

# Required Job Services (RJS)

DWD Issuance 16-2012

Required Reemployment Services provided to UI claimants  
on their first time to report to a Missouri Career Center



<p style="text-align: center;"><b>Background of RJS</b></p> <p style="text-align: center;"><b>DWD Issuance 16-2012</b></p>	<ul style="list-style-type: none"> <li>• In the Middle Class Tax Relief and Job Creation Act , <u>required</u> Reemployment and Eligibility Assessments (REA) services were to be provided to UI claimants.</li> <li>• In conjunction with Emergency Unemployment Compensation (EUC), the Missouri Division of Workforce Development (DWD) and the Department of Labor and Industrial Relations (DOLIR) entered a joint effort to implement EUC in Missouri, in March of 2012.</li> <li>• Due to the successful outcome of this program, UI claimants received enhanced services which allowed them to be better job candidates and return to work in a shorter time frame.</li> <li>• DWD and DOLIR/DES with concurrence from the State’s WIB Directors decided to design a similar program known as RJS for UI claimants when they file an initial claim.</li> <li>• RJS provides a defined set of required job services which provide UI claimants the opportunity to have the skills to compete for high-wage jobs in emerging industry sectors.</li> </ul>
<p style="text-align: center;"><b>Substance of RJS</b></p>	<p>The following required services for RJS claimants include:</p> <ul style="list-style-type: none"> <li>• Orientation to Career Center Services</li> <li>• Assessment of Individual Skills through use of Career Ready 101</li> <li>• Provision of Labor Market Information</li> <li>• Review of job search activities and career information through use of “Its’ all About You” materials</li> </ul>
<p style="text-align: center;"><b>Contact for RJS</b></p> <p style="text-align: center;"><b>Program Questions/Issues</b></p>	<p style="text-align: center;"><b>Robert Ruble</b></p> <p style="text-align: center;"><b>573-751-3754</b></p> <p style="text-align: center;"><b>robert.ruble@ded.mo.gov</b></p>

## RJS Call In Letter



Date Mailed:  
Social Security No.:

Because you are filing for unemployment benefits, you are automatically enrolled in our intensive re-employment program, It's All About YOU, to identify opportunities and services to get you back to work. To maintain eligibility for benefits, you must meet with a staff member for your Required Job Service Orientation:

at

### How do I prepare for my visit?

- ✓ Plan for this visit to last up to 90 minutes.
- ✓ Bring this form with you.
- ✓ Bring your driver's license or other photo ID that shows your date of birth.
- ✓ Bring your completed Work Search Record (enclosed)

### What if I can't report at the scheduled time?

Rescheduling may delay payments or deny future benefits.

However, if you cannot report at the scheduled time, you must reschedule. Visit [www.moclaim.mo.gov](http://www.moclaim.mo.gov), login to your account and click on "Reschedule My Required Job Service Orientation."

No Internet access? Go to any Missouri Career Center or your local library to access the Internet free of charge. You may also call the Regional Claims Center at one of the numbers below and select option 2 then 4 to reschedule. Expect long hold times if you call in.

Jefferson City .....	573-751-9040
Kansas City.....	816-889-3101
St. Louis .....	314-340-4950
Springfield .....	417-895-6851
Outside Local Calling Area .....	800-320-2519

Start your job search today. Register with [jobs.mo.gov](http://jobs.mo.gov) to view the latest job postings in your area. Continue to file your weekly request for payment by telephone or Internet.

***¡¡IMPORTANTE!** Si está necesitado, llame el 573-751-9040 y seleccione la opción 2 entonces 4 para la ayuda en la traducción y entender de la información en este documento.*

**MISSOURI  
DEPARTMENT OF LABOR  
& INDUSTRIAL RELATIONS**

B-226 (05-15a)  
U.I.Prg.

Relay Missouri: 800-735-2966

## Rescheduling RJS Appointments

If an RJS customer should need to reschedule their initial appointment, they should:

1. Access <http://www.moclaim.mo.gov/>
2. Click on the link to Reschedule RJS Appointment
3. Complete the automated form (pictured at right)
4. Submit the reschedule form

**NOTE:** the automated form allows the RJS customer to reschedule their appointment for the next Friday following their original appointment date.

5. The customer may also reschedule their RJS appointment by calling the DES-UI Call Center.

The screenshot displays the Missouri Department of Labor & Industrial Relations website. At the top, the department's name and logo are visible, along with the names of Governor Jay W. Nixon and Acting Director Julie Gibson. A search bar is located in the top right corner. Below the header, a navigation menu includes links for EMPLOYERS, INJURED WORKERS, UNEMPLOYED WORKERS, PUBLIC BODIES, PUBLICATIONS & FORMS, and NEWS & NOTICES. The main content area shows a breadcrumb trail: Home » Unemployment » Reschedule My Required Job Service Interview. ». A warning box states: "Rescheduling may delay or deny your unemployment benefit payments for reasons other than you have a job interview scheduled at the same time as your orientation or you were offered work. If you are working the week of the orientation, you must report the wages earned if you file for benefits." The form is divided into three sections: Section A: Claimant Info, Section B: When can you report?, and Section C: Why are you rescheduling?. Section A includes fields for Claimant First Name (MARY), Last Name (FLAKE), Last 4 of SSN (8486), Report Location (Branson Career Center), Date of Birth (11/19/1948), E-mail Address, and Confirm E-mail. Section B asks for the original appointment date and time (03/16/2013 10:00 AM) and provides two radio button options: "Yes - I would like to reschedule my orientation." and "No - I do not want to reschedule and I understand not attending my appointment could result in a denial of my benefits." Section C has a dropdown menu for "First - Select Option:" with "Select One" chosen. A "Submit Form" button is located at the bottom of the form. A warning box below the form states: "THERE MAY BE A DELAY OR DENIAL OF UNEMPLOYMENT PAYMENTS IF YOU HAVE TO RESCHEDULE YOUR CAREER CENTER VISIT." The date submitted is 4/10/2013. The footer of the page features a "mo.gov" logo, navigation links for "By Division" and "Explore By Topic", a "Site Links" section, and social media icons for Facebook, Twitter, and YouTube.

