Reemployment Services and Eligibility Assessment (RESEA) Activity Training Manual

Wagner-Peyser

October 2015

Table of Contents

'Weekly Claimants Report': Order Criterion

To access the Weekly Claimants Report, go to the 'Wagner-Peyser' section, 'Special Functions' Tab, 'RESEA Reports', 'Weekly Claimants'. The 'Weekly Claimants Report' works similar to a holding file. All One-Stop Management Information System (OSMIS) user accounts within all MWAs will have access to the 'Weekly Claimants' Report. The UI claimants that appear on the 'Weekly Claimants' report are UI claimants that belong to the MWA of the logged in OSMIS user.
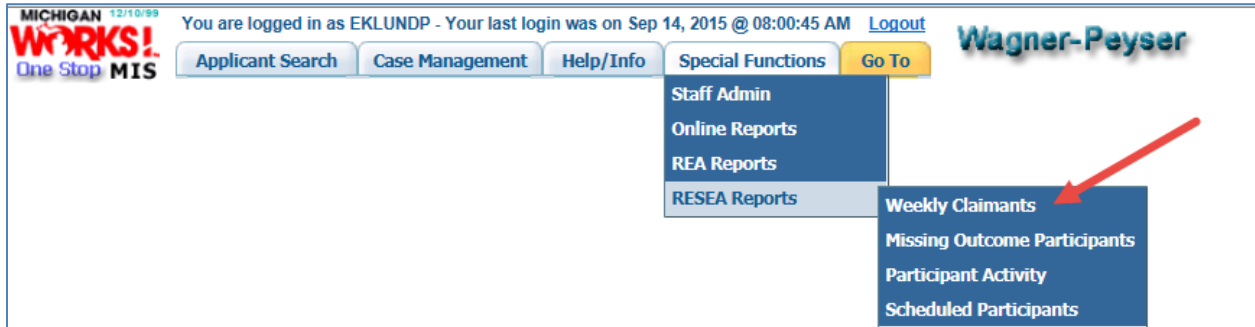
The 'Weekly Claimants' report order criteria offers several choices, which are detailed below.

1) **Letter Sent Begin Date**: This is a required date field that defaults to 2 months ago from today's date, or October 1, 2015 (whichever is later). The user can use the calendar feature to change the date, or manually enter a different date.
2) **Letter Sent End Date:** This is a required date field that defaults to today's date. The user can use the calendar feature to change the date, or simply enter in an alternate date.
3) **RESEA Record Status:** This is a required field with three available choices including 'No Contact', 'Pending Resolution', and 'Resolved'. This field defaults to 'Pending Resolution'.
4) **Last Name:** This is an optional field where the user can search by the customer's Last Name.
5) **Location Name:** The 'Location Name' field will appear only when the 'RESEA Record Status' is 'Resolved'. The 'Location Name' field allows the user to search for all RESEA records that have been resolved, within a specific Location.

'Weekly Claimants Report': Output

The 'Weekly Claimants Report' displays a list of claimants matching the report search criteria. This list is sorted by the most recent 'Letter Sent Date'. The Unemployment Insurance Agency (UIA) provides WDA a new list on a weekly basis.

Claimants in each 'Weekly Claimants Report' will receive a letter from UIA instructing them to contact the MWA. When the claimant contacts the MWA, they should be scheduled for the 'RESEA' activity. At that time, the MWA must go into OSMIS to resolve the claimant's record in the 'Weekly Claimants Report'.

Pending Resolution

If the 'Weekly Claimants Report' was ordered with a 'RESEA Record Status' of either 'Pending Resolution' or 'No Contact', then the following columns are offered, which are described below.

