| Client flow/steps | Delaware JobLink DJL Functions: | Area/staff |
| --- | --- | --- |
| 1. UI sends out a letter to REA participant informing them they need to come in and file for an extension and the new requirements.
 | N/A | UI function |
| 1. REA participant comes to UI counter, files for tier 1 extension or tier 2 extension and is given a UCG form with the following stamps on them:

 **EUC08=Tier 1 extension** **EUCT2=Tier 2 extension** | N/A | UI function |
| 1. REA participant brings UCG form with the EUC08/EUCT2 stamps on the top to the DET registration/resource room area. The following steps are done in the registration/resource room area:

Client views DET Orientation Video (first!)Client updates their registration in DETClient creates or updates their resume in DJLDET staff reviews registration per LE # 20.DET staff performs job search with the client and gives client a job referral, if one if found. DET staff tells client that they will be receiving a letter within three weeks telling them about a workshop then need to attend and remind client to complete their UI work search log weekly and bring completed log to workshop. This workshop and work search log are both mandatory in order to receive UI.  | In order to document when Reemployment and Eligibility Assessment (REA) client receives orientation to DET services, updates their registration, updates their resume and receives job search assistance, enter in DJL, Job Service enrollment\*, service/training plan, quick service, and select;* Attended LE Orientation
* Tier 1 Registration Complete **or**
* Tier 2 Registration Complete
* Job Search Assistance
* Job Referral (if found)

\*In the event the job service enrollment is not open, the following services must be entered in the RES or REA-EUC enrollment, S&T plan:* Orientation to One-Stop Services-EUC (this will be pre-filled, update status from scheduled to completed, and update actual start and actual end dates)
* Tier 1 Registration Complete **or**
* Tier 2 Registration Complete
* Job Search Assistance
* Job Referral (if one found)

Also add any additional services the client is given/referred to at that time per LE #4.  | DET/One-Stop Registration/resource Room |
| 1. **Weekly REA Workshop letters are sent to the REA participants. See LE Form # 9, initial REA letter. REA Workshop is scheduled within 6 weeks of REA client completing their updated DJL registration for Tier 1 or Tier 2 benefits.**
 | Weekly a query of Tier 1 and Tier 2 Registration Complete services is pulled in order to generate the REA Workshop letters. | Fox Valley 3rd Floor |
| 1. **When REA participant attends REA Workshop**

If any REA participant is a RESCHEDULE, based on the workshop attendance log, they are reported to the UI manager as attending. This is done by emailing the UI manager within 24 working hours the name and SSN of the individual who was a reschedule. REA staff should cc their manager and in the subject line, write-reschedules attended. One email should be send for each day’s reschedules who attended.**See step 10 & 11 for additional services.** | In order to document when **REA** participant attends an REA Workshop, go to Service/Training Plan in DJL, REA, Job Service or RES enrollment and change status to **“completed”** for four pre-filled services, **“Individual Skills Assessment-EUC”, “Orientation to One-Stop Services-EUC”, “Provision of Labor market information and Career Information” and** “**Review of EUC Eligibility-EUC**” . Update the actual start and actual end date to reflect the date of the workshop. \*Note, **Orientation to One-Stop Services-EUC”,** may have already been previously updated by the registration/resource room staff. If this was done, do not change the date.  | One-Stop REA Staff |
| 1. **If REA participant does not attend First scheduled REA Workshop,** they are reported to UI manager and REA Reschedule mailbox as not attended.

This is done by emailing the local UI office, and attach the client’s workshop letter to the email (full chain of letters generated on that day). The subject line should read **“REA Workshop failed to report” and cc the REA mailbox at** **DOL\_DET\_REA\_EUC\_WORKSHOP\_RESCHEDULE** | In order to document when **REA** participant did **not** attend REA Workshop, go to Service/Training Plan in DJL, REA, Job Service or RES enrollment and change status to **“failed to report”** for the pre-filled service, “**Review of EUC Eligibility-EUC**” change the estimated start and estimated end dates to the date of the REA workshop the client missed. Always leave the actual start and actual end dates blank in this scenario. **See general rule #1.** | One-Stop REA Staff |
| 1. Data entry staff receives email requesting to reschedule and adds a service to reschedule the client.

(After the initial reschedule, client is only rescheduled an additional time if email comes to REA reschedule mailbox from UI requesting the client be rescheduled). | In order to document in DJL, REA, Job Service or RES enrollment, add a service, **Review of EUC Eligibility-EUC**”, status “rescheduled” with the est start and est end, actual start and actual end dates the day the service is being entered.  | Fox Valley 3rd Floor |
| 1. **If REA participant does not attend second scheduled REA Workshop,** they are reported back to UI manager as non-compliant.

This is done by emailing the local UI office and attach the client’s workshop letter to the email. The subject line should read **“second-REA Workshop failed to report”** | In order to document when REA participant did **not** attend the second REA Workshop as scheduled, go to Service/Training Plan in DJL, REA, Job Service, or REA enrollment and change status to **“failed to report”** for the pre-filled service, “**Review of EUC Eligibility-EUC**” change the estimated start and estimated end dates to the date of the REA workshop the client missed. Always leave the actual start and actual end dates blank in this scenario. **See general rule #1.** | One-Stop REA Staff |
| 1. Email is received by UI for a reschedule request.

Client is only rescheduled if email comes to REA reschedule mailbox from UI requesting the client be rescheduled.  | To document in DJL REA client is returned by UI, enrollment Job Service, RES or REA S&T plan service “Review of EUC Eligibility-EUC” is entered with status, “rescheduled”Weekly a query of “Review of EUC Eligibility-EUC” services with status, “rescheduled” is pulled in order to generate the REA Reschedule Workshop letters. | Fox Valley 3rd Floor |
| 1. **Within 5 working days of the REA client attending the REA workshop, the DET REA ESS should review each clients resume in DJL.**

**Those clients who need assistance with their resume will be referred to the REA Resume Workshop.**  | **In order to document a referral to the REA Resume Workshop, REA staff person will go to the Service/Training Plan in DJL, REA enrollment and select “add a service” then select, “referral to Resume workshop”, using your REA participant group.** **The actual start and actual end dates will be the date of the referral.**  | One Stop REA Staff |
| **11. Job Referral** and Referral to **Services\***  \*Available **services**: can include, but not limited to; workshops, ABE/GED, training, basic computer, job clubs, intro to Microsoft Office, LMI, out-house assessment.  | In order to document other services, go to Service/Training Plan in DJL, click “quick”, and select appropriate service type according to LE Policy #4.  | One Stop REA Staff |

**General Rule #1: REA client is non-compliant in the program.**

At any time the REA participant is non-compliant, they are reported back to UI and non-compliant. This is done by emailing local UI office manager within 24 hours of the action the client failed to comply with. The email should include the individuals name and SSN who did not attend the REA workshop and the date they did not attend the workshop, or attended and did not present a work search log or completed work search log. The email should also have the orientation letters for that week as an attachment or the scanned work search log if it was incomplete.

In order to document when REA participant does not comply in the REA program, go to REA enrollment in DJL, Service/Training Plan, click “quick service”, and select service type “**REA-Returned to UI**”.

**At any point in the process, if the REA participant does not comply, the REA- ESS must notify UI within 24 hours.**