<p><b>RJS Customer Service Process</b></p> <p><b>(NOTE: if a customer has an RJS Possible and a UI Profile Possible Enrollment, both should be completed. The services for each enrollment that are identical need only be given once, but noted for both enrollments.)</b></p>	<ul style="list-style-type: none"> <li>✓ Career Center Staff may serve an RJS customer anytime during the week that the customer is scheduled for their RJS appointment.</li> <li>✓ Career Center Staff must give the RJS enrollment to the RJS customer in Toolbox, provide them the four required services and note them in Toolbox, then <b><u>close the RJS enrollment in Toolbox on the same day.</u></b> (See pp. 11-19 of this desk aid)</li> </ul>
<p><b>Orientation to Career Center Services</b></p>	<ul style="list-style-type: none"> <li>✓ Every RJS claimant should receive an orientation to the services available in the career center.</li> <li>✓ The orientation to services can be one-on-one or in a group setting.</li> <li>✓ A handout or flyer may be used to <b>supplement</b> the orientation to career center services.</li> </ul>
<p><b>Skills Assessment</b></p>	<ul style="list-style-type: none"> <li>✓ Every RJS claimant should complete a Career Ready 101 “Initial” Assessment.</li> <li>✓ If the RJS claimant has completed a Career Ready 101 “Initial” Assessment, the results should be reviewed with them and a referral made for Career Ready online remediation, if appropriate.</li> </ul>
<p><b>Labor Market Information</b></p>	<ul style="list-style-type: none"> <li>✓ Claimants should be provided with the most current LMI. This should include a handout or flyer.</li> <li>✓ MERIC provides LMI that is region specific in Missouri.</li> </ul>

## Sample MERIC LMI Handout



### MISSOURI REAL TIME LABOR MARKET SUMMARY March 2013 ■ Northeast Labor Market Region



A summary of real time labor market analysis for the past 60 days in the Northeast Labor Market Region indicates:

- The total number of new job postings totaled 1,233 for the Northeast LMR.
- The industry with the most job postings was Hospitals, including employers such as Community Health Systems and Kindred Healthcare Incorporated.
- The top three occupations with the highest number of job postings were Registered Nurses, Physicians, and Nursing Assistants.
- Two-thirds (66%) of the job postings were permanent full-time positions.



#### Northeast LMR Top Industry Postings

INDUSTRIES WITH TOP POSTINGS	NUMBER OF JOB ADS
Hospitals	162
Health Practitioner Offices	49
Colleges, Universities	46
Banks	27
Insurance Companies	19
Restaurants, Limited Service	17
Home Health Care Services	16
Individual & Family Services	15
Outpatient Care Centers	11
Rail Transportation	9

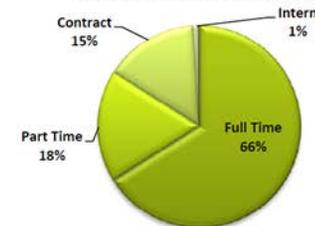
#### Northeast LMR Top Employer Postings

COMPANY
Community Health Systems
Kindred Healthcare Incorporated
Truman State University
U.S. Bancorp
Moberly Area Community College
Chester Bros Construction
Associated Electric Cooperative
Pizza Hut
Taco Bell
Lowe's Companies, Inc

#### Northeast LMR Cities With Most Job Postings

CITIES	NUMBER OF JOB ADS
Kirkville, MO	281
Hannibal, MO	228
Moberly, MO	204
Troy, MO	103
Macon, MO	47

#### Job Postings by Employment Type



<p><b>Review of job search activities/ career information/use of “It’s All About You” Materials</b></p>	<p>The final requirement for Career Center staff working with RJS customers is to review the customer’s career information and job search activities.</p> <p>The expectation is for staff to utilize the “It’s All About You” materials as their primary resource in achieving this requirement.</p> <p><b>NOTE:</b> For Career Center staff only, a training video on the use of the “It’s All About You” materials is available on You Tube. The link: <a href="http://www.youtube.com/watch?v=ipeqDLHMtsg">http://www.youtube.com/watch?v=ipeqDLHMtsg</a></p>
<p><b>“It’s All About You” RJS Brochure</b></p> <p>This piece is designed to inform the RJS customer regarding the various services they have available through their Missouri Career Center.</p>	 <p>The image shows a brochure titled "IT'S ALL ABOUT YOU" with the subtitle "Required Job Services" and the website "JOBS.MO.GOV". The brochure text reads: "If you are exhausting your regular unemployment insurance benefits and plan to file for federal unemployment benefits as you continue your search for work, you will be enrolled in a program that gives you access to priority job services. The Missouri Career Center staff can help you identify with a career path, offer you the tools needed for that career, and provide methods to market your newly attained skills, experience, and education. Our ultimate plan is to land you the job — but the work needed to get the job is up to YOU. To learn more, visit jobs.mo.gov/YOU or to file for federal benefits, visit labor.mo.gov/extensions." At the bottom, it says "IT'S ALL ABOUT YOU" and "WORKING IN MISSOURI".</p>

# “It’s All About You”

## Career Path Discovery

This piece is designed to engage the RJS customer in meaningful conversation regarding their education, experience, and interests.

### CAREER PATH DISCOVERY IT'S ALL ABOUT YOU

Choose a career path that best fits YOU!



1

YOU have ...

- attained a degree in your desired job field
- extensive experience in your desired job field
- met or exceeded educational qualifications for most current job openings
- started looking for a new job in your desired job field



2

YOU have ...

- recently (within two years or less) attained a degree in your desired job field
- started looking for a job that relates to your degree
- some work experience but you would like to gain more experience in your desired job field



3

YOU have ...

- a certificate but you want to renew it or pursue another certificate
- skills that do not match current job openings
- extensive experience in a particular job field that may not be hiring



4

YOU have ...

