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BWP/Workforce Development Agency, State of Michigan (WDASOM)
Policy Issuance (PI): 11-12

Date: October 21, 2011

To: Michigan Works! Agency (MWA) Directors

From: Gary Clark, Director, Office of Talent Development Services
(SIGNED)

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

Unemployment Insurance (UI) Program Letter 41-94

Rescissions: BWT Policy Issuance 07-25 issued November 8, 2007

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 identifies UI claimants considered most likely to have an extended duration of unemployment or to exhaust their benefits before finding a job.



Workforce Development Agency, State of Michigan

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The WDASOM is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

Such claimants are referred to as “mandatory-profiled claimants” in this policy issuance. 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.

This policy change clarifies the MWAs’ obligation to contact all UI mandatory-profiled claimants.

Policy:

MWAs must perform the following:

1. Receive the weekly profiling list from the Unemployment Insurance Agency (UIA); type in the date, time and location of the profiling session that each claimant is to attend; and return the list to the UIA;
2. Hold Profiling Information sessions for claimants according to the requirements of this policy issuance;
3. Identify claimants who can benefit from employment services, assist these claimants in creating an Individual Service Strategy (ISS), and implement the ISS activities; and
4. Ensure data collection on mandatory-profiled claimants in the OSMIS according to the requirements in this policy issuance.

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

It is the responsibility of the 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.

Action:

Profiling Lists

MWAs will receive a weekly profiling list spreadsheet from the UIA each Monday (or the next business day if Monday is a legal holiday). Claimants marked with an asterisk on the profiling list are considered “mandatory-profiled claimants” and must be scheduled to attend a profiling information session. MWAs are to enter scheduling information, including the date, time, and location of the profiling information session that each claimant is to attend, and e-mail the list back to the UIA profiling coordinator by the end of the week in which the list is received. Claimants should be scheduled to attend a profiling session with a date that falls within seven to ten business days after the list is returned to the UIA.

The UIA will use this information to send a letter to each mandatory-profiled claimant informing the claimant to attend. (It is no longer

necessary for the MWAs to send a letter to mandatory-profiled claimants.) If MWAs wish to invite voluntary-profiled claimants to attend, the MWAs are to compose a letter to send to these claimants.

Profiling Information Sessions

Under no circumstances can a MWA excuse a mandatory-profiled claimant from a profiling information session. Mandatory-profiled claimants with schedule conflicts at their assigned times cannot be rescheduled. Those who are working but under-employed, are still obligated to participate in profiling information sessions. For all mandatory-profiled claimants, failure to attend and complete the session must be noted on the Profiling Services screen in the OSMIS and reported to the UIA profiling coordinator using the profiling list. Claimants may contact the UIA regarding the scheduling conflict as explained in the UIA letter. Only the UIA can determine whether a claimant had good cause for failure to attend.

In the event a scheduled profiling session cannot be held due to circumstances outside the MWA's control (ex. snow days) the MWA must notify the UIA profiling coordinator.

The Individual Service Strategy (ISS)

Following the information session, MWA staff is to use professional judgment to identify claimants who could benefit from employment services and to assist these claimants in creating an ISS. 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 can benefit is scheduled for employment services that will be the most useful. A claimant who cannot benefit from those services is excused.

The ISS is to state the employment services identified and agreed to by the claimant (ex. resume writing assistance, job search planning, or job search workshops). Services are usually short-term (one to three days/sessions) and do not involve extensive case management or follow-up requirements.

Mandatory-profiled claimants selected to receive services must participate in the agreed upon services. Any failure on the part of the claimant to participate in the scheduled services must be documented in the OSMIS and reported to the UIA profiling coordinator. Claimants may be included in services at another location as necessary. Travel to another location is not to exceed fifty miles or one hour one-way.

Reporting Requirements

Initial Reporting-Mediated Service Registration

To comply with federal requirements, a Mediated Service Registration must be created for all mandatory-profiled claimants, as well as, voluntary-profiled claimants who attend a profiling information session. To create a Mediated Service Registration, 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 results in the creation of a Mediated Services Registration.

The MWAs must verify that claimants have a Mediated Service Registration entered in the OSMIS and must update each registration by entering the correct profiling membership code, from the Membership Code Maintenance page. The Mandatory-Profiled membership code must be entered for all mandatory-profiled claimants. The Voluntary-Profiled membership code must be used for voluntary-profiled claimants who choose to participate.

The MWAs must report attendance and session completion to UIA on the original profiling list spreadsheet by marking “Attended” or “Did Not Attend” for each mandatory-profiled claimant. The spreadsheet must then be returned to the UIA profiling coordinator within three days of the profiling information session.

Entering Services

For mandatory-profiled claimants who will benefit from employment services, the MWAs must enter the ISS into the OSMIS. For mandatory-profiled claimants who will not benefit from employment services, the MWAs must note in the OSMIS that the claimant is excused.

The MWAs must enter all employment services provided using the Assistance box on the Enter Wagner-Peyser Services page in the OSMIS within three days of the time of the service. The MWAs must enter the actual date that the services are provided.

Completion of ISS

Once the ISS has been completed, the MWA must use the Profiling Services screen in the OSMIS to report completion and must update the ISS to indicate when the plan was completed.

Inquiries:

Questions regarding this policy issuance should be directed to Ms. Mariam DeLand at DeLandM1@michigan.gov.

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

GC:MD:pv

cc: John Palmer, UIA