

Rescheduling Guidance Letter Q&As

Q1. The policy indicates that at a minimum, staff must verbally confirm the new date and time at the time the customer requests to reschedule. If the person subsequently fails to report to that appointment, does the verbal confirmation hold any weight with the Unemployment Insurance Division?

A. Yes, but only when the verbal confirmation of the new date and time is recorded in the Comments section of Re-Employment Operating system (REOS). Please follow the instructions in the Guide on writing comments. As a reminder, when possible also provide an e-mail or letter generated from REOS.

Q2. Is a pattern of abuse established after two rescheduled appointments or a combination of a Failure to Report (FTR) and a rescheduled appointment?

A. Generally, a pattern of abuse is established after the customer has two or more excused /rescheduled appointments. They may also have a pattern of FTRs but a pattern of abuse would not be established with one of each. The policy allows staff to use common sense when approving or denying a rescheduled appointment. Staff should view REOS comments for information to support their decision. For example, if the customer was excused and rescheduled twice because he/she was working each time then a pattern of abuse was not established based on those two requests.

Q3. Does this Procedural guidance apply to REA appointments?

A. Yes. This guidance applies to all customers collecting UI and scheduled to appear to a mandatory appointment, such as REA, EUC and The Jobs for Veteran Program.

Q4. If a customer had an appointment at 10am and does not report at that time, then calls at 2pm the same day seeking to reschedule, is this considered a FTR?

A. No. You would not record as an FTR because the customer called *on the day of their scheduled appointment*. A Failure to Report would only be recorded if the customer was a no call no show for their scheduled time slot on the same day.

Q5. Our current One Stop Center policy is to send a written letter with the new date/time and not confirm over the phone. Do we have to change this policy?

A. Yes, you must change your current policy. It is important to work with the customer on a new date/time that is convenient for them. If you do not have a verbal discussion with the customer, you could run into multiple requests from the customer asking to be rescheduled or failing to report. For example, the customer may work part-time on the day that you continuously reschedule them. When possible also provide an e-mail or letter generated from REOS.

Q6. What is the process to record that a customer states they will not be attending their mandatory appointment and they plan to stop collecting UI?

A. Leave the original REOS appointment and record a comment in REOS stating the facts of the conversation. (Day customer called, with whom they spoke; what the customer stated, staff's advisal to stop collecting UI and impact of not attending the appointment, if they change their mind.)

Submit a REOS "Other" Issue. See page 30 of the UI issues handbook.

[http://labor.ny.gov/workforcenypartners/PDFs/UIIssuesHandbookwscreenshotseforms\(12-1-9\).pdf](http://labor.ny.gov/workforcenypartners/PDFs/UIIssuesHandbookwscreenshotseforms(12-1-9).pdf)

When the customer does not report to the regular scheduled appointment, record an FTR hold and do not reschedule.

Q7. Does the rescheduling policy affect the process to handle a customer who reports following a UI benefit suspension letter? We reschedule the customer, after recording the activity "reported following an FTR hold".

A. The process for FTR reporting after a benefit hold stays the same. The FTR policy has not changed. If the customer fails to call *ahead of the appointment time* to reschedule (or *fails to call on same day of the appointment*), you would FTR in the same manner you have been and continue your normal process when they report after a benefit suspension.

Q8. How does the rescheduling policy affect a customer who cannot be rescheduled within five days because they will be in another state for a couple of weeks looking for work?

A. Excuse the original appointment and post the comment as you describe. Also, confirm a date and time for the appointment for a date when they are available upon their return. Advise the customer he needs to notify UI immediately that he will be out of the state.

Submit a REOS "Other" Issue. See page 30 of the UI issues handbook.

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