

Agenda

Agenda for UI Working Group, October 20th, 2021

- Welcome
- Introductions
- What changes are being made or could be made to the workshare program
- Changes to the RESEA program to increase participation
- How to connect employers with the unemployed post-pandemic
- Review effectiveness of Title 26 Sec. 1044
- Closing and Next steps

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Maine
WorkShare
Program:
*Pandemic Experience
and
Planned Improvements*

Laura Boyett, Director
Bureau of Unemployment Compensation
Maine Department of Labor

October 20, 2021

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WorkShare Pandemic Experience

- March 2020 through September 2021:
 - 246 WorkShare Plans covering 5,000+ employees
 - Prevented 3,044 layoffs
- Not all smooth though:
 - Pre-Pandemic (low unemployment): 1-2 plans/yr.
 - Processed manually & paper driven
 - Labor intensive for both employers & UI staff
 - Generated processing & benefit delays & problems

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Process Improvement Plan

- Customer - centered approach: 4 companies interviewed (2 lg, 1 med, 1 small)
- Findings:
 - Process steps rigid
 - Inconsistency in payment timing
 - Employer WorkShare Administrator – no dashboard visibility into the system data or employee status
 - Not enough MDOL staff resources to meet demand
 - Application questions designed for State UI staff – confusing and counterintuitive for WorkShare participants
 - Reliance on manual data entry by employer and MDOL staff



Program Improvements

• Initial Work (done)

- updated programming to eliminate payment issues & delays
- secure portal to upload ER weekly spreadsheet
- RPA (BOT) technology to speedup processing
- additional staff support

• Planned future state

- WorkShare program information including instructional videos
- Workshare self-assessment tool
- Online ER initial application & weekly 'spreadsheet' certification
- Employer login, inquiry screen & dashboard
- Redesigned weekly Workshare claim application (plainspeak)
- Internal MDOL Workshare dashboard & reports

RESEA Service Delivery Overview

Andrew Robinson, Program Manager
Bureau of Employment Services
Maine Department of Labor

October 20, 2021



What is RESEA?

- Federal-state UI programs provide benefits to individuals who have lost their jobs through no fault of their own as long as they remain able & available to work and are actively seeking employment.
- In 2018, the Reemployment Services & Eligibility Assessment Program became a permanent part of the Social Security Act laws governing State & Federal UI programs.
- The program is jointly administered by the Bureau of Unemployment Compensation and the Bureau of Employment Services.
- RESEA has 4 purposes:
 - Reduce UI duration through improved employment outcomes,
 - Strengthen UI program integrity (through eligibility assessment),
 - Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA), and
 - Establish RESEA as an entry point to other workforce system partners.

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What does an RESEA session consist of?

- The term “initial RESEA” refers to the first meeting between a RESEA service provider and a UC claimant who reported to the meeting in response to an official notification of selection and required participation in RESEA services. The initial RESEA session is “completed” when the following components have been provided:
- An unemployment compensation eligibility review including review of work search activities, ([Review of work search log](#))
- Relevant and individualized local labor market information, including live use of Maine’s Center for Workforce Research and Information (CWRI) website, ([CareerOne stop o’net](#), [myskills](#), [my future websites to show labor market information](#))
- Enrollment in Wagner Peyser Act funded employment services, ([Relevant referral job fair](#), [career center training](#))
- Development, review, and recommendations on an individualized reemployment plan (IRP), ([IRP plan](#))
- Individualized and relevant referrals to services, jobs, other agencies, and additional reemployment resources as needed, ([Referral to ACAP](#), [Goodwill \(job fairs\)](#), [referral to DHHS](#), [CCSP](#), [vocational rehab etc](#), [adult ed](#), [specific job referral for those customers that have a full MJL profile set up](#))
- An introduction and orientation to all the services the CareerCenter has to offer, including self-directed options and specific program eligibility, ([Tell them about the career Centers](#))
- Enhanced job matching and referral profile assistance in Maine’s JobLink ([Make sure Job link account is accurate](#))

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What does an RESEA session consist of?

