

Attachment 2: Links to Reemployment - UI Division Procedures

OVERVIEW

Links to Reemployment, *formerly known as Worker Profiling Reemployment Services (WPRS)*, is a program that provides early intervention services to dislocated workers, furnishing them with an orientation to workforce services and information about continued UI eligibility and work-search requirements. Claimants may also receive intensive work-search assistance, reemployment services, career counseling and training opportunities. Claimants that are selected to participate are within the first five weeks of receiving the first benefit payment. In addition, selected claimants are eligible for the Workforce Innovations and Opportunity Act (WIOA) Dislocated Worker program. Each qualified claimant is scored through a statistical “profiling” and screening model after such payment is made. Selected claimants are invited to attend a mandatory orientation to workforce services, usually conducted jointly by WIOA and Employment Services (ES) staff. The claimant is notified by mail of the meeting via Form UIW-1, Mandatory Workforce Center Services Orientation. This individualized notice documents the date, time, and location of the scheduled meeting for each claimant and is stored in the workforce center database, Connecting Colorado. In addition, claimants are notified of what to bring and how much time to allot for the orientation. Each local office also maintains a copy of the individual letters, along with attendance records and workforce services.

Unemployment Insurance (UI) staff make eligibility decisions regarding the week in which the claimant was scheduled to report for the meeting. Nonattendance at orientation requires UI staff to address good cause for the failure to attend, along with an investigation into any availability issues. Thorough fact-finding about the claimant's reasons for missing the meeting(s) may indicate an able and available (A&A) issue.

Claimants are required to participate in the orientation activities but may choose to not attend (no show). The claimant **may** reschedule **in advance** for the next available meeting. If a claimant is rescheduled, they are required to attend the newly rescheduled meeting. A good cause and A&A evaluation of the originally scheduled meeting shall occur. Claimants may also be referred to additional reemployment services of which failure to attend these additional services must also be evaluated by UI staff. "No-show" claimants may be disallowed for each week in which a meeting for reemployment services was scheduled. Each situation is considered on a case-by-case basis.

Workforce center representatives facilitate a mandatory orientation; provide self-directed and individualized reemployment services to participants. Staff will refer any “no-shows” or potential eligibility issues to UI. UI staff investigate each individual who was referred and identified as a no show or who had any potential eligibility issues. Workforce Development Program (WDP) and UI representatives prepare initial data for federal reports and provide the data to Labor Market Information (LMI) on a quarterly basis. LMI collects the data and prepares the federal report to send to USDOL.

NOTE: Information relating to the services provided by the workforce center should be available in Connecting Colorado under the “Display Services” or “View Notes” screens. Questions that arise regarding the information stored in Connecting Colorado may be directed back to the local office and agent listed for the specific service. If additional training in Connecting Colorado is needed, please contact your supervisor so that the needed training can be assessed and provided.

Links to Reemployment Issue Code

The issue code for Links to Reemployment is 4C. Procedures and canned statements are located in Chapter 7, "[Issue 4C - UI Links to Reemployment](#)."

CLAIMANTS WHO CALL PRIOR TO MISSING A MEETING

The mandatory orientation notification states that the claimant should contact the local workforce center to reschedule the meeting. If the claimant contacts a UI staff person instead, the staff person should inform the claimant to contact the local workforce center to reschedule the meeting. The claimant should be advised that if they fail to contact the local workforce center and reschedule, the claimant may be ineligible for UI benefits for that week. In addition, if the claimant does not contact the local workforce center and reschedule the meeting, the workforce center will notify UI of the “no show”.

When the claimant contacts UI to discuss their potential conflict, a UI staff person should memo the claim by noting the date of the scheduled meeting and the reason the claimant stated he or she will not be able to attend. As appropriate, UI staff will immediately address any potential A&A issues.

Helpful Connecting Colorado Service Code Definitions

- R0 = Referred to Links to Reemployment Orientation
- OR = Attended Links to Reemployment Orientation
- A0 = Referred to [RESEA](#) Orientation
- NS = No Show
- NE = Identified Potential Eligibility Issue
- SH = Advance Reschedule for Links to Reemployment or [REA Orientation](#)

NOTE: In Connecting Colorado, the UI representatives can look up information in the Display Services screen to determine if the claimant was referred to Links to Reemployment or Reemployment Services and Eligibility Assistance (RESEA).

NOTE: Workforce center staff may reschedule claimants in advance of the orientation. A **SH** service will appear in the Display Services screen to indicate **R0** or **A0** service was rescheduled.

THE "NO-SHOW" CLAIMANT LIST

A UI staff person prepares a list of no-shows for a specific date range and copies and distributes the list to the appropriate UI staff or designated team. The list is generated in Connecting Colorado and a staff person(s) check the "UI Assigned" once that issue has been assigned to an individual to investigate. The business unit may choose to assign a list of claimants to members of the unit, or each staff person may run the list and work down through the list. The designated staff person contacts each claimant to gather further information.

Working the List

The staff person assigned to work the "No Show" and "Potential Eligibility" lists makes the determination as to whether a claimant was referred correctly. To assist in this assessment the staff person should always check the Notes screen in Connecting Colorado.

Generally, the following categories **should not be included** in the selection pool. If a claimant fits within one of these categories, they can be documented as an improper referral. Staff must review the claim to ensure that these improper selections are not included:

Improper Selections in the Claimant Pool

- The claimant is job-attached or union-attached (12 screen, Claimant Characteristics). A job-attached/union-attached claimant is not permanently laid off and likely to return to work within a specified period of time. Job-attached and union-attached claimants should not be included in the initial scoring and selection process.
- [Claimants who are selected after the fifth week after first pay are](#) removed from initial scoring and selection process since they no longer meet the intent of serving the claimant earlier in the claim cycle process.
- The claimant was disqualified from receiving benefits based on wages from the employer who paid the most during the base period (04 screen, Base Period Employers). A claimant who was disqualified from benefits from the employer who paid the most wages during the base period was improperly selected or profiled.

