Reemployment Services and Eligibility Assessment Manual (RESEA)

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or (888) 728-JOBS (5627). Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services are available at 711.
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Overview

Reemployment Services and Eligibility Assessments are designed to assess and randomly refer selected claimants to services that will help them become reemployed. The program will also identify claimants who are not available or actively seeking full time work and prevent erroneous payments to them, as well as improve efforts to detect fraud. Claimants selected are required to report under section 288.040.

The RESEA program involves

- The Department of Labor and Industrial Relations (DOLIR) Division of Employment Security (DES), who administer the unemployment insurance system in Missouri.
- The Missouri Department of Economic Development (DED) Division of Workforce Development (DWD), and the Workforce Development Boards (WDBs) in selected regions, who operate One-Stop Job Centers throughout the state.
- These departments and WDBs have emphasized the importance of reemploying Unemployment Insurance claimants and are working together to focus on improvements.

Overview of RESEA Individual Selection

The system will select individuals for the RESEA eligibility pools from each RESEA location during the 5th week of his/her unemployment claim. Letters are mailed Monday of that week. Individuals will report for RESEA services during the 6th week. Criteria for RESEA selection are as follows:

- Individuals determined to be most likely to exhaust benefits under the methods established for the state’s Worker Profiling and Reemployment Services (WPRS) program
- Transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX)
- Individuals must be in pay status during the 3rd week
- Individuals do not have a Division Approved recall date
- Individuals are not members of a union that has a hiring/referral hall
- Individuals are not receiving reduced benefits due to his/her employer participating in a Shared Work plan
- Individuals are not in Approved Training under WIOA Title I Dislocated Worker, TRA, or Training Approved by the Division Director

Overview of RESEA and RJS

RESEA and Required Job Services (RJS) are not scheduled during the same week; for this reason the RESEA may be rescheduled earlier in order to accommodate the claimant reporting for RJS. Conversely, if the claimant is reporting for RESEA and the RJS has not been done it can also be completed. If the RJS was originally scheduled in a prior week it should be rescheduled before completion. If it happens to be the same week but a different day, it can be completed without rescheduling.

Overview—of RESEA Scheduling

RESEAs are scheduled Monday through Thursday, with Friday left open for rescheduled RESEAs. An issue will be set on the Friday evening of the report week if the claimant has not reported.
A MODES-4632 letter regarding the assessment is sent to the claimant informing them of the day, time period, and office location where they should report.

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**Reemployment Services and Eligibility Assessment**

You have been selected to participate in a Reemployment Services and Eligibility Assessment (RESEA) program designed to help you return to work. As a condition of continued eligibility for unemployment benefits, you must participate in an interview at the Missouri Job Center shown below. If you have already returned to work, contact the Missouri Job Center at the phone number listed below.

In the interview, you will receive individual assistance with your reemployment plan, reemployment services and finding training that may be available.

You are required to bring photo identification, your completed Work Search Record, and your completed Self-Evaluation Questionnaire (enclosed) to the interview. For your convenience, a Work Search Record is located on the reverse of the Self-Evaluation Questionnaire. If you have a resume, bring the most recent version with you.

The interview may last up to 90 minutes. You can significantly reduce the time you spend at the Job Center if you pre-register with MoJobs at [https://app-jobs.mo.gov](https://app-jobs.mo.gov) prior to your appointment.

Participation in this program is mandatory and failure to attend any scheduled RESEA appointment will result in an interruption of your unemployment benefits. If you are unable to attend this interview for any reason, you must call the Missouri Job Center prior to the scheduled appointment date and time and explain why you cannot attend.

Report on ------------------ at ------------------ to:

MISSOURI JOB CENTER

Local Phone:

**IMPORTANT:** If needed, call 573-751-9040 for assistance in the translation and understanding of the information in this document.

**¡IMPORTANTE:** Si es necesario, llame al 573-751-9040 para asistencia en la traducción y entendimiento de la información en este documento.

Missouri Division of Employment Security is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711
In addition to the MODES-4632, selected claimants will receive a computer generated Self-Evaluation Questionnaire (MODES-4633) and a work search log (MODES-4633-2).