- a certification or license in your desired job field
- started looking for a job that relates to your certification or license
- some work experience but you would like to gain experience in your desired job field



5

YOU have ...

- a diploma or GED
- credit hours towards a degree or certificate and now you want to complete the degree or certificate



6

YOU have ...

- a desire to complete your GED or equivalency test
- wanted to learn more computer skills
- worked in the same position and would like to get a better position

MOES-4761 (09-12)  
Q.C.

# “It’s All About You”

## Career Folder

(At right is a sample of one of the folders.)

There are six Career Folders which correspond to the six options on the Career Path Discovery.



You’ve worked for years in the area in which you received your degree. Now you find yourself over qualified for positions for which you are applying. Have you considered using your experience and knowledge in another field?

Jobs using similar skill sets as yours

- Administrative Law Judges
- Medical & Health Service Managers
- Natural Sciences Managers
- Post Secondary Teachers
- Statisticians
- Veterinarian

### RESOURCES:

- Register with [jobs.mo.gov](http://jobs.mo.gov)
- Visit [on.mo.gov/mocareerpath1](http://on.mo.gov/mocareerpath1) for more jobs
- Learn about the current salaries in your field, <http://on.mo.gov/oeswage>
- Discover the fastest growing jobs and trends, <http://on.mo.gov/mocareerexplore>
- Follow @JobsMoGov on Twitter
- Subscribe to <http://labor.mo.gov/Ulupdates> to receive the latest unemployment benefit information

## CAREER BUCKET

Each time you complete a job service, you fill up a portion of your bucket. This is your opportunity to fine tune your skills or develop new ones to take you one step closer to finding a job. Write a service in one of the blank tabs if it is not listed. Be sure a specialist signs and dates your bucket each time a service is completed. Number your service once completed.

1 Reemployment Orientation You’ve successfully filled the first step on your bucket!

Career Ready 101   
  WorkKeys Assessment   
  O\*Net Assessment

Mock Interview   
  Career Exploration   
  Resume Writing

Interview Process   
  Career Networking   
  Job Fair

\_\_\_\_\_   
  \_\_\_\_\_   
  \_\_\_\_\_

**YOU are READY!**

Tab #	Title of service	Date of next	Time of next	Location of next
6	Specialist signature upon completion			
5	Specialist signature upon completion			
4	Specialist signature upon completion			
3	Specialist signature upon completion			
2	Specialist signature upon completion			
1	Reemployment Orientation Specialist signature upon completion			

START HERE

MODES-4765A (03-13)  
Q.C.

**Review of job search activities/ career information**

After Career Center staff have covered the “It’s All About You” information with the RJS customer, they should utilize this opportunity to engage the RJS customer in other Career Center services. Staff should encourage participation in:

- Career Center Workshops
- Resume Development
- Staff Assisted Job Search activities
- e-tools or other resources that would enhance the RJS customer’s skills
- Other services that would benefit the RJS customer

## Recording RJS information in Toolbox 2.0

### RJS Enrollment Process

1. On the customer Seeker Info screen, note the RJS in **Possible Enrollments**.
2. In the Options Bar, click on the **Employment Plan/Enrollment**



Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - KI | Employment plan/Enrollment | Ignored

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information: KE | CA | Mailing Address: PC | Street Address:

Phone Numbers: Home: | Cell: (6... | Work: | Other: (6L... | Bad Address: | Homeless: | Email:

Personal Information: Date of Birth: 07 | In School: | Disabled: | Age: | Searchable: | Individual: | Gender: M | Share resume: | Rapid Response: | Citizen: Y | Farm Worker: | Alien Reg # A: | LEP: |

Seeker Status: Status: Active | Date: 03/30/13 | Last Update: 04/03/13 | Workkeys ID: | Emp Exchange: Active | Case Management: Active | Next Appt: | Time: | UI Ben Year Beg Dt: Active | 02/24/13 | UI Weeks: 5 | Next Task: | Dislocated Date: 02/15/13 | EB: |

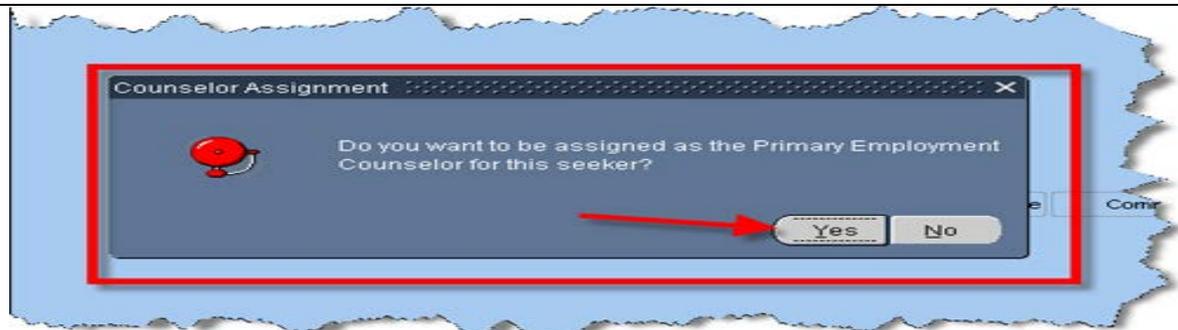
Actual Enrollments: Job Contacts: 2 | WMA ADULT CORE, WMA | Possible Enrollments: RJS | App ID: 1: | DISLOCATED WORKER CORE | DCN: |

Services Provided:

