



# **Employment Security Department**

WASHINGTON STATE

## **RULE IMPLEMENTATION PLAN (RCW 34.05.328)**

### **Introduction**

Pursuant to RCW 34.05.328, the Employment Security Department (Department) hereby places into the rulemaking file an implementation plan for amended WAC 192-140-090, which modifies requirements for claimant directives to participate in reemployment services under RCW 50.20.010(1)(e).

### **Plan to Implement and Enforce the Rule**

The Department is amending its internal computer systems to accommodate the changes necessary. This includes making necessary updates to the paper forms generated by the computer system and mailed to claimants. Concurrently, the Department will update its internal policy and training manuals to reflect the rule changes. In-person and Skype trainings will also be conducted with staff in WorkSource offices on how to use the self-scheduler system and how to assist claimants with the new system. Staff who adjudicate whether unemployment benefits should be denied when claimants fail to attend or schedule an appointment for reemployment services will also receive training.

The rule changes will be enforced when the Department issues a letter directing a claimant to schedule an appointment to receive reemployment services. Claimants who either fail to schedule an appointment or fail to attend their scheduled appointment will be denied unemployment benefits in accordance with the new rule.

### **Plan to Inform and Educate Affected Persons About the Rule**

Claimants affected by the rule will be primarily informed and educated about the rule when they receive the letters directing them to schedule an appointment to receive reemployment services. The letters will inform claimants of their obligation to schedule a time to receive reemployment services and warn claimants about the consequences of failing to comply with the directive. The letters will also contain a flyer with instructions on how to use the new self-scheduling system and contact information where claimants can reach Department staff if there are any questions or concerns about the directive, or problems using the new self-scheduling system.

The Department will also update its website with information about the new self-scheduling system and the new rules, including a list of frequently asked questions (FAQs).

### **Plan to Promote and Assist Voluntary Compliance**

The plan to promote and assist voluntary compliance will be identical to the plan to inform and educate affected persons about the rule.



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## **Plan to Evaluate Whether the Rules Achieve the Purpose for Which They Were Adopted**

The rules are being adopted with the purpose of improving the percentage of claimants who comply with directives to receive reemployment services. Currently, 60% of claimants who receive a directive to attend reemployment services comply with that directive. After the rule is adopted and the Department deploys the self-scheduling system, the Department will continue to track the percentage of claimants who comply with directives to receive reemployment services to determine if compliance improves.