| 1. | Have you worked since you filed for unemployment insurance benefits? This includes full-time work, part-time work, or temporary work. | Yes | No | If Yes, provide dates of employment. 
Beginning Employment Date: | Ending Employment Date: |
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Please provide your rate of pay on your last job.</td>
<td>Hourly wage:</td>
<td>$</td>
<td>Salary:</td>
<td>$</td>
<td>Weekly</td>
</tr>
<tr>
<td>3.</td>
<td>How much experience did you have on that job? (check one)</td>
<td>Less than 6 months</td>
<td>6 months – 1 year</td>
<td>1 year – 3 years</td>
<td>3 years – 5 years</td>
<td>5+ years</td>
</tr>
<tr>
<td>4.</td>
<td>Are you looking for:</td>
<td>Full-time work</td>
<td>Part-time work</td>
<td>Both</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>What type of work are you seeking?</td>
<td>Construction</td>
<td>Retail</td>
<td>Office Services</td>
<td>Management</td>
<td>Manufacturing</td>
</tr>
<tr>
<td>6.</td>
<td>What days are you available for work? (check all that apply)</td>
<td>Sunday</td>
<td>Monday</td>
<td>Tuesday</td>
<td>Wednesday</td>
<td>Thursday</td>
</tr>
<tr>
<td>7.</td>
<td>What hours are you available for work?</td>
<td>From:</td>
<td></td>
<td>a.m.</td>
<td>p.m.</td>
<td>To:</td>
</tr>
<tr>
<td>8.</td>
<td>What is the lowest pay you will accept for work?</td>
<td>Hourly wage:</td>
<td>$</td>
<td>Salary:</td>
<td>$</td>
<td>Weekly</td>
</tr>
<tr>
<td>9.</td>
<td>What type of transportation do you have to get to a job? (check one)</td>
<td>Private Vehicle</td>
<td>Public Transportation</td>
<td>Family/Friend</td>
<td>None</td>
<td>Other</td>
</tr>
<tr>
<td>10.</td>
<td>How many miles are you willing to travel to a job (one way)? (check one)</td>
<td>0-5 miles</td>
<td>5-10 miles</td>
<td>10-20 miles</td>
<td>20-30 miles</td>
<td>More</td>
</tr>
<tr>
<td>11.</td>
<td>Do you attend or plan to attend school or training?</td>
<td>Yes</td>
<td>No</td>
<td>If currently attending school or training, provide name of educational or training institution:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Are you self-employed?</td>
<td>Yes</td>
<td>No</td>
<td>If Yes, please provide the number of hours worked per week.</td>
<td>hours worked per week.</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Do you have limitations that may keep you from performing the type of work that you are seeking?</td>
<td>Yes</td>
<td>No</td>
<td>If Yes, please explain.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Do you have dependents who require care during work hours?</td>
<td>Yes</td>
<td>No</td>
<td>If Yes, will you be able to make arrangements for the dependents if you are offered work?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Name | Date
--- | ---

MODES-4633 (03-15)
Q.C.
## Work Search Record

Keep a list of all the employers and labor unions you contact each week while claiming unemployment benefits. Make at least as many contacts each week as you were instructed when you first filed. **You must bring your completed Work Search Record with you when you report for your Reemployment Services and Eligibility Assessment interview.**

You can get additional copies of this form by visiting: [www.labor.mo.gov/sites/default/files/pubs_forms/4633-A1.pdf](http://www.labor.mo.gov/sites/default/files/pubs_forms/4633-A1.pdf) or you may use your own sheet.

<table>
<thead>
<tr>
<th>Date of Contact</th>
<th>Employer's Name Address, and Phone Number</th>
<th>Method of Contact*</th>
<th>Name/Title of Person Contacted</th>
<th>Position Applied For</th>
<th>Was Application Taken?</th>
<th>Result of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-25-16</td>
<td>ABC Company - 829 Juniper Kansas City, MO 64111 816-555-1221</td>
<td>T</td>
<td>Eric Dean, Manager</td>
<td>Warehouse</td>
<td>Yes</td>
<td>Check back in Feb.</td>
</tr>
</tbody>
</table>

*T-Telephone  P-In Person  R-Sent Resume  I-Internet

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MODES-4633-2 (03-15)
RESEA Time Charging
It has been determined that an RESEA will take an average of 1.50 hours/90 min. to complete. Rescheduling an RESEA can take an average of 12 minutes. Approximately 30% of all RESEAs are rescheduled.

- Time codes:
  - RESEA Training:
    - If staff member is a Specialist, use 455-500
    - If staff member is a Supervisor, use 455-700
  - Completing an RESEA
    - If staff member is a Specialist, use 455-501
    - If staff member is a Supervisor, use 455-600

RESEA-Referred Workshop Instructor Time Charging
The formula for calculating time is:

\[
\text{The number of RESEA-referred individuals} \\
\quad \text{divided by the total number of people in the workshop} \\
\quad \text{multiplied by 60}
\]

- Example: 5 RESEA-referred individuals, 10 people total in the workshop. 5 divided by 10 = 0.50; 0.50 X 60 = 30 minutes.
- If the average is much lower, such as only 1 RESEA out of 10 total (6 minutes) round up to the nearest increment of 15 minutes.

