Worker Profile
Reemployment Services (WPRS)
(UI Worker Profile)
| Overview of UI Worker Profile Program | • Worker Profile Reemployment Services is a federal mandate to provide reemployment services to Unemployment Insurance Claimants who are likely to exhaust benefits before they find a job.  
• The Division of Employment Security (DES) identifies these claimants through a statistical model based on criteria such as education, the growth or decline of an industry, length of time worked in an occupation, and a few others.  
• It is the duty of Career Center staff to serve the WPRS claimant. They are to receive a profile orientation, assessment, and reemployment services appropriate to the claimants needs. An employment plan is developed with a Career Center staff member that will guide the claimant during the reemployment process.  
• If the claimant refuses to participate, their benefits will be held for one week. DES makes all determinations for the release of benefits. |
| Notification of UI Profiled claimants | • Profiled claimants are notified through a letter sent by DES requiring them to report for WPRS.  
• The letter informs the UI Profile customer of the date and place to report. They have one week to report to a career center. Failure to participate during that week will result in a denial of benefits. If the UI Profile customer has an approved reason (a job interview) for not participating, benefits will be sent to them.  
• The UI Profile customer must be able and available for employment at all times to receive the UI benefits. |
NOTE: If a customer has a UI Profile and RJS under Possible Enrollments (as in illustration above right), both should be completed. UI Profile is a federal program and RJS is a state initiative.

**UI-Profiling Links** (under Possible Enrollments)

a. The UI profiling link will not be available if someone listed on the Weekly Profile List does the weekly certification early* in the fourth week of the claim, or does not file a claim during the fourth week.
   i. If one of these two things happens, the profile letter will not be sent to the UI Claimant.
   *Early=claiming early in the fourth week of claim, before the profile list has been sent or before the letter is sent.

b. Depending on when the claimant does the weekly certification during the next 4 weeks, the profile letter may or may not be sent.

c. The link can be displayed up to 7 weeks after appearing on the Weekly Profile List.

d. UI Claimants who do their weekly certifications and receive the Worker Profile Letter, must report to complete their appointment or their benefits will be held.

- If the UI Profile customer also has an RJS Possible Enrollment, **BOTH enrollments should be completed. See NOTE in margin.** (See RJS desk aid on WorkSmart site: ..\RJS\Required Job Services_desk aid_UPDATE 2014.pdf)
NOTE: The UI Profile customer should remain engaged in value-added reemployments services until reemployed or benefits are exhausted.

- The UI Profile Customer should have a **WIA Adult Core and a WIA Dislocated Worker Core** enrollment. If their record in Toolbox does not show these enrollments, the UI Profile customer should complete the **Welcome/Membership screens**, complete with **verification of date of birth** by a Career Center Staff. For Welcome Screens desk aid, refer to the following on WorkSmart: [https://worksmart.ded.mo.gov/includes/secure_file.cfm?ID=2625&menuID=6](https://worksmart.ded.mo.gov/includes/secure_file.cfm?ID=2625&menuID=6)

- The UI Profile Customer with a WIA Adult Core enrollment should review and update their **jobs.mo.gov** account as needed. The customer should enter the proper information to attain a **"Complete"** on their jobs.mo.gov profile. This will facilitate better matches when job searching.

- If not previously done, the UI Profile customer should take the **Career Ready 101 Initial Assessment**.

- Complete the **Toolbox Assessment, UI Profile Enrollment, UI Profile Employment Plan Objectives and Services**. **One Intensive Profile Service is to be entered and remain open. Based on an individual service plan, the claimant may be referred to reemployment services tailored to the individual's needs.** Note there is NO time frame associated with these services.

- The UI Profile customer should be informed about accessing reemployment services. The continuing reemployment services may be done **in the Career Center OR on jobs.mo.gov** (job search, Optimal Resume, or Career Ready 101 lessons). These services should match the selections in the Employment Plan which have been agreed on by the UI Profile customer and Career Center staff.

- The **DWD PO-84** form is to be used for UI Profile customers when:
  a. There is question regarding the “able and available” status of the claimant
  b. There is no customer follow through on reemployment services that were scheduled
Toolbox Assessment:

Employment Tab

The job seeker’s Employment History, pre-populated from their jobs.mo.gov account, will display here. New records may be added and will display on the seeker screen.

In the Job Seeking Skills field, the Resume question is required and will need to be addressed.

In the Job Keeping Field, all applicable fields may be addressed.

When information is complete, Click Save.
Toolbox Assessment:

Education Tab

As they inquire of the UI Profile customer, Career Center staff should complete as much information as possible on the Education Tab:

The School/Degree field pre-populates from the Seeker Screen. New records may be added here and will display on the Seeker Screen. Questions about learning disability, school likes and dislikes may help the customer but are optional for completion.

