Reemployment Services Procedures

Claimant Orientation Groups

Workers Profiling and Reemployment Services
Reemployment and Eligibility Assessment

July 18, 2013

OKLAHOMA EMPLOYMENT SECURITY COMMISSION

A Proud Partner of Workforce Oklahoma

Oklahoma Employment Security Commission
Reemployment Services Procedures
Claimant Orientation Groups

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OVERVIEW

Claimant orientation groups include Workers Profiling and Reemployment Services (WPRS; also known simply as Profiling) and Reemployment and Eligibility Assessment (REA). Profiling and REA are required reemployment focused services designed to assess a claimant's skill and career goals, establish an employment plan, update job searching skills and provide the claimant with job referrals. If an Unemployment Insurance (UI) customer (also referred to as "claimant") does not complete these required activities, then notifications will be sent to UI according to these procedures.

Following is an outline of the activities and services in each orientation group:

<u>Workers Profiling and Reemployment Services (Profiling)</u>

1. Register customer in Oklahoma Service Link (OSL) and Oklahoma JobMatch (OKJM).

2. Customer takes initial assessments:
    a. KeyTrain Quick Guide
    KeyTrain Quick Guide helps to quickly determine an appropriate path for improving Reading for Information, Applied Mathematics and Locating Information skills.

    b. O*NET Interest Profiler (OKCIS)
    A self-assessment career exploration tool that can help customers discover the type of work activities and occupations that they would like and find exciting. Customers identify and learn about broad interest areas most relevant to themselves and use their interest results to explore the world of work.

    c. O*NET Work Importance Locator (OKCIS)
    A self-assessment career exploration tool that allows customers to pinpoint what is important to them in a job. It helps people identify occupations that they may find satisfying based on the similarity between their work values (such as achievement, autonomy, and conditions of work) and the characteristics of the occupations.

    d. Career Assessment Checklist (CAC)
    Identifies the strongest work-related interests and abilities and verifies the current employment and career goals. Also helps in establishing new goal(s) and deciding what kinds of careers to explore. Assists in completing the employment plan and determining which services may be of most benefit to the customer. The Career Counseling Worksheet (CCW) is used to interpret the results of the CAC and will be reviewed in collaboration with the customer.

3. Staff and customer collaborate to determine employment goal and discuss customized labor market information.

4. Discuss employment goal in detail and complete the BEP/EEP in OSL:
    a. BEP – Basic Employment Plan

Includes discussing/setting employment goal, documenting client initial assessment scores, choosing the type of Job Search Workshop (JSW) and the date it must be completed, and determining the next function in which the customer will participate including recommendations and rationale.

b. EEP – Enhanced Employment Plan
Includes all components of the BEP ***plus*** *the identification of any barriers to achieving the selected employment goal(s), and a plan to overcome such barriers. In addition, the EEP includes documentation of the O*NET Interest Profiler and Work Importance Locator results and any applicable training related information or job search strategies.*

5. Schedule JSW, either online or DVD:
   a. This process occurs in multiple systems, OSL and Glink
   b. Must track completion and record date
   c. Workshop details:
   The online workshop, known as Career Ready 101, and the DVD include information on topics such as online job applications and resume writing as well as soft skills instruction including: work habits, communication skills, workplace effectiveness, business etiquette, and the job search.

6. Additional work involved regarding UI notification of no shows and incompletes related to Job Search Workshop and Profile Orientation:
   a. Both require DAILY notifications to UI
   b. JSW forms must be faxed one at a time
   c. No show/incomplete lists may only reference one orientation date

7. Recap of services provided by the Profiling process:
   All service times are approximate and may vary based on daily staffing levels and each customer's needs. The additional work mentioned in #6 above takes approximately 3 hours per week.

Services	Time per Customer
a. Customer Registration in OSL and OKJM	10 – 30 min.
b. Initial Assessment and Career Guidance	40 min. – 1 hr.
c. Referral to WIA	5 min.
d. BEP, EEP and Customized Labor Market Information	20 – 45 min.
e. Job Search Workshop	DVD: 3 ½ hr. Online: 2 ½ - 7 hrs.
f. RES Orientation (sum of all services in the RES protocol)	4 – 10 hrs.

Reemployment Eligibility and Assessment (REA)

1. Register customer in Oklahoma Service Link (OSL) and Oklahoma JobMatch (OKJM).

2. Customer takes initial assessments:
    a. KeyTrain Quick Guide
    KeyTrain Quick Guide helps to quickly determine an appropriate path for improving Reading for Information, Applied Mathematics and Locating Information skills.

    b. O*NET Interest Profiler (OKCIS)
    A self-assessment career exploration tool that can help customers discover the type of work activities and occupations that they would like and find exciting. Customers identify and learn about broad interest areas most relevant to themselves and use their interest results to explore the world of work.

    c. O*NET Work Importance Locator (OKCIS)
    A self-assessment career exploration tool that allows customers to pinpoint what is important to them in a job. It helps people identify occupations that they may find satisfying based on the similarity between their work values (such as achievement, autonomy, and conditions of work) and the characteristics of the occupations.

    d. Career Assessment Checklist (CAC)
    Identifies the strongest work-related interests and abilities and verifies the current employment and career goals. Also helps in establishing new goal(s) and deciding what kinds of careers to explore. Assists in completing the employment plan and determining which services may be of most benefit to the customer. The Career Counseling Worksheet (CCW) is used to interpret the results of the CAC and will be reviewed in collaboration with the customer.

3. Staff and customer collaborate to determine three employment goals and discuss customized labor market information.

4. Discuss employment goals in detail and complete BEP/EEP/IEGD in OSL:
    a. BEP – Basic Employment Plan
    Includes discussing/setting employment goal, documenting client initial assessment scores, choosing the type of Job Search Workshop (JSW) and the date it must be completed, and determining the next function in which the customer will participate including recommendations and rationale.

    b. EEP – Enhanced Employment Plan
    Includes all components of the BEP ***plus*** *the identification of any barriers to achieving the selected employment goal(s), and a plan to overcome such barriers. In addition, the EEP includes documentation of the O*NET Interest Profiler and Work Importance Locator results and any applicable training related information or job search strategies.*

c. IEGD – Intensive Employment Goal Determination
This is a collaborative process between staff and customer to assist those customers who do not have a clear employment goal(s) or are having difficulty with selecting an employment goal(s). The process uses more in-depth assessment instruments, career exploration, and the use of systematic tools for selecting goals.

5. Schedule JSW, either online or DVD:
   a. This process occurs in multiple systems, OSL and Glink
   b. Must track completion and record date
   c. Workshop details:
   The online workshop, known as Career Ready 101, and the DVD include information on topics such as online job applications and resume writing as well as soft skills instruction including: work habits, communication skills, workplace effectiveness, business etiquette, and the job search.

6. Additional work involved regarding UI notification of no shows and incompletes related to Job Search Workshop and REA:
   a. Both require DAILY notifications to UI
   b. JSW forms must be faxed one at a time
   c. No show/incomplete lists may only reference one orientation date

7. Recap of services provided by the REA customer process:
   All service times are approximate and may vary based on daily staffing levels and each customer's needs. The additional work mentioned in #6 above takes approximately 3 hours per week.

Services	Time per Customer
g. Customer Registration in OSL and OKJM	10 – 30 min.
h. Initial Assessment and Career Guidance	40 min. – 1 hr.
i. Referral to WIA	5 min.
j. BEP, EEP, IEGD and Customized Labor Market Information	20 – 45 min.
k. Job Search Workshop	DVD: 3 ½ hr. Online: 2 ½ - 7 hrs.
l. REA Orientation (sum of all services in the REA protocol)	4 – 10 hrs.

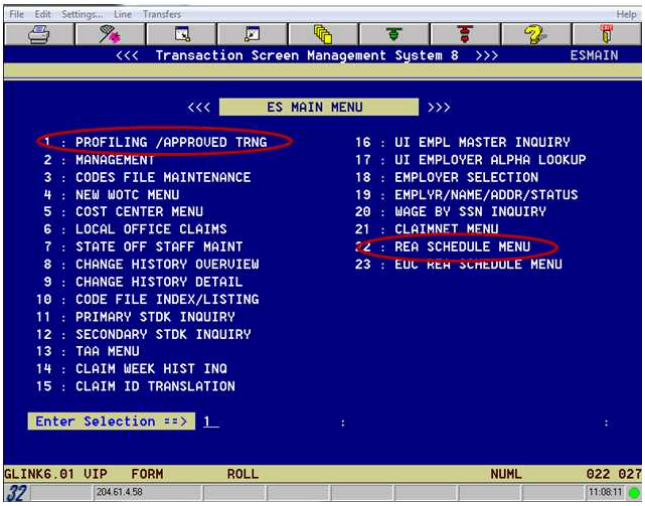
USING GLINK FOR MANAGING CLAIMANT ORIENTATION GROUPS

Scheduling dates for claimant orientation groups is done in GLink. The data from the scheduled groups will be transferred nightly via automated processes from GLink to Oklahoma Service Link (OSL). At this point, a corresponding enrollment link will open in OSL allowing staff to enter the appropriate services according to the group the claimant is attending. These procedures will take you step-by-step through the process of scheduling orientation groups in GLink, entering and updating services in OSL, rescheduling using TabE and the Good Cause process, and notifying the Unemployment Insurance (UI) staff about "no shows" and completed services.

