



Category/Subject: Veterans Enhanced Job Contacts Pilot Initiative
Colorado Policy Guidance Letter#: WP-2016-01 (prior #16-01-WP)
Revise/Replace PGL#: N/A
Date: January 19, 2016
Distribution: CDLE Management/Finance, State/Local Workforce Directors & Staff, Partners

**Yellow-Highlighted Items Added From Comments**

**I. REFERENCE(S):**

- PGL #VET-2004-03: JVSG State Staff Responsibilities
- PGL #WP-2002-01: Unemployment Insurance Claimants
- VPL 07-09: Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job training Programs Funded in Whole or in Part by the U.S. Department of Labor
- TEGL 19-13, Change 1: Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans’ Outreach Program Specialist – Veterans Ages 18 to 24
- Wagner Peyser Act of 1933, as amended, Section 7 (a) (1)
- Colorado Employment Security Act, 8-73-114 and 8-73-107 (1) (4)
- Colorado Employment Security Regulations 2.1.1, 2.4, 2.5, 2.6 & 2.8
- Colorado Regulation 7 CCR1101-2, Part 11, Section 2.8

**II. PURPOSE:** To inform and provide guidance to Workforce Center staff regarding the upcoming launch of the UCX (Military Wage Claim) Enhanced Job Contacts Pilot Initiative.

**III. BACKGROUND:**

The Division of Unemployment Insurance (UI), Workforce Development Programs, and workforce center representatives have partnered to design a program that is intended to utilize personalized messaging from UI in an effort to increase participation in workforce center activities and reduce the number of weeks the participant receives Unemployment Insurance benefits. This program will enable participating UCX (Military Wage Claim) claimants to utilize specific workforce center activities as permissible job contacts while receiving UI benefits. It is being piloted among UCX claimants who opt into the program. Participation in this pilot program is entirely voluntary; declining to participate will in no way impact the benefits of UCX claimants.

**IV. POLICY/ACTION:**

The pilot program allows UCX claimants to list particular workforce center activities as permissible job contacts on their work-search logs. The claimant/job seeker will be responsible for tracking the information necessary for reporting these activities (see **attachment 3, UI Work-Search Log**), but applicable services should also be recorded by workforce center staff in the participant’s Connecting Colorado registration according to current procedures.

Participants should be assigned the number of contacts per week that he or she would otherwise be assigned based on his or her skills and experience for the labor market area, regardless of participation in this program. Participants will be allowed to count workforce center activities as job contacts. The number allowed should be based on an assessment of each participant's needs, the available services during any given week, and the services previously provided. The activities in which the participant is engaged shall be aimed at meeting the required number of weekly contacts (maximum of five (5) with the ultimate goal of returning to work.

## V. PROCESS:

UI representatives will identify UCX claimants and send out a mailer **(see attachment 1: UCX Initial Letter)** with information about the pilot initiative. The mailer, or letter, will notify the claimants about an opportunity to participate in a pilot initiative that will support them through workforce center services, strategies and resources. Those claimants who choose to participate must have a valid email account so they may receive notifications about work-search strategies and other information from UI staff. Clients who elect to participate will be directed to sign up for the program via an online form.

A UI representative will place registered UCX claimants into program code "UX" in the "Otherwise" (OT) region in Connecting Colorado. The UI representative will document the participant's veteran status, recently separated status and citizen status. **Workforce Representatives may allow participants enrolled in UX to auto-close after 104 days without service. No termination screen entries will be required.**

A follow up email **(see attachment 2: UCX Follow-up Email)** will be sent out by a UI representative directing the participant to go to their local workforce center and identify themselves as a UCX participant at the workforce point of intake.