- Time Codes for workshop instructors:
  - If staff member is a Specialist, use 455-501
  - If staff member is a Supervisor, use 455-600

Overview of RESEA Required Services
Claimants must receive each of the following services:

- Job Center Orientation
- Labor Market Information
- Review of continued eligibility and referral to adjudication, as appropriate
- Development of an individual employment plan to include the development of a work search plan
- Referral to reemployment services
- Job Search assistance
- Random work search verification
- Create a Resume in MoJobs
Claimants who miss their originally scheduled RESEA appointment generally fall into one of these five basic categories:

1. Claimants Who Call to Reschedule in Advance of Their Scheduled RESEA Appointment
2. Claimants Who Call to Reschedule After Missing Their RESEA Appointment
3. Claimants Who Do Not Call
4. Claimants Who Report but the Required Information is Missing or is Incomplete
5. Claimants Who Report Late

**Claimants Who Reschedule in Advance**

**REASON** - Obtain the reason they were not able to attend the original RESEA appointment

1) If their reason raises an able/availability issue (no transportation, lack of child care, upcoming vacations) make sure this is documented in a case note under the original event.

- □ The case note body should include “POTENTIAL ISSUE” in all caps.
- □ This will get the information to UI so that it can be reviewed and an issue set if needed.

- Reschedule RESEA for Friday of the same week or earlier if your schedule allows. If this is not possible because of workload make sure to document this on notes and reschedule into the next week.

2) If the reason does not raise an availability issue (job interview):

- □ The assessment will be rescheduled for another day during the original scheduled week. If the workload does not allow, reschedule into the next week.
- □ Document the reason for missing in a case note under the original event. The subject of the case note will be “RESEA Reschedule.”

3) If claimant calls in advance and states that they are working, the Specialist will need to ask the following questions:

- □ What date they started working?
- □ Are they working full-time (how many hours per week)?
- □ If they state they are working part time (less than 40 hours per week), ask for their hourly rate of pay. USDOL has determined that claimants who are employed part time and drawing unemployment insurance are still required to participate in RESEA. Part time employment may be a barrier to accepting full time work.
- □ If they state they have started back to work during the report week and will be working full time (40 or more hours per week in regular employment), or if the week will have excessive earnings and they would not be eligible for any benefits, then there will be no need to reschedule. Make a case note under the event with a subject of “RESEA Cancellation” and include the words “POTENTIAL ISSUE” in the body of the case note, and update status to “cancelled.” If they state that they cannot come in because they are self-employed, leave outcome as “registered.”
- □ If this is a part-time job and they would be eligible for continued unemployment, then rescheduling is in order. This information should be recorded in a case note under the original event.
Example: WBA (weekly benefit amount) = $200. Claimant is allowed to make 20% of this (200 x .20 = $40 earnings allowance) without deduction. To compute you add $40 to the WBA of $200 then subtract the earnings. If the claimant is working 10 hours per week at $10/hr = earnings of $100. The computation is $240 - $100 = $140. The claimant would be eligible for partial unemployment in the amount of $140.

Claimants Who Call to Reschedule After the Report Week
Reason – The claimant states that they did not receive a letter or were confused about their report date.

1) Make sure a case note is made under the original RESEA event as to why the claimant did not report. Since this would occur after the report week, there will be a hold on the claimant’s UI benefits until the RESEA is completed.

2) Once the claimant reports, the claimant’s benefits can be released (assuming that there were no issues that have been detected through the RESEA).

□ Please send a P0-84 to alert UI Claims of the need to address the claimant’s reporting issue.

Reason - Claimant calls and states that they have moved out of state

1) If a claimant moves on or before their report date and a failure to report issue has been written, advise the claimant to call the UI Claims and select “Address Change” from the menu choices. The address can also be changed while filing their weekly claim (online).

2) This reason will need to be documented in a case note under the event and the event status should be changed from “Registered” to “No Show.” The reporting issue on their UI claim will be reconsidered or deleted after the address has been changed in the UI system. Note: changing the address in MoJobs DOES NOT change the address with UI.

Claimant calls and states the reason that they did not attend the original RESEA appointment

1) Examples of reasons that would raise an able/availability issue are:
   □ illness
   □ no transportation
   □ child care
   □ other appointment
   □ on vacation
   □ funeral

2) Any reason other than a job interview, working, or not receiving the letter to report is going to raise a potential issue.
3) The reporting issue will hold up UI benefits until the claimant reports.
4) The RESEA Specialist will document information in a case note under the original RESEA event, with a subject of “RESEA reschedule” and include the words “POTENTIAL ISSUE” in the case note body. RESEA staff at Central Office will then set the Able or Available issue
5) As long as the claimant satisfies the report-in requirement the reporting issue will be reconsidered; however, if there is an able/availability issue it will still need to be resolved by UI Claims before benefits are released.
Reporting Issue - Ineligible Determination

Claimants Who Do Not Call
Once the week is claimed there will be an ineligible determination.