1) **MWA:** Displays the MWA as received from UIA.
2) **Letter Sent Date:** The 'Letter Sent Date' is the date of the letter sent to the claimant by UIA. This is not the date the letter was received by the claimant.
3) **Potential County:** Displays the 'County' name, if it is available.
4) **Claimant Last Name:** Displays the 'Last Name' of the claimant.
5) **Claimant First Name:** Displays the 'First Fame' of the claimant.
6) **Claimant Birth Date:** Displays the 'Date of Birth' of the claimant.
7) **Claimant UI Score:** Displays the 'Claimant UI Score' as received from UIA. The 'Claimant UI Score' is a ranking score used to determine if the claimant is likely to exhaust unemployment. Claimants with a higher score are more likely to exhaust unemployment and are included in RESEA.
8) **Benefit Year End Date:** Displays the 'Benefit Year End Date' as received from UIA.
9) **Record Status:** Displays 'Pending Resolution' or 'No Contact' based on the report order criteria.
10) **Status Date:** Displays the last date the record status changed.

No Contact

If the claimant does not contact the MWA, or the claimant contacts the MWA after 14 calendar days of the 'Letter Sent Date', the MWA should not create a 'RESEA' activity. OSMIS will automatically send the claimant's information back to UIA with a result code of 'No Contact'. The 'Weekly Claimants Report' will reflect the 'No Contact' in the 'Record Status' column. This will occur 24 days after the 'Letter Sent Date'. No other MWA action is needed.

Resolved

If the 'Weekly Claimants Report' is ordered by the 'RESEA Record Status' of 'Resolved', then the following columns will be offered, as detailed below.

Resolved Weekly Claimants Report							
Report Criteria							
Letter Sent Date between: Jul 18, 2015 and Sep 18, 2015 **Status:** Resolved **Last Name:** - **Scheduled Location:** Alpena - Service Center							
						Search:	
Showing 1 to 1 of 1 entries							
MWA	**County**	**Resolved Date**	**Claimant Last Name**	**Claimant First Name**	**Claimant Birth Date**	**RESEA Outcome**	**Outcome Date**
21	Ingham	09/17/2015		MARIA	08/16/1966	None	

1) **MWA:** Displays the MWA as received from UIA.
2) **County:** Displays the County of the claimant's record.
3) **Resolved Date:** Displays the date the claimant's record was resolved.
4) **Claimant Last Name:** Displays the Last Name of the claimant.
5) **Claimant First Name:** Displays the First Name of the claimant.
6) **Claimant Birth Date:** Displays the date of birth of the claimant.
7) **RESEA Outcome:** Displays the 'RESEA Outcome' from the 'RESEA' activity. The 'RESEA Outcome' is a link which leads the user to the 'RESEA' activity screen.
8) **Outcome Date:** Displays the 'Outcome Date' of the 'RESEA Outcome' of the 'RESEA' activity.

Scheduling the 'RESEA' activity when the claimant contacts MWA

When the claimant contacts the MWA to schedule the 'RESEA' activity, the MWA accesses the 'Weekly Claimants Report' and locates the claimant on the 'Weekly Claimants Report', and clicks the 'Pending Resolution' link from the 'Record Status' column. By clicking the 'Pending Resolution' link from the 'Record Status' column, OSMIS will direct you to the 'RESEA Claimant's Matched OSMIS Applicants' screen.

RESEA Claimant's Matched OSMIS Applicants

The 'RESEA Claimant's Matched OSMIS Applicants' screen will display a table of all of the OSMIS Applicants whose Social Security Number (SSN) as received from UIA matches the SSN that is stored in OSMIS.

There are several columns on the 'RESEA Claimant's Matched OSMIS Applicants' table, which are detailed below.

RESEA Claimant's Matched OSMIS Applicants

UI Claimant Information				
Claimant Name: BILLIG, JOSE	DOB: 02/02/1993	REA Record Status: Pending Resolution		Scheduled Location:

OSMIS Applicants Matching Claimant's SSN

Search: [   ]

Applicant Last Name	Applicant First Name	Applicant Birth Date	Applicant Address	Perfect Match?	Wagner-Peyser Status
BILLIG	JOSE	02/02/1993	111 Main Wyoming, WI 49509	Yes	Associate and Create 1st REA Activity
DREW	YVONNE	11/14/1954	449 W Evelyn Hazel Park, MI 48030	No	No Wagner-Peyser registration... Enter it now!
TEST	HOLDINGFILE	02/12/1955	1 Any Street Lansing, MI 48910	Yes	No Active Wagner-Peyser registration... Activate it now!