The Training Program, Employment Skills, Aptitude/Ability Tests, Licenses/Certificates fields are required to be completed by staff with the job seeker.

The Educational Issues field must be completed if applicable.
A. Double click in the Employment Skills section.
B. Select the applicable skills from the list in the Skills popup box. Multiple selections may be made by clicking on a skill then hold the Ctrl key and make other selections.
C. Once selections are complete, click OK.
Toolbox Assessment: Support System Tab

Continuing the assessment interview process with the UI Profile customer, Career Center staff should complete the **Transportation** information and as much of the other information as possible on the **Support System** tab.
Toolbox Assessment:
Basic Skills Tests Tab

In Career Centers that give basic skills tests, the information on this page should be completed with the test results for the UI Profile customer.
“It’s All About You”

Career Path Discovery

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

NOTE: The expectation is that Career Center staff use the “It’s All About You” resources with the UI Profile customer.

NOTE: Although there is not a UI-Profile specific set of “It’s All About You” materials, the Career Path Discovery piece can be of great assistance. This resource may encourage an informative conversation with the customer, engaging them to set goals and access relevant reemployment services.
“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.

Working with a customer to use the Career Folder will give them a way of tracking the reemployment services which may benefit them.
UI-Profiling Enrollment

Click on the Employment Plan/Enrollment icon:

1. Click in the box by UI-Profiling under Referral System Programs...check mark appears.
2. Then click on Enroll.
3. UI-Profiling now appears under Actual Enrollments.
Exempting a UI Customer

1. The Exempt button will appear on the right of the Referral Systems Programs box after clicking in the check box.

Reasons to Exempt:

- Profiled claimant has 1 or 0 required employer contacts on Toolbox Seeker Info page (A)
- Claimant is currently enrolled in and participating in Trade, WIA, or Director Approved training
- Connected to a Union Hall
- Have a scheduled call back date to previous job within 8 weeks of layoff (up to 16 weeks with Director approval)
- Claimant previously received Profile services within twelve months of present profile selection.
UI-Profiling Employment Plan

Select the Employment Plan tab on the Employment Plan page.

Start Date: default is current date

O*Net: if customer has a Complete profile in jobs.mo.gov, the O*Net should pre-populate based on the customer’s selection of a Desired New Job Title.

If not, double click in the O*Net box. The Desired O*Net popup box will appear. Select the appropriate choice. Click OK.
**Goal:** the customer’s reemployment goal should be entered by Staff.

**Justification:** the justification for pursuing the Goal is to be entered by Staff. The justification is based on the customer’s experience, education, and current LMI data.
Employment Plan
Objectives and Services

Career Center staff are to give an Orientation of Career Center reemployment services to the UI Profile customer. This may be done one on one or in a group setting. Once the Orientation is completed:

NOTE: ALL Services must be closed in the Closures Tab. See page 26 for detailed steps.

1. Double click in the Objective box. The Services popup box appears.

2. In the Services popup box, the Objective category, select Orientation.
3. **Profile Orientation** will appear in the **Services/Activities** list and the **Service Definition** will populate in that section. Click on **Select** at the bottom of the **Services** box.

4. Double click in **End Date**. The calendar **Date List of Values** popup appears, with the current date highlighted in blue. Click **OK**.
5. Double click in the Outcome section. The Outcomes popup will appear. Select the appropriate outcome, then click OK.

Click **Save** to record the Objective, Service and Outcome.

6. The Forms popup will appear. Click **OK**.
7. The **Profile Orientation** now is displayed in the Employment Plan tree, right hand side of screen.

8. Double click the next Objective box.
9. The Services popup box will appear. Click the drop down arrow on the Objective box. Select Job Search Assistance.

10. Job Search Assistance will appear in the Services/Activities list and the Service Definition will populate in that section.

Click Select at the bottom of the page.
11. **Job Search Assistance** will populate in the **Objective** and **Service** boxes on the Employment Plan tab. Enter **Task 1** describing what the UI Profile customer did to complete this objective.

12. Double click in **End Date**. The calendar **Date List of Values** popup appears, with the current date highlighted in blue. Click **OK**.
13. Double click in the **Outcome** section. The Outcomes popup will appear. Select the appropriate outcome, then click **OK**. Click **Save** to record the Objective, Service and Outcome.

14. The Forms popup will appear. Click **OK**
15. **Job Search Assistance** will now appear in the Employment Plan tree, right hand side of the screen.

16. Double click the **Objective** box.
17. In the Services popup window, double click on Objective. In the drop down list, select Intensive Employment Services.
18. The **Services** popup window will appear. Based on the **Service Definition** and the need of the UI Profile customer, select the appropriate category from the **Services/Activities** list.

19. Once the appropriate **Services/Activities** category is chosen, highlight the category then click **Select**.
20. The Intensive service is to remain open. Enter the **Task 1** box with the expectation the UI Profile customer is to complete.

