EUC & TabE

At a Glance

What's new is EUC?

- Payments made on or after March 31, 2013
- 10.7% reduction in weekly benefits
- Website has a benefit reduction calculator
- Notices are being sent to the active EUC recipients

TabE Fact Finding Statements

- Holds the claimant accountable
- Puts a stop to habitual re-schedulers
- Other issues may arise from questioning
- Details make a difference!

EUC and TabE Refresher

WHAT'S NEW IN EUC?

Thousands of jobless workers in Oklahoma receiving federal Emergency Unemployment Compensation (EUC) will see a reduction in their weekly benefits because of sequestration. EUC is a federally funded benefit for long-term unemployed workers who exhaust regular state unemployment insurance (UI) benefits. Due to sequestration-forced budget cuts, payments of EUC made on or after March 31, 2013, must be reduced by 10.7 percent. The Oklahoma Employment Security Commission (OESC) is sending notices to the active EUC recipients impacted by these cuts.

- EUC was first established in July 2008 to help the long-term unemployed as they continued to look for work.
- When individuals exhaust regular state unemployment benefits, eligible claimants can then collect EUC benefits for a maximum of 14 weeks.
- EUC is paid entirely by the federal government and doesn't impact the trust fund that Oklahoma uses to pay regular unemployment benefits.

For more Information:

- ◊ www.oesc.ok.gov
- ◊ **Resources For**, then **Job Seekers**, then **Unemployment Benefits**
- ◊ See the Benefit Reduction Calculator on the website

PLEASE NOTE!

Regular state-funded unemployment insurance benefits will not be affected by sequestration.

TabE Fact Finding Statements

Be inquisitive! When a claimant calls to reschedule an orientation group make sure that you are asking all the right questions. The more information the adjudicator has, the easier it will be for them to make a decision on the claim, thus making the process much quicker for everyone involved!

Following are some questions you might ask when a claimant calls and says:

I never received the letter/notice —

- Do you want to reschedule? (Set up a date and time)
- Is the claimant's address correct according to the TabE? (This is a good time to verify their address in OJL)
- Has the claimant received other mail?
- How did the claimant discover he needed to attend this group?

I am not able to attend the session —

- What was the issue that caused inability to attend?
- How long did this issue last? (make sure you get the exact dates they had the issue)
- Did the claimant complete his/her work search during this time?
- Has the claimant rescheduled before? Why?

Why do we have to ask so many personal questions?

When asking claimants why they need to reschedule an orientation or why they weren't able to attend their scheduled group it is important to remember that we aren't trying to pry into their personal business, but rather need to have the facts to be able to make informed decisions regarding their benefits. Asking some of the tougher questions will hold the claimant accountable, will often put a stop to habitual re-schedulers, and other issues could possibly arise from your questioning!

What do I say?

When entering statements in TabE you should never make any personal observations. Remember to ask the 5 "W's" when gathering information. The claimant must be able and available to seek and accept work, so specific dates that they were unavailable are important. Generalized statements mean UI must continue to investigate which could mean a DELAY in benefits being released. Also remember that statements are considered a legal document and part of the claim. Additionally, statements cannot be deleted, so if you should need to make any corrections you will simply add a new statement.

Remember!!

⇒ Fact Finding Statements are only taken for reschedules.
⇒ Fact Finding Statements must be specific and have dates, both from and thru.

WHAT DO I DO WHEN A CLAIMANT "NO SHOWS"?

- Update the service and training plan as "failed to report"
- Add an issue on **EUC claims ONLY**
- Process all other orientation "no shows" as usual

"NO SHOWS" ARE PROCESSED ACCORDING TO THE FOLLOWING PROCEDURES:

Profile Orientation (PO) and Job Search Workshop (JSW):

"No shows" are reported via email (PRF/JSW/POE@oesc.state.ok.us) at the **end of each week**.

Reemployment Eligibility Assessment (REA):

"No shows" are reported via email (PRF/JSW/POE@oesc.state.ok.us) at the **end of each day**.

Emergency Unemployment Compensation (EUC):

"No shows" are reported by adding an issue in TabE at the **time of occurrence.**

NOTE:
Only EUC related no shows are reported by adding an issue.
NO other orientation activities will have issues added in TabE!