1) **Applicant Last Name:** Displays the Last Name of the applicant's record in OSMIS.
2) **Applicant First Name:** Displays the First Name of the applicant's record in OSMIS.
3) **Applicant Birth Date:** Displays the Birth Date of the applicant's record in OSMIS.
4) **Applicant Address:** Displays the Applicant Address of the applicant's record in OSMIS.
5) **Perfect Match:** Displays 'Yes' or 'No'. 'Yes' is displayed only if the Last Name, First Name, Birth Date, and SSN of the UIA Claimant matches *exactly* to the OSMIS Applicant record. If it is not a perfect match, then 'No' will be displayed.
6) **Wagner-Peyser Status:** The 'Wagner-Peyser Status' column displays one of three values, and are described in detail below.

'Associate and Create RESEA Activity': The 'Wagner-Peyser Status' column will display 'Associate and Create RESEA Activity' if the claimant has an active Wagner-Peyser participation. If the user selects 'Associate and Create RESEA Activity', then OSMIS will automatically populate a 'Reemployment Services and Eligibility Assessment' (RESEA) activity. Most of the fields in the 'RESEA' activity are blank, which allows the MWA to populate the relevant data for the claimant. The MWA should enter the scheduling information at this time.

'No Active Wagner-Peyser Registration': The 'Wagner-Peyser Status' column will display 'No Active Wagner-Peyser Registration' if OSMIS has a Wagner-Peyser registration for the applicant, but it is exited. Additionally, an 'Activate It Now' button is displayed. If the user selects the 'Activate It Now' button, then the claimant should be available to answer four questions that are required to enter a new Wagner-Peyser registration. The four required fields on the Wagner-Peyser registration are: 1) Education Level, 2) Education Status, 3) Presently Employed and 4) Migrant Seasonal Farmworker (MSFW). Completing these four fields on the Wagner-Peyser registration screen will create a new Wagner-Peyser registration. After the Wagner-Peyser registration has been created, the user can revert back to the 'Weekly Claimants Report' to locate the claimant, and 'Associate and Create RESEA Activity'.

'No Wagner-Peyser Registration': In rare instances, a claimant may not have a Wagner-Peyser registration at all. In this case, the 'Wagner-Peyser Status' column will display 'No Wagner-Peyser registration'. The display of 'No Wagner-Peyser registration' signifies that OSMIS does not have an applicant record for the claimant. The user should enter a new, manual Wagner-Peyser registration for the claimant if there is 'No Wagner-Peyser registration' in OSMIS. After the Wagner -Peyser registration has been completed, the user can revert back to the 'Weekly Claimants Report' to locate the claimant, and 'Associate and Create RESEA Activity'.

Reemployment Services and Eligibility Assessment Activity – (RESEA)

The 'RESEA' activity is created automatically when the 'Associate and Create RESEA Activity' button is selected. The 'RESEA' activity cannot be created manually. The 'RESEA' activity is divided into several sections, which are described below.

Insert Reemployment Services and Eligibility Assessment Activity

RESEA SCHEDULING SECTION

⇨ Scheduled Date:	⇨ Scheduled Time:
⇨ Scheduled Location:	Letter Sent Date: July 15, 2015

ELIGIBILITY ASSESSMENT SECTION

UI Eligibility Assessment:	Talent Connect Profile:
Work Search Verification:	ISS:
Provision of LMI:	Referred to Reemployment/ Training Services:
Orientation:	

RESEA OUTCOME SECTION

RESEA Outcome:	RESEA Outcome Date:
Notes:	

1st REEMPLOYMENT SERVICE OUTCOME SECTION

Scheduled Date:	
Outcome:	Outcome Date:

1st TRAINING SERVICE OUTCOME SECTION

Scheduled Date:	
Outcome:	Outcome Date:

UI ELIGIBILITY ISSUE SECTION (ISSUES ON OR AFTER LETTER SENT DATE: July 15, 2015)

Showing 0 to 0 of 0 entries

Row	Issue	Issue Date	Comments	Staff Name	Staff Phone	Last Changed On
			No data available in table			

RESEA Scheduling Section

The 'RESEA Scheduling Section' offers four fields related to the scheduling of the 'RESEA' activity. This section must be completed when the claimant contacts the MWA to schedule their 'RESEA' activity.