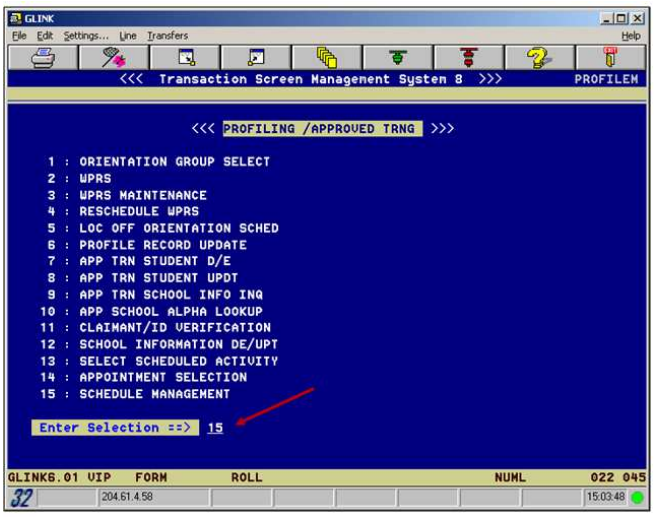
Creating a New Claimant Orientation Group Session

NOTE: Although the following GLink screen shots and related instructions refer to Profiling, the steps you will follow to schedule REA groups are essentially the same.

- From the ES Main Menu, type the number corresponding to Profiling/Approved Trng or REA Schedule Menu depending on the group you wish to schedule.



- From the Profiling/Approved Trng screen, type the number corresponding to Schedule Management in the ENTER SELECTION field and press Enter.



- Type “Orientation” in the ACTIVITY field.

REA Instructions

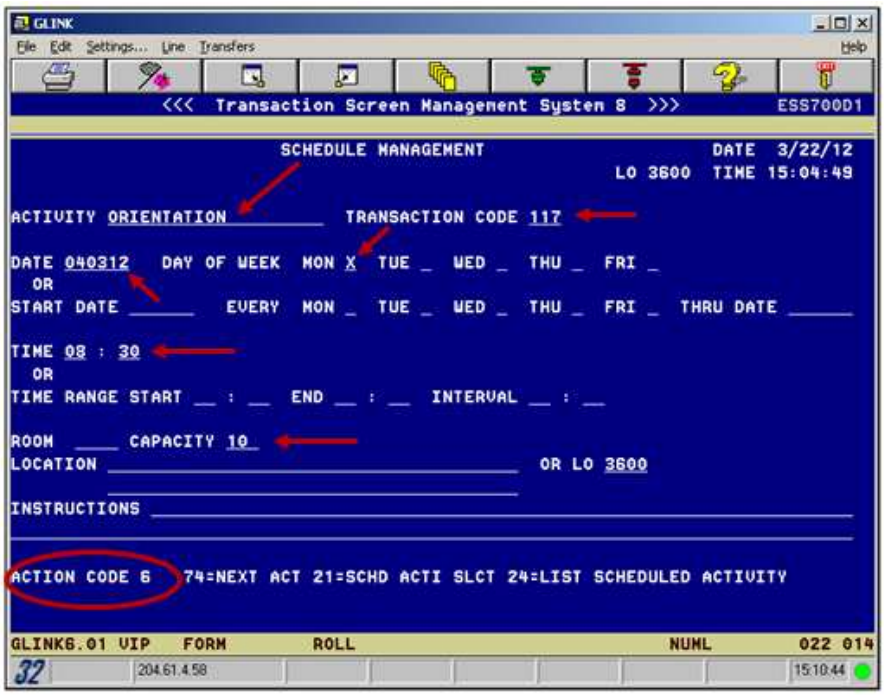
NOTE: For REA groups you will type “Scheduled REA” in the ACTIVITY field.

- Type 117 in the TRANSACTION CODE field.

REA Instructions

NOTE: For REA groups you will type 132 in the TRANSACTION CODE field.

- Then enter the desired date (must be at least 1 week in advance) in the DATE field and put an X by the corresponding day of the week.
- Enter the time of the orientation session and the capacity for the activity.
- Enter the office number in the LO field.
- Enter ACTION CODE 6 to add the activity.



Scheduling Profiling (and REA) in Glink

Step 1: Selecting the Orientation Group

- From the ES Main Menu, select the Profiling/Approved Training (Profiling/Approved Trng) screen option, then the Local Office Orientation Schedule (Loc Off Orientation Sched) screen option. Dates and times for orientation groups will be displayed. Entering Action Code 3 in the bottom left of the screen will allow you to browse forward to find the date for which you need to schedule clients.

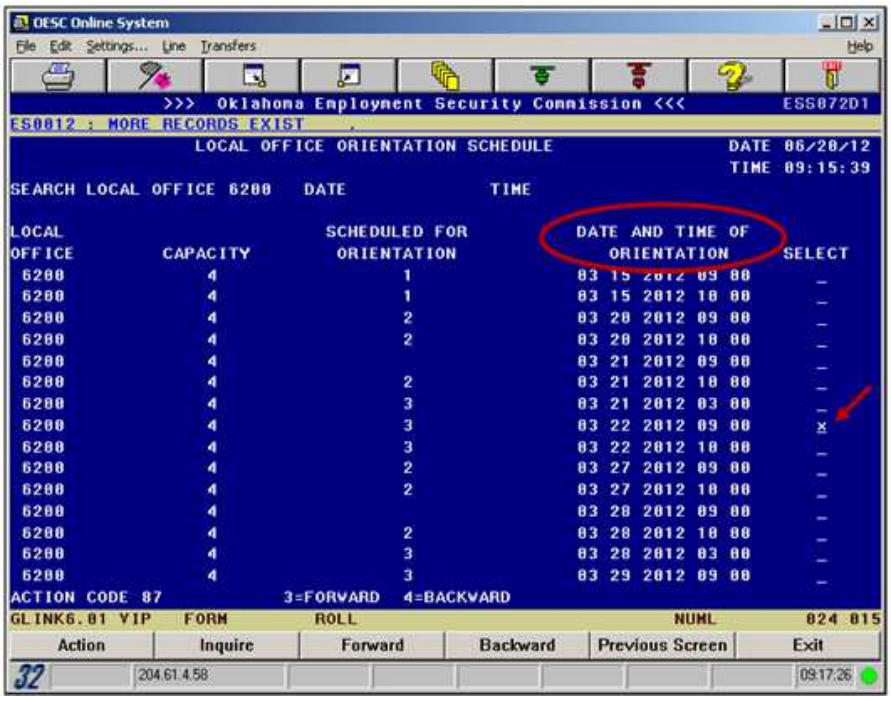
  NOTE: You can view scheduled dates not immediately available on the screen by entering a date. For example, enter 03 01 2012 in the "Date" field to view any scheduled dates beginning in March.

- Place an "X" in the Select column next to the date you would like to schedule. ACTION CODE 87 will take you to the Orientation Group Selection (Orientation Group Select) screen option. Go to Step 2.

REA Instructions

NOTE: ACTION CODE 73 will take you to the REA Group Selection screen option.

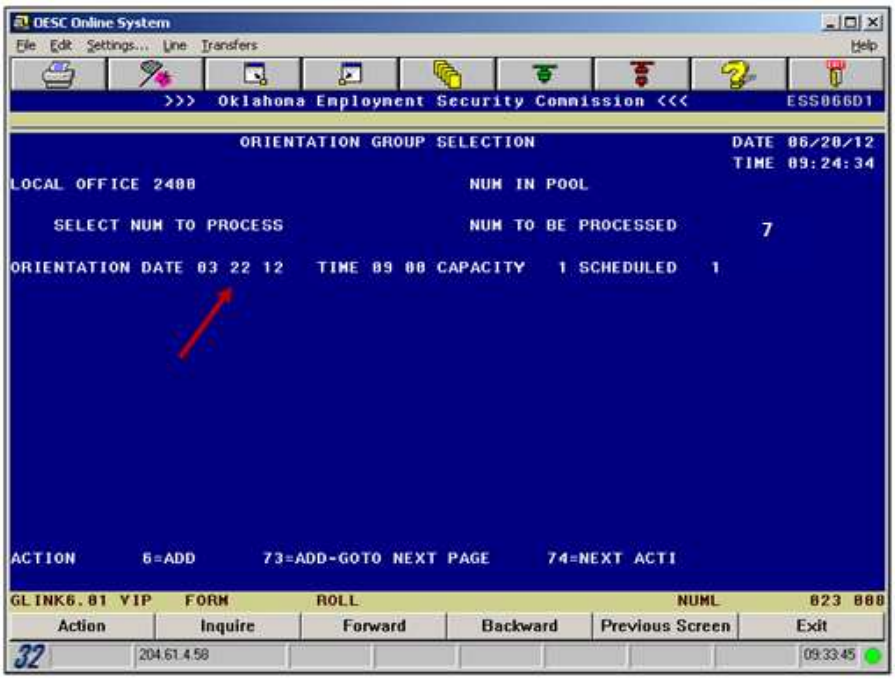
FYI: If you already knew the orientation date existed, you could have gone directly to the Orientation Group Select screen. To do this, from the ES Main Menu select the Profiling/Approved Trng screen option, and then choose the Orientation Group Select screen. Proceed to Step 2.