- Participation in reemployment services at levels appropriate to meet individual participant needs may include the following:
 - Access to job hunting in Maine guide,
 - Tools, tips, and strategies on conducting a successful job search,
 - Information on how to obtain further skill assessments and individualized job search services,
 - Introduction to USDOL's online assessment and job search, tools, such as MySkills MyFuture™, O*NET tool, and My Next Move (aka Career Profiler), and
 - Coordination of activities with other programs and services.
- At least one of the following career services based on need:
 - Referral to training or other workforce activities including WIOA,
 - Labor exchange-in-demand industries,
 - Information on availability of community based or WIOA support services,
 - Financial aid resources outside of WIOA,
 - Financial literacy services, and
 - Career readiness including resume writing and interviewing.



Current RESEA Participant ratings and response

- How satisfied are you with your RESEA appointment. 
4.82 Average Rating
- The information was presented in a clear, useful manner. 
4.89 Average Rating
- I feel more confident in finding my next job after my RESEA session. 
4.53 Average Rating

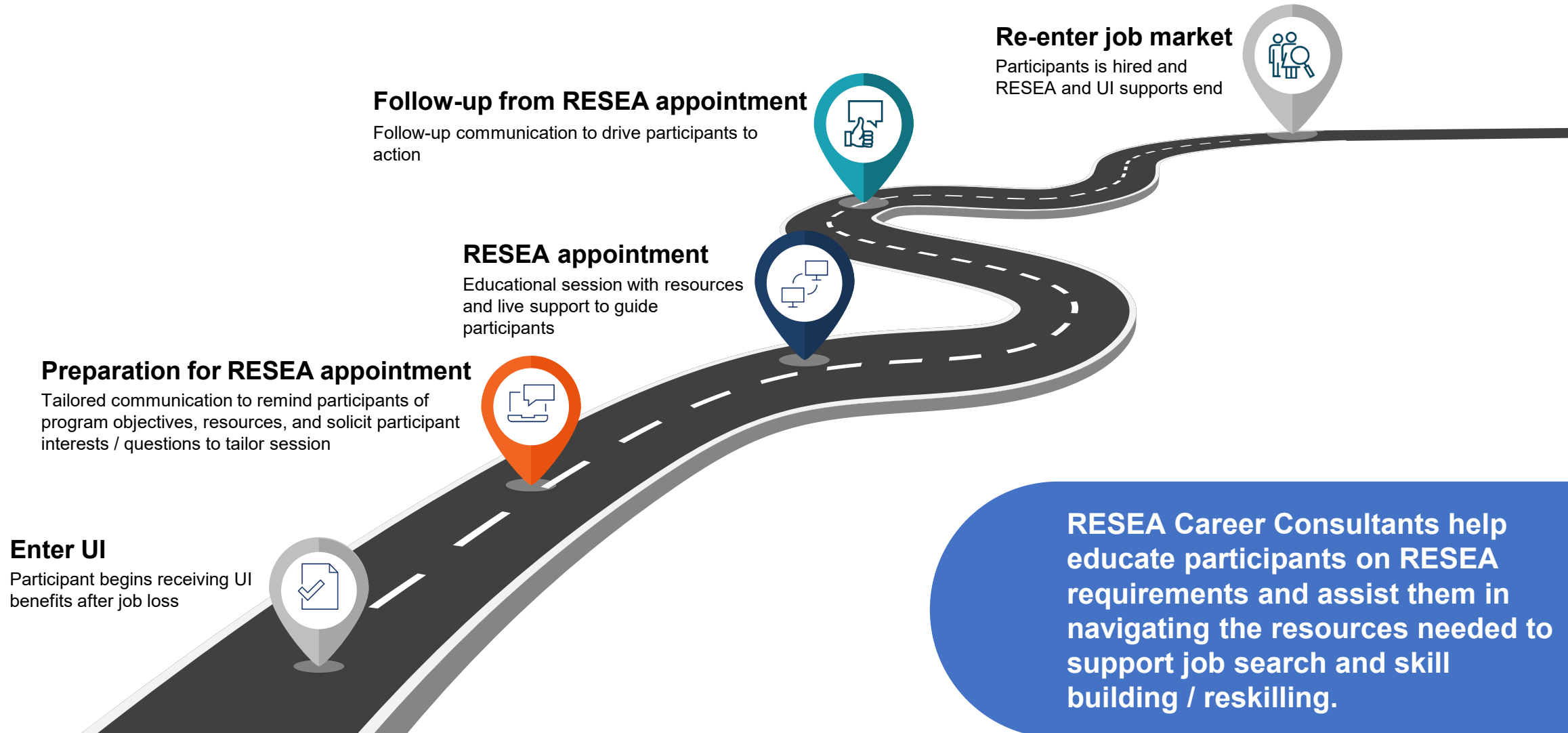
Success Stories

- “Robyn” is an older worker with barriers to re-employment and “Steve” is a formerly incarcerated individual.
- Staff worked with both to provide individualized services, including highlighting applicable jobs and wage levels.
- Both Robyn and Steve were employed by the time staff followed up in two weeks after their RESEA session.



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The RESEA appointment supports participant reemployment by leveraging effective program features and providing a positive customer experience





The Career Consultant will engage the participant after the appointment and offer ongoing support from the CareerCenter



1 Post-appointment summary email

After the appointment, Career Consultants email the discussion items from the appointment including:

- Copy of completed Individual Reemployment Plan (IRP),
- Referral to relevant program, service, or job posting

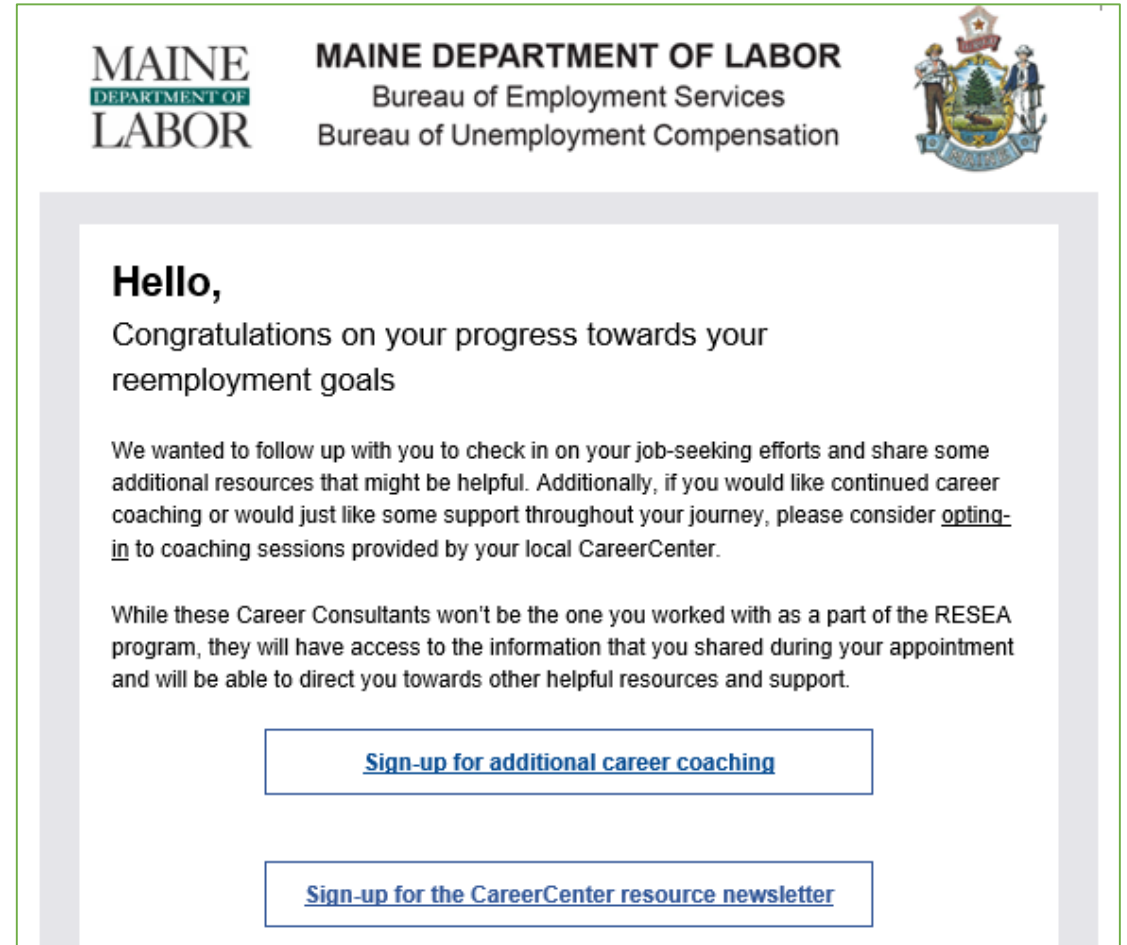
2 Follow up motivational email

1 week after the appointment, Career Consultants email the the customer a motivational email which includes:

- A link to an RESEA satisfaction survey
- An offer to sign up for additional Career Counseling services

3 2 week post appointment follow up call

2 weeks after the appointment, Career Consultants call the customer to follow up on job search efforts and offer additional career counseling services



Connecting Jobseekers to Employment

Kimberley Moore, Bureau Director
Bureau of Employment Services
Maine Department of Labor

October 20, 2021



Maine CareerCenters

Maine's CareerCenters are designed to provide a full range of assistance to job seekers and employers **under one roof**. The Centers offer jobseekers employment assistance including career coaching, job listings/referrals, and connections to programs and supportive services needed to land their next job.

Services focused on meeting jobseekers and employers where they're at:

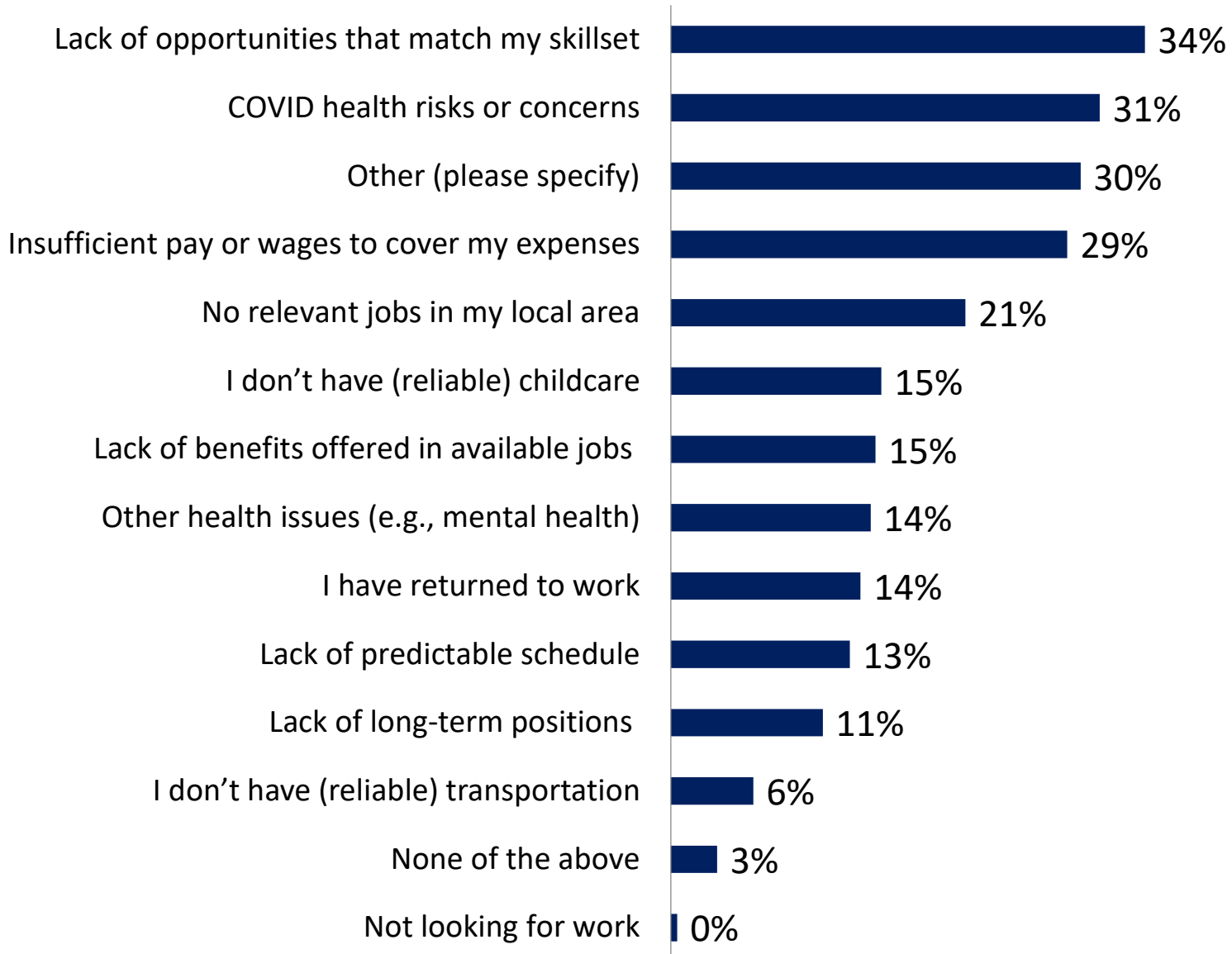
- In Person/On-Site Services for Those Who Need Them
- Saving a Trip: Virtual CareerCenter Services
 - Live Chat, CareerCenter Hotline, Consultant of the Day
 - Virtual Job Fairs and Employment-Focused Workshops
 - Partnership with Libraries, Community Partners, and Ethnic-Based Community Organizations (ECBO's)