Exception: if the claimant reports earnings that exceed their weekly benefit amount + earnings allowance during the week in which RESEA is scheduled, the claimant would not be eligible for unemployment benefits (because of the earnings) and will be considered back to work. This claimant would not have an ineligible determination for not reporting to RESEA, and would not be required to reschedule and complete it at a later date.

Claimant Reports but the Required Information is Missing or is Incomplete

1) If the claimant arrives without a completed work search record: the RESEA Staff will give the claimant up to 15 minutes to complete it. The claimant will need to have, at a minimum, the contacts for the last completed week claimed. If the claimant states that they did not make contacts, complete the RESEA but include this information in your case note and include the words “POTENTIAL ISSUE” in the case note body.

2) If the claimant has not completed their self-evaluation questionnaire but did complete the work search: the RESEA staff can assist the claimant in completing the questionnaire since they will review it with the claimant while developing the work search plan.

Claimant Reports but the Required Information is Missing – No Photo ID
Acceptable forms of picture I.D. are state or government issued, including school photo identification.

If the claimant did not bring a photo ID:

1) If they forgot it, document this in a case note under the event and reschedule appointment.

   □ If the claimant reschedules and reports after the determination is written, the determination will be reconsidered.

2) If the claimant states that they do not have a picture I.D. ask them why, document the reason then ask them to provide you with another form of identification that would have their signature on it (example, voter registration card or credit card). Use this to compare signatures with the self-evaluation form then complete the RESEA.
Claimants Who Report Late

Question: Do we do the assessment if they are over 15 minutes late?

Answer: It will depend on your office schedule. If you or another RESEA staff has an opening and you feel that you can get them in without causing any problems with your other appointments, then go ahead and do this. Ask them why they were over the 15 minutes and document in your case note; indicate a potential issue if appropriate. If your office schedule does not allow you to complete the RESEA, then reschedule.

Claimants who fail to attend an RESEA-referred workshop

1) The claimant should be held ineligible for UI Benefits for the week in which the workshop was scheduled. This is accomplished by a reporting issue.
2) Currently UIInteract is not automatically setting issues when a claimant misses an RESEA-referred workshop.

☐ If a claimant does not attend the scheduled workshop, you will need to send a P0-84 to UI to notify them that the claimant did not attend, so a reporting issue will be manually set.
SUITABLE WORK

Available for Work Refusing Work

Claimants may be disqualified for benefits if they fail without “good cause” to either:
- Apply for suitable work
- Accept suitable work when directed to do so by a deputy of the Division or designated staff of an employment office.

Considerations
- Risk to claimants’ health or safety.
- Claimants’ prior training or experience.
- Claimants’ prior earnings and length of unemployment.
- Claimants’ prospects for securing work in customary occupation.
- Distance of available work from claimants’ residence and claimants’ prospects of obtaining local work.
- Claimants’ domestic responsibilities.
- Claimants’ religious beliefs.

Available for Work
- Claimants are eligible for benefits for any week only if they are able and available for work each day.
- Must be physically able to work full time.
- Must be actively and earnestly seeking full-time work.

Considerations:
- “Full-time” is the standard hours for the type of work claimants are seeking (in most cases this is 40 hours per week, but not always)
- Claimants’ intent (or desire) to work, activity in seeking work, and freedom from personal/domestic circumstances which may interfere with acceptance of a job.

Exceptions:
Claimant is in approved training (WIOA Title I – Dislocated Worker Training, Trade Act, Mass Layoff)
Claimant has an approved return to work date from their employer
**these claimants should not be selected for participation in RESEA**

Suitability Case 1

Mark refuses an offer of work paying $9.50 an hour as a hotel desk clerk. Mark had made the same rate of pay working the same occupation. The job offered would be working fulltime 40 hours per week. Mark indicated that he had been working 32 hours per week on his previous job.

Question:
- Does the claimant have good cause to refuse this job?
- Are there any other factors to consider?
Answer:
We need more information. The claimant must first be asked why he is refusing the job. He may have good cause depending on his answer.

- What shift was the job offer for and what shift had the claimant been working?
- Where did the claimant work before and how far was that job away from his residence?
- How far is the job offer away from his residence?

Suitability Case 2

Mary is offered a job working as a Manager of a Mini Mart Convenience Store in Mexico, MO, where she also lives. Mary had been working as a convenience store manager for the past 5 years in a town 25 miles away. She says she hated that drive, mainly because of the distance and the wear and tear on her 1991 Suburban. She was glad when the owner finally closed the business.