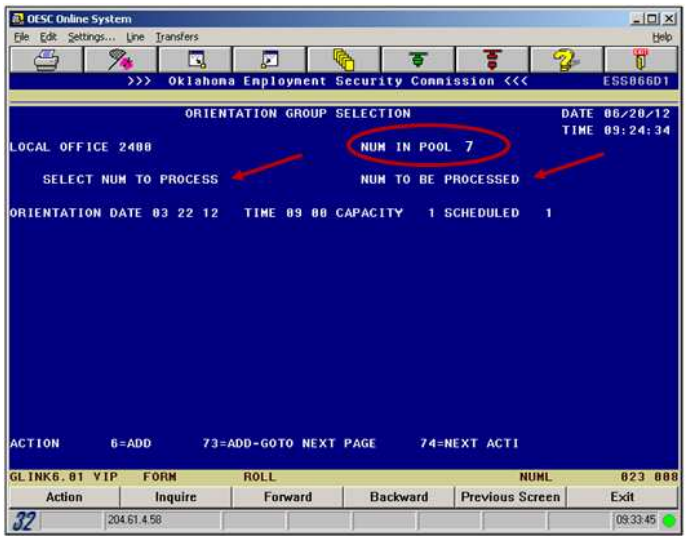
Step 2: Adding Clients from the Pool to an Orientation Group

- Key in the date and time of the scheduled orientation and press "Enter." The Orientation Group Select screen will now display:

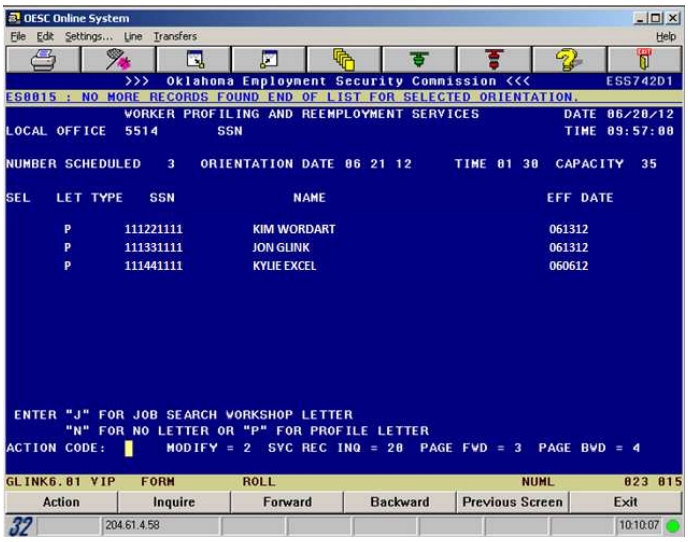
  - The date of the orientation,
  - The time of the orientation,
  - The total capacity of the orientation session, and
  - The number of clients in the pool.



- From the Orientation Group Select screen, enter a number into the Select Number to Process (Select Num to Process) field. This number CANNOT exceed the number in the pool. Press “Enter.”
- The screen will now show the number of applicants to be selected and the number to be processed.



- Enter ACTION CODE 73 to add the selected number of applicants to process. The screen will then advance to the Worker Profiling and Reemployment Services (WPRS) screen. You will now be able to view the applicant schedule.



REA Instructions

NOTE: Enter ACTION CODE 96 to add the selected number of applicants to process when scheduling REA groups.

FYI: Alternatively, you can also enter ACTION CODE 6 to add the designated number of applicants, but you will have to manually go to the WPRS screen. To do this, from the Profiling/Approved Trng menu, select the WPRS screen option.

- Enter the date and time of the orientation group and press “Enter.”
- The names of the clients attending the orientation session will be listed as shown above.

Step 3: Determining the Letter Type for a Client

- Go to Oklahoma Service Link (OSL) to determine if the client has been through the Welcome Function by looking for a Basic Employment Plan (BEP) in the Service and Training Plan (S&T Plan) of the open RES (Reemployment Services) enrollment.
- After determining if the client has been through the Welcoming Unit Function, select the appropriate Letter Type (LET TYPE).

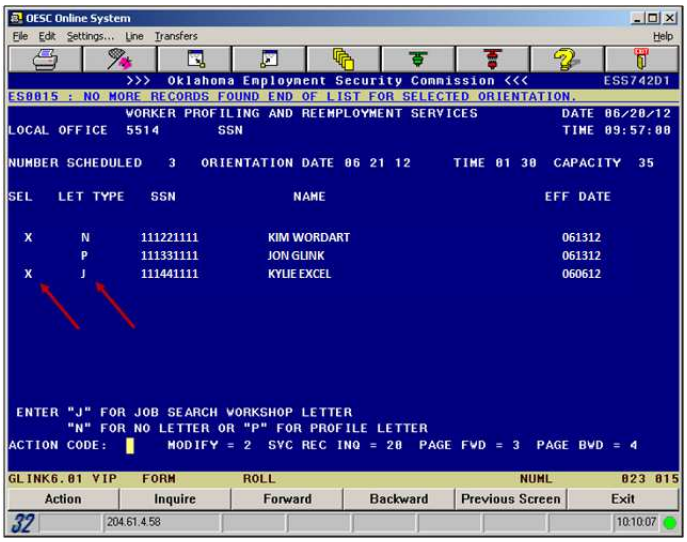
  The options available for the WPRS screen LET TYPE column are:

  - (P) Profile Orientation Letter
  - (J) Job Search Workshop Letter
  - (N) No Letter

> **NOTE:** For those clients who were scheduled for a JSW from GLink – Once the client completes the JSW, you must also enter a completed Profile Orientation service in OSL.
>
> Example:
>
> A Profile Orientation group is pulled for orientation date of 12-28-2011. Client ABC has completed the Welcoming Unit Function (has a BEP), so you choose to send the client a JSW letter. When 12-28-2011 arrives and the customer completes the JSW, go into OSL and mark the client as complete for the Profile Orientation service. In addition, mark those clients that fulfilled the Profile Orientation requirements (Welcome Unit Function) on 12-28-2011 as complete.

- Place an "X" in the Select (SEL) column and change the LET TYPE to P, J, or N as appropriate.
  - If the client has completed the Welcoming Unit Function (Profile Orientation), change the LET TYPE from P to J for Job Search Workshop.
  - If the client has completed both the Welcoming Unit Function and attended the Job Search Workshop, change the LET TYPE from P to N so that the client does not receive a letter.

  NOTE: The LET TYPE column automatically defaults to P, so it is important to check all names for possible changes.



REA Instructions

NOTE: There is no Job Search Workshop (J) letter type for REA groups.

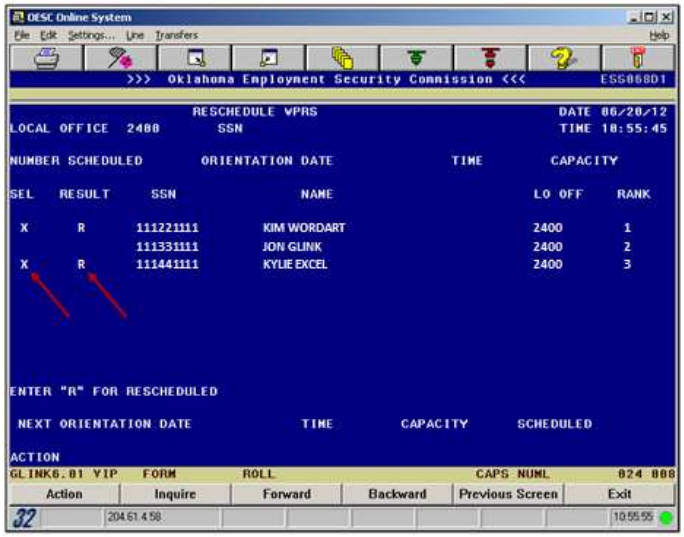
- Enter ACTION CODE 2 to update or modify this screen to reflect the changes. Remember, you may need to page forward to find additional names (ACTION CODE 3). Once you have performed ACTION CODE 2 to update the WPRS screen, press "Enter" and the X will be removed from the SEL column and the LET TYPE column will display your selection. You may make as many changes as necessary but <u>only on the same day you pull the group</u>.

At this point, you have completed all of the GLink steps for this client with regards to scheduling Profiling or REA.

