

# **RE-EMPLOYMENT SERVICE (RES) PROGRAM**

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## **PROFILING PROGRAM**

### **DESK GUIDE**

**FEBRUARY 9, 2010**

### **What is RES?**

The American Recovery and Reinvestment Act (ARRA) – made funding available to the Commonwealth to design a Re-employment Service Program (RES) that will better connect Unemployment Insurance (UI) customers early in their claim to the programs and services, including training, at the One-Stop Career Centers that will help accelerate their return to work. The Career Center Seminar is the main portal into the RES program. Although each Career Center can customize the RES program to meet the needs of the local customer base, there are four essential elements that must be included in the local design: The UI Claimant enrolled in RES will: 1. Prepare a job readiness inventory; 2. Prepare a Career Action Plan (CAP); Be provided with an initial assessment; receive at least one additional service, on a different day after their enrollment in RES.

### **How is a customer selected for RES?**

2,000 UI Claimants identified as Permanently Separated are randomly selected for RES through an internal automated process, using Profiling criteria. These customers are sent a letter requiring them to attend a CCS at a local One-Stop Career Center. The customer has five weeks to schedule and attend a CCS. If the customer has not attended a CCS within the first three weeks they will receive a second letter notifying them that the time period will elapse in two weeks. Please note: that any UI claimant may be enrolled in RES if they have received all RES services identified above.

### **What is Profiling versus RES?**

UI Claimant Profiling is the system for identifying Permanently Separated Claimants who are in need of reemployment services and are likely to exhaust UI benefits. The intent of the Profiling program is to identify these claimants soon after they file for benefits so that early intervention through intensive reemployment services can assist them to find work more quickly. The process for identifying permanently separated claimants is incorporated into the UI initial claim filing process. RES and Profiling are designed with a similar goal, however, currently only 300 of the 2000 RES customers are deemed profiled. These profiled customers are required to attend the CCS in order to maintain their eligibility for UI benefits.

### **How are claimants Profiled?**

Claimants are asked three questions when they file their initial claim. These questions and subsequent responses determine if they are Permanently Separated (PS), and subject to Profiling.

1. Are you a union member who is currently seeking work exclusively through a union hiring hall or business agent?
2. Do you have definite return to work date? (If Yes, what is the employer name? What is your scheduled return to work date? Was the date provided in writing?)
3. Are you customarily laid off and do you later return to work with the same or different employer in your Industry? Occupation?
  - ✓ If the claimant response to any of the above is yes, (i.e., they have job attachment) then they are screened out of profiled, permanently separated status.
  - ✓ If the claimant responses indicate they are permanently separated, then they are included in Profiling. The profiling determination is system generated after the first payment has been made to the claimant.

### **What letters are sent to claimants and when?**

Upon the issuance of their first benefit check the above identified 2000 UI claimants receive a letter, which instructs them that their attendance at the CCS is required to maintain their eligibility for UI. The customers are informed that they have five weeks to meet this requirement.

If a UI claimant who received the first letter to attend a CCS has not done so within the first three week period they will receive a second letter. This second letter reminds them that only two more weeks remain for them to meet their obligation to attend the CCS, and that failure to do so may cause a delay in payment or loss of their weekly unemployment insurance benefits.

Please note that DUA does not currently generate or adjudicate “failure to attend” issues for all 2000 claimants. Only those 300 customers who have been deemed “profiled” may be sanctioned for not attending a CCS.

These 300 “profiled” claimants have a “P” icon indicator attached to their names in the Massachusetts One Stop Employment System (MOSES) database.

*For the remainder of this guide, the term ‘Profiled’ will refer only to those current 300 claimants.*

### **What is Exempted?**

Exempted means that the UI claimant is not required to participate in either RES or Profiling due to the conditions listed below. Exemptions only apply to “Profiled” customers (identified by the “P” in Moses). Exemptions of “Profiled” customers should be rare at the Career Center level and should only occur if a UI claimant’s status has changed since first applying for UI based on one of the following conditions:

- The customer has changed or did not answer one of the three “profiling questions” identified above and was therefore, incorrectly profiled
- The customer is now in approved training
- The customer has left the State
- The customer has since returned to work full or part time

### **Who can Exempt?**

A Career Center Manager or their specific designee can Exempt a “profiled” customer from attendance in RES or Profiling. Again, exemptions should be a rare occurrence at the Career Center level and only under the circumstances listed above. The reason must be noted on the CCS Scheduling screen or on the general services of MOSES.

### **Why can’t we exempt people who aren’t profiled?**

The current 1700 non-profiled claimants can’t be exempted, because they were not mandated to participate. They do not have the “P” indicator so they can only be excused.

### **What is Excused?**

Excused is different from exempted. Both Profiled and non-Profiled claimants can be excused from attendance at a scheduled seminar, for good cause, and rescheduled for another CCS.

**Please note in this instance MOSES is a live database and failure to temporarily excuse and reschedule, may result in a delay of payment or loss of the customers UI benefits.**

The reason for the excused absence should be recorded in the notes section of MOSES.

