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| **WS 19-05** |
|  **April 29, 2019** |
| **Basic & Expanded Services** |
| **Expires: Continuing** |

To: All Contractors

# From: Mike Temple

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Subject: Rapid Re-Employment: Back to Work

Purpose

This issuance replaces WS 18-03 and provides updated standards, guidelines, and procedures for our Back to Work service.

Background

Unemployment insurance claimants register with Workforce Solutions as a condition of receiving their benefits. We work with these customers (as we do with any others) to get them to a job as quickly as possible. Claimants usually have good skills and work history – they are likely good candidates for many of the current job openings we have available.

We contact a subset of claimants – individuals likely to exhaust their benefits before returning to work – and require them to interact with us.

Once we have called in a claimant, that individual must contact us or risk losing his or her unemployment insurance benefits.

The Basics

Our call-in notice to profiled claimants gives instructions for contacting us. There is one important change to our previous standards.

1. A claimant may access the Back to Work page on our website to view information about Workforce Solutions and the many ways we can help.
2. The claimant must complete the rapid re-employment/back to work process in a face-to-face conversation with Workforce Solutions staff. Workforce Solutions staff may provide service:
	1. in a career office;
	2. in locations other than a career office; or
	3. remotely, using technology that allows face-to-face communication such as Skype, Zoom, FaceTime, or another similar product (remote technology does not include phone conversations, mobile or landline; text messages; e-mails; or online messaging systems).
3. We will convene a work group to review our process and guidelines for calling-in customers to a career office for Back to Work service. The work group will recommend guidelines and procedures for us to use remote locations or remote technology to serve our customers. Until the work group has completed its review,

we will continue to ask customers to come to a full-time office or regular part-time office for service.

1. We recommend tagging claimants as WIOA dislocated workers for easier access to intensive career counseling and financial aid, including scholarships.

Our Service

We serve a rapid re-employment claimant just like we do any other customer: we listen to the customer and offer our service and professional advice to help that customer get what he or she wants and needs.

However, there are **six required elements** for Back to Work, and we must address each element so that the claimant can continue to receive unemployment benefits. Except for providing information about Workforce Solutions, the following elements must be completed with an in-person interaction/conversation with the customer and documented in case notes accordingly:

1. Assessing unemployment insurance eligibility.

## Unemployment Insurance claimants must be able to work and be available to work. Staff must review eligibility requirements for unemployment insurance and have the customer sign the [Back to Work Agreement](http://www.wrksolutions.com/Documents/Individuals/Back-to-School-Agreement/Back-to-Work-Agreement.docx).

## Able to Work

Being able to work means that the customer is physically and mentally able to perform the work she is seeking. The claimant must have the health, endurance, and other physical and mental requirements necessary to perform suitable full-time work for which she is qualified or can readily learn to perform, and which exists in the job search area.

## Available for Work

The customer must be available for full-time work to be eligible for unemployment benefits. Being available for work means that the claimant is ready, willing and able to accept any suitable full-time work. The claimant must:

* Have adequate transportation
* Have adequate child care arrangements to allow the claimant to work, if applicable
* Be available for job interviews
* Be willing and able to work all the days and hours required for the type of work the claimant is seeking
* Be willing to accept the usual rate of pay for a person of the claimant’s qualifications and experience

During the assessment, Workforce Solutions staff must:

* provide guidance and suggestions on how the claimant can enhance his or her job match parameters in WorkInTexas.com to ensure the best matches with job opportunities;
* ask questions that help identify potential issues, such as:
* Are you able, available, and actively seeking work?
* What can you tell me about your job search efforts?
* What could be preventing you from looking for or accepting job offers?
* How far are you willing to travel for work?
* Have you had any interviews?
* Have you had any job offers?
* Have you turned down any jobs?
* What are your salary expectations?
* advise the claimant of the requirement to report work and earnings; and
* determine potential availability issues.

If a potential unemployment benefits eligibility issue is discovered while conducting this assessment, refer to the process outlined on page 7 in the section Reporting Potential UI Issues.

