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Bureau of Workforce Programs (BWP)
Policy Issuance (PI): 07-25

Date: November 8, 2007

To: Michigan Works! Agency (MWA) Directors

From: Janet Howard, Interim Director, **(SIGNED)**
Bureau of Workforce Programs

Subject: Policy and Procedures for Processing Profiled Claimants

**Programs
Affected:** Wagner-Peyser, Employment Service 7(a)

References: Social Security Act, Section 303(j) Public Law 103-152

HR Conference Report No. 404, 103rd Congress 1st Session 5 (1993)
Wagner-Peyser Act, Sections 5 and 7, as amended

Instructions for Using Profiling Membership Codes in the One-Stop
Management System (OSMIS) – July 9, 2004, memo

Profiling Membership Codes Availability – July 9, 2004, memo

Additional Information for the Processing of Profiled Claimants
Including Amended Instructions for Using Profiling Membership Codes in
the OSMIS – July 20, 2004, memo

PI 04-10, Policies and Procedures for Processing Profiled Claimants

PI 04-10, Change 1, Update for Processing Profiled Claimants

PI 04-10, Change 2, Policy and Procedures for Processing Profiled
Claimants

Unemployment Insurance (UI) Program Letter 41-94

Rescissions: Office of Workforce Development PI 04-10, issued July 8, 2004, and subsequent changes

Background: As a condition for receiving Title III grants, states are required by federal law to implement and utilize a system of profiling for all new regular unemployment compensation claimants. Michigan's profiling plan provides for the early identification of those UI claimants considered most likely to have an extended duration of unemployment or to exhaust their benefits before finding a job. Early intervention can help claimants find suitable employment before their UI benefits are exhausted. Profiling focuses on claimants who will receive an UI check within five weeks of filing.

Policy: Profiling Information sessions must be funded from Wagner-Peyser, Employment Service 7(a) funds.

Since the purpose of profiling is early intervention, profiling lists must not be retained for longer than four weeks. If the profiled claimants' list for a given week is not used within a four-week period, the list should be discarded.

It is the responsibility of the Unemployment Insurance Agency (UIA) profiling coordinators to determine any action that will be taken against an individual's claim in the event of non-compliance with profiling requirements.

MWAs must use the letter that accompanies this policy issuance (see Attachment A, Sample Letter), on their MWA letterhead, as the text of their letter to all mandatory claimants.

Action: **Profiling Lists**

MWAs will receive the weekly profiling list each Monday. Claimants marked with an asterisk on the profiling list must be scheduled to receive employment services within a week to ten days, if resources are available. Including these claimants in the profiling information session is mandatory, if a session is scheduled.

If no employment services will be offered in a particular county during a given month, claimants from that county who are indicated with an asterisk on the profiling list may be included in the services to be offered at another location.

Notification Letters

Notification letters (see Attachment A) with the claimants' appointment dates, times, and locations must be mailed to asterisked (mandatory) claimants. Claimants must be given seven to ten days

notice for the information sessions. MWAs will compose a separate notification letter for non-asterisked (voluntary) claimants.

Initial Reporting

MWAs must initiate reporting. This reporting consists of updating the Mediated Services Registration in the OSMIS and entering the correct profiling membership code in the OSMIS.

The Profiled-Mandatory membership code must be used to enter data about claimants whose names are marked with an asterisk on the UIA Profiling list. The Profiled-Mandatory membership code is accessed from the Membership Code Maintenance page.

When entering data about profiled claimants other than those designated as mandatory by the UIA, the Profiled-Voluntary membership code must be used. The Profiled-Voluntary Membership Code is also accessed from the Membership Code Maintenance page.

When entering a Profiling-Mandatory service from the assistance box on the Enter Wagner-Peyser Services page, enter the actual date that the service was provided. It is no longer necessary for MWA staff to request that the date of participation be backdated to the profiling list date. The Department of Information Technology staff will no longer backdate participation dates at the request of the MWA.

Profiling Orientation Sessions

After updating profiling information in the OSMIS, the UIA profiling coordinators will send letters to the selected claimants, informing them of their responsibility to participate in a profiling information session.

Claimants with schedule conflicts at their assigned times cannot be rescheduled. This should be reported in the OSMIS as soon as possible. Under no circumstances can an MWA excuse a claimant from a profiling information session. This supplementary documentation is not necessary in the case of profiled claimants selected by the MWA and designated as Profiled-Voluntary claimants in the OSMIS. Mandatory claimants who are working but under-employed, i.e., working only one or two days per week, are still obligated to participate in profiling information sessions.

If any mandatory claimants refuse to participate or Do Not Report, their refusal should be noted on the Profiling Services screen in the OSMIS and reported to the UIA.

Profiled claimants will attend a mandatory information session that presents them with an overview of services available through the Michigan Works! service centers.

The Individual Service Strategy (ISS)

After the information session, MWA staff will assist claimants in creating their ISS, if the claimants can benefit from the available employment services. An ISS must be created for all mandatory profiled claimants. Not every profiled claimant will benefit from additional employment services. MWA staff should use their best professional judgment to determine whether or not a particular profiled claimant will be helped in their job search by the employment services the MWA has to offer.

