UI Customer Services

How to Submit Work Search Activities on eServices Weekly Claims

Summary:

Effective January 2020, Claimants using eServices to submit weekly claims must add information on their work search contacts. Previously, this step had been optional. The template is dynamic, so the claimant's input options will change according to the answers given to each question. Required information for work search contacts is:

- What date was this contact made?
- Was this an approved in-person activity at Work Source? (yes/no)

If "yes,"

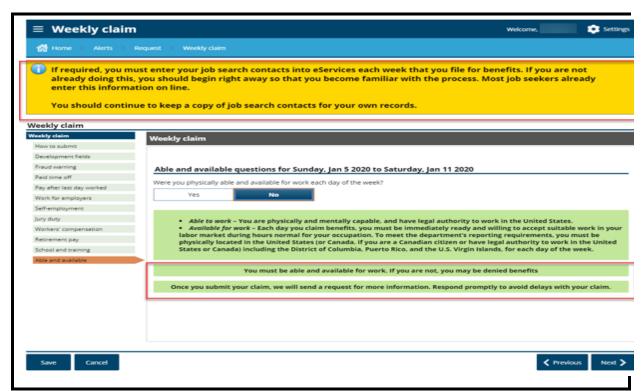
- Was this an out-of-state employment center? (yes/no)
 - If "yes."
 - What activity did you complete at the center?
 - What was the location of the center? (city and state)
 - If "no."
 - Where did you complete this activity? (choose from dropdown menu)
 - Please select the activity. (choose from dropdown menu)

If "no," ...

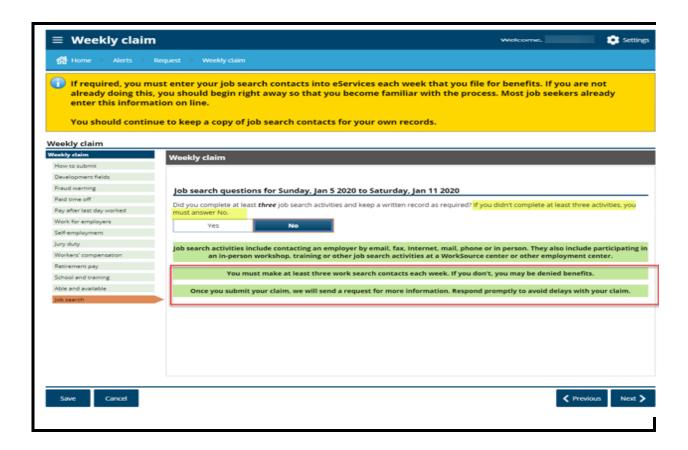
- What was the name of the employer or company?
 - What position did you apply for or inquire about? if unknown, enter job reference number.
 - What type of employer contact was this? (choose from dropdown menu)
 - Application/resume, Inquiry, Interview
 - How did you make contact? (choose from dropdown menu)
 - Email, Fax, In person, Mail, Phone, Website
 - Enter the email address, fax number, physical address/ name of person, mailing address, phone number, website address (URL).

Work Search Activities

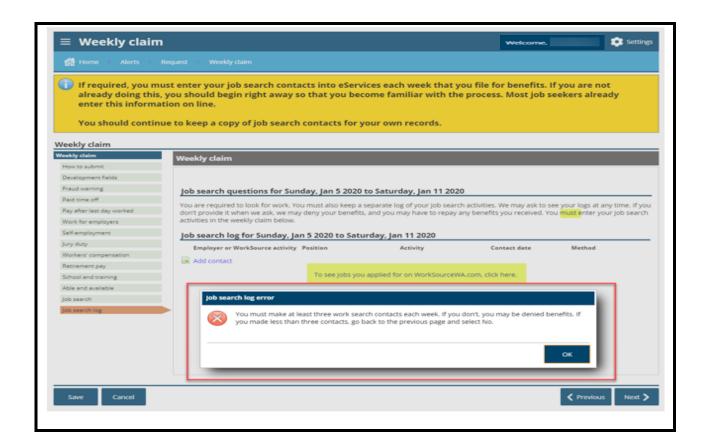
After responding to "Able and Available," the claimant will enter job search activities. This is the final stage of the claimant's weekly claim process. Note the yellow banner that will present at the top of every screen of the weekly claim.