The number of hours per week and shifts are the same for this new job but the pay would be $0.25 per hour less. Mary states that she is not interested in the job because it doesn’t pay what she had been making. She says she does not have to accept a job that pays less.

Questions:
- Does the claimant have good cause to refuse this job?
- Are there any other factors to consider?

Answer:
No, because the offer is actually more remunerative when you factor in the cost of transportation. The claimant had been working 25 miles away. A conservative estimate would be $2.00 per gallon of gas at 2 gallons resulting in a cost of $4.00 per day, not to mention wear and tear on the vehicle. The claimant $0.25 for 8 hours of work is $2.00/day. The new job would actually provide the claimant with more disposable income.

Suitability Case 3

Joe is offered a job working as a machinist making $12/hour. The position offered is the same rate of pay as what he had been making. He had been working the same hours and days. The offer is also 20 miles closer to his home. He states that the reason that he refused the job is because he has to be in Kansas City a couple days the week they wanted him to start, due to his wife’s eye surgery.

Questions:
- Does the claimant have good cause to refuse work?
- Are there any other factors to consider?
Answer:

In response to good cause, yes; this is because of the claimant’s domestic responsibilities. A claimant would ordinarily be considered to have good cause for refusing work if the work interfered with the performance of normal responsibilities as a spouse or a parent. In considering other factors there is an availability issue for the week in which Joe’s wife’s eye surgery occurs.

Suitability Case 4

Dave is offered a referral to a position working at a pallet company. All the conditions of the job are the same or better than his previous employment. Dave states that he will need to think about it because his car broke down two weeks ago. He says that he is not on a bus route and would rather concentrate on fixing his car.

Questions:
• Does the claimant have good cause to refuse work?
• Are there any other factors to consider?

Answer:
Yes, transportation problems would give the claimant good cause to refuse the offer of work; however, since the claimant is and has been trying to get his car fixed for the past two weeks it raises an availability issue.

Work Search Requirements

• Claimant is informed at the time of filing that they are required to keep a written record of the employers contacted each week for work.
• Claimant is also informed that his or her work search is subject to verification.
• Claimant can make the contact by telephone, in person, resume, or by internet.
  □ They are not required to complete an application.
• Claimant is required to bring completed work search at the time of the RESEA.
  □ If they do not bring the log or it is incomplete, the claimant will be given up to 15 minutes to fill it out in the waiting area.
  □ If the claimant states that they did not make contacts, document in the case note with “POTENTIAL ISSUE” in the note body. The service is still considered completed since you discovered no contacts in your attempt to verify.
• Claimant is required to have (at minimum) the last completed week’s contacts.
• The claimant can contact the same employer twice in the same week in some cases

Examples:
▪ The claimant completes an application on Monday and has an interview on Thursday of the same week.
▪ The claimant contacted the same employer for two different positions.

Work Search Verification

• 15 minutes is allotted for the verification
• This is to be completed after the claimant completes the other required services and is no longer in your presence. This will be done within the time frame of the assessment.

When calling an employer, if you get a busy signal or voicemail, go on to the next employer and document. Do not leave a message. Keep going back until you can get to an employer who can verify that the claimant either made the contact, didn’t make the contact, or state they are not sure whether the claimant made the contact. This may result in you going back into previous weeks. That is ok, just get to the verification requirement of one. You should always start with the most recent week.

Obtain and Document Facts
• When it is believed that the claimant did not make their contacts it will be necessary to document facts that back up that belief.
• The information you received that lead to the conclusion that the claimant did not contact the employer will need to be documented in the case note under the RESEA event.
• Facts will be necessary for the adjudicator in UI Claims to be able to reach the same conclusion.

Work Search Verification by Telephone
• Inform the employer of who you are (name, title and Agency) and that you are conducting an assessment of the claimant’s eligibility for unemployment insurance.
• Tell the employer the name of the claimant and the date of the contact.
• Give the occupation the claimant was seeking, who he or she spoke with (name and title) and the method of the contact (in person, telephone etc.).
• Document in the RESEA case note the name of the employer and the name of the person you contacted along with the outcome of the verification.

If the employer says, “No contact made”
• Ask whether the claimant could have contacted their company with no record/log being made of this contact.
• If the employer states that there would definitely be a record if in fact the claimant had contacted them regarding employment, indicate this in your case note and make sure the subject of the case note includes “POTENTIAL ISSUE.”

