



Actively Seeking, Availability & Ability

Training

Adjudication Workflow & Analysis



TRAINING PLAN



At the end of this presentation, you will be able to:

- Understand and adjudicate actively seeking issues
- Understand and adjudicate availability issues
- Understand and adjudicate ability issues
- Understand the workload count/tally for these issues

BASIS FOR ADJUDICATION



An unemployed individual may be eligible for benefits as long as they are able and available for work, actively seeking work and being unemployed due to no fault of their own.

SECTION 1



ACTIVELY SEEKING/FAILURE TO MEET WORK SEARCH REQUIREMENTS

ACTIVELY SEEKING WORK SEARCH



To be eligible for any claimed week of unemployment, a claimant must be actively seeking work with the desire to become employed.

A claimant residing in a county with a population greater than 75,000 is required by law to make contact with at least 5 prospective employers each week that benefits are requested.

Claimant's residing in a county with a population of 75,000 or less must contact a minimum of 3 prospective employers each week.

ACTIVELY SEEKING WORK SEARCH

When a claimant files for Reemployment Assistance benefits, our Connect system uses their address (county) to set a work search indicator with the minimum required number of contacts needed each week.

View and Maintain Contact Information	
	Residential Address
	Attention:
	Address Line 1:
	Address Line 2:
	City: Palm Beach Gardens
	State: Florida
	Zip Code: 33418
	County: Palm Beach
	Country: United States Of America

Work Search	
	Work Search Required : five (5)
	Profiling Indicator : Yes

ACTIVELY SEEKING WORK SEARCH

As an alternative to contacting at least the minimum number of prospective employers required based on the claimant's county of residence, a claimant may report in person to a CareerSource Center to meet with a representative and access reemployment services at the center.

The CareerSource Center keeps records of services provided to claimants and updates their file through www.EmployFlorida.com. This information can be used to determine the claimant's eligibility for any week of benefits requested.



PRE-ADJUDICATION REVIEW



- Review ALL issues checking for duplicate issues
- Review the Continued Claim PDF and save to upload to the issue
- Review all Fact Finding documents related to your issue

CLAIMANT INFORMATION



When issues are created, a corresponding fact finding questionnaire generates for the claimant. These questionnaires are not always sufficient information. When questions are left unanswered, information is unclear or conflicts exist, it is necessary to make additional contact with the claimant to resolve.

-
- Did the claimant search for work or visit CareerSource?
 - Why does the claimant have an inadequate work search?
 - Is the claimant exempt?



CLAIMANT INFORMATION

Actively Seeking Failure to Meet Work Search Requirements What you need to know



Did the claimant make the required contacts?

- Date of the job contact
- Business name, website name/URL or email address
- Method of Contact
- Type of work sought
- Results of the search

OR...A CareerSource Florida contact?

- Date of the contact
- Name of the CareerSource Florida center
- Address of the CareerSource Florida center
- Name of the person contacted
- Service received

CLAIMANT INFORMATION

Determine WHY the claimant did not look for work

Was the claimant physically and mentally able to look for work?

- Illness

Was the claimant's availability restricted in any way?

- Childcare
- Transportation
- Travel
- School



If the reason for not looking for work was due to an A & A issue, review the issue summary to verify if the issue was previously created. If the issue is not in the issue summary, create a new issue to adjudicate.

CLAIMANT INFORMATION

Union Workers



Union members who customarily obtain employment through a union hiring hall may satisfy the work search requirements by reporting daily to their union hall and are not required to seek work with individual employers.

Union members must list each contact with the union hall on their weekly certification work search log when requesting benefits.

CLAIMANT INFORMATION

Claimants Living Outside of the United States



When a claimant lives outside of the United States, you must determine the following:

- What is the Claimant's normal occupation?
- How does the claimant normally seek work?
- Is the claimant authorized to work in that country?
- Will the claimant return to the U.S. if offered suitable work?

CLAIMANT INFORMATION

Did the claimant work and earn money?



When a claimant earns more than the weekly benefit amount, they do not need to report any job contacts for that week. This is not an issue because no RA benefits would be paid to the claimant for that period.

When the earnings have been reported which were more than the weekly benefit amount, the issue would be voided as it is an unnecessary determination.

Claimant's that report earnings less than the weekly benefit amount are still required to provide the necessary number of job contacts for the week.

