



Category/Subject: Unemployment Insurance Claimants
Colorado Policy Guidance Letter#: WP-2002-01 (prior #02-12-WP)
Revise/Replace PGL#: PGL #97-08-P3
Date: February 25, 2002
Distribution: CDLE Management/Finance, State/Local Workforce Directors & Staff, Partners

**I. REFERENCE(S):**

Section 7(a)(3)(F), Wagner-Peyser Act of 1933 as amended by Title III of the Workforce Investment Act (WIA) of 1998; 8-73-107(1), C.R.S.; Colorado Employment Security Regulations 2.1.1, 2.4, 2.5, 2.6, and 2.8.

**II. PURPOSE:**

To provide updated guidelines to Workforce Centers regarding their responsibilities in providing services to Unemployment Insurance (UI) claimants.

**III. BACKGROUND:**

Section 7(a)(3)(F) of the Wagner-Peyser Act requires States to “administer the work test for the State unemployment compensation system and provide job finding and placement services for unemployment insurance claimants.”

Colorado has historically defined the “work test” to mean that UI claimants must register for work with the State’s labor exchange system (unless excused because of job attachment to an employer or union, or participating in approved training), and must demonstrate that they are able, available, and actively seeking suitable employment.

With the implementation of WIA, all labor exchange services are delivered through local Workforce Centers. Responsibility for registering UI claimants and providing employment services to that population falls upon those Workforce Center staff funded by the local Wagner-Peyser allocation.

#### IV: POLICY/ACTION:

##### (A) Work Registration.

(1) **Choice of registration site.** When an individual files a UI claim by phone, staff in the UI Benefits Section will provide the claimant with information on offices closest to them within their local workforce region whenever possible. Claimants filing via the Internet are able to select the most convenient workforce center from a list of all workforce centers provided on the website. In some instances the most convenient workforce center may be located in a region other than the region of residency, and the claimant may request to use that office (e.g. Clear Creek County residents who prefer to register in Frisco instead of Lakewood or Golden. If this occurs, the claimant should be allowed to register at the office of choice.

Claimants filing by phone or by the Internet will also be informed that s/he will be contacted by the local office regarding the registration process (i.e. how, when and where to register). Some claimants are very eager to begin their job search, and may come in for assistance prior to being scheduled for an appointment. Please try to accommodate these individuals as much as possible, particularly if they have had to travel an appreciable distance to the office.

(2) **Registration process.** An interface between the UI and ES computer systems (i.e. UI-ES Interface) creates a daily call-in list of claimants who need to register for work. This call-in list can be accessed through JobLink on the UI Activity screen.

The call-in list does not include interstate claimants (i.e. people who are filing for benefits against another state) or claimants who were originally listed as job-attached. The Benefits section notifies the appropriate office of the need to register these claimants via e-mail.

Claimants may be registered for work by a variety of methods, including in-person, telephone and mail. Regardless of the method used to register claimants, staff should take a full registration (i.e. O\*Net code, work history and skills assessment) whenever possible.

(3) **Preliminary registration screen.** When a claimant files for UI, the Interface transmits the common data from the UI system to the JobLink system, and creates a partial registration. This eliminates the need to request duplicate information and reduces the amount of data that needs to be entered into the system when the registration is completed. The partial registration screen may be accessed through the JobLink UI Activity screen once the daily call-in list of claimants is displayed.

Please note that while there are no restrictions on how names can be entered into JobLink, the UI system requires that names be entered as "LAST/FIRST MI". The UI system will not accept a transaction unless the first four letters of the last name match what is already in the system. It is therefore very important that the name in JobLink is the same as it is in the UI system in order for the UI-ES Interface to update the UI system.

(3) **Job contacts.** An important part of registering UI claimants is assigning an appropriate number of weekly job contacts. The Benefits section will initially assign 5 contacts per week. This may be adjusted by the Workforce Center on the JobLink applicant registration

screen, based upon factors such as local labor market conditions, the claimant's occupation, and customary methods for seeking employment in the claimant's line of work.

Types of job contacts may include applications, phone calls, resumes, informational interviews, job interviews, state personnel tests (if services are provided and documented), Internet contacts, etc. Contacts made with unions and workforce centers are not considered job contacts as these organizations make referrals to job opportunities rather than hire the claimants. A job contact must be made with an organization that can hire the claimant.

Once the registration is complete, the Interface automatically transmits the work registration and job contact information from JobLink to the UI computer system. The UI system will automatically stop paying benefits if it is not updated by the Interface in a timely manner.

(4) **UI Profiling.** A claimant who receives services in a Workforce Center as a result of the UI Profiling process should have his claimant status in JobLink changed from "C" for claimant to "P" for profiled.

