

**Oklahoma Employment Security Commission
Workforce Integrated Programs Division**

Memo

To: Local Office Managers
From: Ann Pendergraft, Workforce Integrated Programs Division
CC: Area Managers, UI Director, OKC Claims Adjudication Unit, OKC Call Center, Tulsa Call Center, UI Technical Unit
Date: February 24, 2010
Re: Revised Procedures for UI reporting of Profiling Orientation and Job Search Workshops No Shows/Incompletes and Rescheduling

Notifying the OKC Claims Adjudication Unit (OCAU)

A number of changes have been made to simplify the notification process whenever a claimant fails to attend or complete a mandatory session. Staff should adhere to these procedures at all times.

- Staff will now notify the OCAU only on Fridays, by 10 am, or the last business day of the week (e.g., holiday), by 10 am, whenever a claimant has failed to attend or complete a Profiling Orientation or Job Search Workshop (JSW) during the week.
- Staff will **only use the accompanying forms** to submit claimants failing (no shows or incompletes) to attend or complete a Profile Orientation or Job Search Workshop. These forms will also be available on Inside OESC.
 - There are two forms: Profiling Orientation No Shows (OES 0192 E) and Job Search Workshop No Shows/Incomplete (OES 0193 E).
 - Forms may be emailed (the preferred method) or faxed to the OCAU.
 - Email: PRF/JSW/POE@oesc.state.ok.us
 - Fax: 405-962-7591
 - No shows/incompletes will be sent to the OCAU **only on Friday, by 10 am**, or the last business day of the week (e.g., holiday), by 10 am, using the approved forms with accompanying documentation.

- All no shows or incompletes submitted **must** either have the original letter in DocuShare or be accompanied by a scanned copy of the notice given to the claimant at the office. Original letters are automatically in DocuShare for all Profiling Orientations and Job Search Workshops scheduled from GLink. **If the letter is not in DocuShare or if you do not have a copy of the notice (e.g., Job Search Workshop – CR101) do not submit the no show or incomplete.**
 - No shows or incompletes **must** have services in Oklahoma Job Link marked with the appropriate status and date **before** submitting anything to OCAU.
 - You must use separate forms with only one date used per form. **Do not submit no shows or incompletes with multiple dates on a single form letter.**
- OCAU no longer needs to be notified of any rescheduled dates for Profiling Orientations or Job Search Workshops.

Rescheduling

- **Rescheduling should be a rare event** that only occurs due to major extenuating circumstances. Some examples are: death in the immediate family, severe illness or a job interview. **Regardless, claimants are now only to be rescheduled one time if they contact the center or office before the session.**
- Claimants contacting the office to reschedule a Profiling Orientation or Job Search Workshop (DVD or Facilitated) with an appropriate reason should be informed that they will only be rescheduled one time and that if they fail to show up for the rescheduled time, UI Claims will be notified and it will affect their benefits. Claimants calling or showing up at centers after a scheduled or reschedule date will be served that day if possible or at center preferred times without formal rescheduling in OJL. Claimants emailing or contacting centers needing more time to complete a Job Search Workshop – CR101 will be given to the end of the business week to finish their assignment.
 - Scenario One: A claimant calls in before their scheduled Profiling Orientation date needing to reschedule due to an extenuating circumstance. The office reschedules the claimant to an acceptable date the following week. If the claimant fails to attend on the rescheduled date, staff enters Failed to Report in OJL and on Friday by 10 am emails OCAU that the claimant Failed to Report using the proper form.
 - Scenario Two: A claimant calls in after missing their scheduled Job Search Workshop - DVD, but during the same business week. Staff informs the claimant of available days and times during the week that he

can attend the Job Search Workshop - DVD. If the claimant does not attend a Job Search Workshop - DVD by 10:00 am Friday then OCAU is notified that they Failed to Report.

- Scenario Three: A claimant who had been assigned to complete a Job Search Workshop – CR101 emails the center the day the assignment is due. The claimant is informed that the CR101 is now due by the end of the week. If the assignment is not later completed then OCAU is notified by 10:00 am on Friday after indicating the Job Search Workshop – CR101 as an Unsuccessful Completion in OJL.
- Claimants contacting or arriving at the centers to reschedule a Profiling Orientation or Job Search Workshop who have already been rescheduled once before and Failed to Report will **not be scheduled** again. However, center services, including Profiling Orientation or Job Search Workshops will be offered to these claimants at center preferred date and times.

See Attachment A for a decision table depicting the various methods for rescheduling claimants and notifying OCAU of non attendance or incomplection.