If during the in-person interview the customer asks an unemployment insurance question, we help the customer connect with the Tele-Center for answers or help the customer begin the adjudication process if necessary.

Documentation of the assessment is required in counselor notes.

1. Completion of an employment plan. During our in-person interview with a customer, we must develop an employment plan with the customer that includes:
* a specific employment goal developed in collaboration with the customer and tailored to the customer’s individual needs;
* the customer’s strengths and any factors that may negatively affect the customer’s ability to return to work;
* detailed step-by-step activities to which the customer agrees to adhere, including reporting to and taking part in the career service most likely to result in reemployment or referral to career-related training;
* timelines to start and complete each activity;
* specific dates for staff to follow up and evaluate each activity, provide more assistance, or adjust the dates, as necessary; and
* the next date that the customer will meet with or contact staff.
1. A completed WorkInTexas.com registration. We make sure the customer has a complete registration in WorkInTexas.com to help with referrals to open jobs.
2. Current and ~~relevan~~t customized labor market information. We give our professional advice and current information about jobs and job opportunities specifically for each customer. We make sure the information we give is tailored for the customer we’re talking to and not generic data. LMI may include, but is not limited to:
* employment numbers by occupation and industry;
* short- and long-term industry and occupational employment projections;
* information on business employment dynamics, including the number and nature of business establishments;
* local employment dynamics, including business turnover rates, new hires, job separations, and net job losses;
* identification of high-growth and high-demand industries, occupations, and jobs;
* information on work hours, benefits, unionization, trade disputes, conditions of employment, and retirement; and
* information on occupation-specific requirements regarding education, training, skills, knowledge, and experience.
1. Information about Workforce Solutions. At any time, and especially when asked by a customer, we talk about the range of our service and how we can help the customer get back to work. The customer can complete this requirement by reviewing the Back to Work page on wrksolutions.com.
2. Additional help. At the customer’s request and/or in our professional judgement, we offer or suggest at least one of the following:
	1. Job search help including referrals to open jobs, job development and placement; and access to Workforce Solutions job search seminars
	2. Comprehensive assessment of the individual’s skill levels and needs
	3. Career readiness such as creating or updating resume, interview preparation, completing job applications
	4. Career counseling, planning and information about and help obtaining financial aid, including scholarships for basic education, upgrade training, or education to change careers

Customer Satisfaction

To improve what we do, we ask our customers to tell us what they think about our service.

1. After the first in-person interview with a claimant, staff will give each customer a [customer service survey](http://www.wrksolutions.com/for-individuals/job-search/back-to-work-providing-re-employment-assistance) and encourage the customer to give us feedback.
2. Staff will follow-up with each customer who completes an employment plan.
	1. Workforce Solutions will send a follow-up email to profiled claimants who completed an employment plan in the earlier month. This email will remind the customer of her interaction with Workforce Solutions and invite the customer to contact us for additional help.
	2. Workforce Solutions staff will also take the follow-up actions set out in the customer’s employment plan. The customer and Workforce Solutions staff may change the plans for follow up by modifying the employment plan.

We encourage customers to return by giving high quality, professional service that has value for each customer.

Remember!

Claimants and profiled claimants are customers just like any other. Listen carefully as a customer describes his wants and needs; ask good questions about skills, work history, employment goals, and needs for skill upgrading; and provide good professional advice to help a customer return to work.

Action

1. Make sure all staff at every level is aware of the information in this issuance.
2. Make sure that office managers, supervisors, and staff know the process for serving profiled claimants.
3. Make sure that office managers, supervisors, and staff know how to record service for profiled claimants in TWIST and WorkInTexas.com.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the electronic [Issuance Q&A](http://www.wrksolutions.com/staff-resources/issuances/submit-a-question-issuances-qa).

