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Category: Wagner Peyser – UI/EUC programs
Subject: EUC-REA 2012 Workforce Reemployment Services
Source: Federal/State
Revise/Replace: N/A
Contact: Workforce Development Programs Director
Distribution: Managers, Workforce Development Staff, Workforce Regional Directors, Fiscal, UI Staff
Colorado One-Stop System Policy Guidance Letter#: 13-03-WP
Date: March 27, 2013

I. REFERENCE(S):

H.R.8.EAS – American Taxpayers Relief Act of 2012 (Sections 501-504); HR 3630 – Middle Class Tax Relief and Job Creation Act of 2012 – Public Law 112-96, Title II, Sections 2001-2184; Training and Employment Guidance Letter (TEGL) 20-11 – Reemployment Services and Eligibility Assessment (REA) Activities for Recipients of Emergency Unemployment Compensation (EUC); Unemployment Insurance Policy Letter (UIPL) 04-10 – Extension and Modification of EUC, 2008 (EUC 08) and Extension of Temporary Benefits (EB) Provision; UIPL 10-12 – FY2012 UI Reemployment and Eligibility Assessment (REA) Grants; UIPL 41-94 – UI Program Requirements for the Worker Profiling and Reemployment Services System; Wagner Peyser Act of 1933, as amended, 29 U.S.C. 40 et seq.; WIA Regulations, 20 CFR parts 652 and 660-671; Colorado Employment Security Act (CESA) 8-73-114 and 8-73-107(4) and Regulations Concerning Employment Security (RCES) 2.6; Policy Guidance Letter (PGL) 12-05-EUC – New Requirements for Emergency Unemployment Compensation Benefits Recipients.

II. PURPOSE:

To establish a policy and provide procedural guidelines for the Workforce Reemployment Services initiative implemented for Emergency Unemployment Compensation claimants who are transitioning to Tier 1 or Tier 2 on or after March 23rd, 2012.

III. BACKGROUND:

On February 22nd, 2012, the President signed legislation into public law (HR3630 – Middle Class Tax Relief and Job Creation Act of 2012). Colorado responded by creating a statewide initiative that provides reemployment services to those individuals transitioning from an initial Unemployment Insurance (UI) claim to the first or second tier of EUC. In addition, this program showcases and introduces the workforce system to claimants who have only accessed workforce services online previously. The program became effective on April 11th, 2012 and expires on January 2nd, 2013. Claimants who transitioned from their initial claim to Tier 1, or those who transitioned from Tier 1 to Tier 2 on or after March 23rd are included in this initiative.

On January 2, 2013, the President signed the American Taxpayers Relief Act of 2012 which extends EUC and REA activities until January 4, 2014.

IV: ACRONYMS:

- Workforce Centers (WFC) = One-Stop Centers
- Emergency Unemployment Compensation (EUC)
- Reemployment Eligibility Assessment (REA)
- Workforce Investment Act (WIA)
- Wagner-Peyser (WP)
- Unemployment Insurance (UI)
- Workforce Development Programs (WDP)
- Labor Market Information (LMI)

V. POLICY/ACTION:

Local workforce regions, WDP and the UI Division are working in partnership to provide reemployment services to claimants who are transitioning from an initial claim to EUC - Tier 1 (or from Tier 1 to Tier 2) on or after March 23rd, 2012.

Claimants must complete four reemployment service components to maintain their UI-EUC benefits. These four services were designed to provide job search support and strategies to increase the claimant's reemployment opportunities before all unemployment extensions have been exhausted. These services must have been received within the last three months of their **EUC-8** (**ATTACHMENT 1**) notification from UI. Claimants may access three of the services online, but must report to a Workforce Center to complete the service that encompasses an in-person review of the results of the three services, along with an eligibility assessment for continued EUC benefits.

1) SECTION ONE – General Information

A) FOUR REQUIRED REEMPLOYMENT SERVICES:

1) <u>Orientation:</u> Customers must attend a workforce services orientation that discusses the programs, services and resources available at local workforce centers. The orientation walks the customer through these resources and the four required activities that must be completed to continue receiving EUC

benefits. An online orientation is available for customers to review the required steps at www.coloradoui.gov/euc.

