

Appendix C: Title III Program Specific Requirements and Assurances

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Wagner-Peyser Act Unemployment Insurance Involvement with WIOA

Employment Service Professional Staff Development.

- (1) Describe how the State will utilize professional development activities for Employment Service staff to ensure staff is able to provide high quality services to both jobseekers and employers.*

The state will use professional development activities for Employment Services staff such as targeted training activities in specific program areas (Migrant Seasonal Farmworkers, Trade Adjustment Assistance Act, Unemployment Compensation, and Veterans) to ensure staff is able to provide high quality services to both job seekers and employers. These training activities will enable staff to assist job seekers with knowing and improving their skills, obtaining the best job possible, and progressing in a career pathway. Furthermore, these training activities will provide employers with access to qualified candidates and strengthen their business. Staff will be provided with the required information about programs and hear a consistent message regarding expected levels of performance, service delivery and service quality. Training will be provided throughout the state to promote consistency.

Training topics planned for the future include Migrant Seasonal Farmworker, Unemployment Compensation, and Veterans Services. The delivery methods of these trainings will include, but not be limited to, workshops, seminars, on-the-job training, and web based technology.

- (2) Describe strategies developed to support training and awareness across core programs and the Unemployment Insurance program and the training provided for Employment Services and WIOA staff on identification of Unemployment Insurance (UI) eligibility issues.*

These strategies include:

- Provided training to Wagner-Peyser and WIOA staff on core programs, including California Training Benefits, Unemployment Insurance (UI), Trade Adjustment Assistance, Veteran's programs, Migrant Seasonal Farmworker, and Youth and Dislocated Worker programs.
- Developed and provided two hour training on the UI program. The training included UI claim filing eligibility basics, UI claim management, maneuvering UI's public facing computer system, and understanding notices sent to claimants. The UI programs. The UI training also included seek work requirements and the results of non-compliance.

Information and meaningful assistance to individuals requesting assistance in filing a claim for unemployment compensation through One-Stop centers

California will meet the needs of customers requesting assistance in filing UI claims by providing direct customer assistance and guidance by appropriately trained, experienced, and skilled staff. These dedicated AJCC staff will show customers how to use EDD's two online options for submitting UI applications.

- The eApply4UI application guides the customer through a series of online questions to file their initial, or reopen an existing, claim.
- The UI OnlineSM allows existing claimants to reopen their claim, along with many other user-friendly features to help customers manage their UI claims.

Additionally, if the AJCC staff determine an individual is unable to file a UI claim due to significant barriers that prevent the utilization of online tools (such as, language or disability), the customer will be directed to a phone line dedicated to serving the needs of those customers requiring more meaningful and personal assistance.

Strategy for providing reemployment assistance to UI claimants and other unemployed individuals

California is committed to operating a customer-centric approach to delivering services to all job seekers. To accomplish this, a workgroup was formed to develop an improved model for delivering services. The workgroup identified the importance of moving towards seeing the UI claimant as a job seeker. This transition is key to providing re-employment assistance to the UI claimant. The workgroup identified the following base services for all job seekers:

- Greet customers to assist them with filing a claim for UI, if necessary, and introduce them to AJCC services.
- Customers who elect to register in an AJCC to receive services will be provided: orientation skills assessment, review of skills assessment with trained staff and a re-employment plan to include:
 - Registration with California's labor exchange system (CalJOBSSM)
 - Scheduling re-employment workshops
 - Providing local Labor Market Information
 - Implementing a follow-up plan to maintain connection with the job seeker during the job search and after employment
 - Providing training information and application assistance

Additionally, the EDD will be referring veterans that file Unemployment Compensation for Ex-Servicemembers (UCX) claims to reemployment workshops for enhanced services.

The EDD has developed on-going workgroups dedicated to analyzing and providing quality reemployment assistance to UI claimants and other unemployed individuals

How the State will use W-P funds to support UI claimants, and the communication between W-P and UI, as appropriate:

(1) Coordination of and provision of labor exchange services for UI claimants as required by the Wagner-Peyser Act;

Currently, EDD requires all UI claimants (job seekers) to register into the state's labor exchange system, CalJOBSSM, and create a resume. Once registered, job seekers have access to all of the online features, such as: searching for jobs, identifying employment trends and occupational information, using the virtual recruiter to automatically receive alerts of new jobs that match the job skills in their resume, having their resume viewable by employers registered in the system, and accessing local education providers and programs.

In addition, job seekers receive information on the W-P services available at the AJCCs. Job seekers can conduct self-service activities by using resources such as computers and phones to conduct job searches and create a resume through CalJOBS, respond to employment opportunities, manage their UI claim through the EDD website, etc. In addition to self-service options, claimants can also receive staff-assisted services, such as job search workshops, assistance with access and navigating the CalJOBS system, individualized labor market information, referral to veteran services, and referral to education, training, and supportive services.

(2) Registration of UI claimants with the State's employment service if required by State law;

The California Unemployment Insurance Code, Section 1253(b) and the California Code of Regulations, Title 22, Section 1253(b)-1, contain provisions that mandate the claimant, unless exempt, to register for work by entering a resume on CalJOBS within twenty-one days after filing a UI claim.

When an individual files a UI claim, EDD mails the *Notice of Requirement to Register for Work*, DE 8405, to the claimant providing the requirement to register in CalJOBS, including the address and telephone number of their local AJCC. Additionally, the notice advises that failure to comply may result in denial of UI benefits. The UI claimant can walk in or call the local AJCC for technical support on entering a resume on CalJOBS.

EDD automatically creates an account in CalJOBS for all new UI claimants and generates notices to claimants that fail to enter a resume within twenty-one days. These notices require claimants to attend a Personalized Job Search Assistance workshop at a local AJCC. This workshop is designed to provide the UI claimants with employment services available through the AJCC, and to ensure that the claimant has their resume posted in the CalJOBS system. UI

claimants that fail to post their resume in the system will have an alert posted to their account for determination by UI staff.

(3) Administration of the work test work test for the State unemployment compensation system, including making eligibility assessments (for referral to UI adjudication, if needed), and providing job finding and placement services for UI claimants;

The work test is done on a weekly basis during the benefit year of a UI claim:

- After the initial UI claim is filed, UI claimants are required to register and create a resume in EDD CalJOBSSM. Failure to do so is reported electronically to UI and a hold is placed on the claim that prevents eligibility to receive UI benefits until a resume is created.
- During subsequent weeks, UI claimants are required to submit a weekly certification that he or she meets all the following UI eligibility requirements to receiving UI benefits:
 - Be totally or partially unemployed.
 - Be unemployed through no fault of his/her own.
 - Be physically able to work.
 - Be available for work.
 - Be ready and willing to immediately accept work.
 - Be actively looking for work.

Failure to meet these requirements will also result in a subsequent hold preventing eligibility to receive UI benefits while pending an eligibility interview and potential disqualification of benefits.

- During scheduled re-employment service appointments at an AJCC, such as Reemployment and Eligibility Assessment, Personalized Job Service Assistance, or Initial Assistance Workshop, failure to attend these appointments will also result in a subsequent hold preventing eligibility to receive UI benefits while pending an eligibility interview and potential disqualification of benefits.

(4) Provision of referrals to and application assistance for training and education programs and resources.

In the current customer service delivery model, the UI customers who attend the mandatory workshops are provided information in a group setting about the availability of training and the California Training Benefits program which allows the UI claimant, if eligible, to collect benefits and receive training. During these presentations, customers who would like further information about training are referred to register in the AJCCs and to begin the process for gaining more information and assessments for qualification and application assistance.