

Employment and Career Development Division

UI Reemployment Orientation

Procedures Manual

Date: March 20, 2009

## **POLICY**

The Unemployment Insurance Reemployment Orientation is a mandatory activity that provides information to Unemployment Insurance (UI) Claimants on reemployment services and job search requirements. The intent is to help claimants return to work as soon as possible. Participation is required by federal and state law.

All UI claimants who reside within Washington State are advised at the Initial Claim application process of the mandatory requirements of participation. If scheduled for an appointment or service, failure to participate in these scheduled services, without justifiable cause, will jeopardize their eligibility for benefits. More information can be found at RCW 50.20.010(1) (e)

**Minimum Service Requirements:** The UI Reemployment Orientation must include the following minimum elements:

- Claimant responsibilities for job search.
- The Job Search Log video.

This workshop is followed by a same day one-on-one session where the Reemployment Service Summary is completed and the following services are provided.

- Full registration in SKIES is completed or updated.
- A job match, job referral, and/or employment referral.
- Provide pertinent job search readiness information.
- Complete the Reemployment Service Summary.

- Identify claimants who need work skills assessment, job development skills, training or retraining services and schedule an appointment for the appropriate employment or work skills service.
- Identify availability or other UI issues and complete the Report of Potential Issue.
- Document in SKIES and GUIDE.
- At the completion of the UI Reemployment Orientation and one-on-one session, claimants should have a completed Reemployment Service Summary and a schedule of WorkSource events.

Offices will design the orientation locally incorporating the minimum required elements. Areas may include additional elements depending on their service delivery approach. The workshop session should average about 30 minutes and in no cases should it exceed 45 minutes. Local office procedures must be available to staff to ensure consistency in scheduling, service delivery, and recording data in SKIES.

**Facilitation Standards:** Offices will adhere to established agency standards for WorkSource services, materials, agency correspondence and communications. Quality standards developed for delivery of the Job Hunter Workshop series are essential to sustain the quality service delivery of the UI Reemployment Orientation. The standards address adult learning style, hands-on experience, professionalism, and knowledge base of the facilitator and apply to this workshop. The Quality standards can be found in the Job Hunter Module 1 Tool Chest.

**Scheduling:** The existing Mass Call In process in SKIES will be used for this workshop.

There will be a new UI Reemployment Orientation service category in SKIES for tracking this service.

## **UI Reemployment Orientation Procedures:**

1. **Scheduling** – Claimants required to look for work are sorted through a worker profiling model and given a score. The worker profiling score sorts the claimants from the highest to the lowest score.

### **New Feature**

The Mass Call In list has the capability of sorting by contact date (Tab 1). To serve claimants sooner, offices will use the sort feature to arrange the Mass Call In list so that claimants with the most recent contact date are displayed and scheduled first, followed by claimants with a later contact date. Offices will schedule from the top down. Schedule the claimant to attend the Orientation within 7 to 10 days. (See Appendix A for details on scheduling.)

Profiled claimants are schedule each week through SKIES using the Mass Call In list. Claimants remain on the list up to 5 weeks. Claimants who meet the following criteria are on the Call In list.

- Current valid claim.
- Claimed their first week of benefits.
- Weekly work search is required.

A Call In letter to the UI Reemployment Orientation is created through SKIES. Call In letters are available in English and Spanish. Claimants must be mailed notification 7 to 10 days in advance of the scheduled appointment date.

The letter states:

- The date, time, and location where the claimant is to report.
- Participation in reemployment services is required by state and federal law.
- Failure to participate in the UI Reemployment Orientation could jeopardize their unemployment benefits.

Staff must use the Mass Call In process and corresponding Call In letter for the adjudication process to function correctly.

Claimants remain on the Mass Call In list for 5 weeks. Any UI claimants not called in or exempted from services will automatically drop from the list.

**2. Exemptions** - If a claimant calls to report that he or she cannot attend the scheduled appointment, WorkSource staff will:

- Determine if the claimant should be exempt, excused or rescheduled.
- If exempt, check the exempt box on the individual job seeker's core service Call In screen in SKIES.
- Select the exempt reason from the drop down menu on the job seekers individual call in screen.
- Document the exempt reason in the note area in SKIES.