This is a very important reminder for staff because issues are being added in error statewide!

NOTE!

Local Workforce Center staff DO NOT remove EUC issues!

HELPFUL DOCUMENTS

Q&A—Good Cause Procedures

Fact Finding Basics

TabE Statements—Additional Info Needed

Service & Training Plan Sample — Scenario 1

Step One

Claimant is scheduled in GLink, enrollment has opened & services are auto-generated the first time only.

Review of Work Search Eligibility—EUC	Scheduled
Initial Assessment—EUC	Scheduled
Career Guidance—EUC	Scheduled
Customized LMI—EUC	Scheduled
Orientation to One-Stop Services—EUC	Scheduled
Basic Employability Plan—EUC	Scheduled
Referral to WIA Services—EUC	Scheduled

Step Two

Claimant FTR for the originally scheduled appointment, calls afterwards and requests a reschedule.

Review of Work Search Eligibility—EUC	Rescheduled
Review of Work Search Eligibility—EUC	Failed to Report
Initial Assessment—EUC	Failed to Report
Career Guidance—EUC	Failed to Report
Customized LMI—EUC	Failed to Report
Orientation to One-Stop Services—EUC	Failed to Report
Basic Employability Plan—EUC	Failed to Report
Referral to WIA Services—EUC	Failed to Report

Step Three

Claimant attends rescheduled appointment and completes all services.

NOTE: This reflects how the S&T plan should look at the end of Scenario 1.

Review of Work Search Eligibility—EUC	Completed
Initial Assessment—EUC	Completed
Career Guidance—EUC	Completed
Customized LMI—EUC	Completed
Orientation to One-Stop Services—EUC	Completed
Basic Employability Plan—EUC	Completed
Referral to WIA Services—EUC	Completed
Review of Work Search Eligibility—EUC	Rescheduled
Review of Work Search Eligibility—EUC	Failed to report
Initial Assessment—EUC	Failed to report
Career Guidance—EUC	Failed to report
Customized LMI—EUC	Failed to report
Orientation to One-Stop Services—EUC	Failed to report
Basic Employability Plan—EUC	Failed to report
Referral to WIA Services—EUC	Failed to report

Service & Training Plan Sample — Scenario 2

Step One

Claimant is scheduled in GLink, enrollment has opened and services are auto-generated the first time only.

Review of Work Search Eligibility—EUC	Scheduled
Initial Assessment—EUC	Scheduled
Career Guidance—EUC	Scheduled
Customized LMI—EUC	Scheduled
Orientation to One-Stop Services—EUC	Scheduled
Basic Employability Plan—EUC	Scheduled
Referral to WIA Services—EUC	Scheduled

Step Two

Claimant calls before the originally scheduled appointment and requests a newly scheduled appointment.

Review of Work Search Eligibility—EUC	Scheduled
Review of Work Search Eligibility—EUC	Rescheduled
Initial Assessment—EUC	Rescheduled
Career Guidance—EUC	Rescheduled
Customized LMI—EUC	Rescheduled
Orientation to One-Stop Services—EUC	Rescheduled
Basic Employability Plan—EUC	Rescheduled
Referral to WIA Services—EUC	Rescheduled

Step Three

Claimant attends the newly scheduled appointment and completes all services.

NOTE: This reflects how the S&T plan should look at the end of Scenario 2.

Review of Work Search Eligibility—EUC *This service was previously marked as scheduled. The status was updated to reflect complete.	Completed
Initial Assessment—EUC	Completed
Career Guidance—EUC	Completed
Customized LMI—EUC	Completed
Orientation to One-Stop Services—EUC	Completed
Basic Employability Plan—EUC	Completed
Referral to WIA Services—EUC	Completed
Review of Work Search Eligibility—EUC	Rescheduled
Initial Assessment—EUC	Rescheduled
Career Guidance—EUC	Rescheduled
Customized LMI—EUC	Rescheduled
Orientation to One-Stop Services—EUC	Rescheduled
Basic Employability Plan—EUC	Rescheduled
Referral to WIA Services—EUC	Rescheduled