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What is preventing you from returning to work?

Select all that apply. N=2,611)



Workforce barriers are individualized, nuanced and complex. Many relate to the need for:

- Relevant, accessible training & job opportunities
- COVID-19 health safety
- “Quality” jobs with supportive wages, benefits, flexibility & safety
- Social supports & infrastructure

Customized Connections- Let us help you find your perfect match!

Looking for work today means finding that perfect match. Jobseekers have unique priorities to consider like flexible hours, distance from home or childcare, work environment, benefits- and businesses are responding!

- CareerCenter's close connection to employers gives us an inside look, beyond the basics found in a job description.
- Consultants can use that knowledge to develop employment goals, then host events that match jobseekers interests and skill set to the interests and skills sought by invited employers.
- Focused approach ensures that the talent in the room is aligned with the employers' needs and streamlines the process of finding the right match!

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Best Practice: Customer Centered Design

Jobseeker and Employer Resource Guides

Let's get down to business

CareerCenter Employer Guide

You can use this guide for self-directed help or reach out for one-on-one assistance with your workforce needs.

Contents

Explore resources and services available to help you manage, grow, and develop your workforce in the state of Maine.



Helpful Checklists

Tailored guides to help you navigate common business needs

- 4 I need to hire workers
- 4 I have an employee that is not working out, what do I do?
- 5 I think we need to downsize
- 5 I need to retrain my workers
- 5 How do I meet my FFC



Assistance: How the CareerCenter can help

Resources and services available to help you manage, grow, and develop your workforce

- 8 Recruiting and Hiring
Explore places to post your open positions, hiring events, and targeted recruiting - including veterans, people with disabilities, and specific industries
- 12 H2A/H2B Foreign Labor



Additional Information

Resources to help you with taxes, unemployment insurance, safety and labor laws, and labor market information
Page 18



FAQ

Frequently asked questions about the CareerCenter and the services

Helpful Checklists

Tailored guides to help you navigate common business needs

3

Assistance: How the CareerCenter can help

Resources and services available to help you manage, grow, and develop your workforce

7

Additional Information

Resources to help you with taxes, unemployment insurance, safety and labor laws, and labor market information