Exempt reasons include, but are not limited to:

- Return to full time work;
- Partially unemployed (separation code 8, GUIDE expects earnings);
- Shared Work Program (must be coded LEC 980, GUIDE Q02 and separation code 9);
- Standby (GUIDE CH3, Q02 (new employer – work search indicator X) WAC 192.110.015;
- Full referral union member, (includes PMA Lists A and B, GUIDE Q02);
- Participation in the Commission Approved Training Program (CAT – work search indicator D; GUIDE 02, Q17, TR1), Trade Act; Training Benefits (work search indicator H);
- Received a similar service within the previous year. WAC 192.140.090.

Exemption from service at the time of scheduling will be indicated on the Mass Call In form located under Job Seeker selection from the SKIES Main Menu. An exemption is created by placing a check mark in the exempt box which is located on the First Tab next to the claimant's name. The Second Tab details customers who have been "called in" or given an exemption which will be listed for five weeks from the date of call in or exempt status date.

Claim status can change from the time the claimant is selected for the list and the day of the Orientation. Staff must prescreen claimants by using the GUIDE screens to determine if the claimant should be exempt. Additional exempt reasons may be found on the Guide Q22, Comments Inquiry screen.

**A. Not Exempt** - UI Reemployment staff must determine if there are potentially disqualifying issues for UI such as:

- The claimant reports they can not attend the Orientation because they have no child care, transportation problems, have other appointments, are on vacation, will be out of town, etc.
- Attending classes or enrolled in school without Commissioner Approved Training (CAT).
- Can't make the appointment and no reason given.

When there is a potentially disqualifying issue:

- Use the Potential Issue Form 10320 and complete the "Details, Explanation and Comments Section" of the form.
- Email or fax the completed form to the TeleCenter via the UI contact folder located in the Global directory under KCUIContact or SCUIContacts. (If unable to email, fax by 12:00 pm Friday the week the issue is detected.)

Note comments on GUIDE Q22, e.g. claimant scheduled for UI Reemployment Orientation appointment on XX-XX-XXXX and reported

did not have childcare on that date. To obtain an on-line Report of Potential Issue form go to Insideed, Unemployment Insurance, click on WorkSource Liaisons. The form is in the Word Templates section.

**B. Excused** - Staff may excuse and reschedule claimants to the mandatory UI Reemployment Orientation **one time** if they call prior to the scheduled appointment.

The excused reasons include factors that would cause a reasonably prudent person in similar circumstances to fail to participate. For example, if the claimant has a job interview, details must be provided on the Job Search Log. If the claimant is sick during the week, documentation must show the number of day(s) the claimant was unavailable in case benefits are claimed for the week.

If the claimant is excused from attending the first scheduled UI Reemployment Orientation, staff will attempt to schedule the claimant for another day during the current week. For offices that offer one orientation per week, staff may provide the information in a one-on one interview or reschedule in a following week(s).

Examples to excuse a claimant are not limited to but may include:

- Illness or disability or that of a member of the immediate family.
- Medical appointment for claimant or for a member of the immediate family.
- Severe weather conditions precluding safe travel.
- Jury duty.
- Full week of National Guard or Reserve Duty.
- Acts of Nature.
- Verifiable Job Interview.
- Verifiable work.

Reasons for absence may be verified. When the claimant's availability or ability to work is in question, the Report of Potential Issue should be completed.

3. **Rescheduling** - When a claimant **calls to reschedule**, staff must determine if the claimant should be exempted, excused or rescheduled. Staff may reschedule the UI claimant one time if the claimant calls the WorkSource office.

**A. Reschedule the Same Week** When multiple sessions are offered during a week, staff can schedule excused claimants for another day during the same week. When a claimant wishes to attend another Orientation in the same week, document the SKIES notes section with:

- The name of the staff person who spoke to the claimant.
- Any availability issues or why the claimant needs to reschedule.
- The new requested appointment date (of the same week).

**Note:** Do not use the reschedule feature in SKIES for rescheduling the same week because the SKIES system would issue a new appointment letter. The UI adjudication process requires a copy of the original appointment letter when the claimant does **not** attend the orientation. Adjudication staff will use the notes in SKIES for appointments changed within the same week.

**B. Reschedule for another Week** - Staff may reschedule the claimant one time using the rescheduling process through SKIES. Allow the 7-10 day notification period from the letter mailed date. The reason for rescheduling must be documented in the notes section in SKIES.