Work Search Verification: Internet Contacts
• In most instances an effort will be made to contact the employer for verification.
• Verification can be made by telephone or by email.
• If the claimant contacted the employer by internet and has a confirmation email, it is considered acceptable. Document who the employer is and position applied for on notes. No further verification is necessary.
• If claimant gives only a web address, enter in web address and contact employer using the contact phone number on the website.
• If there is a blocker (caused by I.T. security) preventing you from going to that website, the verification attempt is considered to have been made. Document that the attempt had been blocked in the case note.
Work Search Case 1 - Issue or No Issue?

- The claimant, Pamela Jones, is required to make 3 contacts each week in order to be qualified to receive UI Benefits.
- Pamela indicated on her work search log that last week she spoke with Jane Smith, owner of Curl Up & Dye Salon, about a position working the front desk.
- You call the salon, speak to Jane Smith, and she states that she knows Pamela and that the contact was made over a month ago.

**QUESTION:** Is there a potential issue?

**Answer:**

Yes, there is a potential issue. This employer was listed as one of Pamela’s 3 required contacts last week, and she did not actually contact them during that week. She did not make the required number of work search contacts.

Work Search Case 2 - Issue or No Issue?

- The claimant, Bill Richards, is required to make 2 contacts per week.
- Bill states that he contacted Jack and Jill Grocery by phone last week and spoke with a manager about a cashier position.
- The manager who answers the phone says no. She never heard of the claimant.
- When asked if it were possible that the claimant may have spoken with another worker, the person says yes.

**QUESTION:** Is there a potential issue?

**Answer:**

No, there is not an issue. Just because Bill did not speak with this manager, that does not mean he did not speak with someone else at the store.
Work Search Case 3 - Issue or No Issue?

- The claimant, Dana Johnson, is required to make 3 contacts per week.
- Dana indicated on her work search log that she went in person last Tuesday to Denny’s about a fry cook position, and that she completed an application at that time.
- You call the Denny’s and the manager remembers seeing Dana when she filled out the application 3 weeks before. He affirms this by giving the date on her application.

**QUESTION:** Is there an issue?

**Answer:**

Yes, there is a potential issue. This employer was listed as one of Dana’s 3 required contacts last week, and she did not actually contact them during that week. She did not make the required number of work search contacts.

Work Search Case 4 - Issue or No Issue?

- The claimant, Robert Clark, is required to make 2 contacts per week.
- Robert states that he contacted Quick Trip and Break Time by phone last week and that he spoke with the manager at both of those places.
- You call the Quick Trip to verify and you are told that the manager is not there and to call back next week. You call Break Time and are told that the manager won’t be in until tomorrow.

**QUESTION:** Is there an issue?

**Answer:**

No, there is no issue. There is no one available who can verify whether the claimant contacted them or not. Simply document your attempts in the case note.
Availability Restrictions

- If the claimant is restricting their availability for work to part-time (less than 40 hours per week) document this in the case note under the RESEA event, and make sure to include “POTENTIAL ISSUE” in the note body.

- If the claimant answers a question during the assessment which indicates a barrier to him/her becoming employed (such as wanting more money than the labor market can bear for the occupation that they are seeking), inform the claimant of the problem and provide him/her an opportunity to change their demand. If they do not change it, document this in the case note under the RESEA event, and make sure to include “POTENTIAL ISSUE” in the note body.

- Claimants who have controllable restrictions (such as wanting more money than the labor market will bear), should be informed of the problem and provided an opportunity to change their requirement. If the claimant is not willing to change, case note the potential issue. The claimant’s willingness to adjust shows an interest in returning to work.
  
  □ This may include altering demands or job search methods and arranging for personal circumstances such as transportation or child care problems. Claimant’s willingness to work is further measured by their documented efforts to seek work on the work search log.

- Examination of specific work search contacts, the claimant’s registration with the Missouri Job Center, and actions the claimant has taken on referrals are all pertinent to willingness to work.

Example:

- The claimant states that he is looking for part-time work. When questioned, the claimant states that his unemployment claim is based on part-time work only. The claimant had been a bus driver for a school and all of the wages on the UI record reflect this.
- He states that he worked 24 hours per week on that job and wants the same hours as what he had been working. He says that when he makes his job contacts he does not say that he can only work part-time and that they do not ask whether he wants full-time or part-time work. He says he is in his early 60’s and employers don’t want to hire him anyway.

Question: Should you indicate a potential issue in your case note?

Answer:

Yes, you should indicate a potential issue in your case note. The claimant is not willing to work full time.
Uninteract Screens That Are Used During RESEA

Claim Summary – contains the claimant’s basic UI Claim information, such as their name, address, and phone number of record, their Benefit Year Beginning and Ending dates, and their Weekly Benefit Amount.