**(B) Approved Training.**

Claimants who are in approved training do not have to make job contacts on a weekly basis. All WIA and TAA training will be considered approved training by the UI Benefits section. Other types of training or schooling must be approved on a case-by-case basis by the UI Benefits section. In either event, **the UI Benefits Section is responsible for changing the weekly contacts required to zero once the training request is approved.**

If a UI claimant is approved for WIA or TAA training, the Workforce Center must send an approved training request to the UI Benefits section. **Attachment 1** to this PGL provides a sample format that can be utilized. Each approved training request should be sent via email to the following address:

[requests@s\\_dole\\_web01.state.co.us](mailto:requests@s_dole_web01.state.co.us)

If a claimant notifies the UI Benefits section that s/he is in school or training and it is not WIA or TAA training, the Benefits section will call local Workforce Center staff to get input on the appropriateness of the training. Staff at the Workforce Center should review labor market information, including occupational supply and demand reports, for the claimant's current and proposed occupations, the O\*Net requirements for the proposed occupation, and the claimant's JobLink records to determine if training is necessary and appropriate for the claimant to obtain suitable employment.

**(C) A&A Issues.**

Claimants must be able and available for work, and actively seeking work in order to receive UI benefits. If staff have reason to believe that a claimant is either unable to work (e.g. a construction worker in a full body cast) or unavailable to work (e.g. no day care, or leaving on vacation) for any reason, they should immediately e-mail the Benefits section at the following address:

[requests@s\\_dole\\_web01.state.co.us](mailto:requests@s_dole_web01.state.co.us)

The message should contain the claimant's name, social security number, and the reason s/he may not be able and available for work. The Benefits section will contact the claimant to determine whether or not s/he is eligible to receive benefits for the week(s) in question.

**(D) Job/Referral Refusals.**

Claimants who refuse a suitable job offer or a suitable job referral may or may not be eligible for UI benefits, depending upon the reason for the refusal. If a claimant refuses either a job or a job referral, staff should notify the Benefits section via email as soon as they become aware of the refusal (e.g. the claimant refuses a referral; an employer indicates that a referred claimant refused the job when offered, etc.) using the following address:

[requests@s\\_dole\\_web01.state.co.us](mailto:requests@s_dole_web01.state.co.us)

The message should contain the claimant's name, social security number, and whether he/she refused a referral or a job offer. In addition please indicate the name of the employer, the job title and duties as well as the pay rate, working hours, and whether the job is full-time or part-time. The Benefits section will contact the claimant to conduct additional fact finding if necessary and will determine whether or not the refusal is disqualifying.

**(E) Claimant Information.**

Individuals who wish to file a claim for benefits, who need information about unemployment insurance, or who have a problem with their claim should be referred to the Benefits section at one of the following numbers:

**Filing for benefits/Claim information**

Denver Metro Area	303-318-9000
Outside Metro Area/Out of State	1-800-388-5515

**TDD (for the hearing impaired)**

Denver Metro Area	303-318-9016
Outside Metro Area/Out of State	1-800-894-7730

**CUBLINE (Automated payment filing and information)**

Denver Metro Area	303-813-2800
Outside Metro Area/Out of State	1-888-550-2800

Individuals who wish to file a claim for benefits via the Internet may access the following website:

<http://www.coloradoworkforce.com/uiic/>

To ask questions regarding their claims via the Internet, claimants may access:

<https://secure.cdle.state.co.us/uisecurefeedback/>

To access the most frequently asked questions regarding UI, claimants may utilize:

[http://www.coworkforce.com/UIB/benefits\\_faq.asp](http://www.coworkforce.com/UIB/benefits_faq.asp)

Regions may also order “Get on the Line,” a handout which lists the above phone numbers, from Central Stores. Its commodity number is 615-82-71-5431.

**(F)Other Contacts with the UI Benefits Section**

Workforce Center staff needing to contact the Benefits section with questions or requests other than those listed above may also use the following email address:

[requests@s\\_dole\\_web01.state.co.us](mailto:requests@s_dole_web01.state.co.us)

Workforce Center staff may also contact the Benefits section by phone at 303-318-9018 or 1-800-388-5515. **The 303 phone number is to be used by WFC staff only and is not be given out to the public.**

**V. IMPLEMENTATION DATE:**

Effective immediately.

**VI. INQUIRIES:**

Please direct all inquiries to your Regional Liaison at Employment and Training Programs.

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Elise Lowe-Vaughn, Director  
Workforce Programs, Policy, and Strategic Initiatives

**ATTACHMENTS:**

1. Approved Training Request – Sample Format