Issue a new appointment Call In letter through SKIES showing the new scheduled appointment. (Must allow at least 7-10 day from date mailed).

- SKIES will not show a Did Not Report (DNR) for the first appointment date.
- A DNR will not be sent to GUIDE because the new scheduled appointment date is now the call in date.
- Complete a Potential Issue form for any availability issue(s) and email to the TeleCenter as shown in the process above.
- Document potential availability issues on Q22.

Claimants will be expected to report for the orientation if they were excused in a prior week or if the reason they have asked to be excused is not acceptable.

A DNR will automatically occur and the claimant will receive an Advice of Rights (AOR) if:

- The claimant does not attend the Orientation the same week as scheduled.
- The claimant is not rescheduled for another appointment date before Close of Business (COB) Friday of the appointment week.
- The claimant is not exempted from mandatory attendance.
- The UI Reemployment Orientation service is not entered into SKIES before 7:00 p.m. Friday.

Staff must **always** inform the claimant that their benefits may be in question by not attending the original scheduled session. In addition, WorkSource staff must instruct the claimant to document all job search activity on their job search log.

**4. Document the Service** - Attendance at the UI Reemployment Orientation **must be documented** in SKIES the same day the service is scheduled. A UI issue will be set if:

- The claimant does not attend, or

- No service is entered **during the week** of the scheduled appointment.

**NOTE:** Offices open for extended hours on a Saturday must have scheduled services documented no later than 1:00 PM in order for the information to be processed. If not entered on time, a DNR issue will be set.

Failure to attend or when staff do not enter the service a "Did Not Report (DNR)" issue is sent to GUIDE. When an issue is set the claimant receives an AOR from the TeleCenter.

The Advice of Rights (AOR) informs the claimant of the following:

- A possible denial of benefits for the week the claimant failed to attend.
- Instructs the claimant to complete the enclosed paperwork and return it to the TeleCenter.

**5. Service Not Entered** - If a claimant contacts WorkSource and indicates an AOR was received but had attended the UI Reemployment Orientation staff will:

- Review their Seeker WPRS Failure to Report (DNR) Report in SKIES for the SSNs that were passed to GUIDE. The report is located under Reports>Case Management>Query Type – Job Seeker; Query, Seeker WPRS Failure to Report.
- Double check the hard copy attendance records for the previous week or the week in question.
- Advise the claimant to respond to the AOR by answering the questions, give the name of the WorkSource person they are talking to, and returning it to the address located on the AOR.
- If staff find that the claimant did attend the orientation, staff must:

- Notify the TeleCenter immediately by email (using the KCUIContact or SCUIContacts).
- Document notes on the GUIDE Q22 screen.
  - Correct entries made in SKIES, including documentation explaining the error.

TeleCenter staff will clear the DNR issue based on the notes entered by staff.

## **6. UI Reemployment Orientation - Minimum Requirements**

The model is a staff delivered comprehensive service that is a part of Product Box 2 in the Customer Flow. This new service is an approved service for the UI Job Search Log.

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Offices will design the orientation locally incorporating the minimum required elements. Areas may include additional elements depending on their service delivery approach. The workshop session should average about 30 minutes and in no cases should it exceed 45 minutes. Local office procedures must be available to staff to ensure consistency in scheduling, service delivery, and recording data in SKIES.

**A. Facilitation Standards:** Offices will adhere to established agency standards for WorkSource services, materials, agency correspondence and communications. Quality Standards developed for delivery of the Job Hunter Workshop series are essential to sustain the quality service delivery of the UI Reemployment Orientation. The standards address adult learning style, hands-on experience, professionalism, and knowledge base of the facilitator and apply to this workshop. The Quality Standards can be found in the Job Hunter Module 1 Tool Chest. The following excerpts from the Quality Standards provide information on facilitation and service delivery.

- “Be delivered in a manner that preserves the integrity of adult learning and behavior modification principles. Service providers will:
  - Approach delivery of material from the perspective of the job seeker;
  - Encourage job seekers to approach the job search from the perspective of the employer;
  - Utilize activity based learning that promotes and encourages pro-active job search attitudes and behavior;

- Offer hands-on experience in the use of computer assisted job search software with no more than two individuals sharing a single terminal during a training session.”
- “Be delivered in an atmosphere of integrity and professionalism:
  - Materials will be consistent in design and printed “master quality” originals;
  - Materials will be consistent with and support program concepts;
  - Content will be delivered within a positive and encouraging framework;
  - Facilitators will model professional dress, behavior and attitudes;
  - Training room environments will be professional in décor and arrangement;
  - Each module will be delivered with sufficient time to fully incorporate and support program concepts.”