Rescheduling a Group in GLink for Profiling (or REA)

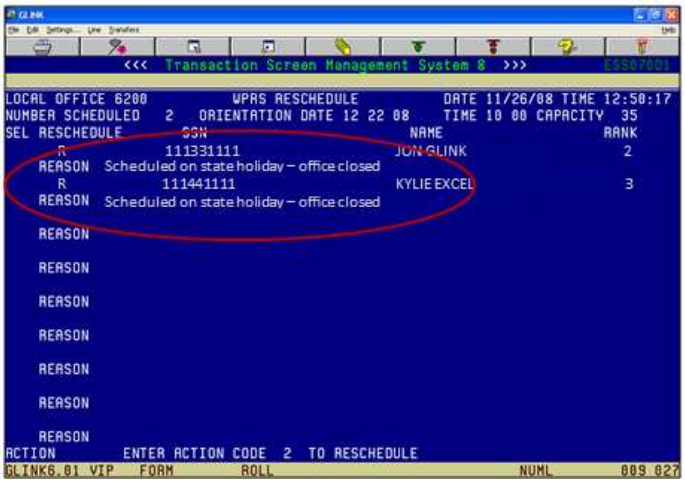
NOTE: Rescheduling in GLink should only be used for an entire group that may have been scheduled in error such as if you scheduled a group on July 4th and then realized we are closed due to a State holiday. You can reschedule as many times as needed **but only on the same day you pull the group.** DO NOT use GLink for rescheduling clients who have no-showed or otherwise requested an alternate appointment for orientation services. These clients will be rescheduled using TabE and the Good Cause process.

- From the ES Main Menu, select the Profiling/Approved Trng screen option, then choose the Reschedule WPRS screen. Fill in the date and time of the orientation, then press "Enter." The names in the group will show on the screen. ACTION CODE 3 will allow you to scroll forward to see more names.



- Place an "X" in the SEL column and an "R" in the RESULT column next to each client's name that needs to be rescheduled. Enter ACTION CODE 2 to advance to the next screen.

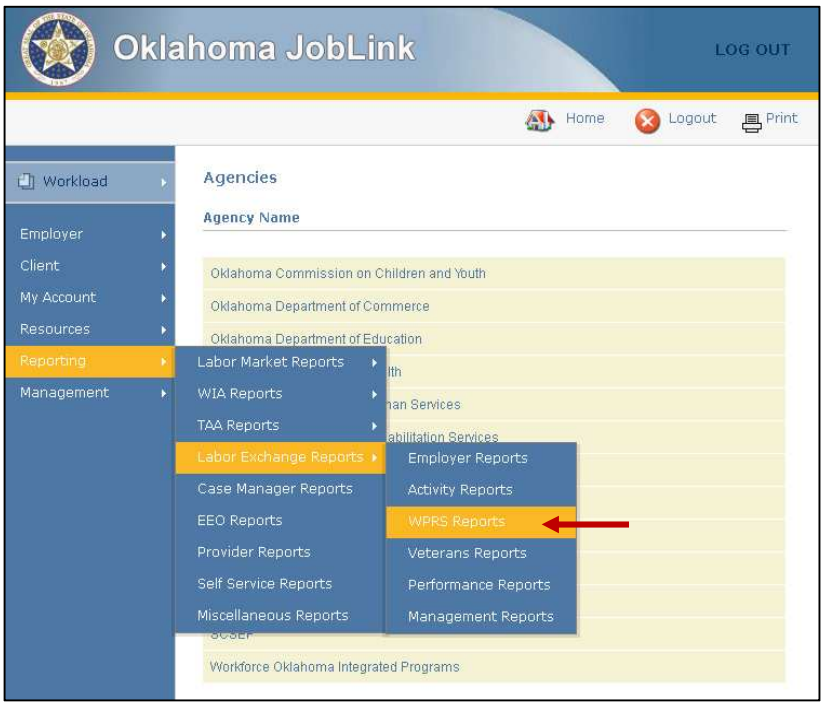
- The next available Orientation Date and Time is displayed at the top of the page. You can change this date and time (must already be in the scheduled date list), however, whichever date is selected you **must** click on the "Enter" button to set the date. Then place an "X" in the SEL column and enter the reason the client is being rescheduled. Enter ACTION CODE 2 to update the screen.



CLAIMANT ORIENTATION GROUPS IN OKLAHOMA SERVICE LINK

Viewing Scheduled Profiling (and REA) Sessions

- To view a PO or REA scheduled group in OSL, navigate the Reporting fly-out on the left-hand side of the home screen to Labor Exchange Reports and then to WPRS Reports.



- From the WPRS Reports screen, click on the RES Call In link and select the format you would like (Excel or html). The results will be in order by office and date and will identify job seekers by Participant ID and name. Clients will remain on the list until the status of the orientation is changed to something other than "Scheduled." Clicking on the Participant ID number will take you to the Case Details screen for that client. The list may be printed or saved as a Microsoft Excel file on your PC.

NOTE: A participant ID of "0" on the report indicates that the client is not registered in OSL.

RES Call In Report -- Printed 11/13/2012

Part ID	Client Name	Office	Call in Date	Call in	Failed to Report
999888	Smith, John	Ada Workforce Center	10/18/2012	0300pM	Yes
888777	Smith, Jim	Ada Workforce Center	10/24/2012	0300pM	
555777	Smith, Jason	Ada Workforce Center	10/24/2012	0300pM	
111999	Smith, Jonas	Ada Workforce Center	10/24/2012	0230pM	
888555	Smith, Leah	Ada Workforce Center	10/24/2012	0330pM	
333777	Smith, Ladonna	Ada Workforce Center	10/24/2012	0230pM	
222999	Smith, LeeAnn	Ada Workforce Center	10/31/2012 (EUC)	1000aM	Yes
444888	Smith, Lisa	Ada Workforce Center	10/31/2012 (ERR-res)	0900aM	Yes

Entering Claimant Orientation Group Results

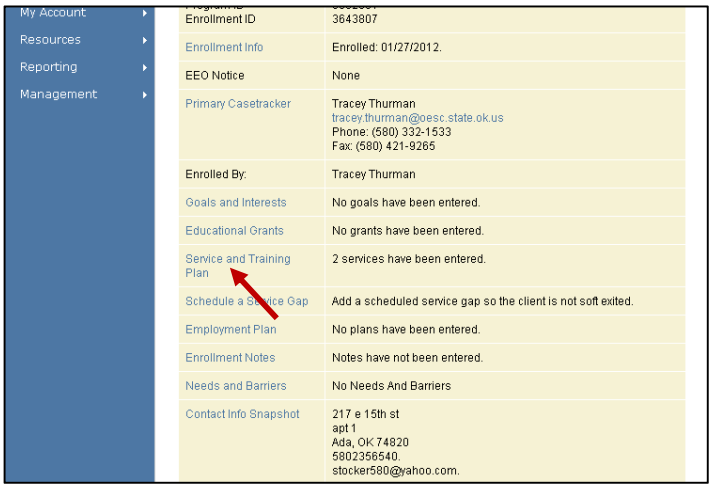
- Either working from a printed list of PO or REA for your office or by clicking on the Participant ID, you will pull up the Case Details page for a job seeker. Scroll down to the client's "Program Registrations" section. **You can identify that a given job seeker is receiving a claimant orientation group in OSL because they will have an open enrollment in Reemployment Services for a given office**.

- **Notice that there is a corresponding locked link for the Job Service program registration**. When reemployment services and UI requirements are completed, the open Reemployment Services link will close and the locked link for the Job Service program enrollment will reopen.

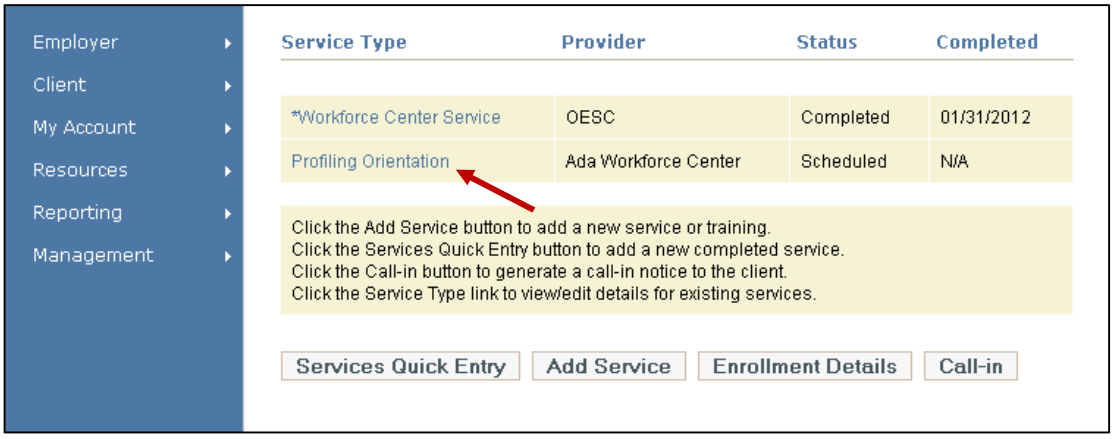
  NOTE: Services for job seekers are always either recorded in the Job Service or Reemployment Services program registration, whichever program has the open link.