The workforce center point of intake person will verify the participant's UX program status, then refer the participant to a Workforce Representative (WFR) who will clone the UX registration from region "OT" into their local region in Connecting Colorado. The WFR will evaluate the participant's job contacts and communicate to the participant that they can replace their job contacts each week with workforce center activities. The WFR will advise the participant that the workforce center services and activities are intended to increase job search effectiveness and potential for obtaining employment more rapidly. The WFR will advise the participant that they may do a mix of workforce center activities and job contacts. **Please refer to the Acceptable Job Contacts on the next page for a comprehensive list of acceptable activities.**

Per PGL 14-08-V (changed to #VET-2004-03), or the most current version, the WFR will conduct an Initial Assessment (IA) and Triage the veteran to determine if veteran meets Significant Barriers to Employment (SBE) criteria, and, if intensive services are warranted, will refer the veteran to a Disabled Veterans Outreach Program (DVOP) specialist.

If the veteran does not meet SBE criteria or does not need intensive services, the WFR will determine which services will meet the veteran's needs, and will coordinate and/or schedule the veteran for the appropriate activities and services. The WFR is also responsible for data entry related to any services provided.

Veterans referred to a DVOP will be provided services in accordance with PGL 14-08-V or the most current version. The DVOP is also responsible for data entry related to any services provided.

**Acceptable Job Contacts:** The following Workforce Center activities will be considered acceptable job contacts:

- One-on-One appointment with a DVOP or workforce representative; use appropriate service codes e.g. VG, CS, ER, PV etc.
- One-on-One job coaching – Individualized LMI or transferable skills; service codes VG or LM
- Substantial Resume Development/Revisions, upload resume to Connecting Colorado applicant record; service code RP
- Complete update of Connecting Colorado profile to ensure that skills, education and contact information are current and appropriate for the work the claimant is seeking (preferably with a WFC representative to provide guidance); service codes CC, PV, JR, ED
- Completing testing related to the award of a certification or credential (PMP, Civil Service Exams, licensure, etc.); service code UP
- Completing assessments designed to assist the claimant in identification of skills and interests; service code TS, PV
- Enrollment into other workforce programs (WIOA, DW, Sectors, etc.); service codes RW, LT
- Attending one or more of the following **WFC-sponsored activities:**
  - Resume Preparation Workshop; service code RP
  - Interviewing Workshop; service code JW
  - Work-Search Strategies Workshop; service code JW, JC
  - LMI and Transferable Skills Workshop; service code JW, LM
  - Social Media Workshop; service code JW
  - Applying for Federal Jobs Workshop; service code JW, JC
  - Career Exploration Workshop; service code JW, JC
  - Job Club; service code JC
  - Job Fair; service code JF
  - Networking Event; service code JC
- Receiving one or more of the following WFC services:
  - BA – Federal Bonding Assistance
  - CA – Comprehensive Assessment
  - ER – Enhanced Referral (customized job development)
  - FS – File Search Assistance
  - IE – Individual Employment Plan Development
  - JD – Job Development
  - JS – Job Search Assistance
  - R1 – UI Individual Reemployment Plan
  - TC – Work Opportunity Tax Credit Certification

After the first follow-up email, UI will monitor each participant's activities. Based on services already completed and those available in the coming weeks, UI will send additional personalized follow up emails with work-search strategies, useful information on activities on in the WFCs, and/or hiring events. This will require collaboration between UI, Workforce Development, and local WFCs.

The participant should be served as few or as many times as that individual shows up at the workforce center and participates in a job search activity or service. This is strictly voluntary. The participant will be encouraged to engage more at the workforce center but will not be forced to participate in any additional activities/services related to this program.

The UI staff assigned to this pilot project will track each participant in the program. The tracking will include the number of times the participant went into the WFC for services,

the services provided based on the codes entered in Connecting Colorado by the WFRs, when each participant stops requesting payment, and if wages are reported for the participant after he or she stops requesting payment. The data will be compiled and analyzed to determine whether or not a future expansion of the pilot program is warranted.

**V. IMPLEMENTATION DATE: January 19, 2016**

**VI. INQUIRIES:**

Please direct all inquiries to Vince Columna ([vince.columna@state.co.us](mailto:vince.columna@state.co.us)) at Workforce Development Programs.

---

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

**ATTACHMENTS:**

1. UCX Initial Letter
2. UCX Follow-up Email
3. UI Work-Search Log