

Trends

No Data Available

Legend:

↑ Increase, ↓ Decrease, ↔ Steady

Key Performance Areas

No Data Available

Productivity

No Data Available

Legend:

↑ Improving, ↓ Worsening,
 ↔ Maintaining

For more information on administrative key, and productivity measures, go to www.vaperforms.virginia.gov/agencylevel/index.cfm

Background & History

Many federal laws and agreements provide the basis for programs administered by the Virginia Employment Commission (VEC), which include some of the following:

- Virginia Unemployment Compensation Act, Section 60.2-113 (Employment Stabilization) – Directs VEC to establish a viable labor exchange system to promote maximum employment for the Commonwealth of Virginia with priority given to those workers drawing unemployment benefits.
- Wagner-Peyser Act of 1933 – Directs the establishment of a national network of public labor exchange offices operated by the states, but funded by the federal government through the United States Department of Labor (DOL).
- Migrant and Seasonal Agricultural Worker Protection Act – Establishes guidelines and regulations for processing agricultural and seasonal job orders, and for registering farm labor contractors and their employees.
- Small Business Job Protection Act of 1996.
- Trade Adjustment Assistance (Trade Act of 1974, as amended) – Establishes programs to assist individuals who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries.
- North American Free Trade Agreement (NAFTA) – Establishes programs to assist individuals who have become unemployed as a result of increased imports from, or shifts in production to, specifically Canada and/or Mexico.
- Job for Veterans Act – Federal legislation that provides guidance on regulations that require priority of service to military veterans by United States Department of Labor-funded workforce programs.

Primary Product & Services

The VEC provides strategic business services to employers and job seekers, who have universal access to a myriad of workforce services that assist in both securing and retaining employment or in finding qualified workers to fill jobs. Workforce system building efforts and service delivery are provided in the context of the important link with economic development.

The Virginia Employment Commission provides a number of strategic business services through VEC Workforce Information Services. The VEC provides Workforce Information Services as a product that is available to the general public, Governor, Virginia Workforce Council, Local Workforce Investment Boards, State Agencies, United States Department of Labor (USDOL), and other governmental entities. Workforce Information Services includes the operation of a Shared Management Information System.

The new web-based Virtual One-Stop (VOS) is a management information system that integrates the Workforce Investment Act, Wagner-Peyser Act, Trade Act, and Labor Market Information programs into a single unified system that is customer focused with data collection as a by-product of service delivery. This system contains operational data used by the workforce system, such as job orders, case notes, jobseekers, employers, program information, and labor market information.

The Shared Management Information System maintains the most current, up-to-date workforce information. By sharing data, a citizen or employer need register only once within the workforce system, and can receive services via any one-stop center, the Internet, or the VEC's Customer Contact Centers.

VEC, as a lead partner in the state workforce system, administers the following workforce employment programs:

Job Services:

- Unemployment Insurance (UI), including the work search
- Reemployment Services Orientation program and Reemployment and Eligibility Assessment program for UI claimants
- Disabled Veterans Outreach Program and Local Veterans Employment

Representative programs

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- Trade Adjustment Assistance program
- Work Opportunity Tax Credit and Welfare-to-Work Tax Credit program
- Migrant and Seasonal Farm Workers and Agricultural Placement Program

Services are delivered through a 3-tiered service strategy for labor exchange Job Service services and VEC administered programs for employers, workers, and job seekers. The levels include: (1) self-service, (2) facilitated self-help services, and (3) staff assisted services. Levels (1) and (2) are generally offered through well-equipped resource rooms and via the Internet. Our Virtual One Stop system provides a search capability for statewide listings of job openings and is accessible from our resource rooms located in VEC local offices and via the Internet. All other VEC sponsored web accessible information systems are available on the VEC website.

- Employers have access to the state's largest pool of qualified workers and job seekers and business related services to support their workforce and economic development needs.
- Job seekers have universal access to services designed to prepare them for job search, job advancement, and/or career change. Veterans of military service who are seeking employment receive priority of services.
- VEC provides Trade Program participants and veterans with core job placement services, Unemployment Insurance services, and refers them to core services of other partner agencies in the one-stop system. When it is determined through initial assessment that the individual Trade Program participant or Veteran is unable to obtain or retain employment through core services, then VEC provides these services based upon established policies on priority of services.
- For veterans: VEC conducts outreach activities with the purpose of locating candidates who could benefit from intensive services and markets these services to potential clients.
- VEC provides information briefings on VEC services to employers through Rapid Response in our Job Placement, Unemployment Insurance, and Economic Development areas and assistance with setting up an on-site Resource Center.

