

# Workforce Solutions

## Recruiting and Serving Profiled Claimants

### Background

The Texas Workforce Commission identifies unemployment insurance claimants who are likely to exhaust their benefits by profiling them and assigning a numeric score. We consider claimants with a certain score to be at greater risk of using up their benefits before returning to work. This score may change on a quarterly basis.

- Claimants at or above the cut off score must respond to our recruitment letters in order to continue receiving benefits.
- We have to provide claimants who respond:
  - An orientation; and
  - At least one staff-assisted employment service.

As always, our goal is to help our customers get a job, keep a job or get a better job. We want to make sure we provide quality service for all our customers while also paying close attention to claimants with high profiling scores.

### Recruiting

We recruit all claimants. The recruiting letter TWC mails to each claimant who has a profile score at or above the cut off will tell the customer she must contact Workforce Solutions for employment services as part of her ongoing eligibility for benefits.

The letter mailed to each claimant who with a score below the cut off will tell her Workforce Solutions can help her with employment services, but will not require a response.

The Placement Team schedules recruiting letters for our entire system.

### Service

Our recruiting letters tell a customer she may contact Workforce Solutions by calling the Placement Team or going to our web site <http://wrksolutions.com> and clicking on the email address [uorientation@wrksolutions.com](mailto:uorientation@wrksolutions.com) to send us email

When a customer contacts us by calling, emailing or walking in to an office, make sure you promptly provide service the customer wants or needs in order to return to work. Usually this means you will find a good match to an open job for the customer.

For individuals who have profile scores above the cut off, be sure and provide helpful information such as the Thank You document found attached to Issuance 09-09 and information from or copies of Where to Look appropriate for the customer.

Also provide any other service the customer wants and needs to help her find work

We suggest the following service as likely to be helpful for most claimants:

1. Listen to what the customer says about the type of work she is seeking and how she is conducting her work search. Make suggestions relating to the information the customer offers about which of Workforce Solutions services may be helpful.
2. Run matches in WorkinTexas.com
3. Discuss whether the matches are appropriate to the customer's work qualifications and requirements.
4. Review the customer's work application information in WorkinTexas.com for possible additions or changes that may make for more and/or better matches.
5. Offer help in using WorkinTexas.com if it seems the customer might benefit from help.
6. Be sure the customer knows who to contact for more job referrals and help with her job search.

## Tracking Service

TWC requires us to track RRES-specific service only for customers with profile scores above the cut off.

For all customers with scores above the cut off:

- Enter one of the following two services into WorkInTexas.com to show the customer complied with the orientation requirement:
  - *RRES Orientation – Claimant responded to the recruiting letter by the required date;*
  - or
  - *RRES Exempt – Claimant received the recruiting letter, but Workforce Solutions staff determined the customer had circumstances that warrant an exemption from an orientation. Since the orientation can occur on the telephone or by email it will be unusual to exempt a customer*
- At the end of the tenth calendar day after the orientation date included on the recruiting letter, WorkInTexas.com checks for the presence of:
  - one of the two RRES-specific services, *RRES Orientation* or *RRES Exempt*
  - If neither service is found, WorkInTexas.com automatically notifies the UI Benefits System of the claimant's failure to comply with the UI requirement

- Record at least one of the following staff assisted service into WorkinTexas.com or TWIST.
  - Job Search Assistance
  - Resume/Application/Interview Preparation
  - Counseling
  - Career Guidance Services
  - Employability Development Plan