2) Labor Market and Career Exploration Information: Labor market and career exploration resources must be made available to eligible claimants. The intent of this legislation is to reduce the time the claimant is out of work. WFCs are highly encouraged to provide enhanced local labor market information that is relevant to the individual's goals. This may include job referrals, resume review, information about top local occupations and wages, customized occupational labor market information (www.colmigateway.com), discussions about transferrable skills, and/or a review of LMI handouts (Colorado Careers, Industry Brochures, Click-By-Click, and etc). An EUC LMI handout **(ATTACHMENT 2**) with three online skills assessment links, along with other helpful resources is available for the customer to access and complete. Other skills and interest assessments may also be appropriate and provided at the local workforce centers.

3) Self-Assessment: Customers shall complete the following activities that make up the self-assessment component and bring in a copy of each of their results to the one-on-one appointment.
   a. Skills assessment (current skills assessment within the last three months)
   b. Register or update Connecting Colorado registration (no copy of results needed)
   c. Individual Reemployment and Work-Search Plan
   d. 6 weeks of work-search logs according to UI requirements. Exceptions may be made on an individual basis, specifically for those customers who transitioned from a job attachment or approved training status.

   NOTE: *The 6 weeks of work-search logs is based on the number of weekly job contacts and should not be communicated as a lump sum number to the customer.*
   Example *– "Bring in 30 job contacts" is not an acceptable way to present the information to the customer.*

4) One-on-One Appointment: Customers will attend a scheduled one-on-one, in-person reemployment appointment. During this appointment, workforce center staff will go over the results of the skills assessment, the Individual Reemployment and Work-Search Plan **(ATTACHMENT 3)**, work-search logs, local labor market information, and the appropriate information included in the applicant's Connecting Colorado registration. The majority of the individual appointments should be scheduled between Monday and Wednesday, as determined by the local Workforce Center. Exceptions can be made, based on the local staffing and scheduling procedures; however, customers that do not have all documentation completed the same week of the scheduled appointment must be reported to UI that same week or within two days (whichever is shorter).

B) **PROGRAM SERVICE CODES:**

U1 – Workforce Services Orientation
U2 – Work-Search Plan (eligibility assessment)
U3 – Labor Market and Career Information
U4 – Self-Assessment (skills assessment and completion of forms)
U5 – Waiver of the **in-person** one-on-one appointment requirement (Distance)

- ***NOTE:*** *The U5 waiver only waives the in-person requirement. The customer must still complete this activity with a workforce center; however, the workforce has the ability to accommodate this individual with a similar level of service virtually or over the phone.*
- ***NOTE:*** *Workforce centers must record a U2 and U5 service when the distance waiver is applicable.*

U6 = U1 + U3 + U4

A U6 will automatically be recorded as a service in Connecting Colorado for customers who have viewed the online orientation by logging into their Connecting Colorado individualized account. The online orientation can be viewed in their local tool box (top left hand corner of the tool box of resources). During the one-on-one appointment, the workforce representative verifies that all documentation has been provided and the customer has completed for the four required activities.

NS – Failure to report (**No Show**) for scheduled appointment (one-time service in a participant record)

NE – Potential **eligibility** issue identified by a local workforce center

a) Failure to complete all required activities and documentation during scheduled week; or
b) Identified potential eligibility issue; or
c) Reschedule for a reason that was not related to job-searching or job interviewing activities.

SH – Rescheduling the initially recorded date of the appointment in Connecting Colorado. The **SH** administrative service code should be entered if the one-one-one appointment is rescheduled or if the date and time differs from the originally scheduled IVR appointment. Include the rescheduled date <u>and</u> time in the <u>Comments</u> field of Connecting Colorado SH service.

C) RECOMMENDED SERVICES:

In addition to the above listed services, the state encourages workforce centers to make other referrals to programs and/or provide additional services, as appropriate. Follow-up should occur for any referrals made and recorded in Connecting Colorado. The state may revise the guidance in this section after the federal activity and elements reporting guidance has been released. At this time, the state believes that the following additional services are also recommended and will be tracked by USDOL.

