

Unemployment Insurance Worker Profiling Re-employment Services

DWD Skills Development Center



Missouri Division of Workforce Development

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

Objectives:

- Upon completion of this presentation you will:
 - Know more about Unemployment Insurance.
 - Know more about the Worker Re-employment Profiling Services.
 - Know how to Enroll a job seeker in the Worker Re-employment Profiling Services.

What You Need to Know About Unemployment Insurance

Who is Eligible to Receive Unemployment Insurance Benefits?

- Job seekers who:
 - Lose their job through no fault of their own
 - Quit for a valid reason related to the work or the employer
- Job seekers must have made at least \$2, 250 from an insured employer.
- Job seekers must file a claim to see if they are eligible.

Eligibility, cont.

- Eligibility for partial benefits—hours reduced from full time to part time
- Reporting all wages earned each week is required to remain eligible for benefits

Benefit Amount

- Weekly Benefit Amount (WBA)—4% of the average of two highest quarters of wages...maximum in Missouri is \$320 per week; minimum is \$35 per week
- Benefits are available for 26 weeks unless recipient qualifies for an extension

Application for Benefits

- File online at www.mocclaim.com (24/7)
- Automated Telephone System (M-F, 8:00 am-5:00 pm)...regional and toll free numbers available
- Most eligible workers receive their first payment within 18-21 days of filing claim

Internet Filing System

- File a claim
- Find beginning date of claim
- Find weekly benefit amount
- See claim balance available
- History of claim
- If benefit was denied, reason for denial

Ineligibility for Benefits

- ◉ Quit job for unacceptable reason
- ◉ Fired for just reason
- ◉ Already received the maximum 26 weeks of benefits and any possible extensions
- ◉ Not earned enough wages during the period of time used to determine eligibility

IMPORTANT NOTICE

Under the Federal Stimulus Program, June 2009

On June 12, 2009, Governor Jay Nixon signed HB1075 into law. As a result, Extended Benefits (EB) up to 20 weeks may be available to those who have exhausted both their weeks of state unemployment benefits and weeks of Federal Emergency Compensation (EUC) benefits by December 19, 2009.

IMPORTANT NOTICE, cont.

Those who have exhausted their benefits will be receiving notification letters by mail containing instructions on how to file for the additional weeks of EB. The last day to file an EB claim is December 24, 2009. Starting Monday, June 15, 2009, at 8:00 a.m., you may call your Regional Claims Centers to file your EB claim.

IMPORTANT NOTICE, cont.

For Missourians who exhausted their regular Missouri unemployment benefits (maximum 26 weeks), you may file for Federal Emergency Unemployment Compensation (EUC) and potentially receive up to 33 weeks of additional benefits.

To make an initial claims application, call your Regional Claims Center.

What You Need to Know About Worker Profiling

Program Information

- **Purpose of Worker Profiling**
- **DWD Staff Responsibilities**
- **ES Reports-Weekly List & No Show**
- **ES Weekly Selections**

Purpose of Worker Profiling

- **Employment Security (ES) selects for Worker Profiling, Unemployment Insurance (UI) claimants likely to exhaust benefits before potential reemployment.**
- **DWD staff provide reemployment services to profiled claimants.**

Purpose of Worker Profiling, cont.

- **If claimant fails to participate in the scheduled services, benefits will be held one week.**

DWD Staff Responsibilities

- **Orientation given by DWD staff— explain reemployment services and partner services (i.e. WIA) available to claimants at the Career Center**
- **Refer to WIA services- Go to Options then Seeker Services and choose refer to WIA services**

DWD Staff Responsibilities

- **Each month—profiled claimant does UI 4 week reporting; as a profiled claimant, must see DWD staff for an update of reemployment services**

DWD Staff Responsibilities

- **Initial Assessment**—done to develop an **Employment Plan (EP)** with the claimant; to be signed by both workforce specialist and claimant
- **EP** shows the reemployment services the claimant will participate in to assist in the reemployment process

DWD Staff Responsibilities

- **First visit—choose services of Orientation, Initial Assessment, job search and a service from Intensive Employment Services.**
- **Next visit—enter &/or reenter the claimant in an Intensive Employment Service and a job search activity.**

DWD Staff Responsibilities

- **Return visits-when all intensive service choices appropriate for the individual have been completed, enter Profiled Claimant in job search services.**
- **Job Search services should always be part of the return visit.**

Claimants stay in Worker Profiling until one of the following:

- reemployment occurs**
- enrolled in training**
- no longer claiming benefits**

Reports

- **LRBPF250 Weekly List is generated by Employment Security. It is emailed to DWD Supervisors Tuesday morning.**

Reports

- **Shows the UI Claimants selected for profiling each week.**
- **Claimants listed on the LRBPF 250 are sent a letter and directed to report to the nearest Career Center.**

Weekly Selections

- **Info Seeker Screen shows “Possible UI Profilers” between Tuesday & Friday each week; the UI Profiling possible link does not display after 5 P.M. Wednesday of the following week.**
- **Verify the UI Profiling possible is available—check the SSN’s on list with the info seeker screen (use the Quick Referral [Lightning Bolt] icon to view SSN)**

Reasons UI Profiling possible link may not be available:

- **removed the Wednesday following
scheduled appointment date;
profiler will not be in profiling;
no show message is sent to ES**

Reasons UI Profiling possible link may not be available, cont.