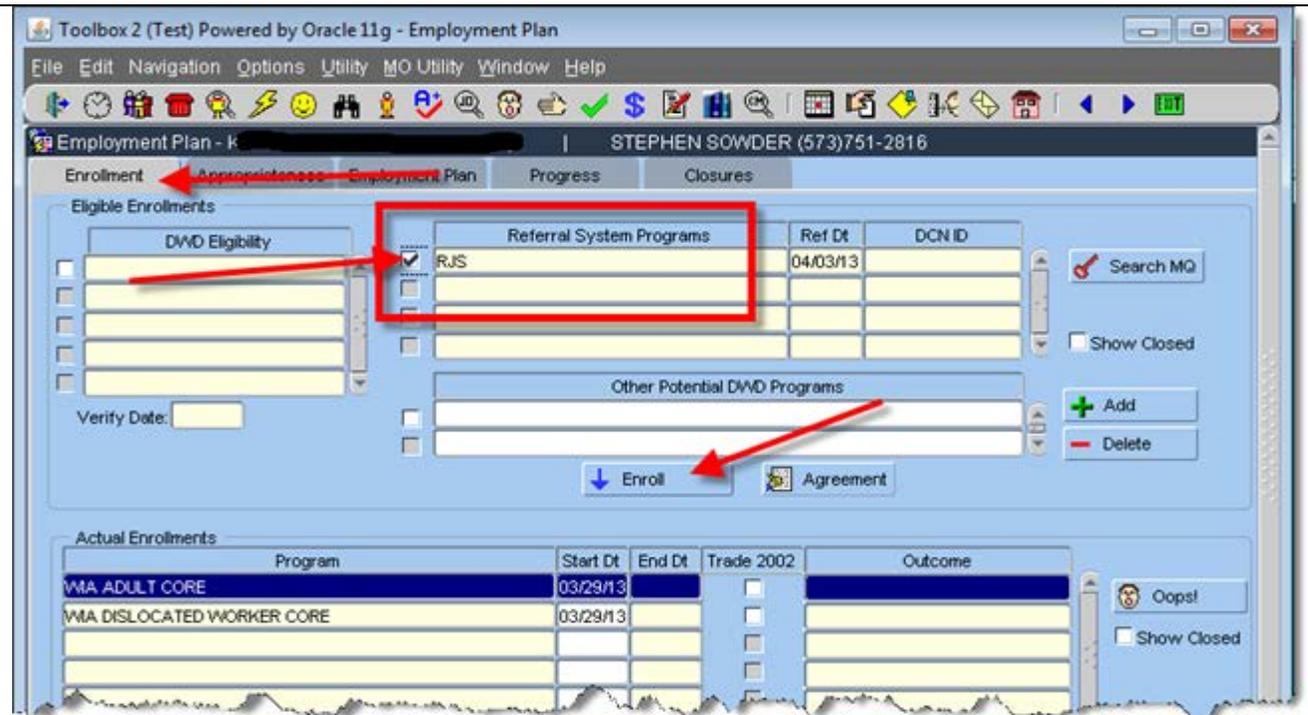
Date	Type of Service	Employment Counselor
03/29/13	UI Four Week Report	SEDALIA CAREER CENTER
03/29/13	Initial Assessment	LESTER ROBINSON
03/29/13	Initial Assessment	LESTER ROBINSON
03/29/13	Initial Assessment	LESTER ROBINSON

Ten-digit home phone number (no spaces or symbols)  
Record: 1/1

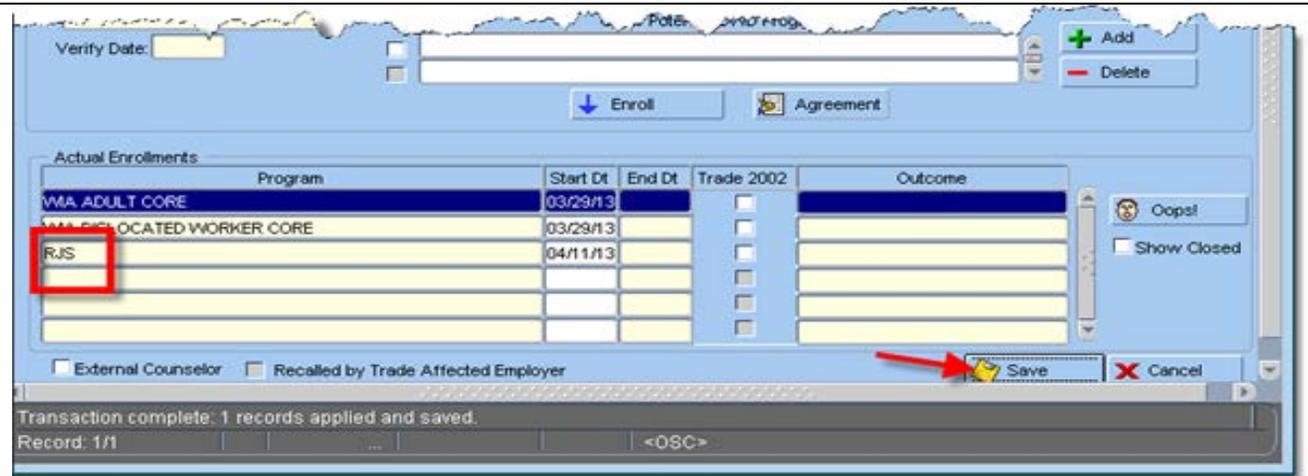
3. A Counselor Assignment pop up box will appear. Click on **Yes** in response to question regarding Primary Counselor.



- On the **Enrollment** tab, note that **RJS** is listed under **Referral System Programs**.
- Click on the **box** in front of **RJS** to produce the **check mark**.
- Click on the **Enroll** button.

