regarding career changes using a wide range of testing instruments available to assist you in your goals. They can discuss upgrading your skills and the possible paid training opportunities available for demand occupations.

**Monthly 3-day Job Search Workshop** is free to you by appointment. The workshop provides tips on how to look for work and improve your job interviewing skills. Learn what to do and what not to do in an interview with an employer.

**Resume Preparation** – We have counselors available to work with you to produce a professional looking resume that you will be proud to show to an employer.

**Unemployment Insurance Information** - We have information available on filing for unemployment insurance benefits - Unemployment Insurance Claims Center - 1-888-209-8124  
 Unemployment Insurance Tel-Cert Line - 1-888-581-5812  
 Or on the Web at: [www.labor.state.ny.us](http://www.labor.state.ny.us)

Center Hours are:



**New York State Department of Labor**  
**U.I. Supplemental Registration Form**  
 Division of Employment Services

Please print clearly

DATE: \_\_\_\_\_

1. Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_
2. Are you a U.S. Veteran? Yes \_\_\_ No \_\_\_
3. Last Name \_\_\_\_\_
4. First Name \_\_\_\_\_
5. M.I. \_\_\_\_\_
6. E-Mail Address \_\_\_\_\_
7. What is the highest school grade you completed? \_\_\_\_\_
8. Are you attending a secondary, vocational, technical or academic school full-time? (12 hrs. or more) Yes \_\_\_ No \_\_\_  
 If you are between terms, do you intend to return to school? Yes \_\_\_ No \_\_\_
9. Your resume including name, address, telephone, and e-mail (if available) will be posted on the Internet for employers to view on the (NYJB) New York Job Bank ([www.nyb.org/ny/](http://www.nyb.org/ny/)), which is part of America's Job Bank, unless otherwise instructed. Posting your resume will give it greater exposure to employers and job opportunities both in NYS and nationally. If you do not wish to have your resume fully disclosed on the Internet, check one of the statements below.  
 \_\_\_\_\_ Post my resume as "Confidential". Your resume will exclude your name, address, and telephone. You must have an e-mail address to choose this option (see question 6 above).  
 \_\_\_\_\_ Do not post my resume on the Internet.
10. Are you or any member of your family receiving any Public Assistance (such as food stamps, cash benefits, SSI, Safety Net, Temporary Assistance to Needy Families (TANF), etc.)? Yes \_\_\_ No \_\_\_  
 If you answered yes, please indicate what Public Assistance you are receiving \_\_\_\_\_
11. Are you a person with a disability? Yes \_\_\_ No \_\_\_  
*Note: This question is voluntary. Information will be kept confidential and is intended for use solely in connection with record keeping and affirmative action requirements and to determine program eligibility. You will not be penalized for refusal to answer.*
12. Which kind of jobs are acceptable?
 

Work Week:	Duration: (length of employment)
___ Full-time (30 hrs. per week or more)	___ Regular (Over 150 days)
___ Part-time (Less than 30 hrs. per week)	___ Temporary (3 days or less)
___ Any	___ Regular or Temporary (4-150 days)
13. Minimum acceptable salary required \$ \_\_\_\_\_ . \_\_\_\_\_ per \_\_\_ Hour \_\_\_ Day \_\_\_ Week \_\_\_ Month \_\_\_ Year  
 \_\_\_ Other \_\_\_\_\_
14. Which shift(s) are you willing to work? (Check all that apply) \_\_\_ First (A shift that begins in the morning) \_\_\_ Second (A shift that begins in the afternoon/early evening) \_\_\_ Third (A shift that begins at night) \_\_\_ Split \_\_\_ Rotating \_\_\_ Any
15. Employment Objective/Kind of work wanted (Job Title) \_\_\_\_\_
- 16a. List the last two employers for whom you have worked, please put as much detail in this section as possible to improve our chances of helping you find work. Complete all required items for each employer.  
 Enter the most recent employment first.  
 Job Title \_\_\_\_\_ Employer \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Country, if not US \_\_\_\_\_  
 Start Date (mo./yr.) \_\_\_ / \_\_\_ / \_\_\_ End Date (mo./yr.) \_\_\_ / \_\_\_ / \_\_\_ Wage \$ \_\_\_\_\_ per hour/day/week/month/year/other \_\_\_\_\_  
 How many hours per week did you work? \_\_\_\_\_  
 Reason for Leaving \_\_\_\_\_  
 \_\_\_\_\_  
 Job Duties: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Equal Opportunity Employer/Program**  
**Auxiliary aids and services are available upon request to individuals with disabilities.**