Claim Summary

<table>
<thead>
<tr>
<th>Claimant SSN</th>
<th>Claimant Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self Service</td>
<td>IVR Status</td>
</tr>
<tr>
<td>Unlocked</td>
<td>Enabled</td>
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</table>

<table>
<thead>
<tr>
<th>Mailing Address</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td>Gender</td>
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<tr>
<td></td>
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<table>
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<tr>
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<table>
<thead>
<tr>
<th>Residence County</th>
<th>Report Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stone</td>
<td>Branson</td>
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</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Status</th>
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<tbody>
<tr>
<td>Regular -UI Only</td>
<td>Active</td>
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<table>
<thead>
<tr>
<th>Benefit Year Beginning</th>
<th>Base Period</th>
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<tbody>
<tr>
<td>08/21/2016</td>
<td>Apr-Jun 2015</td>
</tr>
<tr>
<td>08/26/2017</td>
<td>Jul-Sep 2015</td>
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<table>
<thead>
<tr>
<th>Weekly Benefit Amount(WBA)</th>
<th>Maximum Benefit Amount</th>
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<tbody>
<tr>
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<td>$ 6,400.00</td>
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<thead>
<tr>
<th>Balance</th>
<th>Waiting Week Served</th>
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<td>Served</td>
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<table>
<thead>
<tr>
<th>Weekly Deductible Pension Amount</th>
<th>Final WBA</th>
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</thead>
<tbody>
<tr>
<td>$ 0.00</td>
<td>$ 320.00</td>
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</table>

<table>
<thead>
<tr>
<th>Non-School Balance</th>
<th>Total Weeks of Forfeture</th>
<th>Balance weeks of Forfeture</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

From the bottom of the Claim Summary page you can navigate to:

- Processed Weekly Request for Payments
- Work Search Contacts

Uninteract Screens – Processed Weekly Request for Payments

Shows what weeks have been claimed, and whether any earnings were reported during those weeks. By clicking on an individual CWE (certified week ending) date, you can see the certification details.
**UInteract Screens – Processed Weekly Request for Payment Certification Details**

This is where you would check the claimant’s answers regarding their ability and availability for work, as well as how many work search contacts they are reporting they made.

**UInteract Screens – Work Search Contacts**

Shows the number of contacts the claimant is required to make each week in order to qualify for UI Benefits. If the claimant states they have an approved recall date and are not required to make contacts, you can look here to verify whether or not that is true.

**Self-Evaluation Questionnaire**

**Question 1:** Have you worked since you filed for unemployment insurance benefits? (This includes full-time work, part-time work, or temporary work.)

- **If yes**
  - □ When?
  - □ Where?

- **If this is with an employer (as in, not self-employment)**
  - □ How many hours did they work and at what rate of pay?
  - □ Check Processed Weekly Request for Payments to see if earnings are reported; if not, ask the claimant why not. Wages are reported in the week that they are earned, not when they get paid. If wages were not properly reported check document the claimant’s answers in the event case note, and include “POTENTIAL ISSUE” in the note body.
Wages from exempt employers such as churches are reportable. Students who are in work study programs also have to report their wages.

**EXCEPTION:**
- Commission income from real estate is reported during the week the commission is paid.
- Other commissions (time shares, car sales etc.) are reported during the week that the sale is made.

**Question 2:** Please provide your rate of pay on your last job.

*This would be the employer that the claimant was separated from that caused them to be unemployed.*

**Question 3:** How much experience did you have on that job? (check one)
- 6 months to one year
- 1 year to 3 years
- 3 years to 5 years
- 5+ years

**Question 4:** Are you looking for full-time work, part-time work, or both?

Missouri Statutes do not define full-time employment.
- In general, anyone working 40 hours or more may be considered employed full-time.
- If claimants are looking for part time (anything less than 40 hours) document the number of hours that they are available for work in the case note. Also note that the claimant’s questionnaire reflects they are seeking part-time work only and include “POTENTIAL ISSUE” in the case note body.

**Question 5:** What type of work are you seeking?
- The claimant may be seeking different work than what he/she did on their last job.
- The work they are now seeking may be from training or experience prior to their last job.
- Claimants are allowed to use to an advantage the skills which they have acquired through previous experience or training.
- Seeking work that requires a skill that the claimant does not possess would need to be discussed with the claimant to determine whether the claimant is willing to change this demand. If not willing, document in the case note and include “POTENTIAL ISSUE” in the case note body.

**Question 6:** What days are you available for work?
- This question should be examined with question 7. You will need to look at the days and hours to determine the shift that claimants are wanting for the type of work they are seeking.

**Question 7:** What hours are you available for work?
- If they are seeking second shift work only and the main occupation that they are seeking is not available for the shift then this would need to be discussed with the claimant. If the claimant is not willing to change to meet the demand for the job market, document in the case note and include “POTENTIAL ISSUE” in the case note body.
- Look at these two questions carefully. They may have indicated in Question 4 that they are seeking full-time work, but if they are not available 5 days per week, 8 hours a day, then they are not actually seeking full-time work and a potential issue should be indicated.