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FAQ

Frequently asked questions about the CareerCenter

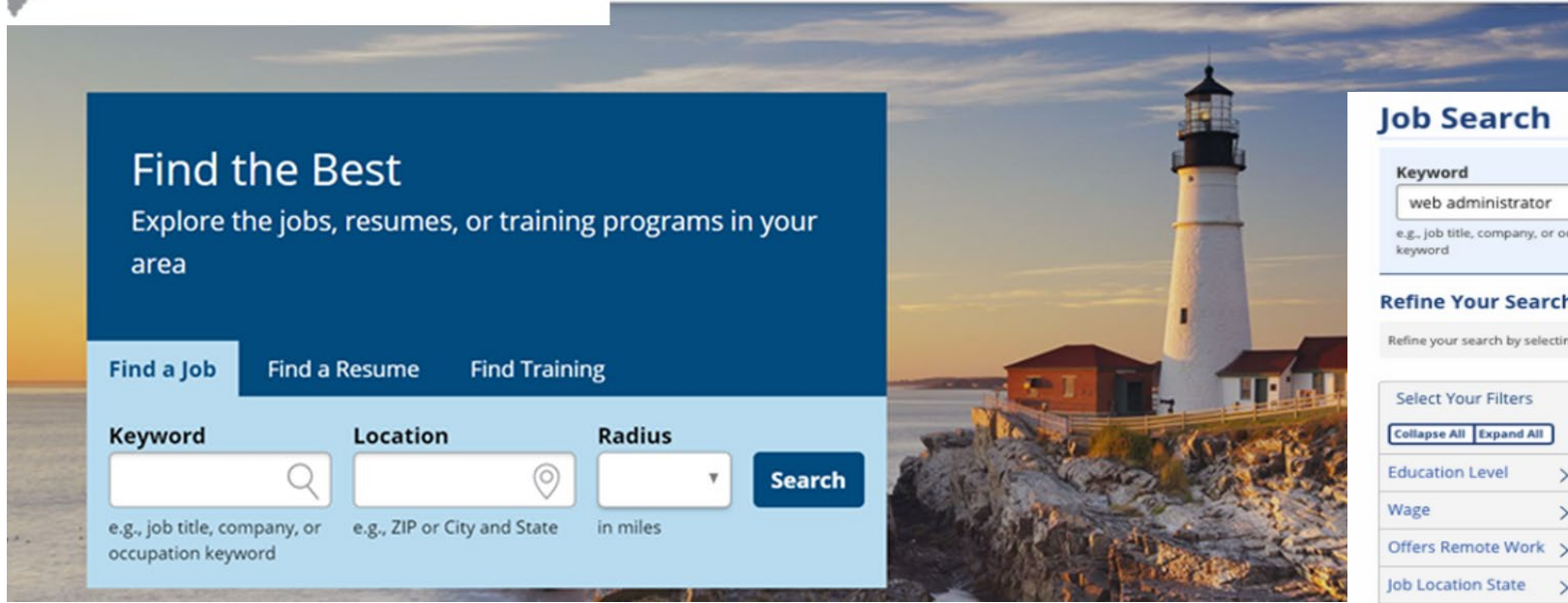
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Contact Us

CareerCenter locations and contact information

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Find the Best

Explore the jobs, resumes, or training programs in your area

Find a Job Find a Resume Find Training

Keyword
e.g., job title, company, or occupation keyword

Location
e.g., ZIP or City and State

Radius
in miles

Job Search

Keyword
e.g., job title, company, or occupation keyword

Location
e.g., ZIP or City and State

Radius
in miles

Refine Your Search

Refine your search by selecting items in the **Select your filters** section.

Select Your Filters

-
- Education Level >
- Wage >
- Offers Remote Work >
- Job Location State >
- Job Location City >
- County >
- Industry >
- On The Job Training >
- Company >
- Green >
- Federal Contractor >
- Driving Required >
- Work Type >
- Stem Discipline >
- License Type >
- Internship Externship >

Your Search Results: 1 - 10 of 140 matches

Work-From-Home Web Developer
 at Arizona Office Technologies in Flagstaff, Arizona, United States Job Order **3860038**

\$ 25-28/hr Some High School or less 1 year experience 25 hours
Remote

Writing efficient code Creating websites/a website using standard HTML/CSS practices Working closely with marketing team to produce the website Constant communication with other colleagues in ... [Read full job details](#)

Expires Sep 06, 2020 (28 days)
Posted Aug 06, 2020
Updated Aug 06, 2020

Search keyword matching
 Web found in: Occupation Title, Qualification, Job Title Administrators found in: Occupation Title
 Administrator found in: Qualification

Office Administrator
 at AZTEC Engineering Group, Inc. in Phoenix, Arizona, United States Job Order **3772001**

\$ 18-20/hr High School Diploma or Equivalent 2 years experience
40 hours

Office Administrator – Job Description We are currently seeking resumes from qualified Office Administrators for our Phoenix, Arizona office. This role will provide administrative support for mult... [Read full job details](#)

Expires Dec 31, 2020 (144 days)
Posted Feb 14, 2020
Updated Feb 14, 2020

Search keyword matching
 Administrator found in: Job Description, Job Title We found in: Job Description
 Administrators found in: Job Description administrative found in: Job Description
 Administrative found in: Occupation Title