- As stated previously, PO and REA scheduling will initially be done in GLlink, transferred to OSL overnight, and be visible in the job seeker's S&T Plan the following day.

- To enter the results for a job seeker's PO or REA, or to make any changes, from the Reemployment Services program registration and **click on the link for the S&T Plan**.



- Click on the Profiling Orientation or REA Orientation link that has a status of "Scheduled" (or any other status as appropriate to the individual situation).



- Change the status to "Completed," "Failed to Report," or "Waived." **"Waived" should only be used if the job seeker has already had a Profiling or REA recently (within the last ninety days) or has returned to work.**

NOTE: If an orientation session has been scheduled in GLink and the appropriate enrollment does not open in OSL, you may contact Pam Hoskins at pam.hoskins@oesc.state.ok.us or Jon Eller at jon.eller@oesc.state.ok.us for further assistance.

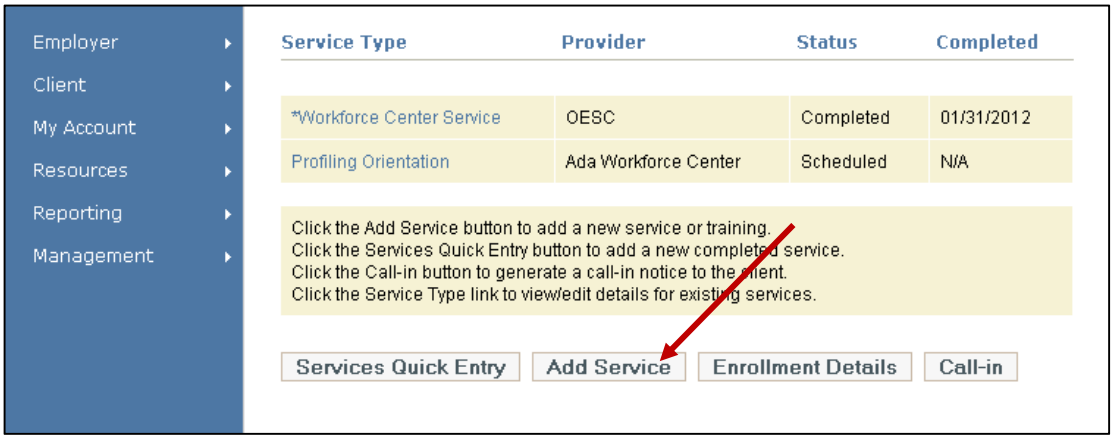
JOB SEARCH WORKSHOP IN OKLAHOMA SERVICE LINK

The steps for entering and updating Job Search Workshops are similar to those for Profiling Orientation in OSL. However, all Job Search Workshops are entered and managed from OSL instead of GLink.

Entering a Job Search Workshop Service

- To enter a Job Search Workshop for a job seeker, scroll down to the bottom of the client's Case Details screen and click on the S&T Plan link under the open Reemployment Services program registration.

- From the S&T Plan screen, click the "Add Service" service link.

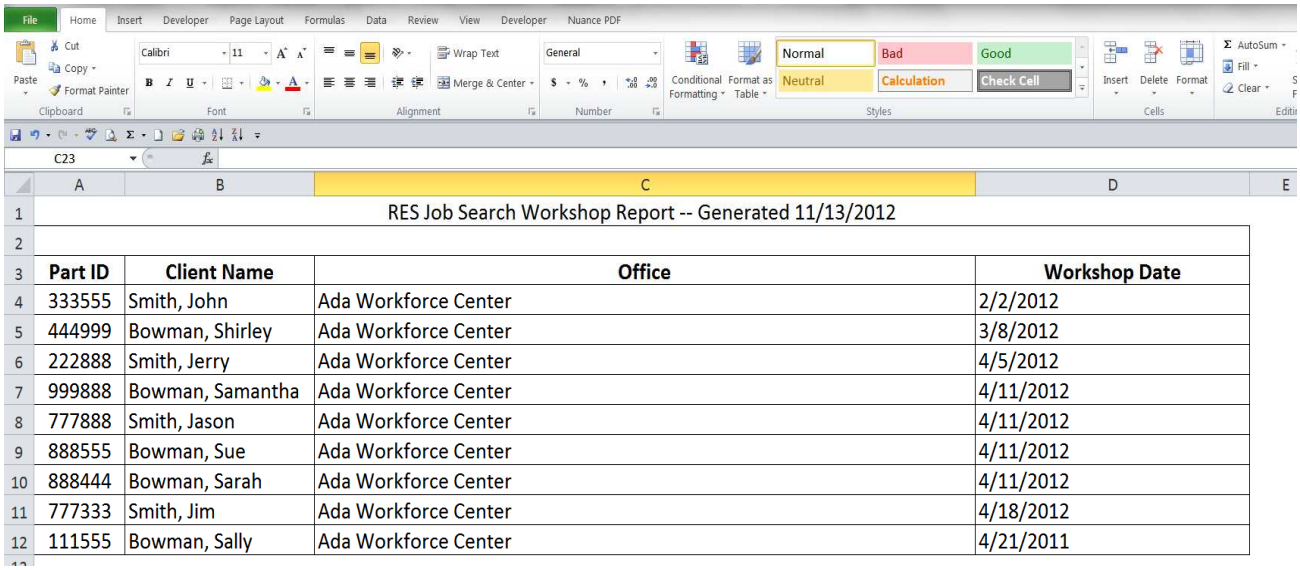


- Select the Service Type as "Job Search Workshop - DVD" or "Job Search Workshop – CR101" and the Status as "Scheduled."
- Enter estimated start and end dates in the Est. Start and Est. End fields. **Customers are only allowed seven days to complete the JSW – CR101**.
- All other fields may be left blank. Click "Add."

Viewing Scheduled Job Search Workshops

- To view a group of scheduled Job Search Workshop job seekers in OSL, navigate the Reporting fly-out on the left-hand side of the home screen to Labor Exchange Reports and then to WPRS Reports.

- From the WPRS Reports screen, click on the Job Search Workshop Report – Statewide link. The results will be in Excel format and will be in order by office and date and identify job seekers by Participant ID and name. Clients will remain on the list until the status of the Job Search Workshop is changed to something other than "Scheduled." Clicking on the Participant ID number will take you to the Case Details screen for that client. The list may be printed or saved as a Microsoft Excel file on your PC.



RES Job Search Workshop Report -- Generated 11/13/2012

Part ID	Client Name	Office	Workshop Date
333555	Smith, John	Ada Workforce Center	2/2/2012
444999	Bowman, Shirley	Ada Workforce Center	3/8/2012
222888	Smith, Jerry	Ada Workforce Center	4/5/2012
999888	Bowman, Samantha	Ada Workforce Center	4/11/2012
777888	Smith, Jason	Ada Workforce Center	4/11/2012
888555	Bowman, Sue	Ada Workforce Center	4/11/2012
888444	Bowman, Sarah	Ada Workforce Center	4/11/2012
777333	Smith, Jim	Ada Workforce Center	4/18/2012
111555	Bowman, Sally	Ada Workforce Center	4/21/2011

Entering Job Search Workshop Results

- To enter the results for a Job Search Workshop for a job seeker, scroll down to the bottom of the client's Case Details screen and click on the S&T Plan link under the open Reemployment Services program registration.

- Click on the Job Search Workshop link that has a status of "Scheduled" (or any other status as appropriate to the individual situation).

- Change the status to "Completed," "Failed to Report," or "Waived." "Waived" should only be used if the job seeker has already had a PO or REA recently or has returned to work.

NOTIFYING THE OKC CLAIMS ADJUDICATION UNIT (OCAU)

Notification Process for Original No Shows/Incompletes

The OCAU must be notified when claimants do not attend or complete the required claimant orientation group activities. The following instructions apply to the original no show or unsuccessful completion. **If you are notifying OCAU about a claimant who has RESCHEDULED their original appointment and later completed services, please follow the Good Cause process identified later in this document.**

- Profiling, REA, and JSW no shows/incompletes will be reported DAILY by **notifying the OCAU by 4 p.m. if possible, but ALWAYS on the same day the claimant has failed to attend or complete** during the week.
- Profiling or REA no shows/incompletes **will be reported using the designated form –** *Attachment A, RES Procedures: No Shows/Incompletes (OES-842E).* This form is also available on Inside OESC.
  - *OES-842E* may be emailed (**the preferred method**) or faxed to the OCAU.
    - ✓ Email: PRF/JSW/POE@oesc.state.ok.us
    - ✓ Fax: 405-962-7591
- JSW no shows or incompletes **will be reported using the designated form –** *Attachment B, Reemployment Activity form (OES-801).* This form is also available on Inside OESC. **These forms will be faxed via the Xerox printer/copiers in the offices.**
  - UI will be notified when form *OES-801* is sent to the fax server so no other notification will be required.
  - The no shows for form *OES-801* **must be sent one at a time.** This is vital to enable UI to complete their process for docusharing.
  - The *OES-801***must** have the client's **social security number** in the designated field and the appropriate box indicating Profiling or REA **must** be checked. *Profiling and REA are separate grants and UI needs to know the difference.*
- Instructions for sending forms from the Xerox printer/copier are as follows:
  - Select Network Scanning
  - From the Selected Template dropdown select either Kofax or Streem
  - Place the Reemployment Activity 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 Reemployment Activity 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 Reemployment Activity forms one at a time to 405-962-7524.
- Original letters are automatically in Docushare for Profiling and JSW scheduled from GLink**.**
  - 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 *RES Procedures: No Shows/Incompletes (OESC-842E)* for each group. **Do not submit any no shows or incompletes with multiple dates on a single form**.