16b. Job Title \_\_\_\_\_ Employer \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Country, if not US \_\_\_\_\_

Start Date (mo./yr.) \_\_/\_\_/\_\_\_\_ End Date (mo./yr.) \_\_/\_\_/\_\_\_\_ Wage \$ \_\_\_\_\_ per hr/day/wk/mo/yr/other \_\_\_\_\_

How many hours per week did you work? \_\_\_\_\_

Reason for Leaving \_\_\_\_\_

Job Duties: \_\_\_\_\_

17. Do you have a driver's license? Yes \_\_\_ No \_\_\_ Issuing State \_\_\_\_\_  
If you answered "No", go directly to question 18.

Do you have a vehicle available for transportation to and from work? Yes \_\_\_ No \_\_\_

What type of license do you have? \_\_\_ Class A (Tractor Trailer) \_\_\_ Class B (Truck/Bus)  
\_\_\_ Class C (Light Truck Com'l.) \_\_\_ Class Cn (C-non-CDL)  
\_\_\_ Class D (Operators) \_\_\_ Class E (Taxi) \_\_\_ Class M (Motorcycle)

Endorsements: \_\_\_ Passenger Transport \_\_\_ Hazardous Materials \_\_\_ Tank Vehicles \_\_\_ Motorcycle  
\_\_\_ School Bus \_\_\_ Doubles/Triples \_\_\_ Tank Hazard \_\_\_ Air Brakes

18. Do you have an occupational certificate or license? Yes \_\_\_ No \_\_\_ If you answered "No", go directly to question 19.

Certificate/License \_\_\_\_\_ Issuing Organization or Locality \_\_\_\_\_

Issue Date: (mo./yr.) \_\_/\_\_/\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_

Additional Certificate/License \_\_\_\_\_ Issuing Organization or Locality \_\_\_\_\_

Issue Date: (mo./yr.) \_\_/\_\_/\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_

19. Job Skills: List at least one. Include skills and abilities that you used in your job(s) or that you have learned through school or training. For example, laboratory techniques, carpentry, welding, ability to read blueprints, typing, computer skills such as word processing software, programming languages, or computer assisted design.

20. List foreign languages in which you are fluent: \_\_\_\_\_

**Please answer the questions below ONLY if the information has changed since you filed your Unemployment Insurance claim.**

21. Street Address \_\_\_\_\_ Apt. # \_\_\_\_\_

22. City \_\_\_\_\_ 23. State \_\_\_\_\_ 24. Zip Code ( +4 not required) \_\_\_\_\_ - \_\_\_\_\_

25. County \_\_\_\_\_

26. Phone ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Ext. \_\_\_\_\_ 27. Alternate Phone ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Ext. \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Last 4 Digits of Social Security Number: \_\_\_\_\_ Date: \_\_\_\_\_

### Re-Employment Needs Survey

Future plans (check all that apply):

- Full-time job  Part -time job  
 Relocation out of area  Uncertain at this time

Services available (check those of interest to you):

- Resume Preparation: Learn to customize effective resumes and tailor cover letters for different jobs. Learn how an electronic resume differs from a paper resume.
- Interviewing: Learn the basics of interviewing in today's labor market. Discuss the do's and don'ts of job interviewing.
- Counseling: Assess your occupational interests and abilities. Identify what transferable skills you have and explore career options. Develop a job search plan.
- Job Search: Discover the hidden job market. Learn to use the Internet and other job finding tools to look for jobs. Expand your opportunities through networking.
- One-Stop Center: Learn about the many resources and services available in your local One Stop Center. Receive a guided tour of the Resource Room and get some "hands-on" experience with computerized job search tools.
- Job Market: Learn about the jobs available in your community. Learn which occupations are growing and where the hiring is most active.
- Training: Get information on training opportunities and funding options. If you are contemplating a job change, or feel the need to upgrade your skills to get the job you want – this workshop is for you.