- **CA** Comprehensive Assessment
- **ED** Employability Development Plan
- **IE** Individual Employment Plan (IEP) Development
- **JC** Job Finding Club

- **JR** Job Readiness
- **JS** Job Search Assistance'
- **JW** Job Search Workshop
- **KT** KeyTrain
- **LM** Labor Market Information
- **LT** Referral to Local Training
- **RT** Referral to Training
- **RW** Referral to WIA Training
- **SJ** Self-Service Job Search
- **VG** Vocational Guidance
- **WK** WorkKeys
- **WR** Work Readiness Skill Improvement
- **Job Referrals** (Staff-Assisted)

2) SECTION TWO – Process Flow

A) Unemployment Insurance Responsibilities:

Eligible claimants will receive a written notice from UI about the new work-search requirements and their responsibility to complete the four required reemployment services (Form EUC-8). They will be instructed to visit www.coloradoui.gov/euc to learn more and get started on meeting the new requirements. UI sends the names of any new claimants that are eligible for REA services to Connecting Colorado on a daily basis.

CDLE created the EUC Requirements web pages for customers to learn about each of the steps that must be completed. The customer may watch an online orientation that discusses the available services at the workforce centers. Customers will download all documents and other resources necessary to complete the new EUC requirements. The web pages were revised in January 2013 to reduce the number of customers who fail to report for their appointment (no shows), the number of reschedules and number of customers who provide incomplete work-search logs. It also clarifies the impacts to the claimant when they do not attend their scheduled appointment.

During the 4th and 5th week of their initial notification, UI initiates a call-out (phone/Email) campaign to customers who still have not completed all four required activities. This notification instructs the claimants to review the www.coloradoui.gov/euc web-site, and to contact their local Workforce Center to schedule their one-on-one appointment if they do not have an already scheduled appointment.

UI stops further payments on a claim when:

1) An eligibility issue is reported by a WFC; or
2) The claimant has not completed all four services within the 6 week timeframe; or
3) A claimant is reported as not showing up for the scheduled one-on-one appointment

At that point, the claim status is evaluated by the UI team, who determines if the claimant had "good cause" for not fulfilling all of the eligibility requirements.
Under some circumstances, an unfavorable decision may be issued to the claimant. The claimant may appeal the decision, if he or she does not agree with the decision.

B) Workforce Center Responsibilities:

Each Workforce Center receives a daily list (in Connecting Colorado) from UI identifying new eligible claimants that qualify for REA services. Workforce Centers are required to schedule and send out notices to new claimants a minimum of once per week and no later than two weeks of first appearing on the daily list. This notice should inform the customer of their scheduled EUC orientation or one-on-one appointment, and their intent to discuss reemployment strategies and continued EUC eligibility.

Workforce Centers have the ability to establish local procedures for rescheduling customers who are unable to make their appointment. Workforce Centers must report any rescheduled appointments that may indicate a potential eligibility issue, such as whether they were not able or available for the appointment. Workforce representatives should ask the reason for the reschedule to determine whether it needs to be reported to UI. Workforce Centers must also report any one that does not report for the scheduled appointment. At least one attempt to contact the customers that do not show for their in-person appointment is recommended. In addition, CDLE highly encourages Workforce Centers to provide a reminder to the customer about their scheduled appointment at least one day in advance.

During the one-on-one appointment, Workforce Center staff will review the results of the customer's skills assessment, Connecting Colorado registration, work-search log, and individual work-search plan. Workforce center representatives are recommended to provide specific occupational information, job-searching strategies and techniques appropriate to the individual customer, a review of their Connecting Colorado registration and/or resume, and other reemployment suggestions. This may include referrals to workshops, resources and programs.

Once the one-on-one appointment has been completed, Workforce Centers must report that the customer has fulfilled the 4 required activities. These activities are recorded with a service code in Connecting Colorado within two days of the date of service. In addition, Workforce Center staff must enroll the customer in the **RS program**. Generally, the RS application and enrollment should occur on the day of the one-on-one appointment. *Please see the program enrollment section of this PGL for more information.*

1) Timely Data Entry:

All EUC services provided to EUC claimants in the Workforce Centers shall be entered into Connecting Colorado within 2 days from the time of service (or before the end of the same week scheduled– whichever is shorter). This requirement will minimize the negative impacts to claimants who are complying in a timely fashion. This requirement also reinforces the importance of the

continued partnership and effective service delivery for our shared customers between UI and the workforce system.