### **What are “Good cause” excuses for Profiled and non-Profiled claimants?**

“Good Cause” excuses can include:

- Job Interview
- Definite job offer (starts within 4 weeks)
- Unexpected transportation problems
- Illness of the claimant, immediate family member, or household member
- Scheduled health related appointments
- Jury Duty
- Death of family member or member of household
- The individual’s need to address the physical, psychological and legal effects of domestic violence as defined in M. G. L. c. 151A, § 1(g½); and
- Other circumstances beyond the individual’s control (home emergency, severe weather, conflict with another job search activity, attendance at Reserve duties, religious observance, domestic violence)
- In Approved Training \*
- Left the State \*
- Returned to Work full or part time\*

\* These three good cause reasons should not result in a rescheduled CCS for the UI claimant, unless their situation changes (i.e., no longer in training, back in the state)

Any claimant who attended a CCS within the past 6 months is not required to attend another one. They are screened out of the pool, so they should not get another letter to attend. If it is beyond 6 months, then they must attend.

Rapid Response is now using a new presentation entitled “Gateway to the Workforce Development System”. It is posted on massworkforce.org for your information. Rapid Response will post a Rapid Response service in MOSES, not a CCS service. It is no longer the same as a CCS.

### **These are some of the most common situations and questions you have asked, and guidance on how to respond to them. We’ll update it as other questions arise.**

**Scenario #1** Claimant attended CCS on Oct 6 2009, before receiving a letter. The attendance is documented in MOSES, and was within the past six months. He is selected for Profiling on Nov 14, 2009.

No need to exempt or excuse, or for him to attend another CCS. Make sure that the CCS attendance date is correct in MOSES but no other action is necessary.

**Scenario #2** Claimant attended CCS in December 2008, filed a new claim in December 2009, and received a notice to attend CCS now. They don't want to because they 'already' attended one in the past.

If the claimant is "Profiled", they must attend or risk sanctions. If not Profiled, encourage them to attend, to learn about the services in the Career Center, including new services and information.

**Scenario #3** Claimant receives notice to attend CCS, but is an active union member of Local #107, and seeks work through the union hiring hall or business agent. He is Profiled, with the indicator.

This customer was 'Incorrectly Profiled' a Manager or designee can Exempt the customer from Profiling which must be documented in MOSES. If the customer was not Profiled (no "P" indicator) excuse the customer and record in Moses.

**Scenario #4** Profiled claimant "P" receives notice for CCS, but just does not want to attend.

This customer cannot be exempted or permanently excused. The person should be strongly encouraged to attend, and staff should remind the customer that failure to attend may cause a delay in payment or loss of their weekly unemployment insurance benefits.

**Scenario #5** Non-Profiled Claimant receives notice, does not want to attend a CCS.

This person should be encouraged to attend, but cannot be exempted because he is not profiled. He cannot be excused because he does not have good cause for non-attendance.

**Scenario #6** Profiled or non-Profiled Claimant receives CCS notice but wants to be exempted/excused because they speak another language.

Language is not a valid reason to exempt or excuse a claimant. The CCS is now available in nine languages and posted on massworkforce.org, in Spanish, Portuguese, Haitian-Creole, Chinese, Vietnamese, Laotian, Khmer, Russian, and Italian.

**Scenario #7** Profiled or non-Profiled Claimant receives CCS notice on Dec 1 but says he has job offer to start on April 1.

The claimant can't be exempted or excused, because he/she has not returned to work, and the job offer is not within the next 4 weeks.

**Scenario #8** Is there a policy about exiting claimants from RES/Profiling, if they find work or just stop coming for services?

ETA's Common Measures Policy (TEGL 17-05) should be followed. "Program exit occurs when a participant does not receive a service funded by the program or a partner program for 90 consecutive days and no future services are scheduled. The exit date is the last date of service". Exiting a RES customer is done by un-checking the apply box next to the RES program on the basic tab.

**Scenario #9 What is the difference between Permanently Separated and Profiled claimants?**

Customers selected for the RES program have been randomly selected from the pool of UI customers deemed “permanently separated”. Additionally, “Profiled” claimants are randomly selected from the pool of UI customers selected for RES. All of these claimants have been deemed “permanently separated” based on the questions identified above under “How are claimants profiled?”

**Scenario #10 A claimant attended a Rapid Response presentation at the employer’s worksite on January 4, and now they have received a letter to attend a CCS- must they attend?**

The Gateway and the CCS are two different presentations, so they should schedule a CCS. If Profiled with a “P” indicator in MOSES, and not exempted for the reasons listed above, they must attend.

**Scenario #11 We like to give a lot of services to the CCS attendees while they are in the center for the presentation, so they don’t have to come back.**

The purpose of the RES and Profiling programs is to better connect the UI claimant to the Career Center and for those customers to frequently use the Career Center for job search purposes. Providing a lot of services on the day they attend the CCS is laudable but does not encourage ongoing use of center services, which can defeat the purpose of the program. The program design requires reportable services on different days after their enrollment in RES.