



Policy-related | Fiscal | Performance | Q&A | Other

Number: WIN 0099
Date: November 8, 2019
Expiration Date: N/A

TO: Workforce Development System

FROM: Gary Kamimura, Policy Manager

SUBJECT: Changing Local Employment Center (WorkSource office) information in the UTAB system

Purpose:

When Unemployment Insurance (UI) claims are filed, the UI benefits system, called UTAB, uses claimants' zip codes to assign them to the nearest comprehensive- or affiliate-level Local Employment Center (LEC) to access reemployment services. UTAB is programmed to populate LEC details in the claimants' Presentation of Benefits Rights, which claims center staff review verbally for claims taken over the phone and is e-mailed to claimants if they have provided an e-mail address. UI staff can also look up the nearest LEC using the LEC desk aid maintained by the Employment System Administration and Policy (ESAP) unit. If an LEC (comprehensive or affiliate WorkSource office) moves or closes, or a new LEC is created, those changes must be programmed into UTAB to ensure that claimants are assigned and directed to active offices.

This WIN outlines the process that local comprehensive and affiliate WorkSource offices must follow to submit office change information to the ESAP unit, which is responsible for implementing these updates in UTAB and in the LEC desk aid.

Note: *This WIN only relates to LEC designation in UTAB for UI claimants to access general job search assistance resources unrelated to RESEA or other programs. To change WorkSource office information in the Case Management System, WorkSourceWA.com or the Reemployment Appointment Scheduler (RAS), submit a separate remedy ticket for each system.*

Action Required:

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

Content:

Local One-Stop Operators, Administrators or their designees must e-mail SystemPolicy@esd.wa.gov at least 30 days prior to a permanent or long-term office change (reasons include: relocation, closure

or reassignment of zip codes). The e-mail must include a summary of the change needed, including the effective date, the new address, phone number(s) and other details of the change such as hours of availability or zip codes to be reassigned.

An ESAP team member will follow up with the sender.

References:

None.

Website:

[Workforce Professionals Center](#)

Direct Inquiries To:

*Employment System Administration and Policy Unit
Employment System Policy and Integrity Division
Employment Security Department
P.O. Box 9046
Olympia, WA 98507-9046
SystemPolicy@esd.wa.gov*

Attachments:

None.