Indicate any other services and/or workshops that would be of interest:

- VESID Get referral information if you have been injured and have a disability That may require you to be retrained
- AEOC Get information on training facilities in the area and get help with financial aid forms
- Disability Navigator Get information for any type of disability problem.

Comments (use reverse side if necessary):

---

---

---

## JOB MATCHING SKILLS

PLEASE CHECK THE SKILLS AND PREFERENCES LISTED BELOW THAT APPLY TO YOU SO WE WILL BE BETTER ABLE TO MATCH YOUR QUALIFICATIONS WITH JOB OPENINGS.

Name: \_\_\_\_\_

SS#: \_\_\_\_\_

### Certifications/Occupational

#### Licenses

Airbrakes  
Asbestos Removal  
Audiology  
Auto Mechanics (certified) – ASE  
Bus Driver's License  
CPA  
Dental Hygienist  
Dialysis Nurse  
Doubles/Triples Endorsement  
Driver's CDLA  
Driver's CDLB  
Driver's CDLC  
Driver's Class D  
Electrician  
EMT  
FCC License  
Forklift Operator  
Hazardous Materials  
Home Health Aide (certified)  
Medical Assistant  
Midwife  
MSE  
NDT License  
Nurse Aide (certified)  
NYS Counselor (Specialty–School,  
Drug, etc.)  
NYS Inspection  
NYS Teacher (Specialty–English,  
History, etc.)  
Occupational Therapy  
Occupational Therapy Assistant  
Optician  
OSHA 40  
Passenger Endorsement  
Personal Care Aide  
Physical Therapy Assistant  
Physician Assistant  
Pilot's License  
Plumber  
Radiology  
Social Worker  
Speech Pathology  
Tanker  
Taxi Driver License  
Teacher Assistant  
Welder (See Construction)

#### Clerical

Accounting  
Accounts Payable  
Accounts Receivable  
Balance Sheets  
Billing  
Bookkeeping  
Collections  
Customer Service  
Data Entry  
Dictaphone  
Filing  
Insurance  
Legal Terminology  
Machine Shorthand  
Medical Technology

Multi-Line Phone  
Payroll  
Public Contact  
Purchasing  
Real Estate  
Reception  
Reconciliations  
Scheduling  
Shorthand \_\_\_\_\_ WPM  
Switchboard  
Type \_\_\_\_\_ WPM  
Word processing  
Other \_\_\_\_\_

#### Computer Skills

Adobe Photoshop  
Basic  
C++ Programming  
CAD  
COBOL  
COREL Draw  
Data Base Administration  
Dbase  
Desktop Publishing  
Develop/Write Programs  
DOS  
Fortran  
Fox Pro  
Graphic Arts  
Hardware Repair  
Help Desk  
Imaging  
Installation  
Internet  
JAVA  
LAN/WAN  
LINUX  
Logical Data Base  
Lotus 123  
Lotus Approach  
Lotus Notes  
Mainframe  
Mapics Upgrade  
Microsoft Access  
Microsoft Excel  
Microsoft PowerPoint  
Microsoft Word  
Network  
Novell  
Optical Equipment  
PageMaker  
Pascal  
Peachtree  
Photoshop  
Physical Data Base  
Pixar Image  
Platforms  
PowerPoint  
Programmer  
Quarkxpress  
Quattropro  
Quicken  
Software Designer  
Systems Design

Tel Net  
Troubleshoot  
UNIX  
Visual Basic  
Web Page Design  
Windows Operating Systems  
Word Perfect  
Other \_\_\_\_\_

#### Construction (See Also Manufacturing)

Bridges  
Buildings  
Cabinetry  
Commercial  
Finish Carpentry  
Heavy Equipment Operation  
Material Handling  
Own Tools  
Read Blueprints  
Roads  
Rough Carpentry  
Welder Mig Tig Structural