## **B. MODULE FACILITATION: Staff Knowledge and Abilities**

“The Job Hunter Workshop Series challenges the notion of traditional trainership. As indicated by current consumer demand, lectures and information sharing no longer equate to value-added customer service. Therefore, foundational knowledge of job search processes and basic presentation must be supplemented with significant knowledge of the service delivery model, adult learning principles, communication techniques, sophisticated levels of modern trainership as well as the ability to operate and instruct the use of computer software programs.

Module facilitators are the ambassadors of the WorkSource system as well as agency and program representatives. Developing a comprehensive understanding of the program design and its role within the larger perspective of the WorkSource (One-Stop) allows staff to accurately and positively relate to agency services.”

“At a minimum, module facilitators will be grounded in and possess sufficient knowledge of:

- All policies and procedures related to the delivery of services of Labor Exchange, UI Reemployment Orientation (Claimant Placement Program), the WorkFirst Program, and WorkSource;
- Partner, community and center services and resources.
- How to establish and maintain a productive learning environment to include:
  - Group dynamics;
  - Behaviors of effective trainers;
  - Interpersonal communication theories and techniques;
  - Training styles, techniques and tools;
  - Levels of trainership.
- How to relate to the individual as a learner to include:
  - Characteristics of adult learners;
  - Learning styles;
  - Working with challenging learners;
  - Evaluation of learning.
- Resource room management;
- Computer operation and computer assisted job search software programs;
- Basic marketing principles and techniques.”

Additional information on concepts and practices are found in the Quality Standards document. Individuals completing Job Hunter Workshop training are trained in the Quality Standards requirements.

**7. Records Retention** - The WorkSource office may need to verify attendance for TeleCenter Adjudicators through local office attendance

records. Local offices must retain their paper attendance records to the UI Reemployment Orientation class for at least 90 days after the scheduled call in date. After 90 days the documentation can be disposed of following agency procedure for confidential data.

## **8. Additional References**

Policy 4008, Referring UI Claimants, addresses the requirements for the Work Test. UI Claimants receiving benefits must be able and available for work and actively seeking suitable work. If a claimant is offered a suitable job referral all elements of the Work Test must be documented, potential issues identified and reported to the TeleCenter.

Eligibility Issues: [Policy 4008 - Eligibility Issues](#)

Handling Issues: [Policy 4008 - Handling Issues Once Detected](#)

Reporting Requirements: WAC 192.140.030

Work Search Directive: Issued to the claimant using GUIDE MI5 directing the claimant to change how they look for work or to a Job Hunter module. If the claimant fails to attend, staff will send a Report of Potential Issue form to the TeleCenter.

**NOTE:** Existing RCW's and WAC's for the receipt of unemployment insurance benefits, reporting and eligibility apply. TeleCenter coordination and use of GUIDE Screen Q22 remain valid.

DATE

FULL NAME  
ADDRESS

CITY STATE ZIP CODE

Dear Mr./Ms. LAST NAME,

You are scheduled to attend a MANDATORY "Unemployment Insurance Reemployment Orientation".

DATE: MM/DD/YYYY TIME: 9:00 AM DURATION: 3 hours

WORKSOURCE LOCATION  
WORKSOURCE ADDRESS  
CITY WA ZIP CODE

If you do not attend this orientation, WorkSource will notify the Unemployment Insurance TeleCenter and your unemployment benefits can be denied unless you show good cause for not reporting as required. You may be ineligible for the benefits that you have already received and you may have to repay the money.

Both state and federal laws REQUIRE you to attend the Orientation because you receive unemployment insurance benefits. At the Orientation you will receive information about job search requirements for unemployment, how to complete the Job Search Log and have an individual session with a Reemployment Specialist.

If you returned to work or no longer claim unemployment insurance benefits, please provide the employer's name, address, job title, beginning wage, hours per week, and the date that you went back to work to WORKSOURCE LOCATION prior to your scheduled class.