Attachments

* Rapid Re-Employment Process
* Guidance for the Rapid Re-Employment Interview



Attachment 1

Rapid Re-Employment Process

1. **Call-In Notices**

Career office tracking units generate the letters to claimants which call them in to Workforce Solutions. These letters give the customer instructions for contacting us to receive service. Until our work group has provided suggested revisions to guidelines and procedures for remote location or remote technology service, we will continue to invite customers to:

1. Begin the process by visiting the [**Back to Work**](http://www.wrksolutions.com/Documents/Individuals/Back-to-School-Agreement/Back-to-Work-Agreement.pdf) **page** at[**www.wrksolutions.com**](http://www.wrksolutions.com) and
2. Make an in-person visit to a full-time or part-time office.

Customers who choose to begin by visiting the Back to Work page must visit a Workforce Solutions office to complete the process.

1. **Rescheduling**

Sometimes customers have situations or circumstances that inhibit their ability to report to us as required. A customer can reschedule if he/she contacts ~~the career office referenced in her call-in letter~~ Workforce Solutions before the originally scheduled date. ~~A customer must give us a good reason for rescheduling, such as a scheduled job interview, a temporary transportation issue, or temporary child care issues.~~ Workforce Solutions staff may reschedule the claimant with or without good cause.

Customers who fail to attend a scheduled Back to Work orientation may be rescheduled no more than twice. If a customer fails to respond or attend a scheduled orientation three times, the following consequences occur:

* UI staff will suspend the customer’s eligibility for unemployment benefits until the customer completes all required service and reports compliance to UI staff.
* The customer can no longer be rescheduled for orientation in WorkInTexas.com.
* If the customer contacts Workforce Solutions for help in completing the Back to Work service, including an orientation, staff must manually schedule that customer outside of WorkInTexas.com for an orientation and must also allow the customer to participate in all other required RESEA services.
* Workforce Solutions staff must help all customers who are willing to engage in and complete Back to Work service, regardless of the number of times the customer has asked to be rescheduled. **Do not refuse to serve the customer!**

Career office staff must have a process to assess a customer’s request for rescheduling and respond quickly to the customer.

To reschedule an orientation, staff must take the following actions:

1. Log in to WorkInTexas.com under their assigned office
2. Perform a ***Job Seeker Search*** and bring the customer into focus
3. Go to program information under the ***Maintain Account*** tab, click ***View RESEA History***
4. Click ***Reschedule*** under the ***Scheduled Orientations*** section
5. Click ***Schedule*** under ***Orientation Information***
6. Document actions in counselor notes

Additionally, staff must report potential issues about the customer’s ability or availability to work if the reason provided by the customer prevents rescheduling within a short period of time.

1. **Reporting Potential UI Issues**

Occasionally, while rescheduling a customer or conducting the UI eligibility assessment, a customer may report issues that indicate they may not be available and/or able to work.

Potential issues include, but are not limited to:

* Transportation problems
* Child care problems
* Vacations or other events that require the UI claimant to be out of town
* Illness or injury
* Return to full-time work and continuing to file for unemployment benefits
* RESEA letter returned by the US Post Office
* Any other issue that impedes a UI claimant’s ability to obtain employment

To report a potential issue to the Texas Workforce Commission, staff must:

1. Complete the [Potential UI Eligibility Reporting Template (WF-42)](http://www.wrksolutions.com/Documents/Staff/Basic-Forms/wf-42.doc) using only the last four digits of the UI Claimant’s SSN
2. Password-protect and save the form as Word document
3. Email it as an attachment to LocalWFUIcoordinator@wrksolutions.com
4. Scan the document into DocuWare using the Label “WF42 RESEA Transmittal”
5. Document actions in counselor notes
6. The local workforce coordinator will send the password-protected WF42 to wfui.coordinator@twc.state.tx.us

Any claimant who is unable to contact UI staff to report compliance may contact Workforce Solutions staff for assistance. Once contacted by a claimant in need of this type of assistance, Workforce Solutions staff must refer to the information and instructions in the [Local Workforce Development Area Help Line](https://intra.twc.texas.gov/intranet/wf/docs/lwda-help-line.docx).

Recording Service

Regardless of how a profiled customer contacts Workforce Solutions and staff completes service and the employment plan, we record our service in both WorkInTexas.com and TWIST.

Following are the ~~requirements~~ steps for recording rapid re-employment service. These ~~requirements~~ steps are ***in addition*** to the regular and usual information we include in a customer’s record.