In accordance with UI Program Letter 41-94, which advises states of the actions that must be undertaken in order to meet the requirements of Sections 303 (a) (10) and 303 (j) of the Social Security Act: A claimant who cannot benefit from employment services is excused. A claimant who can benefit is scheduled for those services that will be the most useful. The ISS contains the services identified and agreed to by the claimant. The claimant must participate in the agreed upon services. If the claimant has been designated as a mandatory participant by the UIA, any failure on the part of the claimant to participate in the scheduled services must be documented in the OSMIS.

Employment Services

The employment services offered to the claimant may be any of the services provided by the One-Stop Service Center, customized to the specific needs of the individual. Some typical examples are resume writing assistance, job search planning, or job search workshops. The services are usually short-term in nature (one to three days/sessions) and do not involve any extensive case management or ongoing relationships. There are no extraordinary follow-up requirements for this process.

Verifying Mediated Services Registration

A mediated service registration must be created in order to report the services that mandatory profiled claimants receive. Failure to create a mediated services registration and report services could result in the forfeiture of the week of unemployment compensation by the mandatory profiled claimant because of noncompliance with UIA requirements. It is the MWA's responsibility to verify that a mediated services registration has been entered for the claimant before the claimant leaves the profiling information session. Claimants must access their Michigan Talent Bank (MTB) resume

through the MTB desktop icon on the service center computers. This will bring up the MTB Confidential Information page. Completion of this page by the claimant will result in the creation of a mediated services registration.

Reporting Requirements

When reporting services for mandatory profiled claimants, use the Assistance box on the Enter Wagner-Peyser Services page and enter the actual date that the service was provided. MWAs must enter all information into the OSMIS within three days. This includes information about claimants who are selected to attend information sessions and those who are selected to receive employment services. Services received by the claimant, such as job search workshop, resume writing assistance, etc., must also be reported in the OSMIS within three days. The MWA must also use the Profiling Services screen in the OSMIS to report the date when the mandatory profiled claimant completed their service plan and to update the ISS to indicate that the plan has been completed.

Profiling Resources

Extenuating circumstances may cause an MWA to be unable to provide profiling services during a given week. The following are a few examples of why an MWA may be unable to conduct a weekly profiling session:

- There are a limited number (i.e., 2) of claimants profiled that week for the MWA,
- The room used for information sessions is unavailable,
- The staff member who delivers the information session is unavailable, or
- Financial resources are not available.

Inquiries: Questions regarding this policy issuance should be directed to Ms. Dell Alston, at (517) 335-5858.

The information contained in this policy issuance will be made available in alternative format (large type, audio tape, etc.) upon request to this office.

Expiration Date: None

JH:SG:pv
Attachment

SAMPLE MICHIGAN WORKS! AGENCY LETTER TO CLAIMANT

MONTH DATE, YEAR

MS. JANE DOE
1234 MAIN STREET
ANYTOWN, MICHIGAN 12345

Dear MS. DOE:

You have been selected to receive special employment assistance. You are scheduled to attend an information session being held on XX/XX/XX at X:00 p.m. at:

Your Michigan Works! Agency
Your MWA's address
Your MWA's city, state, zip code
Your MWA's phone number

Please note that attendance is mandatory. Failure to attend may adversely affect your unemployment benefits.

What are employment services?

Employment services are various services available at Michigan Works! Agencies that meet your individual needs and take you where you want to go – back to work! An evaluation is done in the early stages of your unemployment insurance claim by looking at certain factors, such as your previous occupation, industry, education, length of employment, wages, and other specifics. Depending on the availability of services, some people identified by the Unemployment Insurance Agency (UIA) during this process will be offered the opportunity to benefit from additional employment services.

Why should you be interested in employment services?

Through evaluation and the available employment services, you can do something now that may help you get a paycheck. Studies done by the U.S. Department of Labor show that people who receive timely employment services return to work earlier than people who do not receive such services.

How will employment services help you?

They are the stepping-stones to your next job. These activities will move you from where you are now to where you want to be. The services may vary in some areas of the state. Some examples of employment services that may be available are:

- Job search assistance
- Job placement services
- Career guidance

- Labor market information
- Skills or aptitude testing
- Job search workshops
- Resume writing assistance

What if you don't want to take advantage of employment services?

Your participation is mandatory since it is a condition of eligibility for unemployment benefits. We hope you will realize how beneficial participation can be in your search for work. However, if you have any questions about the impact on your unemployment benefits, please contact the UIA Profiling Coordinator.

What happens next?

You have been selected to attend a one-time information session. Here you will learn about the employment services available to you. Claimants most likely to benefit from employment services will be referred to a service provider for an employability skills assessment to develop an Individual Service Strategy.

What is an Individual Service Strategy?

It's a personal career plan you help develop. It includes an outline of how you may move from unemployment to employment in a job that is right for you. The Individual Service Strategy becomes an agreement signed by you and the service provider.

Reasonable accommodations are available upon request to individuals with disabilities.

We look forward to serving you.

Sincerely,

NAME OF PC
Profiling Coordinator