Improper Selections Identified

Claimants with the following circumstances may be determined as improperly identified for inclusion in the Links to Reemployment program. Workforce Center Representatives may provide supplemental information to assist UI with an investigation of an improper selection or referral to Links to Reemployment.

- The claimant is in approved training. A claimant in approved training is already involved in a reemployment activity by being in approved training therefore should not be

included in the initial scoring and selection process. WFC representatives will identify this individual through the NE service code and identify this as a local exclusion (EX) in the case note.

- The claimant is working in full time employment. The WFC representative may include a case note if the claimant discusses new employment.
- The claimant moved out of the area (state or region, where they would not be assigned to the same workforce center). Claimants must contact the WFC to report a wrong address. WFC representatives will include a case note discussing the move information and record a non-attendance on the day of the orientation (NS service code).
- The claimant has already attended similar services. A claimant that has attended similar services to what the workforce center is providing should not be included in the initial scoring and selection process. WFC representatives will identify this individual through the NE service code and identify this as a local exclusion (EX) in the case note.

PROCEDURES FOR NO SHOWS IMPROPERLY SELECTED

If the claimant meets one of the exclusion criteria aforementioned: Designates the claimant as "Improperly Selected" for LMI/UI reporting.

The designated staff person:

1. Enters a decision via the C1 or C4 as appropriate, as follows:
2. Uses system marker "04-612-0."
3. NOTE: This system marker is not counted or mailed.

PROCEDURES FOR NO SHOWS PROPERLY SELECTED

The staff person:

1. Attempts to contact the claimant by telephone or email. If the claimant cannot be reached:
 - a. Sets Issue 4C via the C3 screen, Data Entry - Establish Issue or Add Payment Amount, ([Chapter 7, "Issue 4C – UI Links to Reemployment"](#)).
 - b. Leaves message on voice mail, answering machine or Email, if possible.
 - c. If it is not possible to leave a message: Completes and mails Form B-462,

Request for Additional Information, to the claimant.

2. If the claimant does not respond to a voice message or Email within 48 hours, or the B-462 within 7 calendar days: Disallows the claim, following procedures in Chapter 7, "[Issue 4C - UI Links to Reemployment](#)."

UI Eligibility List

When workforce center staff identifies that a claimant has a potential A&A eligibility issue, the staff person adds a note in Connecting Colorado describing the potential issue. The workforce center staff adds the claimant to a list of claimants with potential eligibility issues that will be reviewed and worked by UI staff following normal procedures. Workforce center staff enters a NE service code in Connecting Colorado. This service code will be displayed on the "Display Services" screen.

If the reason for missing the meeting is an availability issue, the deputy makes a separate A&A decision following normal A&A procedures in addition to resolving the 4C issue.

The following is from Chapter 7 Issues and Resolution

ISSUE 4C – UI LINKS TO REEMPLOYMENT

The 4C issue is resolved by the designated staff person assigned to Non-separation Adjudication who works the list of "no shows" to the federally mandated profiling program. If you are not assigned the 4C issue then do not resolve it. If a 4C is set then the designated staff person has attempted to contact the claimant. Instruct the claimant to respond to the voice mail or email that was sent.

A claimant who does not attend the first Links to Reemployment meeting must have acted in a reasonable and prudent manner to be eligible for benefits for that week. If claimant did not act reasonably and prudently, benefits only for the week in which the orientation was scheduled are denied. A separate A&A issue, which requires its own decision, may exist (Chapter 8, Tab L, "Links to Reemployment").

PROCEDURE

The designated staff person:

1. Attempts to contact the claimant by telephone or email.
2. If the claimant is contacted:
 - a. Interviews the claimant and documents the information in the B-439, Nonmonetary Determination (Chapter 8, Tab D, "[Documentation](#)") database.

- b. Enters a decision via the C1, or C4 screen, as appropriate being sure to do the following:
- c. Counts, if appropriate and mails.
- d. Uses the applicable canned statement:

- 1) If the issue was set in error or claimant was improperly selected: "04-612-0."

NOTE: This system marker is not counted or mailed.

- 2) If the claimant provided justifiable cause for failure to participate (per Reg 2.8.5): "04-611-0." Note: Do not count this decision.

- 3) If the claimant did not provide justifiable cause for failure to participate (per Reg 2.8.5): "04-611-1."

- a. Postpones for the week of the missed appointment only

NOTE: Reg 2.8.5 refers to "justifiable" cause, the elements of "good" cause (Reg 12.1.8) are applied to determine justifiable cause.

4. If the claimant is not contacted:

- a. If a message machine, voice mail or Email is reached: Leaves a message requesting that the claimant call back with the reason for missing the meeting. Allow 48 hours for a response before issuing a decision.
- b. If no message machine, voice mail or Email is reached: Completes and mails Form B-462, Request for Additional Information, to the claimant, requesting that the claimant provide the reason for missing the meeting. Allow 7 calendar days for a response before issuing a decision.
- c. Include in messages that failure to respond could lead to postponement of benefits.
- d. Sets the 4C issue via the C3 screen.
- e. Notes on the MM screen, Data Entry - Memo Screen, the date the meeting was missed.
- f. If there is no response to the B462 the claimant hasn't shown justifiable/good cause. The week of the appointment is postponed using decision "04-611-1."

NOTE: A workforce center representatives will record a NS service code in Connecting Colorado on the date they failed to appear.

APPEALS

If the claimant wins an appeal of a Links to Reemployment decision, decision "04-633-0" is used instead of the usual appeal reversal code.