Scheduled Date: The 'Scheduled Date' field represents the date that the claimant is scheduled for their 'RESEA' activity. This field will allow the user to schedule a date that is within 21 days of the 'Letter Sent Date' field.

Scheduled Time: The 'Scheduled Time' field represents the time the claimant is scheduled for their 'RESEA' activity.

Scheduled Location: The 'Scheduled Location' dropdown menu provides a list of available locations to provide RESEA services, within the users' MWA.

Letter Sent Date: The 'Letter Sent Date' field shows the date of the letter sent to the claimant by UIA. As such, the 'Letter Sent Date' is always a display-only field.

The 'RESEA Scheduling Section' must be entered when the claimant contacts the MWA to schedule the 'RESEA' activity. The 'RESEA Scheduling Section' of the 'RESEA' activity is available for update the same day it is entered into OSMIS. The 'RESEA Scheduling Section' of the 'RESEA' activity is not available for update after the scheduling information has been transmitted to UIA. The scheduling information will be transmitted to UIA on a nightly basis, regardless of the actual values of the scheduling dates, times and/or location fields. As such, the fields that are no longer editable will turn to 'display-only' the day after the scheduling information is entered into OSMIS. The fields that are shown as 'display-only' signify that the information has been transmitted to UIA and cannot be altered in OSMIS. No rescheduling is allowed after the transmission to UIA is complete.

RESEA SCHEDULING SECTION	
⇨ **Scheduled Date:** 08/01/2015	⇨ **Scheduled Time:** 05:30 pm
⇨ **Scheduled Location:** Dearborn Service Center	**Letter Sent Date:** July 15, 2015

Eligibility Assessment Section

The 'Eligibility Assessment Section' of the 'RESEA' activity consists of seven elements. Each element offers a Yes/No indicator, which allows the MWA to document whether the claimant has completed each element.

ELIGIBILITY ASSESSMENT SECTION		
UI Eligibility Assessment: Yes ∨	**Talent Connect Profile:** Yes ∨
Work Search Verification: Yes ∨	**ISS:** Yes ∨
Provision of LMI: Yes ∨	**Referred to Reemployment/ Training Services:** Yes ∨
Orientation: Yes ∨	

RESEA Outcome Section

The 'RESEA Outcome Section' of the 'RESEA' activity offers three fields related to the completion status of the 'RESEA' activity.

RESEA OUTCOME SECTION		
RESEA Outcome:	No Show Attended but Failed to Complete Completed All Requirements	RESEA Outcome Date:
Notes:		

RESEA Outcome: The 'RESEA Outcome' menu offers three values: a) Completed all Requirements, b) Attended but Failed to Complete and c) No Show. If an 'RESEA Outcome' is selected, then an 'RESEA Outcome Date' is required. The 'Completed all Requirements' value in the 'RESEA Outcome' field is only selectable if each of the seven elements in the 'Eligibility Assessment Section' are 'Yes'.

RESEA Outcome Date: Record the date the RESEA Outcome was documented. The 'RESEA Outcome Date' is a required field if the 'RESEA Outcome' is selected.

Notes: An optional 'Notes' box is available.

1st Reemployment Service Outcome Section

Record the Reemployment Service under this 'RESEA' activity. The '1st Reemployment Service Outcome Section' offers three fields. None of the fields in this section can be entered unless the 'RESEA Outcome' in the 'RESEA Outcome Section' is 'Completed all Requirements'. The three fields in the '1st Reemployment Service Outcome Section' are described below.

1st REEMPLOYMENT SERVICE OUTCOME SECTION		
Scheduled Date:		
Outcome:		Outcome Date:

Scheduled Date: Record the 'Scheduled Date' of the Reemployment Service.

Outcome: The 'Outcome' menu offers three values: a) Completed all Requirements, b) Attended but Failed to Complete and c) No Show. If an outcome is selected, then an outcome date is required.