2) **Recording an Obtained Employment:**
Record an obtained employment service code **(UN)** and enter in any employment information available within the service screen. This data will help the state track any real-time placement information that may be available. The date of the service should match the day that the customer reported the employment to the WFC staff. In addition, exit (hard exit) the customer from the RS enrollment.
Ensure that representatives talking to customers at the front desk are aware of this and able to record (or take note) of the information so that it can be entered into Connecting Colorado.

3) **Viewing the Online Orientation:**
Claimants who wish to learn more about the EUC requirements will be directed to a CDLE-UI web address www.coloradoui.gov/euc. Here the customer will learn about the steps needed to complete all the requirements. Claimants are able to download all handouts and view the online orientation. Customers will need to login to Connecting Colorado to view the orientation. They will be directed to their individualized "tool box" where they can click on the link to watch the video. This will allow the system to automatically record a U6 service in their Connecting Colorado registration. The U6 service represents the activities associated with U1, U3 and U4 service codes (or all but the one-on-one, in-person appointment).

Workforce Centers have access to view the two versions of the online orientation by clicking on the following links. CDLE does not recommend sharing these links with customers, as viewing the orientation through these links will not result in the automatic recording of the U6 service code within Connecting Colorado.

http://connect.e-colorado.org/p5m1qecnpl3 English Version
http://connect.e-colorado.org/euc-spanish Spanish Version

4) **Reporting Eligibility Issues to UI:**
Workforce Centers must report any potential eligibility issues to the UI Division. A potential eligibility issue is something that conflicts with the claimant's ability to work, availability for work, and/or whether they are actively seeking work. This includes:

- Failure to complete all the documentation within two days of the scheduled appointment (and within the same week as the scheduled appointment).
- Rescheduled appointments for situations that might indicate a potential eligibility issue.
- Other instances where the customer presents information that may be deemed as an eligibility issue.

CDLE has attached a document with questions that UI representatives can ask a claimant to determine whether an eligibility issues has been identified. The **Able and Available Eligibility Reference Sheet** that may help workforce representatives determine a basic level of non-compliance status. (**ATTACHMENT 4**)

Workforce Development Programs has established new service codes (administrative markers) that will improve upon the current reporting system. The codes will easily identify customers who fail to report and other situations where a claimant presents information that may lead to an eligibility issue on their claim. (See Section 1B for additional information)

Potential UI eligibility issues are discovered through discussions with the customer and through the review of the documented results of the four required activities. WFCs notify UI of any potential eligibility issue by entering a NE or NS service in Connecting Colorado. If the issue needs an extensive explanation, WFCs will follow up with an email to UI with the additional details. UI reviews the issue or issues and contacts the customer for additional information, as appropriate. A decision related to the claimant's continuation of EUC benefits will be made by a UI representative.

CDLE has incorporated new programming between the UI and WF database systems that will allow workforce center representatives to record these activities in Connecting Colorado. This new process will keep the customer's reported activities (or non-activities for EUC purposes) in one place. Refer to section 1B (Program Service Codes) for additional information about the intent of all EUC-REA services.

NE and SH Record Information in the Comments and Notes Fields

For both the SH and NE services, Workforce Centers are required to include a brief note (maximum of 70 characters) that explains the reason for the rescheduled appointment (SH Service) or eligibility issue (NE Service) in the comments field. This note should be brief and factual. The new service code will allow WF and UI staff to identify the eligibility issue and the date and time scheduled for the individual appointment with the customer. Information recorded in the Comment field appears on the Services Display page in Connecting Colorado. In addition, Federal Regulations require that a confidential (WIA) note is recorded. If the information stored in the Comments field exceeds the limited space capacity, record the whole note in the Confidential Notes field and copy/paste that information into an email to UI. Type: "see Email" with a brief category description of the eligibility issue in the Comments field in cases where you need more space to explain that eligibility issue.