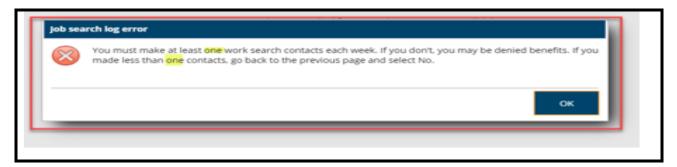
In the 'Job search questions,' if the claimant answers *No* to "Did you complete at least three job search activities and keep a written record as required?" banners advising them of their responsibilities appear here:



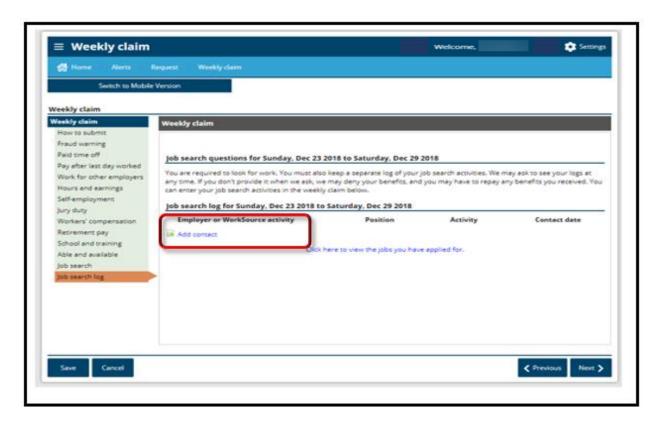
If the claimant answers *Yes* to this question, but attempts to click on *Next* on the job search page without having submitted the required number of contacts, the "Job Search Log" error message will display (the highlighted text includes updated language on the <u>WorkSourceWA</u> link):



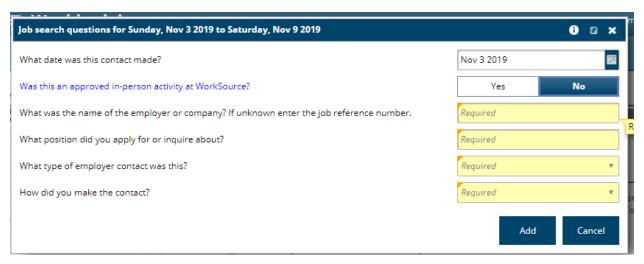
If allowed for domestic violence, the error message reflects that only one contact is needed:



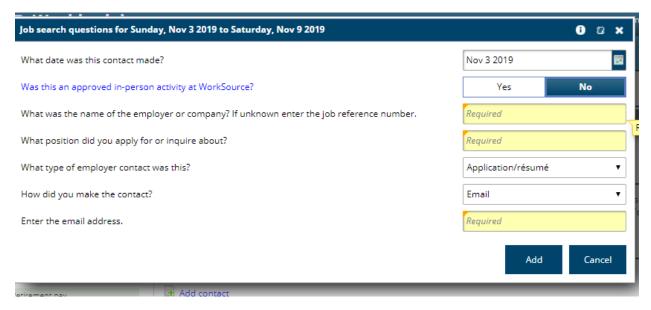
To proceed, the claimant must click on "Add contact" link and enter information on the required three job contacts made during the week.



When claimants click the "Add contact" link, a popup box displays to capture their job search information. "What date was this contact made?" is the first question.



If the claimant answers *No* to the next question, "Was this an approved in-person activity at WorkSource?," the following sequence of questions will appear.



