



Montana Department of LABOR & INDUSTRY

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2 **Division: Workforce Services Division**
3 **Category: Programs**
4 **Original Effective Date: 8/19/2016**
5 **Last Revised: 07/01/2019**
6 **Policy No.: 03-16**

100% Policy

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8 **Background:** In August 2014, Montana Labor and Industry's (MDLI) Unemployment Insurance (UI) Division
9 and Workforce Services Division (WSD) teamed up to create the MontanaWay UI Reform Initiative to ease the
10 process of re-employment for unemployed Montanans. Stronger connections between the services of UID and WSD
11 address the ultimate goals of decreasing unemployment duration, lowering the impact on the UI trust fund, and
12 helping Montanans become reemployed. The MontanaWay UI Reform Initiative created the opportunity for MDLI to
13 establish efficiencies, improve cooperation and coordination between UID and WSD, and most importantly, provide
14 additional re-employment resources to UI claimants. Initially, MontanaWay operated in six pilot Job Service Montana
15 offices for a ninety-day period. Following the end of the trial period, the program was expanded to all offices and
16 renamed the 100% program.

17 **Scope:** This policy applies to all Job Service Montana staff conducting 100% appointments, Job Service Montana
18 Office Managers and Supervisors, and the 100% Program Manager. This policy is effective July 1, 2019.

19 **Policy:**

- 20 • Only individuals referred from UID are required to receive services through the 100% program.
- 21 • Claimants will be selected by using Montana's Worker Profiling and Reemployment Services model.
- 22 • UID will mail claimants a letter indicating the claimant has been selected for an appointment with Job
23 Service Montana and identifying the date, time, and location of the appointment.
- 24 • A claimant may reschedule a 100% appointment. Job Service Montana staff will reschedule appointments
25 for claimants.
- 26 • The appointment is to be completed in person at a Job Service Montana office unless the claimant lives over
27 50 miles away or cannot attend because of the weather or other objections. A phone appointment may be
28 conducted with the claimant if they are unable to attend the appointment at the Job Service Montana office.
- 29 • The initial appointment will include:
 - 30 ○ Verification of the claimant's identification;
 - 31 ○ Verification of the claimant's address;
 - 32 ○ Provision and review of the Job Service Montana brochure with claimant. If conducting a phone
33 appointment, the brochure must be emailed or mailed to the claimant; and
 - 34 ○ Documentation in MWorks by Job Service Montana staff that the 100% survey is complete.
- 35 • Job Service Montana staff conducting 100% appointments must document all services and activities,
36 including scheduling 100% appointments, failure to attend, or completion of a 100% appointment by end of
37 that same business day.
- 38 • Job Service Montana staff conducting 100% appointments will not contact a no-show the same day the no-
39 show occurred. MWorks will run a system sweep at 6 p.m. each evening to capture the no-show

40 appointments for referral to UID for adjudication.

41 Administrative Requirements:

- 42 • MOU must be in place between UID and WSD outlining each party's responsibilities for 100% program.
- 43 • Feedback to and from both UID and Job Service to communicate claimant participation in 100%
- 44 appointment; UI eligibility issues; and no-show 100% appointments.