



TWS 09-09

September 17, 2009

To: All Contractors

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Subject: Changing the Way We Recruit Unemployment Insurance Claimants

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## Purpose

Change the process we use to recruit unemployment insurance claimants

## Background

The Texas Workforce Commission identifies unemployment insurance (UI) claimants who are likely to exhaust their benefits by profiling them and assigning a numeric score. We consider claimants with scores above .403 to be at greater risk of exhausting their benefits before returning to work.

Workforce Solutions recruits all UI claimants; however, only those claimants with scores above .403 must respond to our letters in order to continue receiving their benefits. We also make extra effort to provide personal service for these claimants.

Currently, each career office recruits UI claimants individually. Each office sends letters every week notifying claimants with profiling scores above .403 that they must contact us. Claimants may telephone us, email us or visit an office in person. When a claimant does any of those things, we note his or her compliance and offer whatever service he or she requests – making sure we include good, professional advice on how that customer can best meet his or her needs for a good job.

We are changing the process for recruiting UI claimants and marking their compliance with contract requirements.

## New Process

Effective Monday September 21, 2009, career offices will no longer generate letters to UI claimants. We are moving this responsibility to the Workforce Solutions Placement Team. We are also expanding the ways in which customers with scores above .403 can contact us.

Following is a description of the new process:

## *Placement Team*

- The Placement Team will send all UI claimant recruiting letters directing claimants to contact the team.
- The letters tell customers to contact the Placement Team by telephone or through Workforce Solutions' web site for a "mandatory orientation" and work search help.
  - ✓ If a customer replies at the Workforce Solutions website <http://www.wrksolutions.com/announcements/unemploymentio.html>, we direct her to send an email to [uioorientation@wrksolutions.com](mailto:uioorientation@wrksolutions.com) to comply with the letter's orientation requirement
    - When the customer sends an email to the address above she receives an automated reply telling her she has complied with the Unemployment Insurance requirement to contact us for a workforce orientation.
    - The automated response provides the orientation information as well as helpful information about Workforce Solutions and job search assistance through a series of web links.
  - ✓ If a customer calls the telephone number in the letter, she reaches the Placement Team, and a team member provides service and the information above directly to the customer.
- A Placement Team member records service in the customer's WorkInTexas.com service record.
  - ✓ The team records the customer's Rapid Re-Employment Service (RRES) orientation and job search assistance, or other service, in her WorkInTexas.com record.
  - ✓ Other services may include
    - Resume/Application/Interview Preparation
    - Counseling
    - Career Guidance Services
    - Employability Development Plan
  - ✓ The Placement Team may refer customers to the nearest local office for additional or more intensive service.

## *Career Office*

- Effective Monday September 21, 2009, the career office will no longer send UI claimant recruitment letters
- If a customer contacts a career office in response to a letter sent by the Placement Team, the career office will give the customer the help she requests.
  - ✓ Staff may offer - in hardcopy or by email - the orientation information attached to this issuance.
  - ✓ Staff should also offer one of the “Where to Look” pieces when they believe it may help the customer. Where to Look is available on the website at <http://www.wrksolutions.com/announcements/unemploymentio.html#wtl> .
  - ✓ As always, staff should work hard to provide good, professional advice to customers to help them return to work.
- For any customer who comes to an office rather than contacting the Placement Team, career office staff will record the customer’s RRES orientation and job search assistance in her WorkInTexas service record
  - ✓ Career office staff will also record any of the other services provided as the result of the customer’s response to the letter.
- Office staff will provide the assistance any customer requests, including customers referred by the Placement Team.

## **Changes to Current Guidance**

Following are the current standards & guidelines, procedures, and guidance that we have changed because of our change to the process for recruiting UI claimants.

- We have updated Basic Services – Information Resources for Staff - VII.H.1.Recruiting and Serving Profiled Claimants
- We have updated Basic Services – Information Resources for Staff - VII.G Instructions for Generating Recruiting Letters for Profiled Claimants
- We have removed Basic Services - Information Resources for Staff VII. H.5. Work Orientation for Profiled Claimants – Staff Guide
- We have removed Basic Services – Information Resources for Staff VII.N. Workforce Solutions Placement Team

## Action

1. Please make sure all staff at every level is aware of the information provided here.
2. Make sure that all staff knows how to help a UI claimant recruited by the Placement Team.
3. If a customer responds to a UI letter by contacting a career office, make sure all staff knows how to record, understands the importance of recording, and always records the RRES orientation and job search assistance in a customer's WorkInTexas service record.

## Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to the staff web Q&A at <http://wrksolutions.com> in the Staff Resources/Policies and Procedures section.

## Attachments

- Orientation Information – “Thank You!”
- Where to Look – General information