Si prefiere participar en una sesión en español, por favor llame (000) 555-1234

The Washington State Employment Security Department (ESD) is an equal-opportunity employer and provider of programs and services. Auxiliary aids and services are available upon request to people with disabilities. Auxiliary aids may include qualified interpreters and telecommunications devices (TTY) for hearing-impaired or speech-impaired individuals. People who speak little or no English may request interpretive services free of charge in order to conduct business with the WorkSource office and the ESD. If you need special accommodations please call WORKSOURCE LOCATION at (000) 555-1234 immediately.

# APPENDIX A

Process to schedule claimants for the Reemployment Orientation.

1. In SKIES, click on **Job Seeker**.
2. Scroll down and click on **Mass Call In tab** (SKIES will take you to another screen to schedule claimants).
3. Prepare to schedule claimants on the **first tab**.
4. Click the **“contact date”** button to view most recent contacts first.  
**Note:** If scheduling off the **UI Mass Call In tab** {for Emergency Unemployment Compensation (EUC) claimants} you will not have the “contact date” feature.
5. Click the **“Print Records List”** button to get list of claimants to review in GUIDE to make sure they have a work search requirement.

CALL IN LIST (First Tab)										
MAY 19, 2009 08:55 AM										
Office:		WORKSOURCE [REDACTED]								
Total New:		644								
Total Records:		1100								
Total Processed:		0								
Contact Date	SSN	Seeker Name	Appointment Date	Responsible Staff	Time	Duration	Type	Score	Call in	Exempt
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.23		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.18		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.18		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.18		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.18		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.16		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.05		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.05		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.05		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.04		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	46.04		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.86		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.65		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.6		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.56		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.33		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.31		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.28		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	45.07		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.87		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.84		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.82		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.74		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.7		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.61		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.51		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.3		
04/29/2009	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CFF CALL IN	44.3		

6. Exempt the claimants who do not have a work search requirement by clicking the **exempt box on tab 1**. You will need to provide the reason they are exempt.
7. Now, schedule the claimants with a work search requirement. Enter the date you want them to attend the orientation in the **"appointment date"** box.
8. Enter the time you want them to attend the orientation in the **"time"** box.
9. Enter the amount of time you expect the orientation and their one on one to take in the **"duration"** box.
10. Determine if you want the letters to go out in English or Spanish and enter the appropriate response in the **"CPP Letter Version"** box.
11. **Select the "Seeker Name"** you want to attend by clicking the "Call In" box at the end of each claimant's name.
12. Click the **"edit letter"** button to review what is going to be sent out to claimants, make sure you have the right time and date and have not scheduled over a holiday. **This may be where a supervisor checks for accuracy.**
13. If scheduling for more than one orientation, **repeat steps 5-10.**  
**Note:** These steps must be **completed in order**. If you select the claimants first, their letters will default with whatever information is already in the information boxes.
14. Once you have all the claimants selected **"save"** your records. After you saved, the "print letters" button will become active.
15. Press the **"print letters"** button this will bring up adobe acrobat with all of the letters you selected.
16. In Adobe, click on **file**, scroll down and click on **print**, when print box appears, click **ok**.
17. **Fold, Stuff, and Mail** letters according to your office policy.

File Job Seeker Provider Employer StaffFunctions Administrative Reports Maintenance Help Window

Call In - First Tab

New Records: 4 Total Records: 324 Processed This Week: 0 Selected Number of records: 0 of 324

Default Settings

Appointment Date: 04/28/2009 Time: 7:00 AM Duration: 0:15 Exempt Reason: [Empty]

Comments: Scheduled to attend Orientation

Responsible Staff: JASKE, JENNIFER CPP Letter Version: ENGLISH

Print Records List

Print Letters

Mass Call In

Contact Date	SSN	Seeker Name	Date	Responsible Staff	Time	Duration	Type	Score	Lang	In	Exe	Edit
04/14/2009							CPP CALL IN	52.44	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	50.17	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	49.35	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	48.59	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	48.15	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	48.11	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	46.55	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	46.23	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	46.22	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	46.02	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	45.61	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/14/2009							CPP CALL IN	44.71	ENGLI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Appointment Date

3. Time

4. Duration

5. Exempt Reason

6. CPP Version

1. Contact Date