



Montana Department of LABOR & INDUSTRY

1
2 **Division: Workforce Services Division**
3 **Category: Programs**
4 **Effective Date: 8/19/2016**
5 **Last Revised: N/A**
6 **Policy No.: 03-16**

7 100% Policy

8 **Background:** In August, 2014, Unemployment Insurance (UI) and Workforce Services Division (WSD) teamed
9 up to create the MontanaWay UI Reform Initiative at the request of Commissioner Bucy. MontanaWay was
10 developed to ease the process of re-employment for unemployed Montanan's by building stronger connections
11 between the services of UI and WSD, with the ultimate goal of decreasing unemployment duration, lowering the
12 impact on the trust fund, and helping them become reemployed sooner. The MontanaWay UI Reform Initiative
13 created the opportunity for the Department of Labor & Industry to establish efficiencies, improve cooperation and
14 coordination between UI and WSD, and most importantly, provide additional re-employment resources to UI
15 claimants. MontanaWay was initially operated in 6 pilot offices for a 90-day period. Following the end of the trial
16 period the program was expand to all offices and renamed 100%.

17 **Scope:** This policy applies to all Job Service Workforce Consultants conducting 100% appointments, Job Service
18 Office Managers and Supervisors, 100% Program Manager and the 100% monitoring team. This policy is effective
19 starting August 19, 2016.

20 Policy:

- 21 • Only individuals referred from UID are required to receive services through the 100% program.
- 22 • UID will mail claimants, selected by using the Montana's Worker Profiling and Reemployment Services
23 model, a letter indicating the claimant has been selected for an appointment with the Job Service and
24 identifying the date, time and location of the appointment.
- 25 • A claimant may reschedule a 100% appointment. Workforce Consultants will reschedule appointments for
26 claimants.
- 27 • Workforce Consultants must complete training videos on UI Availability and MontanaWay Orientation prior to
28 conducting 100% appointments.
- 29 • The appointment is to be completed in person at the Job Service unless the claimant lives over 50 miles
30 away and cannot attend because of the weather or other objections. A phone appointment may be
31 conducted with the claimant if they are unable to attend the appointment at the Job Service.
- 32 • The initial appointment shall include:
 - 33 ○ Verify Identification of the claimant;
 - 34 ○ Verify address of the claimant;
 - 35 ○ Provide and review the Job Service Brochure with claimant – if conducting a phone appointment, the
36 brochure must be emailed or mailed to the claimant; and
 - 37 ○ Workforce Consultant must mark "complete" on the 100% survey in MWorks.
- 38 • Workforce Consultants must document all services and activities in MWorks within 48 hours.

- 1 • Workforce Consultants are not required to contact a no-show the same day the no-show occurred.
- 2 • MWorks will run a system sweep at 6:00 p.m. to capture the no-show appointments to be referred to UID for
- 3 adjudication.

4 Administrative Requirements:

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

8 Monitoring and Evaluation:

- 9 • A monitoring and/or audit will be conducted by the WSD Program Manager and/or designee(s).