

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

Memo

Memorandum # M-06-2010

To: Local Office Managers
From: Ann Pendergraft, Workforce Integrated Programs Division
CC: Area Managers, UI Director, UIEA, OKC Call Center, Tulsa Call Center,
UI Technical Unit
Date: June 17, 2010
Re: Procedures for UI reporting of **REA** (Reemployment and Eligibility
Assessments) No Shows/Incompletes and Rescheduling of **REA**
Services

Notifying UIEA

- All REA Orientation no shows/incompletes should already have the original letter in DocuShare and **must** have services in Oklahoma Job Link marked with the appropriate status and date **before** submitting anything to UIEA (Unemployment Insurance Eligibility Assessment).
- Whenever a claimant has failed to attend or complete a REA Orientation, staff will notify the UIEA that same day by 4 pm.
 - Staff will **only use the designated form** to submit claimants failing (no shows or incompletes) to attend or complete a REA Orientation. The form is available on Inside OESC.
 - REA Orientation No Shows (OES - 0194 E)
- *OES - 0194 E may be emailed (the **preferred method**) or faxed to UIEA.*
 - *Email: PRF/JSW/POE@oesc.state.ok.us*
 - Fax: 405-962-7591
- Since you will be submitting no shows daily if needed, any given day should only have entries for the same date. **Do not submit no shows or incompletes with different dates on a single form letter.**

- *Job Search Workshop No shows or incompletes for REA will be reported using the fax server via the Xerox printer/copiers in the offices the day the service is given or completed.*
 - *The job search letter/form sent to the fax server will generate an automatic notification to the UIEA email box, so no other notification to UIEA is required.*
 - *The no shows for the job search letter/form **must be sent one letter/form at a time.** This is vital to enable UI to complete their process for docusharing.*
 - *The job search letter/form **must** have the client's **social security number** in the "For Office Use Only" field in the upper right portion of the document and "**REA**" **must** be written immediately below the field. This document is also being used with another grant and UI needs to know the difference.*
 - *From the Xerox printer/copier*
 - *Select Network Scanning*
 - *From the Selected Template dropdown select either Kofax or Stream*
 - *Place the job search letter/form face up and press Start*
 - *The documents should go straight to the fax server, but you should receive a confirmation report of failure if it does not. Try the fax server later if you get a failure.*
 - *If you are in a center without a Xerox printer/copier, you will fax the job search letter/forms one at a time to 405-962-7524.*
 - *If the network scanning method is not working the day of submission you will fax the job search letter/forms one at a time to 405-962-7524.*
- **OCAU does not need to be notified of any rescheduled dates for REA 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 REA 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 day (4 p.m.) to finish their assignment.
 - Scenario One: A claimant calls in before their scheduled REA 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 that day emails UIEA 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. UIEA was notified on the scheduled date of service that they failed to report. 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 attend or complete a Job Search Workshop then UIEA is notified the same day.
 - Scenario Three: A claimant who had been assigned to complete a Job Search Workshop – CR101 emails the center the day the assignment is due informing staff that the assignment is incomplete. The claimant is informed that they have until 4 p.m. to complete the CR101. If the assignment is not completed by 4 p.m. then UIEA is notified via the fax server on the Xerox printer after indicating the Job Search Workshop – CR101 as an Unsuccessful Completion in OJL.
- Claimants contacting or arriving at the centers to reschedule a REA 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 REA Orientation or Job Search Workshops will be offered to these claimants at center preferred date and times.

Action Required: Inform appropriate personnel immediately.

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

Ann Pendergraft
Chief, Workforce Integrated Programs

Pete Shipman
Assistant Unemployment Insurance Director