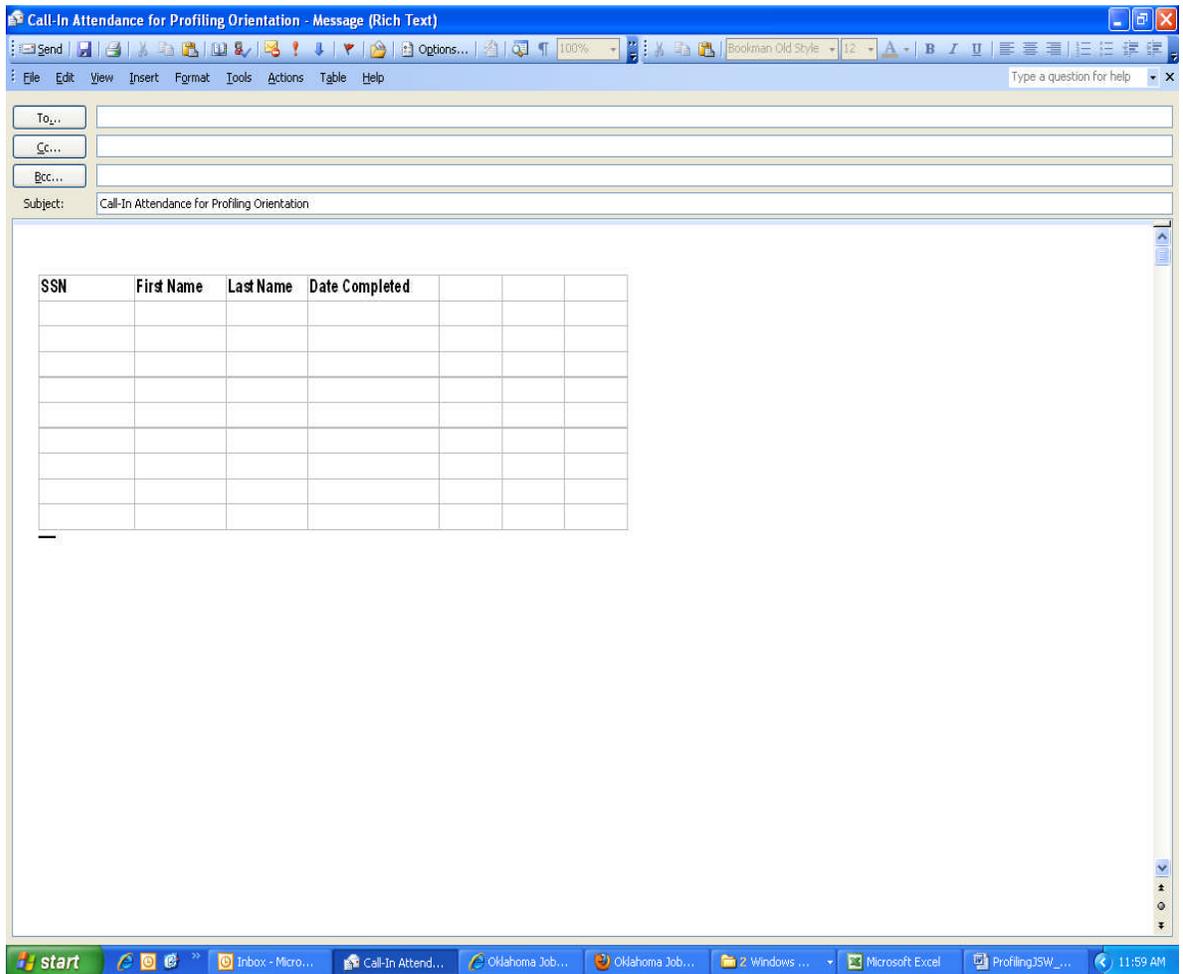
Claimants Called In and Completing Profiling Orientation

Claimants calling in to the centers as instructed by UI for failing to attend a Profiling Orientation will be served the same day if possible or at the earliest center preferred time without a formal rescheduling in OJL.

*Centers that have UI Field Staff assigned to them will email that individual a list of call-ins who have attended Profiling Orientation, once a day between 4 pm and 5 pm. Centers who do not have any UI Field Staff or if UI Field Staff are not there that day will email OCAU a list of call-ins who have attended Profiling Orientation at PRF/JSW/POE@oesc.state.ok.us , once a day between 4 pm and 5 pm. Services in OJL must be marked as completed **before** emailing any lists.*

Staff must use the following call-in format to email UI Field Staff or OCAU. See the screen shot below for an example.

- *Subject line of Email should read: **Call-In Attendance for Profiling Orientation***
- *The body of the message must list ssn, first name, last name, and date completed in order for each claimant.*



UI Procedures for failing to attend Profiling Orientation or JSW

These procedures are included in this memo so that both workforce center and UI staff are aware of what is happening with the client’s case/record in UI when they fail to attend or complete a session.

Regina (or whoever) will be notified @ 10:00 am each Friday for individuals who failed to attend or complete scheduled Profiling Orientation sessions or JSWs. She will then add the appropriate (usually 2-499) issue to the claim. Call-ins must be sent on Profiling Orientation no-shows. These call-ins need to be entered by either that Friday or the following Monday at the latest. The call-in should read:

You failed to attend a scheduled Profiling Orientation session. Please report to your local office no later than (- -) to resolve this issue. Bring this notice when you report. Failure to do so by the date listed above will result in a denial of benefits.

Call-ins do not need to be sent on individuals who fail to attend or complete the JSW.

Before determinations are completed for failing to attend, the adjudicator must check Oklahoma Service Link to ensure that the claimant has not attended their scheduled session. In addition, no determination regarding failure to attend a Profiling Orientation session can be completed until the day after the call-in was due. JSW determinations cannot be completed until the 8th day after the scheduled date for the workshop.

Examples of Non-monetary determinations:

You failed to attend your scheduled Profiling Orientation session on (- -) or within the seven day grace period as provided under Rule 240:10-3-23. Benefits are denied week ending (- -) only.

You failed to attend or complete a scheduled Job Search Workshop on (- -) or within the seven day grace period as provided under Rule 240:10-3-23. Benefits are denied week ending (- -) only.

NOTE: If one of the Service Centers receives a call inquiring on how to reschedule a missed Profiling Orientation or JSW session, advise the claimant to report to the local office where they were scheduled to resolve the issue. If the non-monetary determination has already been completed the claims taker should inform the claimant of the determination and offer to take an appeal.

Action Required: Inform appropriate personnel immediately.

Questions: Contact Jon Eller at jon.eller@oesc.state.ok.us if you have any questions.

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