Reemployment Services and Reemployment and Eligibility Assessment Guidance

Service Documentation Guidelines for REA Grant Activities

A. Data Entry

REA staff is required to enter data to meet reporting requirements for the grant program. Data will be used to generate reports to show quantitative results on quarter and base periods. REA Grant activities will be documented in KEWES, Focus Career and EKOS. The following details what is documented at each stage and how it is done.

i. Orientation. The documentation will be conducted at the conclusion of orientation using KEWES, Focus Career and EKOS.
   a. KEWES: Documentation on the orientation is applied within the REA tab, under the *Activity 1* heading, marking *Completed Orientation Date* or *Rescheduling Orientation Date*. This action indicates the time a customer has completed this stage or has made a time to reschedule. After eligibility review is completed staff will extend interview date on the Maintenance Tab (MNT) 6 weeks from the date listed on MNT screen and submit ERI to files. Staff should compare the employment dates listed on the ERI with the dates listed in the system and make changes as needed on the Maintenance Tab (MNT).
   b. Focus Career: Document activities conducted during orientation under *Log Activity* link.
   c. EKOS: Document activities conducted during orientation in *Activities* link, under the *Non Common Measures Enrollment Reportable Activities* folder, sub-folder *Orientation*, marking *Orientation (REA)*.

ii. Failure to Report (FTR) to Orientation. Customers who fail to report to orientation, there are certain steps to follow.
   a. **Prior Notification**: If the customer contacts our office and states they are unable to make their scheduled orientation, REA staff will reschedule the orientation and document in KEWES within *REA* tab in *Activity 1* heading. REA Staff shall verbally inform the customer that they will be receiving a 4z letter and a 408. The 4z shall include the date and time of the rescheduled orientation as a reminder as well as the consequences should the customer fail to report for the rescheduled orientation. REA Staff shall inform the customer that when the 408 is received the customer is responsible for completing and bringing the 408 back into the office at the time of the rescheduled orientation.
   a. **FTR**: If the customer does not report for the scheduled orientation, REA staff will then reschedule the orientation to the next available class. REA staff shall reschedule the customer and send a 4z letter informing them of the new date and the consequences for not attending. REA Staff will also send the customer a 408 for them to fill out and bring back into the office at the time of the rescheduled orientation. Document the rescheduled date in KEWES within *REA* tab in *Activity 1* heading and make appropriate notes in KEWES.
   b. **Second FTR**: If the customer does not report for the **rescheduled orientation**, REA staff shall create a reporting issue in KEWES so that it may be investigated and adjudicated. ***REA Staff will NOT place a stop on the claim, only a DCI may place a stop on the claim after a determination is made.*** The customer will not be rescheduled again until they make contact with the office. Also, documentation shall be made in EKOS located in the *Activity* link, under the *Non Common Measures Enrollment Reportable Activities* folder, sub-folder *Negative Referral Result*, marking *Failure to Report (REA)* and make appropriate notes in KEWES. REA staff should periodically review KEWES notes to determine if issue

has been adjudicated and once adjudication is completed, document in KEWES within *REA* tab in *Activity 1* on *Was a 492 Issued for Failure to Report?*

iii. Reemployment Interview (RI)/Referral to Employment Services. Once the IEP is completed, it will be documented in KEWES, Focus Career and EKOS.

a. KEWES: Documentation on IEP shall be applied within the *REA* tab, under *Activity 2* heading marking *Reemployment Interview* (*RI) Completion* or *Rescheduled RI Date*. Referral to training or employment shall also be documented if appropriate. Document referrals made with date under *Activity 3* heading (REA completion date is the same date as referral to employment or training and will be done marking *REA Completed* in *Activity 3* heading). Add appropriate notes in KEWES.
b. Focus Career: Once the Reemployment interview is completed and labor market information is provided, it shall be documented in Focus Career. See Work Search Activities Guide for activates to document, as appropriate. Enter services provided under the *Log Activity* link.
c. EKOS: Document the services provided in the *Activity* link, under the *Common Measures Enrollment Reportable Activities* folder, sub-folder *Individual Employment Plan*, marking *Individual Employment Plan (IEP)*.