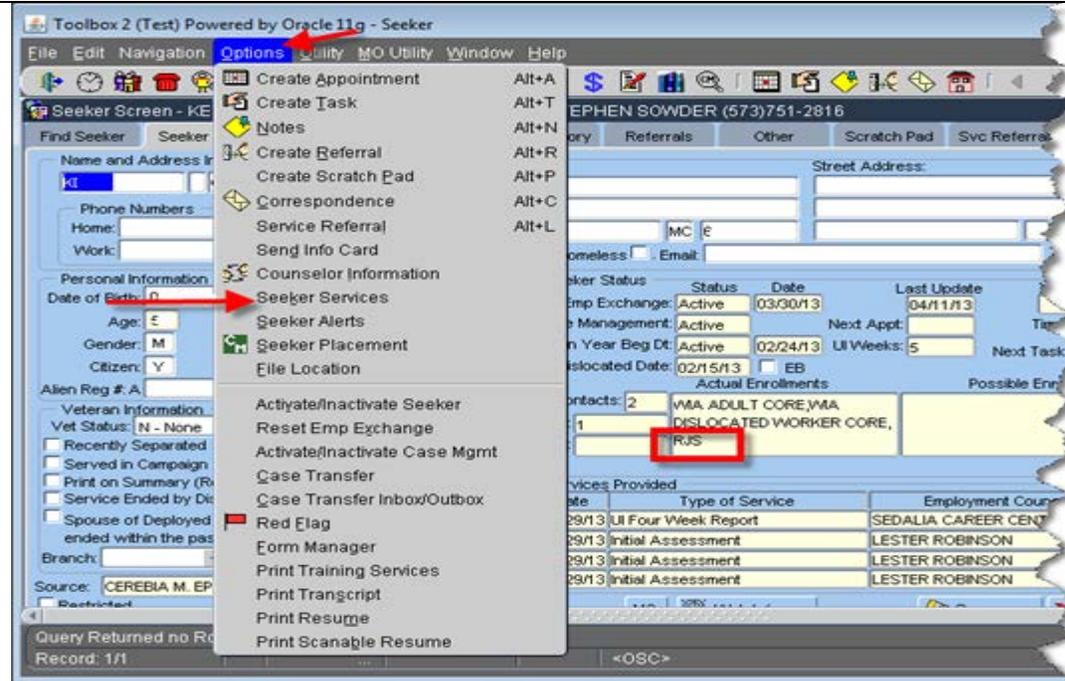


- RJS** will now appear as an Actual Enrollment. Click **Save**.



## RJS Required Services

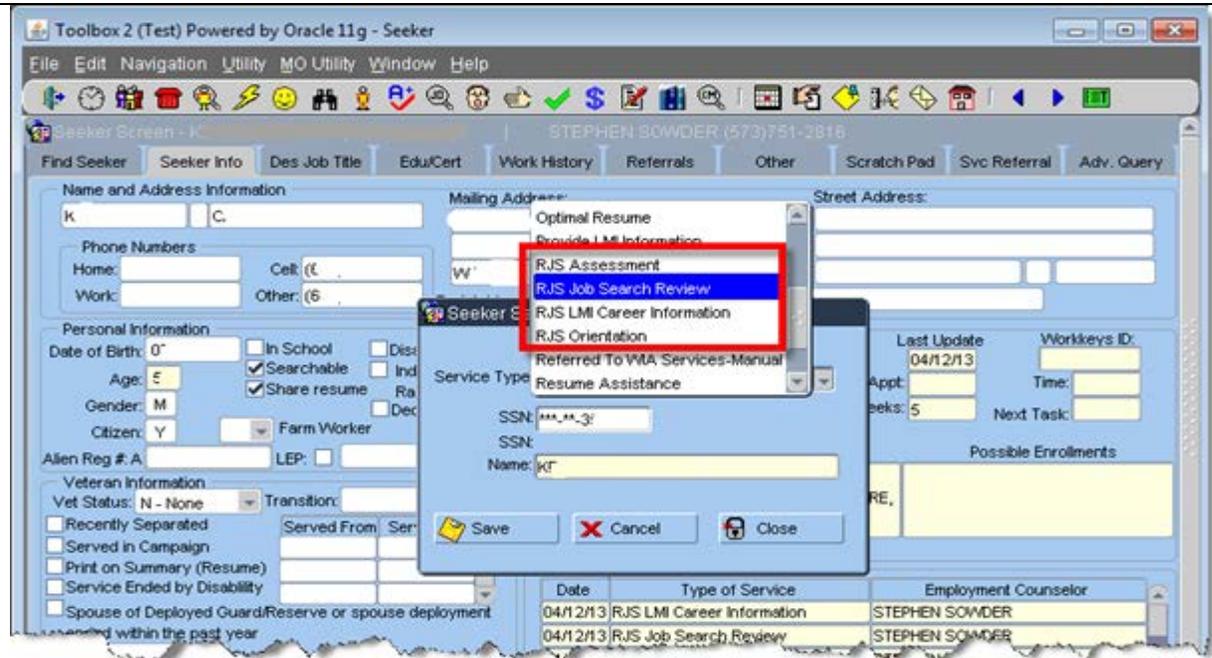
1. Click **Options** on the Navigation Bar. Select **Seeker Services** and click on it.



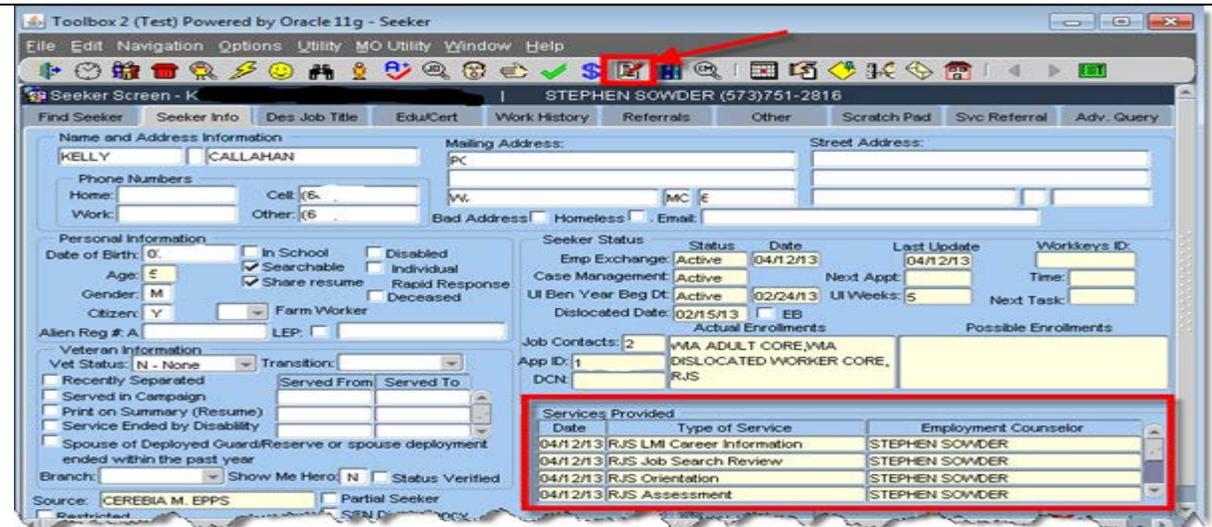
2. The **Seeker Services Entry** pop up box will appear. Notice the seeker's SSN is blocked out except for the final four digits.
3. Click on the **Service Type** drop down arrow for a listing of services.



