

UIA Coaching Sessions: Upping Your Game

Video Transcript

[Narrator speaking] The Michigan Unemployment Insurance Agency provides claimants an innovative resource that explains the important aspects of the claim filing process.

[Narrator speaking, continued] Online coaching sessions are a way for UIA to interact with its customers in a group-based setting to help simplify the filing process and make it easier to understand. Claimants can choose between sessions for first time filers, understanding the monetary determination letter, the appeals process and more. The first-time filer sessions are also offered in Spanish.

[Kate, Department Specialist at UIA speaking] “Our customers are calling us at a time in their lives that's physically, emotionally draining and to deal with unemployment on top of that adds a whole new layer of stress and complexity to their already difficult time in their lives. So, these coaching sessions are there to help ease that stress. They're there to help make the process smoother and to help our customers understand a little bit more, just to take that burden off of them.”

[Narrator speaking] The sessions are held virtually using Google Meet. Customers can sign up at Michigan.gov/UIA.

[Ron, Coaching Session Facilitator for UIA speaking] “I think it's important for me to be a facilitator for the State of Michigan because of the opportunity that we give to the people here in Michigan the chance to make sure they do it correctly. And I don't think that there is a greater thing that we can do than to give people the keys to basically get into and make their first claim with us the best possible experience it can be.”

[Taylor, Coaching Session Facilitator speaking] “So, this one guy, I could tell that he, as he asked questions he was like, "Okay I'm going to write this stuff down so I could recall it later and make sure I do it right according to the Michigan's process of unemployment.”

[Taylor, Coaching Session Facilitator speaking, continued] So, I know that he greatly appreciated us having one, even having the coaching session to begin with but also allowing us to take our time and walk him through our process from the start of the process to the end.”

[Narrator speaking] From the start of the processes to the end, these classes increase a claimant's chances of successfully filing for benefits.

[Ron, Coaching Session Facilitator for UIA speaking] “Here in Michigan we have a two-part process. Everybody completes the first part because it basically takes you through it as you log into our system, but that second step of meeting with Michigan Works, getting that registration complete, that seems to be a disconnect that people that don't take our class are experiencing. So, we get a lot of people who may have already filed their claim and don't realize that there is a second part, and we see that being a question that we get a lot.”

[Narrator speaking] Feedback from those who have participated in coaching sessions has been extremely positive.

[Taylor, Coaching Session Facilitator speaking] “The claimants, specifically, have been very appreciative, especially towards the end, and they're just like, thank you guys so much. I had no idea what to do, where to go, how to do it, and this greatly, greatly helped me. So, thank you, thank you, thank you, which we always appreciate.”

Sign up for a Coaching Session at Michigan.gov/UIA.