

STATE EMPLOYMENT SECURITY AGENCIES (SESAs)
ANNUAL NATIONAL AWARDS RECOGNITION
1994-1996

AWARDS RECOGNITION	SESA WINNER, YEAR, AWARD and CONTACT PERSON	HONORABLE MENTION, YEAR, AWARD, and CONTACT PERSON	USE OF AWARD FUNDS
<p>Innovation in Customer Service: "The Architect of Change Award"</p>	<p>Oregon: The Employment Department Information Network (EDIN) uses personal computers, kiosks and telephone technology to increase customer access to information and services, allow Unemployment Insurance claimants to file new and continued claims via touch tone telephones, provide job and labor market information in a variety of community settings, and support a reorganized and revitalized network of local offices. Year: 1994 Award: \$25,000 Contact: Beverly Lutz, 503 378-3094</p> <p>North Carolina: The Employment Security Commission of NC is the nation's first public employment agency to offer access to its job bank network to Internet subscribers. ESC On-line is a self-directed system that features a list of current job openings provided primarily by employers located in NC. People from across the State, the nation, and the world can scan job openings; review national, State, and county unemployment rates and research labor market conditions through personal computers at home, office or at a number of public access terminals throughout the State. Year: 1995 Award: \$25,000 Contact: Ann Q. Duncan (919) 733-7546</p>	<p>New York: A PC based automated, centralized new order and referral system that searches all new job orders, and generates letters to customers identified as a potential "match." Year: 1994 Award: \$5,000 Contact: Robert Davison (315) 479-3352</p> <p>Oregon: The Incarcerated Veterans Program, a demonstratively successful Title-IVC project providing intensive job placement assistance and vocational counseling to eligible veterans during and after incarceration. Year: 1994 Contact: Mark Miller (503) 378-3094</p> <p>Tennessee: The creation of the Industrial Education Alliance which links skill-deficient industries together in defining and addressing common training needs. This was accomplished by a three step strategy: first by determining local training needs, second by locating local training providers, and third by customizing the training to meet the needs of the customer. Year: 1995 Award: \$5,000 Contact: Pat Hicks (615) 741-4171</p>	<p>Oregon: Purchase of one-year site licenses and fees for Career Information Systems providing all field offices with a comprehensive PC based vocational guidance software product projected to serve as many as 4,000 customers.</p> <p>New York: Purchase of a table-top mailer-folder/inserter that will supplement the PC system and significantly reduce the amount of staff time required to process customer letters.</p> <p>Oregon: Awarded Honorable Mention without funds.</p> <p>North Carolina: The award was won by line staff of the agency; therefore, it will be used to benefit line staff. This will be accomplished by providing computer training and linking as many computers with the Internet as possible. The agency feels this is appropriate since the award was based on placing the agency's job bank on the Internet.</p> <p>Tennessee: To purchase marketing material for the agency to be used with employers.</p>

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<p>Innovation in Customer Service: "The Architect of Change Award" (continued)</p>	<p>New York: The New York State Department of Labor received this award for its innovative "Taking Care of Business: The Self-Improvement Program." It provides individuals with the opportunity to start a business while collecting their full unemployment insurance benefits. The agency was instrumental in convincing the New York State legislators to amend the State's unemployment insurance laws to allow dislocated workers who are not likely to return to their former jobs the option of starting a business. Since this program was initiated, 20 States have contacted the agency for information and assistance in developing their own legislation program plans.</p> <p>Year: 1996 Award: \$25,000 Contact: Carolyn Peterson-Vaccaro (518) 485-6176</p>	<p style="text-align: center;">-2-</p>	<p>New York: Joint training of Regional Coordinators with Small Business Development Center Directors and specific designated partner agency staff, such as Economic Dislocation and Worker Adjustment Assistance customers, to foster their placement in the private sector; Awards Ceremony program to recognize successful program participants, and Focus Groups to obtain feedback for continuous improvement; Entrepreneurial Resource Centers to provide books, videos, fax machines, VCRs, etc. in central locations for program participants to utilize in doing research for their businesses; and Self Employment Expos to showcase opportunities and successful businesses with training and counseling available on-site. This would provide seed money for the event with partner agencies contributing equal amounts.</p>