- From the drop down list, select the **RJS Orientation** service. Click **Save**.
- Continue this same procedure until all four RJS required services (RJS Orientation, RJS Assessment, RJS LMI Career Information, and RJS Job Search Review) have been noted in Toolbox.



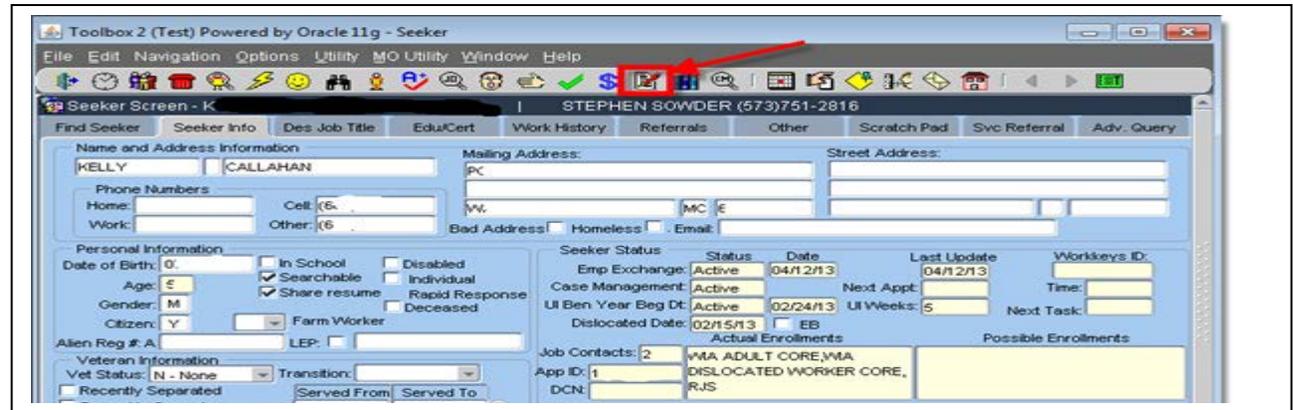
- Returning to the **Seeker Info** screen. Note the **RJS Required Services** will be listed in the **Services Provided** area, lower right.



## Closing the RJS Enrollment

**NOTE:** failure to close the RJS enrollment on the same day will negatively impact the customer's benefits.

1. Click on the Employment Plan Enrollment icon in the Options bar. 



Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - K | STEPHEN SOWDER (573)751-2816

Find Seeker Seeker Info Des Job Title Edu/Cert Work History Referrals Other Scratch Pad Svc Referral Adv Query

Name and Address Information: KELLY CALLAHAN

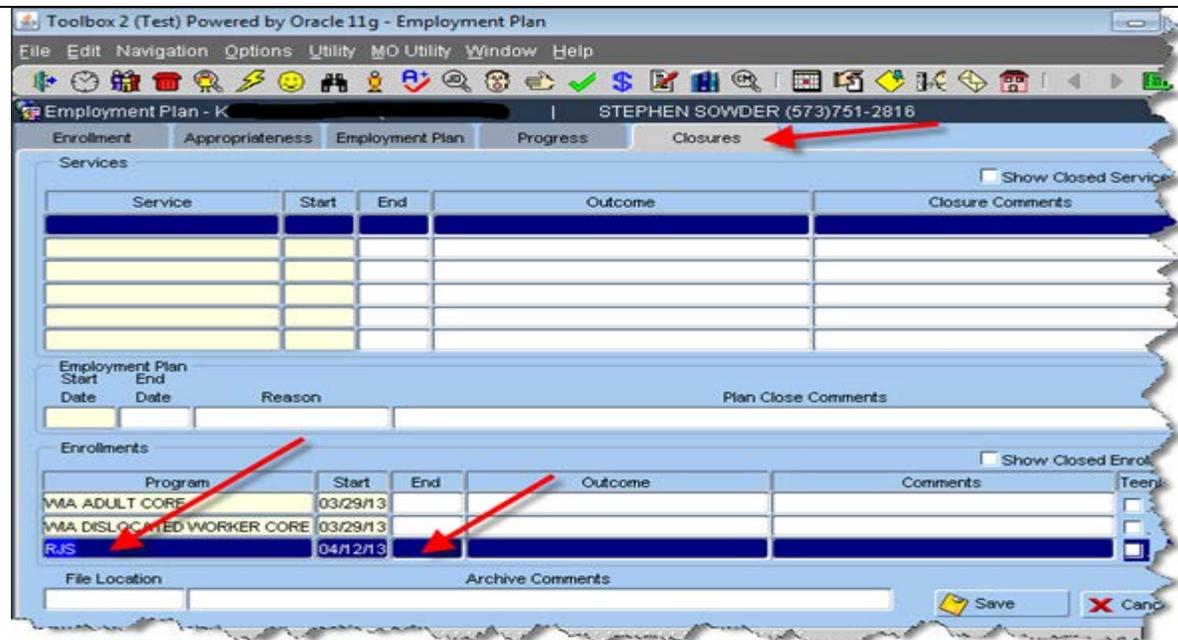
Phone Numbers: Home, Cell, Work

Personal Information: Date of Birth, Age, Gender, Citizen, Alien Reg #, Vet Status, Recently Separated

Seeker Status: Emp Exchange, Case Management, UI Ben Year Beg Dt, Dislocated Date

Actual Enrollments: Job Contacts, App ID, DCN

2. On the **Employment Plan** screen, select the **Closures** tab. Click on the **RJS** enrollment line. Double click in the **End** date column.