Outcome Date: Record the Outcome Date of the Reemployment Service. If an 'Outcome Date' for this section is specified, then 'Outcome' is a required field.

1st Training Service Outcome Section

Record the Training Service under this 'RESEA' activity. The '1st Training Service Outcome Section' offers three fields. None of the fields in this section can be entered unless the 'RESEA Outcome' in the 'RESEA Outcome Section' is 'Completed all Requirements'. The three fields in the '1st Training Service Outcome Section' are described below.

Scheduled Date: Record the 'Scheduled Date' of the Training Service.

Outcome: The 'Outcome' menu offers three values: a) Completed all Requirements, b) Attended but Failed to Complete and c) No Show. If an outcome is selected, then an outcome date is required.

Outcome Date: Record the Outcome Date of the Training Service. If an 'Outcome Date' for this section is specified, then 'Outcome' is a required field.

Please note: Reemployment services and/or training services are entered separately as regular Wagner-Peyser activities. For example, if a MWA refers a claimant to a 'Job Search Workshop', the MWA must also enter the Wagner-Peyser 'Job Search Workshop' activity.

UI Eligibility Issue Section (Issues On or After Letter Sent Date: Month, Day, Year)

If the 'RESEA Outcome' field is either 'No Show' or 'Attended but Failed to Complete', then the MWA is required to enter a UI Eligibility Issue with an Issue Date that is on or after the Letter Sent Date. A pop-up box will appear after the user has selected either 'No Show' or 'Attended but Failed to Complete', which reminds the user of this rule. The user must select the 'Got it!' button to confirm.
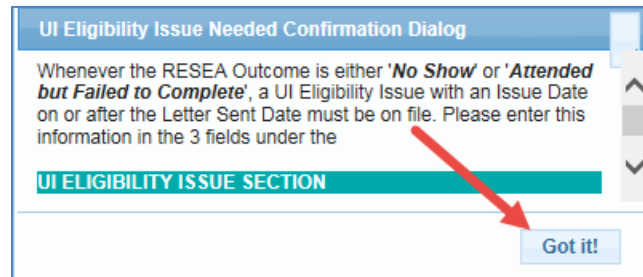
After the user has confirmed that an eligibility issue will need to be submitted by pressing the 'Got it!' button, the user is required to complete the 'UI Eligibility Issue Section (Issues On or After Letter Sent Date: Month, Day Year)' section. The actual date that is displayed in the 'UI Eligibility Issue Section (Issues On or After Letter Sent Date: Month, Day Year)' header is the letter sent date that applies to the RESEA Claimant.

The three fields in the 'UI Eligibility Issue Section (Issues On or After Letter Sent Date: Month, Day Year)' are described below.

Eligibility Issue: The list of available options from the 'Eligibility Issue' field in the 'UI Eligibility Issue Section (Issues On or After Letter Sent Date: Month, Day Year)' are issues that were provided by UIA.

Eligibility Date: The 'Eligibility Date' field defaults to today's date. The date can be changed, and can range from the 'Letter Sent Date' to today's date. If an 'Eligibility Issue' is selected, then 'Eligibility Date' is a required field.

Eligibility Comments: (up to 500 characters): If an 'Eligibility Issue' is selected, then the 'Eligibility Comments: (up to 500 characters)' field is required.

UI Eligibility Issue Listing – New OSMIS Screen

OSMIS has been updated by adding a new screen called 'UI Eligibility Issue Listing'. This table houses the eligibility issue(s), issue date(s), comments, staff name, staff phone and the date and time the record was last updated. This table reflects the UI Eligibility Issues that were entered via the RESEA activity, as well as issues that were entered directly on the 'UI Eligibility Issue Listing' screen. UI Eligibility Issues can be inserted/updated in OSMIS for general Wagner-Peyser customers, as well as RESEA claimants. The UI Eligibility Issues are transmitted to UIA on a nightly basis.

New UI Eligibility Issues can be documented using the 'Enter New UI Eligibility Issue' button. UI Eligibility Issues can be updated by selecting the link in the 'Issue' column.

Additionally, a new 'UI Elig. Issues' button is available in the footer of Wagner-Peyser screens. Selecting the 'UI Elig. Issues' button leads the user to the new 'UI Eligibility Issue Listing' screen.