When a workforce center representative must send an Email to the UI - EUC team, Workforce Centers shall include the heading of **EUC eligibility T1T2** in

the subject line of the Email. In the body, include the **full name (**First/Last Name and Middle Initial if it's a common name**)** of the customer, along with the **last 4 digits** of their social security number. Lastly, include a brief and factual description of the issue so a UI representative can attempt to make a determination with the information the Workforce Center provided. This description should also be copied and pasted into the Confidential Notes screen within Connecting Colorado. Any notes of a confidential nature should be saved in the Confidential Notes pages.

Sending Incomplete Work-Search Logs to UI

UI has requested that Workforce Centers send incomplete work-search logs and other potential eligibility documentation provided by the claimant to UI in a PDF or scanned format on a daily basis. These documents can be sent at the end of the day but do need to be separated out individually. Ensure that the top of the document has the Full Name (Last/First and Middle Initial if it's a common name) and the last 4 digits of the SSN. If you have access to the UI-CID identifier, you may include that information instead of the last 4 digits of the SSN. Include **SCAN-EUC eligibility T1T2** in the Subject Line of the Email. Make sure that the full SSN is not listed anywhere to protect the customer's identity.
Workforce Centers should ensure that the customer has a copy of the document for their records.

Send the information to UI in an Email to:
cdle_ui_workforce_euc@state.co.us

5) Scheduling and Rescheduling Appointments:

Claimants must be scheduled for a one-on-one appointment on a specific day of the week and time (preferably between Monday and Wednesday), as determined by the local center. Each local WFC determines a schedule that works for their local office, and the claimant must contact his or her local office to reschedule an appointment in advance. There may be circumstances when a claimant needs to reschedule his or her appointment. If the claimant provides a reason for rescheduling the meeting that is a potential eligibility issue, refer the reported information to UI (see Reporting Eligibility Issues to UI section). Regardless of the reason for rescheduling, WFC staff should proceed with rescheduling a claimant's appointment to ensure the claimant meets the requirements. Report only those claimants with potential eligibility issues to UI.

CONNECTING COLORADO IVR SYSTEM

The IVR system for the EUC program was designed to record the date and time of the scheduled appointment within the Date and Time field. In addition, enter the date **and** time in the Description field so that it appears in the Applicant notes and services screen for UI and other workforce centers to view. (**ATTACHMENT 5 – Scheduling Appointments with the IVR system**)

A new SCHEDULING administrative marker (service code) has been created and should be entered to document a change to the customer's scheduled appointment, WFCs will enter a **SH** service code to identify any new date and time in Connecting Colorado that differs from the originally scheduled appointment.
Do not report eligibility issues to UI through the SH service. Instead, report all eligibility issues through the NE (EUC Eligibility) or NS (Failure to Report or No Show) service codes. Please review the NE and NS help screens to see which service is most appropriate.

The Comments field of the SH service should include the date and time of the new appointment and will appear on the services page. The note will also appear in the Confidential (WIA) notes, as required by federal regulations.

6) <u>Reporting No-Shows:</u>

On January 10, 2013, the state formalized a more standardized and consistent process of reporting those claimants that do not show up for their scheduled appointment. Workforce Centers must record a **NS service code** in Connecting Colorado. The NS code should only be recorded once for a claimant, and should only be used when they fail to report for their scheduled appointment. Any additional no-show activities shall be reported as an additional eligibility issue (**NE**).

In addition, the state set up a process whereby claimants who have not completed all four required activities by the 4th and 5th week will receive a warning notice of any outstanding activities that must still be completed. After the 6th week, UI will send out a notice to the claimant informing them that their benefits have been stopped because of non-compliance. The notice states that they can go to a WFC to complete the remaining steps, which may allow the removal of the issue on the claim from the week that all REA services have been completed. The UI agency will investigate the claim and determine if the claimant had "good cause" for not completing a service.

NOTE: Before entering the NS service code for an individual, Workforce Centers should review the services screen to determine if the claimant received services at a different location.