The questions "What was the name of the employer or company?" and "What position did you apply for or inquire about?" are free text – i.e., the claimant can add any information that is appropriate.

The options for the next questions have drop down menu options. Note that the "Required" fields vary according to the claimant's answers.

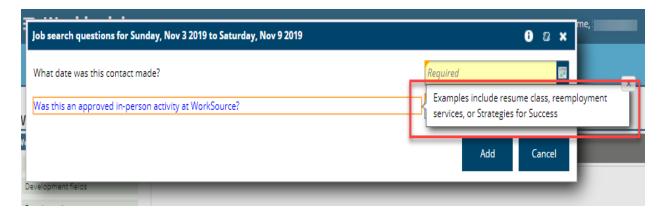
Selection options for the type of contact include: Application/resume, Inquiry, and Interview.

Selection options for "How did you make contact?" are: Email, Fax, In person, Mail, Phone, and Website. Depending on how the claimant made this contact, more information will be requested as appropriate. In the above example, the contact was made by Email, so the claimant was to "Enter the email address."

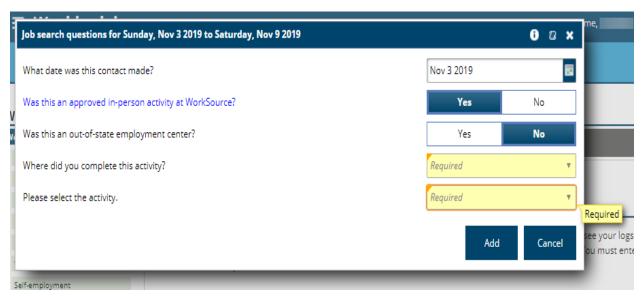
Other situational options for contact information are:

- Enter the fax number
- Enter the address you visited
 - o If available, enter the name of the person you spoke with
- Enter the mailing address
- Enter the phone number
- Enter the website address (URL)

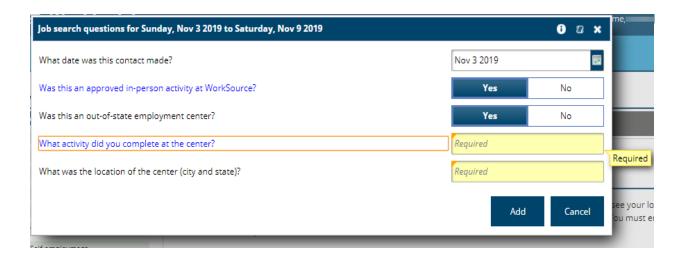
If the claimant clicks the "Was this an approved in-person activity at WorkSource?" hyperlink, an explanation message will appear:



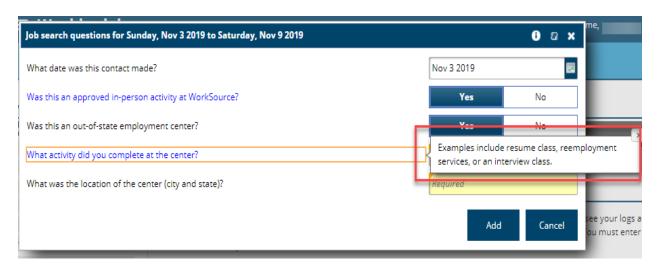
If the answer to "Was this an approved in-person activity at WorkSource?" is *Yes*, the claimant will additionally be asked "Was this an out-of-state employment center?" If that answer is *No*, the claimant must answer "Where did you complete this activity?" and "Please select and activity" by choosing the appropriate response from the drop down menus.



Conversely, if the answer to the question "Was this an out of state employment center?" was also *Yes,* the claimant must complete the following.



If they click on the "What activity did you complete at the center?" hyperlink, a popup message with examples will appear:



Answers to the questions "What activity did you complete at the center?" and "What was the location of the center (city and state)?" are free text.

Upon completing information on three work search contacts, the claimant can continue to file and submit the weekly claim, per the normal procedures.