The same list of eligibility issues for the customer is displayed in the 'UI Eligibility Issue Section' of the RESEA activity.

Reports

OSMIS offers three reports related to 'Reemployment Services and Eligibility Assessment'. To access the reports, go to the 'Wagner-Peyser' section, 'Special Functions' tab, 'RESEA Reports' sub menu. The three report names are 'Missing Outcome Participants', 'Participant Activity', and 'Scheduled Participants'. Each report is described in greater detail below.
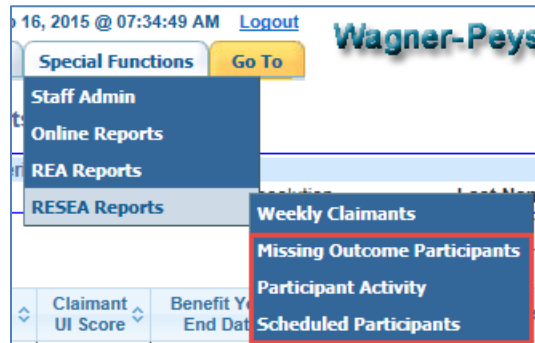
Missing Outcome Participants Report

The 'Missing Outcome Participants' (shown below) report lists all of the participants within the MWA if the participant is scheduled for an RESEA, Reemployment Service or Training, but does not have an RESEA, Reemployment Service or Training Outcome. The 'Missing Outcome Participants' report can be ordered by several criteria, detailed below:

RESEA Activity Begin Date: This is a required date field that defaults to 2 months ago from today's date, or October 1, 2015 (whichever is later). The user can use the calendar feature to change the date, or enter a different date.

RESEA Activity End Date: This is a required date field that defaults to today's date. The user can use the calendar feature to change the date, or enter a different date.

MWA: Displays the MWA of the user.

Scheduled Location: This optional field allows the user to search for all RESEA activities, Reemployment Services and/or Training that have been scheduled, but do not have an outcome, for a specified location.

The 'Missing Outcome Participants' report includes a 'Cust. ID' column. The 'Cust. ID' column is a link, which leads the user to the RESEA activity that contains the missing outcome.

Participant Activity Report

The 'Participant Activity' report lists the participants with an RESEA activity. The 'Participant Activity' report can be ordered by several criteria, detailed below:

RESEA Activity Begin Date: This is a required date field that defaults to 2 months ago from today's date, or October 1, 2015 (whichever is later). The user can use the calendar feature to change the date, or enter a different date.
RESEA Activity End Date: This is a required date field that defaults to today's date. The user can use the calendar feature to change the date, or enter a different date.
MWA: Displays the MWA of the user.
RESEA Outcome: This optional field allows the user to search for all RESEA activities by their RESEA Outcome: 'No Show', 'Attended but Failed to Complete', or 'Completed All Requirements'.
Scheduled Location: This optional field allows the user to search for all RESEA activities that have been scheduled, but do not have an outcome, for a specified location.

The 'Participant Activity Report' (shown below) provides a detailed listing of all of the 'RESEA' activities that have been recorded in OSMIS, within the timeframe specified on the report order criteria.

Scheduled Participants Report

The 'Scheduled Participants' report lists the 'RESEA' activities and/or the 'Reemployment Services' and/or 'Training' that have a scheduled date that is within the dates and locations ordered on the report criteria. The 'Scheduled Participants' report can be ordered by several criteria, detailed below:

Scheduled Begin Date: This is a required date field that defaults to 2 months ago from today's date, or October 1, 2015 (whichever is later). The user can use the calendar feature to change the date, or enter a different date.

Scheduled End Date: This is a required date field that defaults to today's date. The user can use the calendar feature to change the date, or enter a different date.

MWA: Displays the MWA of the user.

Scheduled Location: This optional field allows the user to search for all scheduled RESEA activities for a specified location.

The 'Scheduled Participants' report provides a detailed listing of participants who are scheduled for an 'RESEA' activity, 'Reemployment Service' or 'Training' within the timeframe and location as specified on the report order criteria.