RESCHEDULING AND THE GOOD CAUSE PROCESS

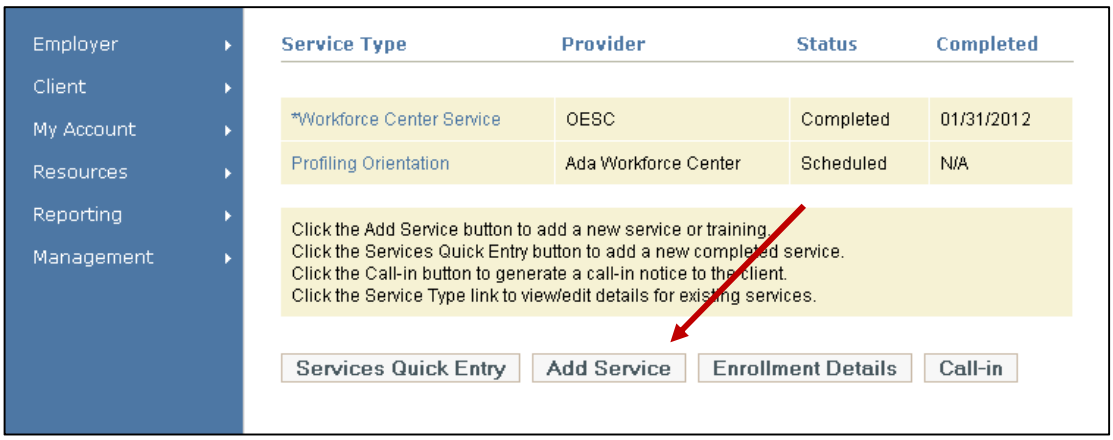
Individual claimants may reschedule their orientation groups. There are two basic reschedule scenarios: 1) a claimant no shows/fails to report and calls afterward to reschedule or 2) a claimant calls prior to their scheduled appointment and wishes to change the date. In either case, OESC must know why the originally scheduled appointment was missed or cannot be kept. **This reason will be recorded including very specific details** in TabE and then staff will send an email to the Good Cause email box. In general, claimants may only be rescheduled one time due to a major extenuating circumstance such as death in the immediate family, severe illness, or a job interview.

A basic overview of the steps in the Good Cause process follows:

1. Select an available date for rescheduling.
2. Ask the claimant why they cannot or did not attend the originally scheduled appointment. **Get details and be specific**; we must record this reason in TabE.
3. Enter an enrollment note in OSL on the Reemployment Services Enrollment Details screen stating the reason the claimant did not attend the scheduled appointment.
4. Mark originally scheduled services as either "Failed to Report" or "Rescheduled" in OSL.
5. Find the **EREA Requirements** statement in TabE. *Enter the group that was missed, the reason the claimant wishes to reschedule services, and the date of the newly scheduled appointment.* Then click **Update, No Issue** because we are only noting the reason for non-attendance, not stopping the claim.
5. Update the Claim Record Card (CRC) in TabE.
6. Email the "Good Cause" email box.

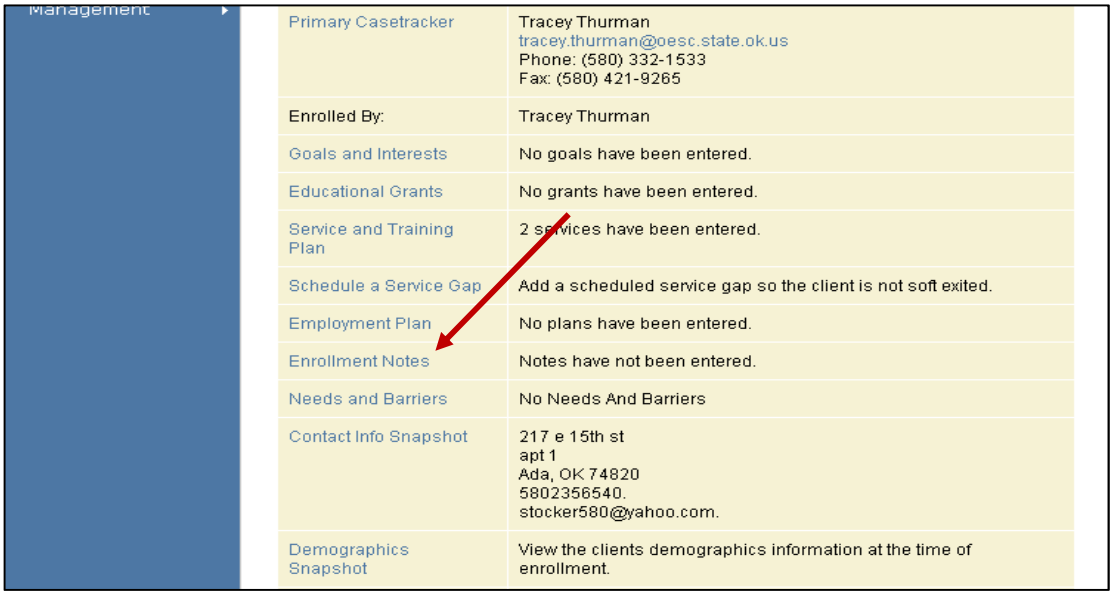
<u>Updating All Original Services in OSL</u>

- Change the status of the originally scheduled group to "Failed to Report" or "Unsuccessful Completion."
- From the S&T Plan screen, click the "Add Service" link.



- Select the appropriate Service Type and set the Status as "Rescheduled."

- "Yes" must be selected for the Mandatory question.
- Enter estimated start and end dates in the Est. Start and Est. End fields.
- All other fields may be left blank. Click "Add."
- On the Reemployment Services Enrollment Details screen in the Enrollment Notes section, enter the name of the group, the date and time of the rescheduled appointment, and the reason for rescheduling.

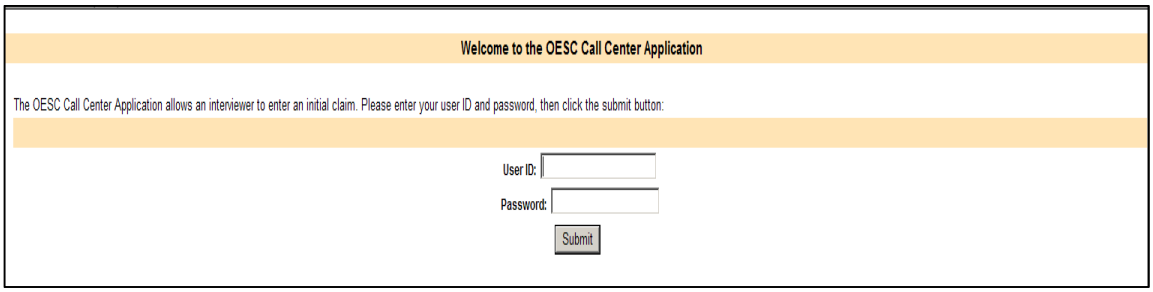


<u>Entering the Reason for Rescheduling in TabE</u>

The reason a claimant wishes to reschedule a claimant orientation group will be recorded by taking a Fact Finding statement in TabE. The statement will be used to determine whether the claimant had good cause for failing to attend the required service. The goal is to take one statement that can be used to either allow us to continue paying the claimant or to deny the claimant for failing to show good cause for requesting a reschedule. **Details are important** when taking Fact Finding statements about a claimant's non-attendance, especially dates; both from and through. **Think about the "5 W's" – who, what, when, where, and why – when asking questions to ensure you get a complete Fact Finding statement.**

The following instructions will take you through entering a statement in TabE:

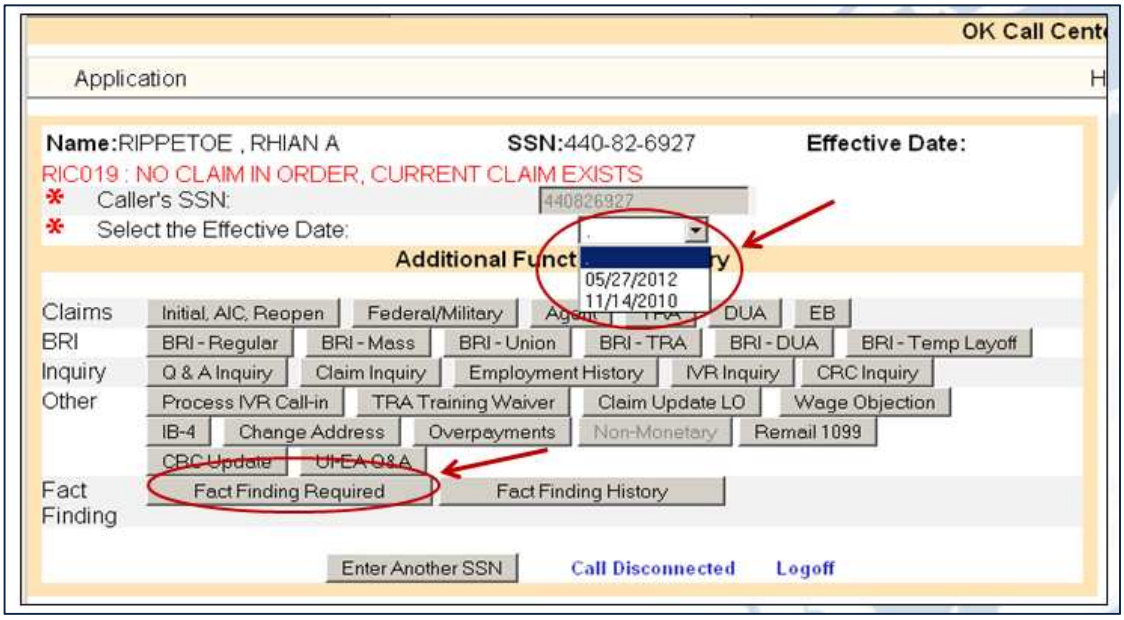
- TabE web address: http://okclaims.oesc.state.ok.us/okcallcenter/uerlogin.aspx. Your username and password are the same as GLink.



- Once you log in to TabE, enter the claimant's SSN in the appropriate field.

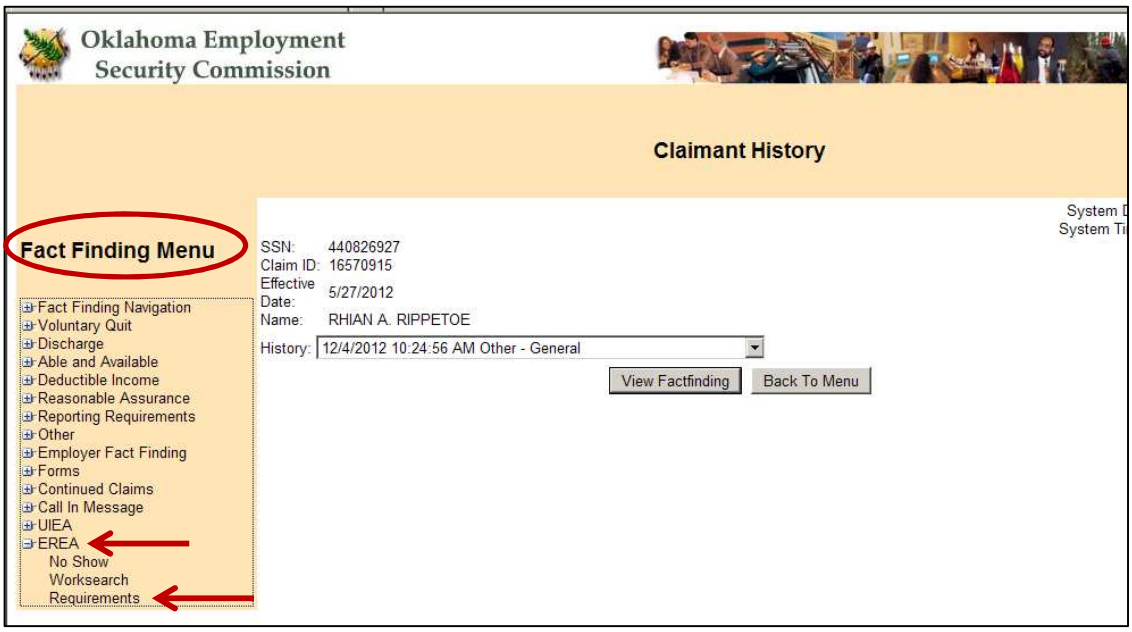
- It is critical to identify the correct claim effective date before taking a statement in TabE. To help ensure that you have the correct date, refer to the list of scheduled customers from GLink and make note of the correct claim effective date.

- Once you have identified the correct effective date, you will then select the correct date from the dropdown menu and then select the <u>Fact Finding Required</u> button to view the <u>Fact Finding Menu.</u>

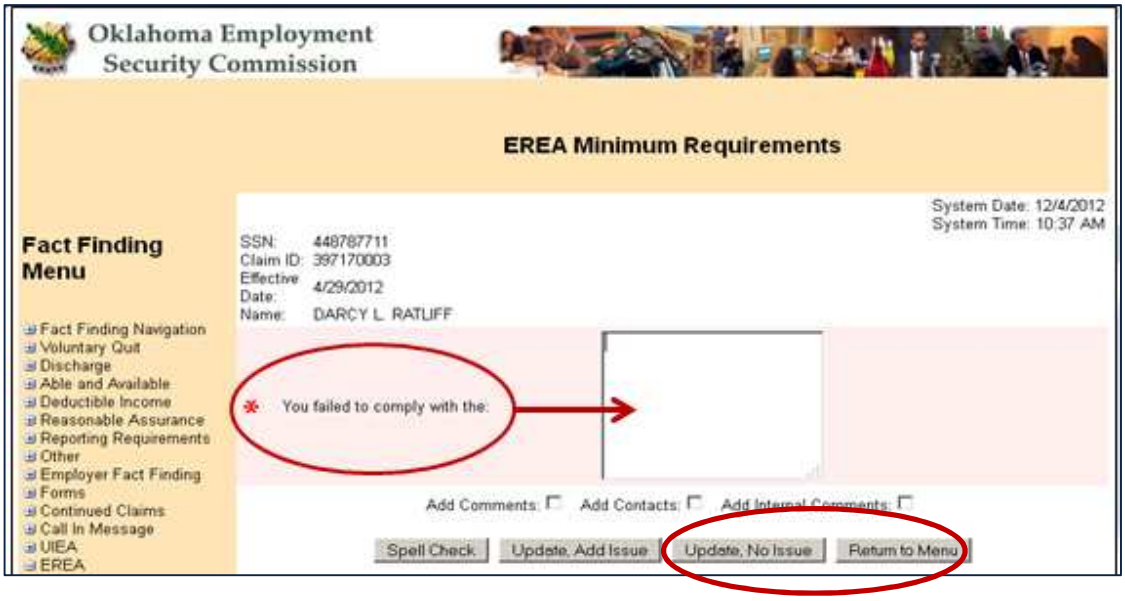


- Click on the plus sign (+) next to EREA on the <u>Fact Finding Menu</u>

- Then click the "Requirements" link to reveal the **EREA Requirements** statement

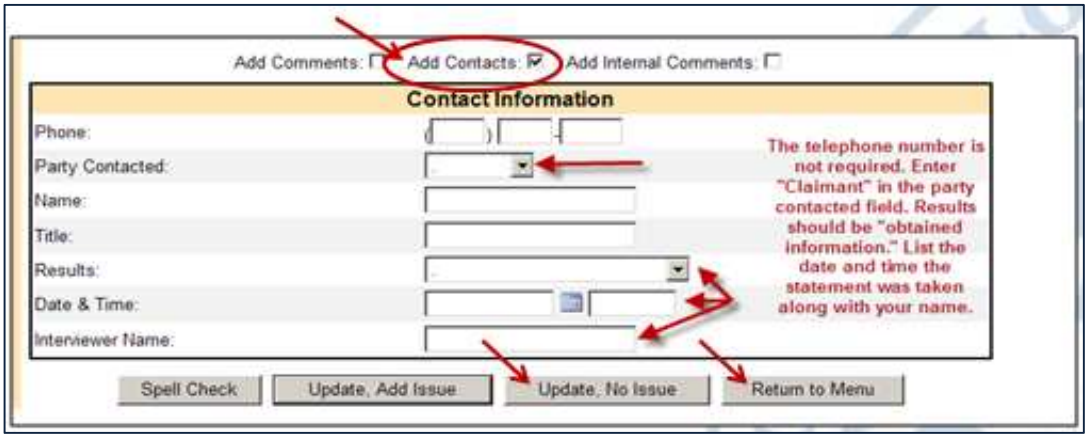


- Enter the following information in the open text field of the <u>EREA Requirements</u> statement:
  - The name and date of the group that was missed
  - The claimant's reason for rescheduling, and
  - The date of the newly scheduled appointment.
- Once this information is entered click <u>Update, No Issue</u>
- And then click the <u>Return to Menu</u> button