Our Economic Information Services Division provides a number of products and services to the Bureau of Labor Statistics such as:

- Local Area Unemployment Statistics
- Covered Employment and Wages
- Current Employment Statistics
- Occupational Employment Statistics and Wages
- Mass Layoff Statistics

Customer Base

As the economy in Virginia fluctuates, so does the demand for the job placement and unemployment insurance services rendered by VEC. With the unemployment rate relatively high throughout the state, there is an increased demand for services for unemployed workers, especially reemployment services. As the economy improves, there will be an increased demand on VEC to provide recruitment assistance to employers. Similarly, there has been an increase in transition employment services provided to veterans and returning members of the National Guard. Our veterans representatives are increasingly providing these services on military sites through the Veterans' Transition Assistance Program.

Customer Listing

No Data Available

Key Agency Statistics

VEC service to customers continues to meet high demand. Key agency measurements for customer service are the total number of Unemployment Insurance claims processed, total number of individuals assisted in local offices, and total number of individuals assisted by call center representatives.

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Finances

Agency Financial Resources Summary:

The Virginia Employment Commission is normally funded by the Unemployment Trust Fund and federal administrative and benefit grants. Most nongeneral funds (88.1% in 2011 and 85.1% in 2012) are appropriated for unemployment benefits.

Fund Sources

No Data Available

Revenue Summary Statement

VEC's primary source of revenue collections is the State Unemployment Compensation Payroll Tax collected from Commonwealth of Virginia employers to cover state unemployment benefits. The second primary source is the Unemployment Insurance funding provided by the United States Department of Labor to pay federal unemployment insurance benefits and to fund the administration of the Unemployment Insurance program. The remaining revenue collections are provided by other federal funding to cover the administration of workforce development programs within the Commonwealth of Virginia.

NOTE: Fund Sources above -- Fund Source (Operating Plan), Line 2-Nongeneral Fund - Trust And Agency should reflect the following dollar amount for FY 2013 \$908,686,829 and the following dollar amount for FY 2014 \$606, 661, 203.

Key Risk Factors

Expected reductions in federal funding from Wagner-Peyser/Job Services, Unemployment Insurance, and Labor Market Information will impact program operations. Such reductions could result in curtailed customer services in each of these program areas.

A downturn in the current economic conditions could result in increased workloads for agency personnel.

Performance Highlights

VEC measures its service performance through performance measures tied to its mission and strategic goals and objectives.

VEC provides services in three service areas:

- Job Placement Services
- Unemployment Insurance Services
- Economic Information Services.

Service performance in the three service areas supports the agency's four major strategic plan goals:

- Develop and implement the state workforce system
- Develop a high performance and customer focused agency workforce
- Strengthen and expand the agency's internal and external communications
- Create efficient and aligned business processes and service delivery systems

Performance Measures

Management Discussion & Analysis

General Information about the Ongoing Status of the Agency

Future Direction, Expectations, and Priorities

Increasing need for workforce system building and program consolidation and coordination, requires VEC to be responsive to these issues and directives. The key principles in building the workforce system are: flexibility in responding to the labor market needs; streamlined services; empowering customers; universal access; stronger private sector role; and greater state and local accountability.

Services must be streamlined by integrating multiple employment and training program service delivery through the Virginia Workforce Network Centers. The VEC continues to work strategically to maintain alignment between available funding and expense structures. This will include aggressive marketing of lower-cost methods of service delivery including on-line and phone-based services. The VEC simultaneously exploit opportunities to improve services to customers by reviewing, improving and realigning business processes through a variety of means including technology initiatives. For instance, our UI modernization project will replace antiquated mainframe systems that administer the unemployment insurance system with a cutting edge web based solution.

This new solution will offer customers in all market segments a wide variety of highly effective self-service options that improve customer satisfaction while reducing agency costs.

Information Technology

Factors Impacting the Current IT:

- VITA/NG Transformation. VEC continues to go through transformation, however, the process has slowed due to the Unemployment Insurance System and Financial Management System modernization efforts.
- Lower Federal Funding and Increased Cost. The VEC is wholly funded by grants from the U.S. Department of Labor. With any federal budget reductions, the VEC has fewer funds available to operate its programs. In previous year's VEC has received funding for supporting its security program; however, this funding is not as available as in prior years.

Workforce Development

Because of current economic conditions, VEC has maintained its employment level over the past few years. Our classified staff continues to be supplemented by a significant number of wage employees and contractors.

The age of the agency's workforce remains a concern. During Fiscal Year (FY) 2013, 30 employees retired. As of June 30, 2013, 17.1% of classified workers were eligible to retire; and within the next 5 years, 21.5% will be eligible to retire.

Fortunately, past statistics show that many potential retirees do not immediately retire when eligible. We will continue to look for ways to improve our hiring and retention statistics.

During the past Fiscal Year (2013), the agency's turnover rate dropped to 7.5% from 8.1% in FY 2012. As a comparison, the statewide turnover rate for FY 2013 was 10.9%. The turnover rate for employees with less than 5 years of service is a concern. The rate was up slightly from 31.8% in FY 2012 to 33.9% in FY 2013. However, VEC numbers are still below the state wide average of 53.7% for FY 2013.

Physical Plant

VEC will need to undertake some maintenance projects to properly maintain the eight facilities it owns.

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