**Question 8:** What is the lowest pay acceptable?
- If claimants want more money than what the market can bear, inform them of the problem and provide an opportunity for them to change the requirement.
□ If the change is agreed to, document in the case note that the claimant agreed to lower the pay. You will not need indicate a potential issue.

• Compare the answer here with the answer given in item 2. If it is higher than item 2 but you determined that this is the prevailing pay for similar work in the locality then there would be no issue.

• Some claimants move in from other job markets. If claimants are asking more than the prevailing market, it would need to be discussed with the claimant. They may need to expand on their job market area or lower the rate that is acceptable.

□ If they are unwilling to do either, document this in the case note and include “POTENTIAL ISSUE” in the case note body.

**Question 9:** What type of transportation do you have to get to a job?

- **Privately owned vehicle, public transportation.**
  □ If some other type of transportation is used, obtain this from the claimant.
  □ If the claimant shares a car (with a spouse for example) see what shift the spouse has use of the car and whether the claimant is able to ride share during those same hours or work full-time around the spouses shift on another shift.
  □ If they do not have transportation there may be an issue (depending upon where they live and whether there are sufficient jobs within the locality). This would need to be documented in the case note and the words “POTENTIAL ISSUE” included.

**Question 10:** How many miles are you willing to travel to a job, one way?

- **Claimants may state that they would travel 20 miles one way daily to a job and the job may not exist in the market.**
  □ Example: auto production line work.

- **If the claimant is seeking work in any area and willing to relocate if offered a job then there may be no issue.**
  □ The work search record will indicate whether or not this is true.
  □ If the claimant states that they are only looking for production work or work that would pay the $30/hour that they had been making but list the local fast food restaurant as one of their job contacts then this will need to be discussed. If the claimant is willing to lower their wage there would not be an issue; if they are not willing, document this in the case note and include the words “POTENTIAL ISSUE.”

**Question 11:** Do you attend or plan to attend school or training? __If currently attending school or training provide name of educational or training institution____________

- If they are attending, they should have indicated this when claiming weeks; therefore a school issue should already have been adjudicated.

- If you see on the Processed Weekly Request for Payment – Certification Details that they have never indicated their school/training attendance, include the school information in the case note and indicate a potential issue.

- If the claimant answers yes but does not list the name of a specific school, this will be considered as being in a planning phase and not actually attending; no issue should be indicated.
  □ Job Orientation does not count as training. If this is orientation for a new job ask if the employer is paying them to attend. If yes, check to see if earnings were reported; indicate a potential issue if they were not.

**Question 12:** Are you self-employed? If yes, please provide the number of hours worked per week.

- If yes, the claimant should indicate the number of hours per week they are working in self-employment.
If the claimant is working in self-employment 24 hours or more
(and this has not been reported in the Weekly Request for Payment), include this information in
the case note and include the words “POTENTIAL ISSUE.”
If the claimant is self-employed under 24 hours ask the claimant when they make their work
search for employment. If it is apparent that the claimant has an availability issue include in the
case note and indicate a potential issue.

**Question 13:** Do you have limitations that may keep you from performing the type of work that you are seeking? If yes, please explain.

- **Answers that may indicate a potential issue:**
  - If the claimant is looking for a position that would require essential functions that claimants may
    not be able to perform because of health restrictions.
  - If the claimant states that they were ill during the week.
  - **You would document this in the case note and include “POTENTIAL ISSUE” in the note.**

**Question 14:** Do you have dependent(s) that require supervision during work hours? If yes, will you be able to make arrangements for the dependent(s) if you are offered work?

- If the claimant answers “yes” and is able to make arrangements, there is no issue.
- If there are no arrangements that can be made, document this in the case note and include “POTENTIAL ISSUE” in the note.

All bar-coded self-evaluation questionnaires should be faxed to (573) 751-9730 by the end of the business day, regardless of whether or not an issue was indicated.

If the claimant does not have a self-evaluation form and you had to provide them with a blank one, there will be no bar code; these should be faxed to (573) 751-4849. Please clearly print the claimant’s last name and last four digits of SSN when faxing non-barcoded questionnaires. It is best to print this information in the area indicated by the red box below; this will prevent it from being cut off by the fax machine.

If there is a concern with the claimant’s work search record and you will be faxing it as well.

- If it is accompanied by a non-barcoded questionnaire, fax both documents to (573) 751-4849.
- If it is accompanied with a bar-coded questionnaire then both documents need to be faxed to (573) 751-9730.