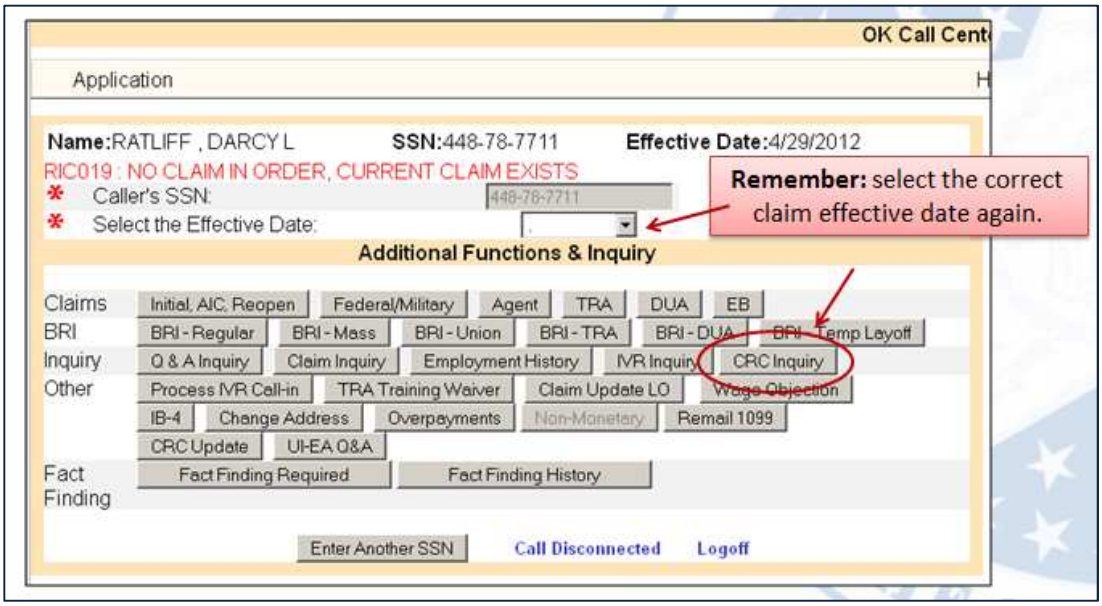


- Next, place a check mark in the Add Contacts box and enter the following information:
  - **Party Contacted:** enter claimant's name

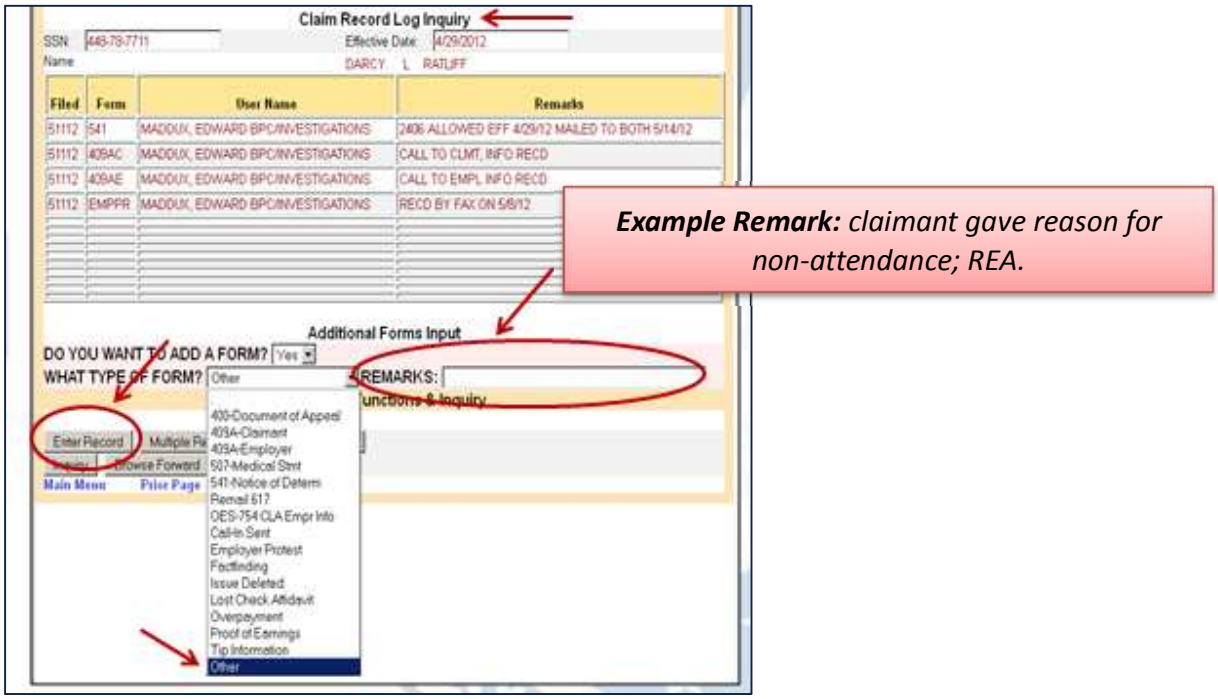
- **Results:** enter “obtained information”
- **Date and Time:** enter date and time you entered the statement
- **Interviewer Name:** enter your name



- Now you must update the Claim Record Card (CRC)
- From the Additional Functions & Inquiry screen, click the CRC Inquiry button to update the CRC also known as the claim record log.



- Select “Yes” on the drop-down for the question “Do you want to add a form?”
- Select “Other” on the drop-down for the question What type of form? and enter the words “claimant gave reason for non-attendance; (enter either PO, REA, or JSW)” in the Remarks field.
- Click the Enter Record button. The **entered statement will now appear at the top** of the Claim Record Log Inquiry.
- You are now finished with TabE.



Good Cause Email Box

After you enter the statement in TabE recording the reason for non-attendance, you must send an email. All emails go to goodcause@oesc.state.ok.us and must include the following in the Subject Line of the email:

- The name of the group i.e. PO, REA, or JSW
- First and Last Name
- SSN

The body of the email should simply read: "Took statement in TabE." If a claimant is not registered in OSL, you must also include the statement "not registered in OSL" in the body of the Good Cause email. Send all Good Cause emails DAILY noting that you **must send a separate email for each claimant**.

Notification Process After a Reschedule

- Email a list of call-ins *who formerly "no showed" and have now* completed/attended to goodcause@oesc.state.ok.us **DAILY**. Send separate emails for each claimant. This applies to all groups – PO, REA, and JSW!

  Staff must use the following call-in format:
  - Subject line of email: Call-In Attendance for **(Enter Group Name Here)**
  - Body of email: ssn, first and last name, and date completed

  NOTE: The S&T Plan in OSL must be updated and all appropriate services marked as completed **before** emailing any lists.

You have now completed all of the TabE and Good Cause Process steps for this client with regards to rescheduling Profiling or REA.

If you have questions about these procedures, please contact Kim Braddy at 405-557-5394, kim.braddy@oesc.state.ok.us or Shea Cook at 405-557-5394, shea.cook@oesc.state.ok.us.

Date of Group: _____

Local Office Number: _____

☐ REA

☐ Profiling

Reemployment Services: No Shows/Incompletes

Social Security Number	Name	Not Registered in OSL	No Show	Incomplete
		Place an "X" in the appropriate column(s) below.		

Reemployment Activity Form

Today's Date:

For Office Use Only –

Enter Client's SSN: _____

☐ Customer **DID NOT COMPLETE** the JSW in the required timeframe. ☐ Customer was a **NO SHOW** for the JSW.

(Staff: Enter Client's contact information from OSL in this box.)

☐ **Profiling**

☐ **REA**

As a requirement of your Unemployment Insurance claim for benefits you must participate in **Reemployment Activities** to continue to receive benefits. These activities are designed to help you get back to work more quickly and enhance your understanding of the job market.

You are scheduled for the following reemployment activity as indicated by the checked boxes:

☐ **Job Search Workshop – DVD (facilitated DVD session at the Center)**

Date: Location: Time:

☐ **Job Search Workshop – CR 101 (online instruction modules)**

Complete by this date:

- You must contact this center by email or phone to verify your completion of this online job search course within the required timeframe.

  Email to:
  Telephone:

- See additional sheet for complete instructions.

Participation in this activity is required by law and failure to comply will result in a denial of your unemployment benefits. *If you cannot complete due to extenuating circumstances, you must contact this office prior to the scheduled date. If you return to work prior to the date of the workshop, you will need to contact this office to report the date you returned to work and the name of your employer.*

Customer Signature _____ Date _____

Our workforce center staff can help you develop an enhanced employment plan to take advantage of a large selection of additional services including skills enhancement services, training, and job referral. Although this activity is not required, it can be very beneficial to you. If you wish to schedule an appointment, please let us know.

Thank you,

Office Name: _____

Office Phone Number: _____