1. **Required Service**
2. **WorkInTexas**
3. For customers who complete the Rapid Re-Employment Process, enter:
	* + 1. Service Category: ***Assessment & Planning*** 🢣 Service: ***RESEA Orientation***
			2. Service Category: ***Assessment & Planning*** 🢣 Service: ***Employment Plan***
			3. Service Category: ***Assessment & Planning*** 🢣 Service: ***UI Eligibility Assessment***
			4. Service Category: ***~~Job Search Services~~*** ***Assessment & Planning*** 🢣 Service: ***Customized Labor Market Information***
			5. ~~Service Category:~~ ***~~Job Search Services~~*** ~~🢣 At least one of the following:~~
				1. ~~Job search assistance~~
				2. ~~Job development and placement~~
				3. ~~Counseling~~
				4. ~~Resume/Application/Interview Preparation~~
4. For customers who report employment or attended a Back to Work orientation within a 12-month period, enter:
	* + 1. Service Category: ***Assessment & Planning*** 🢣 Service: ***RESEA Exemption***
5. **TWIST**
6. Record an employment plan in TWIST. Employment plans must be recorded under the assessment tab in TWIST.
7. Counselor note subject line: Rapid Reemployment Orientation. Notes must include:
	1. Summary of your interaction with the customer
	2. Customized labor market information
	3. Documentation of whether the customer is able and available for work
	4. Actions taken to help the customer
8. **DocuWare**
9. Use “***RESEA – Orientation”*** to label the Back to Work Agreement, a signed Employment Plan, Orientation to Complaint form, and Dislocated Worker supporting documents including the Addendum or Financial Aid Application, if applicable.
10. Use ***“WF42 RESEA Transmittal”*** to label the Potential UI Eligibility form.
11. ***Additional Service***
12. **Tag the profiled customer as a WIOA Dislocated Worker.** You will need to complete full Dislocated Worker eligibility. ~~a photo ID to satisfy eligible to work status, and you will need to figure out if a male customer registered for Selective Service.~~

**Note:** Expedited eligibility no longer applies to UI profiled customers.

~~If the customer does not have a photo ID or was required to but did not register for Selective Service, do not pursue tagging the customer as a WIOA Dislocated Worker. If the customer is requesting financial assistance.~~

1. Help the customer complete a ~~an Addendum or~~ Financial Aid Application for easy access to financial assistance.

1. **TWIST**
2. Update Intake Common in TWIST

The following tabs must be completed/updated by the career office:

* + - 1. Identity
			2. Contacts
			3. Characteristics
			4. Education
			5. Military
			6. Employment Status
			7. Dislocated Worker
1. Create a WIOA-Dislocated Worker program detail
2. Open appropriate services as necessary
	* + 1. Objective assessment (08)
			2. Employment Plan (68), etc.



Attachment 2

Guidance for the Rapid Re-Employment Interview

When we can talk with a claimant in-person, we must make the most of the time and make sure we offer good service.

1. Make sure we have assessed a customer’s wants and needs, negotiated an employment plan, asked about any unemployment insurance issues, and offered referrals to open jobs, job search seminars, career readiness and career planning.
2. It may be best to make sure the customer’s WorkInTexas application is complete before ending the interview.
3. Ask for a driver’s license/acceptable ID and help the customer complete an Addendum or Financial Aid Application.
4. Make sure the employment plan has clear next steps and follow-up/return dates.
5. Make sure you have delivered the required elements for customers.
6. Make sure you encourage the customer to give us feedback through our survey.
7. Give the customer your business card and encourage him or her to call you with any questions or concerns.

Career offices may adjust the sequence, timing and scheduling of an interview depending upon the customer’s wants and needs and the staff’s judgement.

**Don’t** do the following:

1. Make a customer complete a WorkInTexas application by him or herself before arranging for the customer to interview with a staff member
2. Make customers wait to form a group and then provide service to the group instead of each customer individually
3. Force a customer to provide a driver’s license/acceptable ID or complete the Addendum or Financial Aid Application