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**Workforce Development Agency, State of Michigan (WDASOM)**  
**Policy Issuance (PI): 12-37**

**Date:** May 29, 2013

**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, 103<sup>rd</sup> Congress 1<sup>st</sup> Session 5 (1993)  
Wagner-Peyser Act, Sections 5 and 7, as amended  
Instructions for Using Profiling Membership Codes in the One-Stop Management Information 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:** Bureau of Workforce Programs/WDA PI 11-12 issued October 21, 2011

**Background:** As a condition for receiving Wagner-Peyser 7(a) Employment Service Grants, states are required by federal law to implement profiling for all new regular unemployment compensation claimants. Michigan's profiling approach identifies UI claimants considered most likely to have an



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extended duration of unemployment or to exhaust their benefits before finding a job.

Such claimants are referred to as “profiled claimants” in this policy issuance. Early intervention coupled with the appropriate reemployment services 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.

The Unemployment Insurance Agency (UIA) identifies and ranks those claimants most likely to exhaust their UI benefits. Once identified, it is the MWAs responsibility to provide the most appropriate reemployment services to those claimants using Wagner-Peyser 7(a) funding. This policy clarifies the MWAs’ obligation to contact UI profiled claimants.

**Policy:**

MWAs *must* provide reemployment services to UI claimants who are designated as *mandatory*-profiled claimants by the state UIA. MWAs *do not* have the flexibility to choose to not provide reemployment services to *mandatory*-profiled claimants. Reemployment services for profiled claimants must be funded with Wagner-Peyser ES 7(a) dollars and reported in the Mediated Services section of the OSMIS.

Each MWA will receive a weekly profiling list from the UIA. Those UI claimants whose names are marked with an asterisk (*mandatory*-profiled) on the profiling list *must* be scheduled to receive reemployment services within a week to ten days. MWAs should make every effort to provide reemployment services to additional individuals from the profiling list (*voluntary*-profiled claimants) as staff and facilities availability allows.

An Individual Service Strategy (ISS) must be created for all *mandatory*-profiled claimants who can benefit from employment services.

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.

MWA staff *cannot* excuse a *mandatory*-profiled claimant from a scheduled profiling information session. MWA staff must report to UIA when a mandatory-profiled claimant fails to attend their scheduled session regardless of the claimant’s reason for not attending.

**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). MWA staff will retrieve and review the weekly profiling list. 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. When including the scheduling of *voluntary*-profiled claimants, the same information must be entered. When completed, the list is to be e-mailed 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. (The MWAs are not required to send a letter to *mandatory*-profiled claimants.) If MWAs include *voluntary*-profiled claimants in the service provision list, the MWAs are to compose a letter to send to these claimants.

### **Profiling Information Sessions**

Hold Profiling Information sessions for claimants according to the requirements of this policy issuance.

*Under no circumstances* can a MWA excuse a *mandatory*-profiled claimant from a profiling information session. *Mandatory*-profiled claimants with scheduling 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 has good cause for failure to attend. The MWA has the discretion to reschedule *voluntary*-profiled claimants based on staff and facilities availability.

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

### **The Individual Service Strategy (ISS)**

During the Profiling Information Session identify those claimants who can benefit from reemployment services, assist these claimants in creating an ISS, implement the ISS activities.

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 used to codify the employment services identified and agreed to by the claimant (e.g., resume writing assistance, job search planning, or job search workshops). Services are usually short-term (one to three day sessions) and do not involve extensive case management or follow-up requirements.

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 from the claimant's residence.

### **Reporting Requirements**

Ensure timely and thorough data collection for *mandatory*-profiled claimants is completed in Talent Connect and OSMIS according to the requirements in this policy issuance.

To comply with federal requirements, claimants must have a profile in the Pure Michigan Talent Connect System and a Mediated Service Registration in the OSMIS. All *mandatory*-profiled claimants, as well as *voluntary*-profiled claimants who attend a profiling information session must have a Profile and a Mediated Service Registration. The MWA must verify that claimants have a profile in the Talent Connect System and a Mediated Service Registration entered in the OSMIS.

To create a Mediated Service Registration, claimants must access the desktop icon on the service center computers. This will bring up the Confidential Information page. Completion of this page results in the creation of a Mediated Services Registration.

Staff must update the Mediated Service 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 profiled claimant. The spreadsheet must then be returned to the UIA profiling coordinator within three days of the profiling information session.

### **Entering Services**

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

The MWAs must enter all reemployment 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 also update the ISS to indicate the date the plan was completed.

### **Inquiries:**

Questions regarding this policy issuance should be directed to Brian Marcotte at 517-241-2475 or [Marcotteb1@michigan.gov](mailto:Marcotteb1@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:CS:pv  
cc: John Palmer, UIA