3) SECTION 3 – Exceptions and Targeted Populations:

<u>Waiver for Attending an In-Person Appointment:</u>

A statewide Distance Waiver has been established for claimants who would have to travel an unreasonable distance to a workforce center for their in-person appointment. This distance waiver removes the requirement to attend the one-on-one appointment **in-person** for those claimants who travel a minimum of 50 miles one way. Customers <u>must still meet with a workforce representative by some other means, such as a virtual appointment or appointment by phone.</u> In those instances,

the WFC staff must document the reason for waiving the claimant's responsibility in the applicant's case notes screens and record a U5 service code, along with the other appropriate reemployment services in Connecting Colorado. The U2 service code should be recorded at the same time. If any eligibility issues are discovered, the workforce center should report these to UI (see Reporting Eligibility Issues to UI section).

Any variation from the state's policy must be determined by each local office, and the reasoning well documented. In these cases, WFC staff must create a local policy or procedural document; the policy must document the reason for the waiver and the alternate method used to accomplish the assessment.

NOTE: *Each WFC that opts to create their own local policy regarding waivers for distance must receive approval for the policy in advance of waiving the in-person appointment. A copy of the proposed policy should be sent to the WDP/UI Program Coordinator for review of appropriateness under the EUC guidelines. Send to* ***sue.rusch@state.co.us***

Waiver for Similar Services:

When a claimant has received related reemployment services within the last three months prior to EUC eligibility notification, it is unnecessary for these individuals to complete similar services again to meet the EUC requirements. Instead, WFC staff will enter the appropriate service code (U1, U2, U3, or U4) in Connecting Colorado on the date this information was reviewed and determined appropriate as a similar service. In addition, WFC staff must document the date and service code on which the prior services were provided. This can be recorded within the Applicant's note screen if not applicable within the service screen.

Banned Clients:

Clients who have been banned from a Workforce Center and meet the eligibility requirements for EUC (Tier 1 or Tier 2) must be served, but not necessarily by the same workforce center that established the ban. The initial center will review the individual's banned circumstances and determine whether or not they will serve this customer anonymously. If not, the banned customer will be handed off to a different workforce region to handle the customer virtually or over the phone. In many cases, these individuals have created a potential threat or hazard for our workforce center partners and their staff. CDLE does not want to pass any threat or potential harm onto any other person; therefore, these participants will be served anonymously. Banned customers that have not been flagged in Connecting Colorado will not be included in this process; however, exceptions can be made to serve other customers anonymously. A group of workforce center representatives are working closely with CDLE to design a process for our workforce system. Statewide guidance on Banned Customers will be released in early 2013 and it will discuss the process of serving banned customers for any program requirements, such as the EUC-REA, work registration, and profiling programs.

Job- or Union-Attached Claimants:
Claimants who were job- or union-attached at the time of a transition to Tier 1 or Tier 2 claim will be excluded from the EUC initiative requirements. If an attachment status expires before the transition, those claimants will then be included in the EUC participation requirements. Workforce Centers shall review the four required activities for compliance, along with any appropriate job-search contacts for the time period in question. A waiver for similar services may be evaluated. (See Waiver for Similar Services section of this PGL).

Approved Training (Waiver of Job Search Requirement):
Claimants who were in an Approved Training Waiver status at the time of a transition to Tier 1 or Tier 2 will be excluded from the EUC initiative requirements. If the waiver status expires before a transition, those claimants will be required to complete the EUC initiative requirements. Workforce Centers shall review the four required activities for compliance, along with any appropriate job-search contacts for the time period in question.

Claimants Who Are Starting Work:
There are times when claimants will report that they expect to be starting work in the near future and inquire about whether they need to complete the EUC initiative requirements. In these cases, workforce centers shall inform those customers that they do not need to complete the services if the job will be starting within two weeks from the date the job seeker was hired by an employer. If the claimant does not start working within that timeframe, they will be required to comply with the EUC initiative requirements. Claimants should report wages to UI through CUBLINE, which notifies the UI system that they have entered employment. In addition, claimants should be advised to notify UI of any new job that starts in the future.

Claimants Who Already Started Working
Claimants who receive a notice to comply with the new EUC initiative requirements, and who have started working, do not need to comply. However, if the employment circumstances change, or if the claimant should need to restart their UI claim, they will be required to complete all four EUC activities and then contact UI to reactivate their claim.

