

Date

Draft Profiling Letter

Dear **Title Lname**,

Date: List the first date of the week in which the customer must respond to avoid negative impact on Unemployment Insurance

Place: List the address of the office sending the letter

Time: List the hours 8AM – 5PM, or longer hours if the office has extended hours

Telephone: List the telephone number of the staff member who can help the customer if she calls to respond to the letter.

The special instruction section of the letter will vary somewhat by office. In every case the words used will put forth an invitation for service and not a demand that the customer comply with a mandate. Words such as “late comers will be rescheduled”, “BE ON TIME”, “Expect to spend XXX hours in the office” are not acceptable.

An example of acceptable special instructions is noted below:

Special Instructions: Please contact the office to allow us to help in your job search. Come to the office during the week of (mo/dd/yr) or call Jane Doe ext. 205 or e-mail Jdoe@wrksolutions.com during the week of (mo/dd/yr)

A customer who responds by e-mail will be sent a response to include a short note or attachment inviting her to allow our help and a short list of helpful services.