iv. Failure to Report (FTR) to Reemployment Interview (RI)/Referral to Employment Services. If a customer fails to report to the IEP/Referral to Employment Services there are certain steps to follow.

a. **FTR**: If the customer does not report for the scheduled RI, REA staff will then reschedule the RI to the same day and time the following week. REA staff shall send a 4z letter informing them of the new date and the consequences for not attending. REA Staff will also send the customer a 408 for them to fill out and bring back into the office at the time of the rescheduled RI. Document the rescheduled date in KEWES within *REA* tab in *Activity 2* heading and make appropriate notes in KEWES.
b. **Second FTR:** If the customer does not report for the rescheduled RI, REA staff shall create a reporting issue in KEWES so that it may be investigated and adjudicated. ***REA Staff will NOT place a stop on the claim, only a DCI may place a stop on the claim after a determination is made.*** The customer will not be rescheduled again until they make contact with the office. Also, documentation shall be made in EKOS located in the *Activity* section, under the *Non Common Measures Enrollment Reportable Activities* folder, sub-folder *Negative Referral Result*, marking *FTR (Individual Employment Plan) and make appropriate notes in KEWES*. REA staff should periodically review KEWES notes to determine if issue has been adjudicated and once adjudication is completed, document in KEWES within *REA* tab in *Activity 2* on *Was a 492 Issued for Failure to Report?*

v. Referral to Employment or Training Services. Following completion of the IEP and the conclusion of the meeting to refer customers to employment or training services, documentation shall be completed in KEWES, Focus Career and EKOS.

a. KEWES: Documentation of referrals with a specific date shall be applied within the *REA* tab, under *Activity 3* heading, marking *REA Completed*.
b. Focus Career. Document services that were provided for labor market information and career advising under *Log Activity* link.
c. EKOS: Enter the customer information and make a job referral.

B. Work Search Activities Guide

There are a range of activities provide in the KEWES, Focus Career and EKOS for REA activity documentation.

KEWES

Activity 1
Rescheduled Orientation Date: Add date if applicable
Completed Orientation Date: Add date of completed orientation
Was a 492 Issued for Failure to Report: Yes or left blank depending on Customer attendance.

Activity 2
Reemployment Interview Date: Enter date scheduled for IEP
Rescheduled RI Date: Add date if applicable
RI Completion: Add date of completed IEP
Was a 492 Issued for Failure to Report: Yes or left blank depending on Customer attendance.

Activity 3
ES Referral Date: Date referred to Employment Services or referral to Employment
Or Training Referral Date: Date referred to Training
REA Completed: Date REA Completed (Should be the same date as referral date)

The activities in **bold** are required all others are to be documented as they are provided.

Focus Career

Career Guidance
External Job Referral
Job Development Contact
Job Search Planning
Job Search, Assistance, Counseling
Referral to Adult Ed
Referred to Supportive Services – Non-Partner
Referred to Supportive Services – Partner
Referred to WIA
Referred to Work Keys / NCRC Testing
Refused Referral
Resume Preparation Assistance
Workforce Information Services – Staff Assisted (LMI)

(Note whenever a referral is made something other than employment, "Referred to Supportive Services – Non-Partner" or "Referred to Supportive Services – Partner" which ever applies.)

EKOS

Labor Exchange:
Orientation (REA)
FTR (REA)
Individual Employment Plan
FTR (Individual Employment Plan)
Obtained Employment (Individual Employment Plan)

State Specific:
Employability Skills
Job Search
Referral to KCTCS
Referral to Office for the Blind (OFB)
Referral to Title V Older Worker
Referral to Veteran Program
Referral to Vocational Rehabilitation