Toolbox 2 (Test) Powered by Oracle 11g - Employment Plan

File Edit Navigation Options Utility MO Utility Window Help

Employment Plan - K | STEPHEN SOWDER (573)751-2816

Enrollment Appropriateness Employment Plan Progress Closures

Services: Table with columns Service, Start, End, Outcome, Closure Comments

Employment Plan: Table with columns Start Date, End Date, Reason, Plan Close Comments

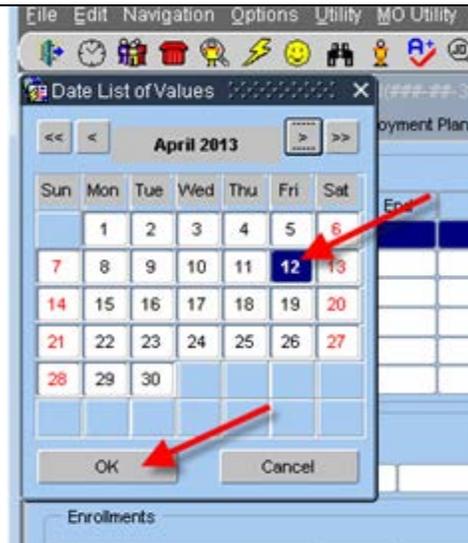
Enrollments: Table with columns Program, Start, End, Outcome, Comments, Temp

Program	Start	End	Outcome	Comments	Temp
VMA ADULT CORE	03/29/13				<input type="checkbox"/>
VMA DISLOCATED WORKER CORE	03/29/13				<input type="checkbox"/>
RJS	04/12/13				<input type="checkbox"/>

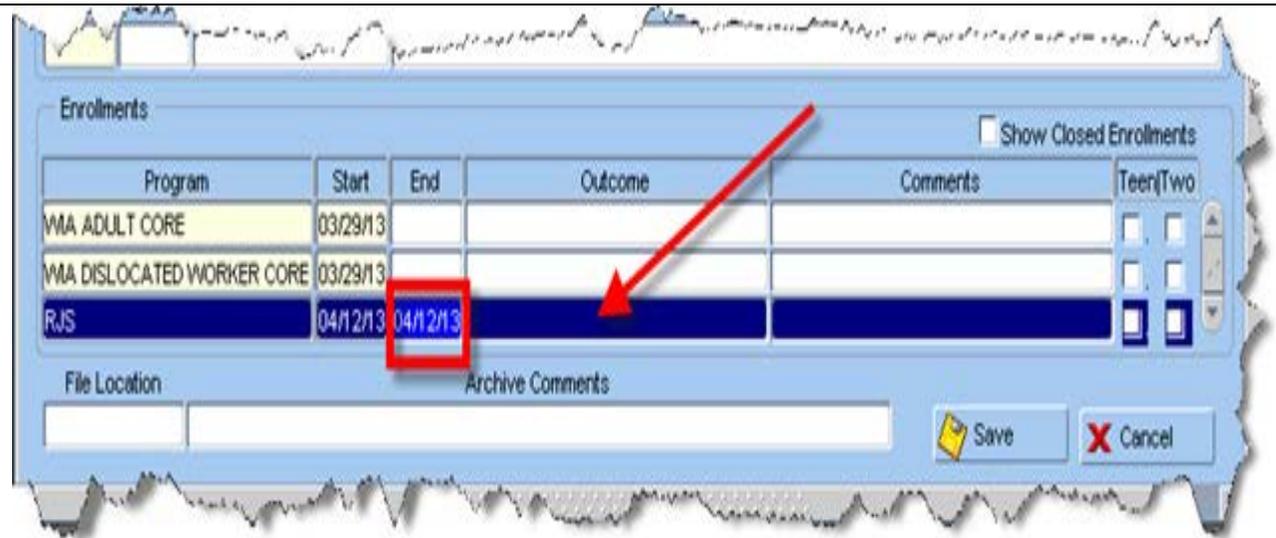
File Location: Archive Comments

Save Cancel

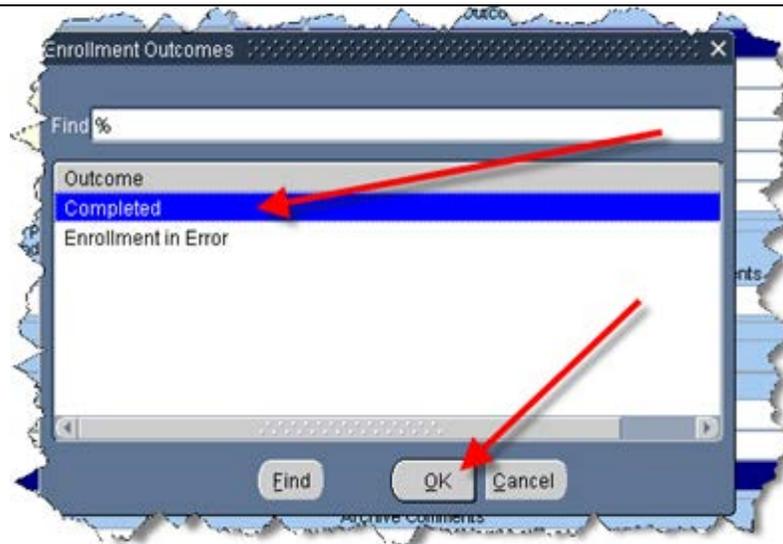
3. The **Date List of Values** will pop up. Select the **current date** and click **OK**.