We've updated our job search, giving more information to jobseekers at-a-glance, including:

- ✓ Tags for wages, education, and experience needed, as well as hours available
- ✓ Information on posting, expiration, and updated dates
- ✓ New "Offers remote work" filter and flag
- ✓ Keyword matching

Job Posting

Work-From-Home Web Developer

[Print Preview](#) [Save As Word](#) [Save As PDF](#)

Wage

25–28/hr

✓ You specified \$25.00 minimum

Education

Some High School or less

✓ You have a Some College

Experience

1 year

✓ You have 15 years and 6 months experience

25 hours average per week

Remote

at Arizona Office Technologies in Flagstaff, Arizona, United States

Job Description

- Writing efficient code
- Creating websites/a website using standard HTML/CSS practices
- Working closely with marketing team to produce the website
- Constant communication with other colleagues in the business to develop and deploy their content – and ensuring there is a clear establishment of what can be created within what timeframe
- Researching different software programs, maintaining software documentation
- Implementing contingency plans in case the website goes down
- Maintaining and expanding/enhancing the website once built

Job Overview

Job Type	Part Time
Permanent/Temporary	Temporary
Internship	No
Shift(s)	
Other Shifts	Work on your own schedule.
Average Hours Per Week	25

How to Apply

[Save This Job](#)

Adding this job to your My Saved Jobs makes it to easy access in future visits.



[Copy Link](#)

Job Order: 3860038

Posted On: Aug 06, 2020

Updated On: Aug 06, 2020

- How to Apply is prominent.
- Flags for wages, education and experience needed, hours available, and remote work, with color indicating match between job and job seeker.
- Job description is prioritized.
- Combined fields for easy scanning.

Our job posting details page also gives more info at a glance.

On the Horizon

- Expanded capacity in the CareerCenters **focused on connecting those most affected by COVID-19 and struggling to reenter the job market to employment opportunities** through targeted outreach, focused career guidance and planning, and enhanced partnerships
- Virtual American Jobs Center (DOL CAREER Grant)- in partnership with the Local Workforce Areas, will focus on **coordinated, streamlined, accessible virtual service delivery**

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Is Title 26 Section 1044 Working Effectively?

Laura Boyett, Director
Bureau of Unemployment Compensation
Maine Department of Labor

October 20, 2021

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Title 26 Section 1044

- §1044. Protection of rights and benefits

1. Waiver of rights void; penalty. Any agreement by an individual to waive, release or commute his rights to benefits or any other rights under this chapter shall be void. Any agreement by an individual in the employ of any person or concern to pay all or any portion of an employer's contributions, required under this chapter from such employer, shall be void. No employer shall directly or indirectly make or require or accept any deduction from wages to finance the employer's contributions required from him, or require or accept any waiver of any right hereunder by any individual in his employ.

Any employer or officer or agent of an employer who violates any provision of this subsection shall, for each offense, be guilty of a Class E crime.

2. Limitation of fees; penalty. No individual claiming benefits shall be charged fees of any kind in any proceeding under this chapter by the commission or its representatives or by any court or any officer thereof unless otherwise provided by Title 5, section 8001 et seq. Any individual claiming benefits in any proceeding before the commission or a court may be represented by counsel or other duly authorized agent; but no such counsel or agents shall either charge or receive for such services more than an amount approved by the commission.

In the event a claimant has retained counsel for the purpose of prosecuting an appeal from a decision of the commission, and the final decision of such court results in a reversal, in whole or in part, of the decision appealed from, the fees for such service shall be paid by the commissioner from his administrative fund.

Any person who violates any provision of this subsection shall be guilty of a Class E crime.

3. No assignment of benefits; exemptions. Any assignment, pledge or encumbrance of any right to benefits which are or may become due or payable under this chapter shall be void. Such rights to benefits shall be exempt from levy, execution, attachment or any other remedy whatsoever provided for the collection of debt. Benefits received by any individual, so long as they are not mingled with other funds of the recipient, shall be exempt from any remedy whatsoever for the collection of all debts except debts incurred for necessities furnished to such individual or his spouse or dependents during the time when such individual was unemployed. No waiver of any exemption provided for in this subsection shall be valid.