21. Once the customer has completed the task, the service **End Date** and **Outcome** should be entered. Click **Save** and the Objective and Service will be completed and listed in the Service detail on the right side of the screen.

**NOTE:** additional value-added, relevant intensive reemployment services should be given to the UI Profile customer. Each **Objective** and **Service** should be entered and then closed (**End Date** and **Outcome** entered) once the customer has completed their agreed upon assigned **Task**.
Closures Tab

1. Services—will auto-populate from the [Employment Plan Screen](#). When a Profiler has completed a service, staff should complete the **End Date**, **Outcome** and **Closure Comments** for the service. **All services must be closed from the Closures Tab***. To view closed services check the **Show Closed Services Box**.

   NOTE: If worker profiling Enrollment says closed by ES that means the **PROFILED CLAIMANT** is no longer claiming benefits for one of various reasons. This is automatic from ES.

2. Employment Plan—DO NOT END the Employment Plan and Program fields until the customer is completely ready to be exited. The customer may have other services open from other programs so ONLY close the profile services, then leave Employment Plan open.
   a. Closure comments should be entered only if an explanation for the closure is warranted.

3. Program—Complete all fields. Outcome reasons are the exit reasons for profiling.

4. Upon completing all relevant fields, click the Save button.

*An End Date and Outcome should be entered on the Employment Plan for the Service the UI claimant has completed. However, this does NOT close the service. Services may only be closed from the Closures tab.
Workshop Enrollment

On the Toolbar, point to Utility. From the drop-down box, select Workshops. Workshop is a term used interchangeably to describe an activity.
### Workshop Tab

1. Click on Utility in toolbar; then select Workshops from the drop down list. Match the Employment Plan Objective and Service with the definition of the workshop for the profiled claimants. 
   a. The match should be what is appropriate for the profiled claimants.

2. The objective under the category defines the workshop on the list.

3. Description lists what the presenter will cover in the workshop.

4. **Workshops/Activities** - The worker profiling activity titles that were used to enroll profiled claimants into workshop activities will be listed as follows:  
   a. Workshops  
   b. Click on cancel button which brings up the list of workshops  
   c. The workshop chosen will fill in the category.

5. **NGCC on site workshops standard in each Career Center are**  
   a. Career Exploration  
   b. Career Networking
c. Resume Preparation
d. Interview Process
e. Basic Computer Skills

6. Region specific Workshops such as Money Management, Ex-Offender, or 50+ Job Search are allowed for profiled claimants when available. Any workshop consistent with the Employment Plan Objectives that provides new skills or upgrade skills to enhance the profiled claimants opportunity to become reemployed is allowed.

7. **Category**—select workshop and the category will fill from the drop down box. Complete the workshop steps as for any other workshop entry.

8. **Result the workshop** based on whether the profiled claimant completes or does not complete.

9. Close the **Profile Intensive Employment Service** that corresponds to the completed workshop as it is completed.

10. If the profiled claimant fails to attend the workshop, send an automated **DWD PO 84** per directions.
   - Check all pertinent boxes under Section A. Provide a written explanation in (7) other.
   - In the subject area of the email
type in Worker Profile so DES will know what program the PO84 is meant to hold accountable.

Seeker History

1. **Services** - shows all services profiled claimant has been enrolled in and the date.
2. **Seeker** - The first appointment a profiler has will list under
a. Date,
b. Type of Service,
c. Counselor,
d. Description
e. Results

3. The Date is the appointment date [not the actual enrollment] on the profiled claimant letter sent by ES requiring them to report to a Career Center.

4. The Type of Service will say Enrollment.

5. The Results column shows Possible. The Date and Results that show possible is **not an enrollment**. It is the date the profiled claimant was due in the Career Center based on the letter received from ES.

6. After enrollment is complete, another entry will occur that shows Date and the Result field will show Actual.

7. Enrollment in a service will show in the description the date the service is entered.

8. A profiled claimant exempted by staff will display in the Results column overwriting the word possible.

9. The date will be the appointment date the profiled claimant was to report for profiling.

10. If the system sends the profiled claimant to ES as a No Show, the results column will display the NoShow overwriting the Possible. The date will be the appointment date the profiled claimant was to report for profiling.

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**UI Profiler No Show**

1. The *No Show* designation will appear on the Seeker History Screen overwriting *Possible* in the results column. No Show will occur 5:00PM the...
Friday of the report in week.

2. When a profiler is listed on the No Show list, he/she will not be enrolled in profiling. The No Show list will be sent to Functional Leaders and Supervisors every Monday morning from Central Office.

3. Notes may be accessed by the Notes Screen or from the Seeker History Screen. Notes entered from other screens will be stored here.
UI Profile/WPRS

Questions or Concerns regarding Worker Profiling:

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