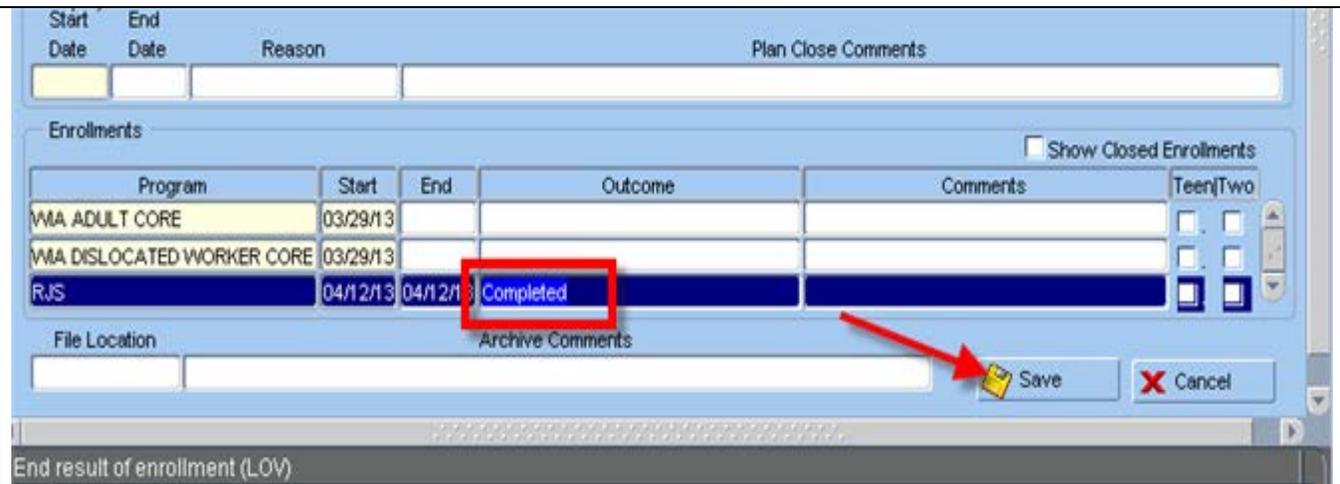
4. Note the **End** date is populated.
5. Double click in the **Outcome** column.



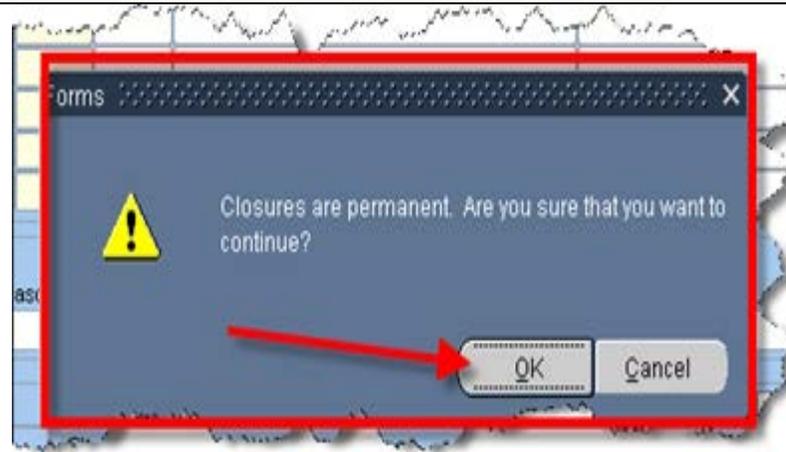
6. The **Enrollment Outcomes** pop up will appear. The default setting is for **Completed**. Then click on **OK**.



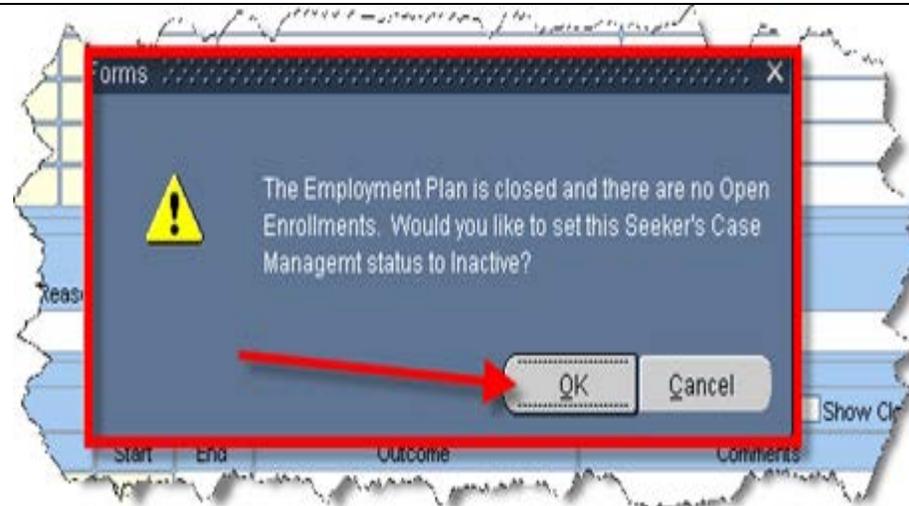
7. Note the **Outcome** column now displays **Completed**. Click **Save**.



8. The **Forms** pop up box will appear. Click **OK** to the question regarding closures being permanent.



9. A second **Forms** pop up will appear. Click **OK** to the question regarding the seeker's case management status.



10. Returning to the Seeker Info screen, note the **RJS indicator box**.

**NOTE:** if the blue RJS box is not activated on the Seeker Info page, the RJS enrollment process **HAS NOT** been completed. Staff should be sure that all four RJS services have been given and noted and that the Enrollment has been closed in Toolbox.

Date	Type of Service	Employment Counselor
04/12/13	RJS LMI Career Information	STEPHEN SOWDER
04/12/13	RJS Job Search Review	STEPHEN SOWDER
04/12/13	RJS Orientation	STEPHEN SOWDER

**Contact for  
RJS  
Program  
Questions/Issues**

**Robert Ruble  
573-751-3754  
robert.ruble@ded.mo.gov**