#### Food/Beverage Services

Bake  
Bar Tender  
Bus Person  
Counter Worker  
Deli Cutter/Slicer  
Meat Cutter  
Operate Dishwasher  
Poultry Cutter  
Food Prep  
Fountain Worker  
Full Menu  
Host/Hostess  
Kitchen Maintenance  
Manager  
Purchasing  
Seafood Cutter  
Serve Drinks  
Server, Banquet  
Server, Formal  
Server, Informal  
Shake Drinks  
Short Order  
Supervisor  
Table Setup  
Vegetable, Fry, Sauce  
(Cook)

#### Health Care

Acute Care  
Cardiology  
CCU  
Clinical  
CPR  
Draw Blood  
Drug Interactions  
EEG  
EKG  
Emergency Room  
First Aid

Gastroenterology  
Geriatric  
HIV/AIDS  
ICU  
Infectious Disease  
In-Home Care  
Institutional Care  
Medical Records  
OB GYN  
Oncology  
Operating Room  
Orthopedics  
Patient Assessment  
Pediatric  
Pharmacology  
Phlebotomy  
Surgical  
Other \_\_\_\_\_

**Maintenance/Technical Repair**

110/220  
3 Phase  
440  
AC Inverters  
Analog Electronics  
Assemble Gear Systems  
Boilers  
Carpentry  
DC Drives  
Digital  
Electrical Codes  
Electrical Test Equipment  
High Voltage Apparatus  
HVAC  
Hydraulics  
Industrial Controls  
Install Electromechanical Controls  
Masonry  
Painting  
PLC Programming  
Plumbing  
Repair Cost Estimates  
Steam Fitting  
Troubleshooting  
Welding Mig  
Welding Tig  
Welding, Structural Combination  
Other \_\_\_\_\_

**Manufacturing**

AOD Assembly  
Brazing  
CAD  
CMM Inspection  
CNC Programming  
Combination Welding  
Design Tools  
Fabricate Tools  
Fiber Optics  
Gas Welding  
Gauging  
Inspection  
Plastics  
Production Control  
Machine Shop  
Mastercam  
Material Handling  
MIG Welding  
Nondestructive Test  
Offset Machining

Production Planning  
Production Scheduling  
Quality Assurance Techniques  
Read Blueprints  
Regrind Tools  
Reset Tools  
Rigging  
Set Up Operate Casting  
Set Up Operate CNC Machines  
Set Up Operate Cutting Machines  
Set Up Operate Drill Press  
Set Up Operate Electroplating  
Set Up Operate Extrusion  
Set Up Operate Fabric/Flat Mach.  
Set Up Operate Grinders  
Set Up Operate Lathes  
Set Up Operate Leather Machine  
Set Up Operate Machine Center  
Set Up Operate Milling Machines  
Set Up Operate Molding Machines  
Set Up Operate Press Brake  
Set Up Operate Printing Press  
Set Up Operate Punch Press  
Set Up Operate Screwing Machine  
Set Up Operate Serge Lock  
Set Up Operate Stamping Mill  
Sheet Metal  
Soldering  
Through-Hole Circuit Boards  
Welding (See Construction)  
Time Studies  
Upholstery  
X-Ray/Magnetic Inspection  
Other \_\_\_\_\_

**Mechanical/Automotive/Repairs**

Aircraft  
All around Mechanic Car or Truck  
Appliances  
Auto Body  
Brakes  
Bus  
Detailing  
Diesel  
Foreign  
Frame Straightening  
Heavy Equipment  
Motorcycle  
Own Tools  
Reconditioning  
Renovating  
Small Engine  
Suspension  
Tire Replacement  
Transmission Repair  
Truck  
Tune ups  
Windshield Replacement  
Welding  
Other \_\_\_\_\_