- <https://legislature.maine.gov/legis/statutes/26/title26sec1044.html>

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Current Practice

- §1194. Claims for benefits
 - 1. Filing. Claims for benefits shall be made in accordance with such regulations as the commission may prescribe. **Each employer shall post and maintain printed statements of the regulations in places readily accessible to individuals in his service and shall make available to each such individual at the time he becomes unemployed a printed statement of those regulations.** The printed statements shall be supplied by the commissioner to each employer without cost to him.
- A free poster is available online and required to be posted by employers. (https://www.maine.gov/labor/docs/2019/laborlaws/MaineEmploymentSecurityLaw_1119.pdf)

Maine Employment Security Law

MAINE DEPARTMENT OF LABOR
Bureau of Unemployment Compensation

This poster is designed to notify individuals of their rights regarding the filing of claims for unemployment benefits. It does not have the force or effect of law. For more information, call 1-800-593-7660 toll free.

Rules Governing The Administration of the Employment Security Law states every employer shall post and maintain such notices to its workers.

This poster is available online at no charge and may be copied: <https://www.maine.gov/labor/posters/>

Full- and Part-Time Workers

How to file a claim for unemployment benefits
All new and reactivated claims for unemployment benefits are filed either online, telephone or by mail. **Do not delay in filing your claim once you are out of work. Claims cannot be backdated.**

When filing, you will need to know your Social Security Number. Also, you should have the names and addresses of all employers for whom you worked, and your dates of employment in the last 18 months.

To file online: www.maine.gov/reemploye
This is the fastest, easiest way to file.

To file by phone: 1-800-593-7660
TTY Users Call Maine Relay 711.

All individuals filing for Unemployment Insurance benefits are required by law to be registered with the Maine JobLink. Visit www.mainejobcenter.gov to access Maine JobLink.

We provide **language interpreter services** in approximately 140 commonly spoken languages. Arrangements will be made to have an interpreter assist you when you call the Unemployment Claims Center.

To claim by mail: In some cases, your employer will give you a claim form. Mail your initial claim form to the Unemployment Claims Center listed below.

Maine Department of Labor
Bureau of Unemployment Compensation
97 State House Station, Augusta, ME 04333-0097

Basic eligibility requirements
Earnings during the base period: The "base period" is a one-year period that includes four calendar quarters. To establish a claim, an individual must have earned two times the annual average weekly wage in Maine in each of two different calendar quarters, and a total of six times the annual, average, weekly wage in Maine in the whole base period. In most cases, the Department of Labor has your wage information on file. If it is not on file, the Department will take steps to obtain it.

Separation: If you were laid off from your last job due to a lack of work, no additional investigation is required. If you separated from your last job for reasons other than lack of work, you will be scheduled for a fact-finding interview. A determination will then be made regarding your eligibility for benefits.

Weekly requirements: Weekly eligibility requirements include being **able to work** and being **available** for work, making an **active search for work** (unless your work search has been "waived"), not refusing offers of suitable work or referral to suitable job opportunities from the CareerCenters.

Aliens: If you are not a U.S. Citizen, your Social Security Number and/or your Alien Permit number will be checked with the United States Citizenship and Immigration Services.

Unemployment benefits are taxable: Unemployment benefits are taxable and have to be reported when you file your income tax forms.

Child support: If you owe child support that you pay to the Department of Health and Human Services (DHHS), up to fifty percent (50%) of your unemployment check may be withheld and sent to DHHS.

Benefits for partial unemployment: An employer shall issue a properly completed partial unemployment claim form to each employee who is customarily employed full-time and who is given less than full-time hours during a week due to lack of work, and who is not separated from that employer.

The Maine Department of Labor provides equal opportunity in employment and programs. Auxiliary aids and services are available to people with disabilities upon request.

Me. S-S (rev. 11/2018)

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Next Meeting

November 17th meeting items to discuss (November 17th 2-4 pm):

- Streamline and facilitate application for UI benefits that will increase access for unemployed workers
- Creation of an employer liaison program and how that may be utilized
- Review UI technology system to identify potential enhancements to improve access and streamline processes for claimants and businesses

- Working Group Webpage:
 - <https://www.maine.gov/unemployment/stakeholders/>

- Working Group Email:
 - UIStakeholdersGroup.DOL@maine.gov

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