



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

To: The Workforce System

From: Josh Richardson, Chief Operating Officer
Regina Ashley, Chief Strategy Officer

Date: November 21, 2016

Subject: DWD Policy 2016-04
Implementation of the *Jobs for Hoosiers Act*

JOR REA

Purpose

To formally establish policy for implementation of the *Jobs for Hoosiers (JFH) Act*. This policy, as authorized by Indiana Public Law 154-2013, establishes the State REA (State Re-Employment and Eligibility Assessment) program and requires the participation of Unemployment Insurance (UI) claimants.

Rescission

DWD Policy 2013-10

References

Public Law 154-2013

Content

Background

The purpose of the JFH REA program is to:

- Help UI claimants return to work sooner and enter a high-wage, high-demand career path;
- Reduce weeks of unemployment;
- Improve the solvency of the UI trust fund; and
- Reduce fraudulent UI claims.

The JFH REA program will also provide an opportunity to reach more potential customers and make them aware of services provided in the one-stop delivery system.

Public Law 154-2013 established an REA program for state UI claimants. The pertinent sections of the act are stated below:

Sec. 3 (b) *An unemployed individual shall be eligible to receive benefits with respect to any week only if the individual:*

...

(4) participates in reemployment services, such as job search assistance services, if the individual has been determined to be likely to exhaust regular benefits and to need reemployment services under a profiling system established by the department, and reemployment and eligibility assessment activities when directed by the department, unless the department determines that:

- (A) the individual has completed the reemployment services; OR*
- (B) failure by the individual to participate in or complete the reemployment services is excused by the director under IC 22-4-14-2(b).*

Sec. 3 (f) *Reemployment services and reemployment and eligibility assessment activities provided to an individual*

(1) must include:

- A. orientation to the services available through a one stop center (as defined by IC22-4.5-2-6);*
- B. provision of labor market and career information;*
- C. assessment of the individual's workforce and other job related skills;*
AND
- D. a review of the individual's work search efforts.*

(2) may include:

- A. comprehensive and specialized assessments;*
- B. individual and group career counseling;*
- C. training services;*
- D. additional services to assist the individual in becoming reemployed;*
- E. job search counseling; AND*
- F. development and review of the individual's reemployment plan that includes the individual's participation in job search activities and appropriate workshops.*

Sec. 3 (g) *The department may also require an individual participating in reemployment and eligibility assessment activities to provide proof of identity. (The Department of Workforce Development (DWD) REQUIRES proof of identity)*

[Emphasis Added]

Participation in the Jobs for Hoosiers Program

An individual who files for unemployment benefits, also known as a claimant, will be selected for participation in the JFH program upon claiming their fourth week of UI benefits. Once the claimant is selected for participation in the JFH program, the claimant is scheduled to visit and receive a JFH orientation by the department no later than the sixth week claiming UI benefits.¹ The claimant must appear when scheduled, except for good cause shown under Indiana Code § 22-4-14-2(b). WorkOne staff should use the occasion of the claimants' visit as an opportunity to assess their need for and promote the use of additional services.

The claimant may be waived from participation in the JFH program if he/she meets any of the following criteria as of the fourth week the claimant files for UI benefits:

- The claimant has completed the federal RESEA (Reemployment Services and Eligibility Assessment) program or the Reemployment Eligibility Assessment (REA) grant program within the last sixty (60) days; or
- The claimant is enrolled in full time training approved by DWD including Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment and Assistance (TAA) funded training;
- The claimant received a work search waiver due to the claimant's job attachment; OR
- The claimant received a work search waiver because the claimant is a member in good standing of a union hiring hall.

Claimants failing to report for their scheduled orientation or refusing to complete the required services without good cause will be subject to denial of and/or suspension of benefits until such time as they complete the required services.

The JFH program will operate in each full service WorkOne Center and One-Stop Operators are encouraged to offer the program in WorkOne Express offices, where feasible. With the exception of UI adjudication activities, JFH services may be provided by both DWD and service provider staff.

During periods of high claim activities when the number of selected claimants for JFH exceeds the weekly capacity of an office, an exception to the six week JFH completion deadline will be warranted. In these cases, WorkOne Centers may schedule claimants for up to four (4) weeks in the future to manage the workload, thus extending the deadline for JFH orientation completion deadline to ten (10) weeks from the date of selection.

¹ During periods of high claim activities when the number of selected claimants for JFH exceeds the weekly capacity of an office, an exception to the six week JFH completion deadline will be warranted. In these cases, WorkOne Centers may schedule claimants for up to four (4) weeks in the future to manage the workload, thus extending the deadline for JFH orientation completion deadline to ten (10) weeks from the date of selection.

Process

A list will be generated in the WorkOne client database each week for those claimants who have filed for a fourth week of UI benefits. This list will include those who have not been selected for federal RESEA. Letters will be sent to claimants instructing them to complete the following:

- Register, review labor market information and complete skills assessments in Indiana Career Connect (www.IndianaCareerConnect.com);
- Complete a log of the work searches for the last four weeks; AND
- Report to a WorkOne Center for the Orientation Workshop and a review of work search log and required activities.

The letter will be mailed at such a time that the UI claimant will have a minimum of seven (7) business days advance notice of the day they are to report to the WorkOne Center. WorkOne staff will determine whether the UI claimant has completed the required activities and, if the claimant has not, direct the claimant to do so upon visiting the office for his/her scheduled orientation.

When UI claimants report to the WorkOne Center for orientation, they will be required to verify their identity using acceptable I-9 documentation, such as a state or federal picture ID. An affidavit will be provided for those without suitable identification. As part of the orientation, UI claimants should be encouraged to participate in additional services. Participation in additional services is *optional* and not a program requirement. WorkOne staff will review work search documentation to determine whether UI claimants are making acceptable work search efforts based on the individual claimant's experience, education, and/or national labor markets. If acceptable work search efforts are not being made, WorkOne staff should explain the requirement in DWD Policy 2011-04, Continuing Eligibility for Regular State Unemployment Benefits. UI claimants seeking work search assistance should be directed to job seeking skills workshops offered in the WorkOne.

Upon completion of scheduled orientations, staff will notify designated UI staff at DWD of unemployment insurance claimants who did not report. The designated UI staff at DWD will then enter and adjudicate a 'reporting requirement' issue created especially for the JFH REA program. All services and/or failures to participate will be entered into the case management system. Reports on program performance and for program management will be created and distributed as appropriate.

It is the intent of DWD to automate as much of this process as possible so WorkOne staff can focus on providing value added services to these customers to accomplish the main goal of the program, which is to assist claimants in their efforts to return to suitable employment as quickly as possible.

Effective Date

This policy is effective as of April 23, 2016. New UI claims filed on or after September 1, 2013 are subject to this program. While currently 100% of selected UI claimants are being assigned to the federal RESEA program, JFH may be utilized for anywhere from 0-100% of those selected for participation in an REA program. Any changes in this proportion will be communicated to the field far enough in advance to allow for operational adjustments.

Ending Date

Upon rescission.

Contact for Questions

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