**Professional/Technical**

Auditing  
Avionics  
Codes  
Contract Administration  
New York State Department of Labor  
Evaluations  
Fiber Optics  
Human Resources  
Import Export  
International Relations  
Labor Relations  
Legal  
Marketing  
Mediation  
Public Speaking  
Quality Control  
Research  
Residence Counselor  
Sales Inside Outside  
State Federal Relations  
Training  
Other \_\_\_\_\_

**Retail Skills/Sales/Service**

Building Materials  
Buying  
Cashier/Scanner  
Clothing  
Cosmetics  
Counter Sales  
Customer Service  
Customer Service/Complaint Clerk  
Desk  
Demonstrate Products  
Electrical Supplies  
Flooring  
Hand and Power Tools  
Hardware  
Home Decorations  
Inventory  
Jewelry  
Lawn and Garden  
Loss Control  
Lumber Yard  
Ordering  
Paint  
Pharmacy  
Phone Sales  
Plumbing Supplies  
Purchasing  
Returns  
Sales  
Shoes  
Stocking  
Supervision  
Toys  
Other \_\_\_\_\_

**ES 107 (4-04) (This form on line has check boxes)**



Name \_\_\_\_\_ Last four digits of Social Security # \_\_\_\_\_

**Please select the category that best suits your employment status and complete and return by assigned due date along with the other documents.**

**Union Member if applicable**

In order to confirm that you are a union member in good standing, you need to answer the following questions:

- You previously stated that you obtain your employment only through a union. Provide the name of the union and the local number. \_\_\_\_\_
- Are your dues paid up? \_\_\_\_\_
  - If no, how many months behind are you? \_\_\_\_\_
  - How many months can you be delinquent and remain a member in good standing? \_\_\_\_\_
- Can you accept non-union employment? \_\_\_\_\_
  - If yes, are you looking for other work? \_\_\_\_\_
  - If no, why? \_\_\_\_\_

**Temporary Lay Off with a return to work date of 8 weeks, if applicable:**

- What is the date for you to return to work? \_\_\_\_\_
- What is the name and address of that employer?  
\_\_\_\_\_  
\_\_\_\_\_
- What is the name of the contact person and telephone number?  
\_\_\_\_\_

**Seasonal Worker, if applicable:**

- What is your anticipated date to return to work with your employer?  
\_\_\_\_\_



### Staff In Need of Training

DOES		WIA	
TITLE	# IN TITLE	TITLE	# IN TITLE
<b>MONROE: (Total 33)</b>		<b>MONROE: (Total 31)</b>	
Labor Program Admin.	1	Deputy Director	1
Supervising Labor Services Rep	2	Information Systems Coordinator	1
Associate ES Rep	1	Technical Assistance & Trng Mgr.	1
Sr. ES Counselor	2	Technical Assistance & Trng Asst.	1
ES Counselor	4	Career Service Advisor	12
ES Representative	1	Customer Support Representatives	6
Labor Services Rep	13	Manager	1
LSR-DVOP	1	Assistant Manager	1
Principal ES Clerk	1	Disability Navigator	1
Secretary 2	1	Resource Room Supervisor	1
Secretary 1	1	Resource Room Specialist	1
Agency Services Rep	5	Employment Specialist	3
<b>GLOW: (Total 27)</b>		Program Assistant	1
CSC Manager 2	1	<b>GLOW: (Total 11)</b>	
Supervising Labor Services Rep	4	Director	3
ES Counselor	2	Sr. Counselors	2
ES Representative	2	Counselors	4
Labor Services Rep	14	Account Supervisor	1
Agency Services Rep	3	Clerk Typist	1
Keyboard Specialist	1		
<b>FINGER LAKES: (Total 14)</b>		<b>FINGER LAKES: (Total 12)</b>	
CSC Manager 2	1	Employment & Trng Counselor	4
Supervising Labor Services Rep	1	Human Service Worker	1
Labor Services Rep	7	Account Clerk/Typist	1
DVOP	1	Trade Act Coordinator	1
LVER	1	Disability Program Navigator	1
Agency Services Rep	2	Director	4
ES Representative	1		
<b>TOTAL</b>	<b>74</b>	<b>TOTAL</b>	<b>54</b>