- **the claimant is due to report—
check for claimant's SSN on the LRBPF250 list to see if claimant is due to report to a Career Center (Quick Referral [Lightning Bolt] Icon will allow staff to view SSN)**

No Show List

- **No Show list shows UI Claimants that do not show a worker profile enrollment**
- **List is emailed to DWD Supervisors on Thursday**

No Show List, cont.

- **UI claimants on this list:**
 - **will not be enrolled into worker profiling**
 - **will lose benefits for the week (benefits will be added to end of claim)**

**If the SSN is on the weekly list
BUT the UI Profiling possible
is not displayed,
notify Janeen Osborne in
Central Office.
(janeen.osborne@ded.mo.gov)**

What You Need to Know About Enrolling a Customer in Worker Profiling

Toolbox 2.0 and Profiled Claimants

- **Info Seeker Screen**
- **Assessment Screen**
- **Employment Plan/Enrollment Screen**
 - **Enrollment**
 - **Employment plan**
 - **Closure**
- **Seeker History**
- **Workshop Enrollment**

Info Seeker Screen

Possible UI Profilers

- **UI Profile possible link will appear in Toolbox 2 the day Employment Security letter is sent**
- **link remains until Wednesday after the appointment date**
- **profiled Claimant cannot be enrolled until link is present on Seeker Info screen**

Info Seeker Screen

- **Information from Seeker Info Screen will pre-populate on other screens**
- **Complete Seeker Info Screen Tabs:**
 - **Desired Job**
 - **Education/Certification**
 - **Work History**
 - **Referral Information**

Assessment Screen

- **Complete the Assessment Screen**

Tabs:

- **Employment**
- **Education-Pre-populates from Info Seeker Screen; then finish any boxes not pre-populated**
- **Support System-Transportation Info**
- **Basic Skills**

Employment Plan/Enrollment

- **Enrollment tab shows UI Profile in Referral System Programs Box**
- **Select the appropriate action:**
 - **to enroll, select box on the left of UI Profiling, then click on Enroll tab; if box is not marked, No Show will occur.**
 - **to exempt, click on exempt button on the right of the screen**

Reasons to Exempt

- **Scheduled Call Back date to previous job-must have a date showing call back**
- **Enrolled in METP or CAP**
- **Connected to a Union Hall-these people are usually screened out**
- **Currently enrolled in TRADE or WIA Training**

Employment Plan Tab

- **Complete O*NET and Goal Information**
- **Objective—choose Profile Services:**
 - **Orientation & Initial Assessment done to show the profiled claimant is participating**
 - **Job Search Assistance**
 - **Intensive Employment Services**

NOTE: Choose the most appropriate for claimant at that time.

Employment Plan (EP)

- **When Employment Plan is complete, print copy to be signed by customer and workforce development specialist.**
- **Make copy for claimant—keep one for file (the Employment Plan is kept for one year).**
- **Update the EP each time claimant returns.**
- **Enter new services or close and renew an old service on claimant's next visit.**

Employment Plan

- **The EP does not need to be reprinted. However the claimant and counselor need to agree with the services entered each month. Initial the old plan in the file with updates.**

Closure Tab

- **The Services, Employment Plan, and Program will show the status of the claimant in Toolbox 2.0.**
- **When closing a service or program, the outcome must be completed.**
- **Leave the EP open.**

Closure Tab, cont.

- **Only close UI profiling program—the claimant may have other programs open.**
- **An automatic closure will occur if the claimant is no longer claiming benefits. When this happens make sure the open profile services are closed.**

Program Closure Reasons

- **Profiled Claimant is exited/closed when:**
 - **Employment is obtained**
 - **Enrolled in WIA or Trade Training**
 - **No longer claiming benefits- automatic closure by ES**

Workshop Enrollment

- **Select Utility on the Toolbox 2.0 toolbar-a drop down box will contain Workshops on the list**
- **Select Workshops and double-click-Workshop Screen will pop up**
- **Choose Worker Profile workshops only**
 - **Job development & Placement**
 - **Job seeking skills**
 - **Job Clubs**
 - **Vocational Assessment**

Seeker History Screen

- **Seeker Services will list possible UI Profile, Actual Enrollment and Services in which claimant has been enrolled to participate.**
- **The date of the possible profile will show, then the actual enrollment will be listed.**
- **No Show will also be listed.**

Must Do's

- **Complete Info Seeker Information**
- **Complete the Enrollment**
- **Complete Orientation/Initial Assessment**
- **Complete Employment Plan**

Must Do's

- **Enter into services each time the profiled claimant returns**
- **Keep services up to date**
- **Must include an outcome when closing services and program**

Contacts

Questions or Concerns regarding Worker Profiling:

- **Speak with Career Center Supervisor**
- **contact Janeen Osborne:
janeen.osborne@ded.mo.gov**