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<p>Collaboration for Improved Customer Service: "The Pyramid Prize"</p>	<p>Texas: The Cameron County Workforce Center, a multi-agency collaboration that incorporates an inter-agency case management process and a universal automated reporting system to support delivery of a full range of customer services. Year: 1994 Award: \$25,000 Contact: Sandra Smith (512) 463-2692</p> <p>Massachusetts: The Massachusetts Department of Employment and Training's Opportunity Job Center in Plymouth opened on October 19, 1994. The Career Center is a one-stop career center, which brings employment and training service providers together with welfare, rehabilitation, mental health, community college and the Council on Aging programs. Customers can access any of the services provided by these organizations, choosing from three levels of service based on their needs. Year: 1995 Award: \$25,000 Contact: Richard L. Dill (617) 626-6600</p>	<p>Michigan: The Michigan Job Pact, a collaboration of nineteen organizations, providing a full range of pre-and-post-employment services with a special focus on addressing customers' transportation needs. Year: 1994 Award: \$5,000 Contact: David Laster (313) 876-5830</p> <p>Iowa: The Des Moines Workforce Development Center, a partnering of eighteen local and State organizations, that occurred without special funding or pre-determined organizational structure and has resulted in significantly expanded customer services. Year: 1994 Contact: Glen Howard (515) 281-9643</p>	<p>Texas: To facilitate further integration of service delivery, support inter-agency staff training, and purchase materials to create a resource library that will augment services to job seekers.</p> <p>Michigan: Purchase of a Personal Computer and software that can be used by Job Pact customers and Job Pact employees to upgrade math and literacy skills.</p> <p>Iowa: Awarded Honorable Mention without funds.</p> <p>Massachusetts: Improve services to customers by improving staff capacity to locate the best workers for employer customers, helping people plan careers and deal with career changes, and bringing job information directly to customers. Staff capacity will be built through the development of a Talent Bank, enhancements to the print, video and software library as well as additional equipment that will bring a full range of information and tools to customers in outstation community locations.</p>

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<p>Collaboration for Improved Customer Service: "The Pyramid Prize" (continued)</p>	<p>Nevada: The Nevada Department of Employment, Training, and Rehabilitation was recognized for its success at bringing together representatives of State and Federal government, post-secondary education, and private industry to eliminate duplication in the promotion of shared goals. Such collaboration resulted in the preparation of the "Screw Machine Training Program: for which it received this award. (A screw machine is a type of lathe which produces metal parts with precise dimensions and tolerances.) The program provides specialized intensive training of operators and placement with local industry in career tracks with long-term growth potential.</p> <p>Year: 1996 Award: \$25,000 Contact: Delores Smith (702) 687-4560</p>	<p style="text-align: center;">-4-</p>	<p>Nevada: The agency will use these funds to continue and enhance programs which will deliver world class service to its customers: Purchase computers and other equipment, as necessary, for a Resource Room to provide training programs in other areas to meet the needs of managers and professionals who are relocating as a result of the State's economic growth; sponsor Trade shows and Job Fairs; and reserve a portion to provide technical assistance and training to Employment Service staff to improve operations, as applicable.</p>