NOTE: *If a claimant notifies the WFC that he or she has returned to work and does not complete all the services, the WFC staff can record "obtained employment" (UN Service Code) on a claimant's record but should add only the U- service codes that were completed. This will allow UI to take the appropriate action to stop the claim and, if necessary, get the claimant referred to the WFC for RES/REA in the future, if the claim is reopened.*

4) SECTION 4 – Regional Reporting:
The state has observed a discrepancy between UI and Connecting Colorado and the number of claimants who completed all four services. Occasionally, individual claimants are removed from the UI-EUC list due to a waiver or because they were eligible to receive unemployment benefits under a different claim before they can

access EUC benefits. In these rare instances, claimants that appear on your list may not be eligible for local reimbursement of REA funding for the current cost per claimant rate.

The state is working on a process to identify these individuals and will notify the workforce region of any impacts to their EUC-REA numbers served. USDOL regulations state that only those claimants that are deemed eligible for reimbursement can be counted. Therefore, the workforce system will not be able to count those individuals in their reporting to the state. Until these reporting inconsistencies can be rectified, current data reports will be used to identify those UI claimants that should not have been referred to receive EUC services. UI will provide WDP with a list of affected claimants on a monthly (cumulative) basis.

A) Financial Reporting Guidance (Reporting Associated Costs, Processing Cash Draw Downs and Monthly Reporting) – (**ATTACHMENT 6**)

Interim financial reporting guidance was released on April 25th, 2012. This guidance has been revised slightly due to: 1) The EUC report by region feature is now available; and 2) Changes to the cost per claimant rate.

CDLE has attached a revised version of the financial guidance given that reflects these changes. Please adhere to the new procedures contained in this guidance.

B) Quarterly Discretionary Grant Reports –Quarterly reports are due for all active quarters. A final close out report is also required once the program expires. Please adhere to the WIA/WP Quarterly Reporting Discretionary Grant Guidance Letter (08-06 WIA) or revised guidance, as appropriate.

C) EUC-REA -2012 Workforce Reemployment Services Program - Enrollment and Exiting Guidance

The RS enrollment should occur on the day of the one-on-one appointment. The State MIS group will close the customer's registration after the program expires. Workforce Centers should continue to serve the customer with other appropriate funding.

Workforce representatives should record any and all employment information details in a UN service code (unsubsidized employment). Refer to the Recording an Obtained Employment section of this PGL for more details.

D) PERFORMANCE:

Performance will be measured at a statewide level and will focus on reducing the average duration of a claimant and increasing reemployment opportunities for our shared customers. The state will track information for 5 quarters after the program officially expires.

E) RECONCILING THE NUMBERS SERVED BETWEEN UI AND WF REPORTS:

Since this reemployment program has been operational, CDLE has run into

situations where a claimant initially appears on the EUC-IVR list, but is later found to be better suited for a different unemployment claim. In these instances, the Workforce Center cannot be reimbursed for those customers served and should use Wagner Peyser or other state funding to cover these costs to serve these individuals. There are times that these claimants may reappear on the EUC list. When they reappear, the WF system can be reimbursed for required reemployment services received for those claimants. CDLE is currently working on a reconciliation process to capture the names of the impacted individuals and will distribute this information to the regions as soon as it is available. UI and WDP will work on a process to identify these individuals with a "withdraw" code on the EUC Connecting Colorado report from a future date and forward. CDLE will provide the names or number of individuals served by each region that cannot be charged to the EUC RES/REA allocation. Additional guidance will be provided once the programming and procedures have been finalized.

V. IMPLEMENTATION DATE:

Effective immediately

VI. INQUIRIES:

Please direct all inquiries to Sue Rusch Workforce and UI Programs Coordinators at CDLE. (303.318.9293/sue.rusch@state.co.us)

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Elise Lowe-Vaughn, Acting Director
Workforce Development Programs

List of Attachments:

ATTACHMENT 1 – EUC-8 – Notice of New Requirements to Receive Emergency Unemployment Compensation
ATTACHMENT 2 – Career and LMI Info Handout
ATTACHMENT 3 – Individual Reemployment and Work-Search Plan
ATTACHMENT 4 – Able and Available Eligibility Reference Sheet
ATTACHMENT 5 – Scheduling EUC Appointments within the IVR system
ATTACHMENT 6 – EUC Financial Reporting Guidance