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<p>Leading Tools in Technologies: "The Compass Prize"</p>	<p>Iowa: The PC Job Search, a component of Iowa's Department of Employment Service (DES) data Center, uses the DES bulletin board and networking to libraries, universities and other community locations to make area job listings, America's Job Bank, and Labor Market Information available to virtually every customer, every day. Year: 1994 Award: \$25,000 Contact: Steve Ford (515) 281-7307</p> <p>Wisconsin: The Wisconsin Division of Jobs, Employment and Training Services has implemented JOBNET to meet customer expectations. Using state-of-the-art technology, JOBNET uses touch screens through a lan-based system and features automated self-service as the primary means of connecting job seekers with employers. The look is inviting and user friendly. After self-registration, which should take approximately five minutes, users may access a menu of services and an on-line, self-directed job search component. Year: 1995 Award: \$25,000 Contact: June Suhling (608) 266-0327</p>	<p>California: The Roseville Futures Lab, a prototype site that tests and analyzes in a field office setting, new technologies potentially beneficial to the Employment Service and Unemployment Insurance Programs. Year: 1994 Award: \$5,000 Contact: Dave Olivarez (916) 774-4007</p> <p>New Jersey: JOBS PLUS kiosks that give customers access to job openings, provide descriptions of over 300 career clusters, and list information on job training and the location of related support services. Year: 1994 Award: \$5,000 Contact: Gordon Loptson (609) 292-5007</p>	<p>Iowa: Purchase of equipment and software to increase the utility and versatility of PC Job Search, upgrade the bulletin board, and test the feasibility of added features, such as a search program to provide information on workplace injuries and safety issues.</p> <p>California: Infrastructure modification and procurement of technical equipment that will allow expansion of a prototype self-help application system to additional test sites.</p> <p>New Jersey: As "seed money" to develop and conduct, as a first step in creating a targeted marketing strategy, surveys and Regional Employer Focus Groups aimed at determining why employers do or do not use the Employment Service.</p> <p>Wisconsin: The State is in the process of purchasing personal computers for all of the field staff over the next year. This money will be used to support staff capacity building in this area. Staff training will be provided on how to use the new Information Technology tools, along with the purchase of CD training disks and Information Technology manuals. On-site local office staff Information Technology training and technical assistance will be provided with more intensive training for selected local office staff to allow them to provide technical support to their office.</p>

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<p>Professional Development and Capacity Building: The "Building a World Class Workforce" Award</p>	<p>New Hampshire: The Professional Associate Certificate (PAC) in Employment Security (ES), a comprehensive twelve month program that educates full-time permanent employees in all aspects of the ES System and awards successful participants with a certificate that the New Hampshire State Division of Personnel accepts in lieu of the educational requirement for a Bachelor's Degree. Year: 1994 Award: \$25,000 Contact: Joseph Weisenburger (603) 228-4064</p> <p>Connecticut: In response to customer requests, the Connecticut Dept. of Labor designed a new organizational structure to transform the agency into a customer-oriented, high performance organization committed to continuous improvement. This transformation was assisted by a cross-training tool which incorporates a comprehensive training process, including an evaluation component to teach front-line local staff to provide unemployment, employment, and training services. Year: 1995 Award: \$25,000 Contact: Sandi Hastings (203) 566-5545</p>	<p>Arkansas: Project TEAM-UP, a multi-agency training curricula developed in partnership with the Arkansas Public Administration Consortium, that offers continuing education opportunities to staff of agencies that work with employment and training programs. Year: 1994 Award: \$5,000 Contact: Idell Moseley (501) 682-3142</p>	<p>New Hampshire: Staff development activities identified as a result of a day-long seminar that both celebrated the award and offered staff the opportunity to discuss ways in which to improve and build on existing professional development programs.</p> <p>Connecticut: Half of the award will be used in building the capacity of staff development trainers to better serve the needs of the One-Stop Career Centers. The other half will be spent on building the capacity of field office staff, supervisors, and front-line staff.</p> <p>Arkansas: Professional development training for local office Employment Service staff.</p>

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<p>Special Recognition: "The Extraordinary Achievement and Performance Under Unique Circumstances Award"</p>	<p>Georgia: The Georgia Department of Labor was recognized for its extraordinary work when it broke away from its standard role and responsibility of a SESA by reaching out to ensure that customers' needs were met during the 1994 summer floods. The agency was asked by the Georgia Emergency Management Agency to manage 10 of 14 disaster assistance centers because of their dedication and experience in serving large numbers of customers. This was necessary due to the devastation and floods caused by tropical storm Alberto which left 55 counties declared as Federal disaster areas. Agency workers mobilized from all areas of the State to provide a full range of Department services and coordinate with other agencies in assisting flood victims. Year: 1995 Award: \$25,000 Contact: Ken Hamrick (404) 656-7243</p>	<p style="text-align: center;">-7-</p>	<p>Georgia: To support staff capacity building in two areas. Training will be provided to staff on basic Employment Service functions and customer service to include identifying the needs of customers, how to meet those needs, and how to maintain a positive public image while providing the best possible service.</p>