WORK SEARCH EXEMPTIONS



Does the claimant have a return to work date?

When a claimant is given a promised hire date with a new employer within 6 weeks, they do not need to report job contacts during that period.

Claimant's who are on a temporary layoff and have a return to work date of 8 weeks or less from the date of the layoff are also exempt from the work search requirement.

Fact finding needs to include the name of the company the claimant was hired to work for, is the employment full time or part time, and the date the claimant will begin work.

WORK SEARCH EXEMPTIONS



Claimants may not be denied benefits for any week when enrolled in an approved training program and are not required to actively seek work.

An individual who has served on jury duty the majority of the week will not be denied benefits and the work search is not required.



EXAMPLE

Initial Questions				
You answered the following questions for the week of Sunday, 02/23/2020 through Saturday, 02/29/2020.				
During the week of Sunday, 02/23/2020 through Saturday, 02/29/2020: Did you look for work?	Y			
During the week of Sunday, 02/23/2020 through Saturday, 02/29/2020: Did you make an in-person contact at a CareerSource Center?	N			
During the week of Sunday, 02/23/2020 through Saturday, 02/29/2020: Were you able and available to work if work had been offered?	Y			
During the week of Sunday, 02/23/2020 through Saturday, 02/29/2020: Did you refuse any offer of work or referral to work?	N			
During the week of Sunday, 02/23/2020 through Saturday, 02/29/2020: Did you work or earn any money?	Y			
Did you receive, or apply for income from any other sources that you have not previously reported to us?	N			
Work Search Log				
Work Search #:	1			
Date of Contact:	2/26/2020			
Type of Contact:	Internet Job Site			
Employer/Agency/Website/Contact Name:	- - -			
Method of Contact:	In Person			
Address Line 1:				
Address Line 2:				
City:	palm beach gardens			
State:	FL			
Zip Code:	33410			
Telephone Number / Fax Number:				
Person Contacted:	store manager			
Type of Work Sought:	cashier			
Position Applied For:	cashier			
Position/Reference Number:				
Result of Contact:	Awaiting Response			
Earnings Information				
For the week starting 02/23/2020 and ending 02/29/2020: You indicated that you worked or earned money.				
Enter total number of hours worked during the week:	12			
Provide your gross earnings (before taxes and deductions) for the week claimed.	\$149.16			
Did your employment end during the week?	Y			
Detailed Earnings Information				
For the week starting 02/23/2020 and ending 02/29/2020 follows is a summary of your earnings:				
Employer ID	Employer Name	Employment Type	Gross Earnings	Separation Date
		FL Employment	\$149.16	02/29/2020

EXAMPLE

Issue Information	
Issue Identification Number:	Program Type: Standard UI
Issue Status: Pending	Issue Level: Adjudication
Type: Actively Seeking	Employer:
Sub-Type: Failure to Meet Work Search Requirements	Assigned To:
Pre Determination: NO	Pre Determination Response Due Date:
Overpayments: N	WBA: \$196
Issue Details	
Type: Actively Seeking <input type="button" value="Refresh"/>	Fact Findings (2)
Sub-Type: Failure to Meet Work Search Requirements	Issue Notes (1)
Date Modified: 04/04/2020	Pending Issues (3)
Issue Detection Date: 03/09/2020 (mm/dd/yyyy)	Employer Name: <input type="text"/>
Issue Start Date: 02/23/2020* (mm/dd/yyyy)	Issue End Date: 02/29/2020 (mm/dd/yyyy)
Issue Source: Continued Claims	Hold Payment: <input checked="" type="radio"/> Yes <input type="radio"/> No
Timeliness Due Date: 03/30/2020	Determination Distributed To:
Correspondence Due Date: 03/11/2020	Issue Status Date:
Timely First Pay: 03/20/2020	Appeal Due Date:
Detection Date: 03/09/2020	Timely Other Written Response Received: <input checked="" type="checkbox"/>
Workload Count:	
Claim ID: 202001	
Other Levels:	
Update Issue: <input type="text" value="None"/>	

The issue start date is always the beginning of the week (Sunday) and the end date is the last day in the week (Saturday).

Because the issue creation arose from the claimant requesting benefits, the claimant's weekly certification form should be uploaded to the issue fact finding.

In this example, the claimant reported earnings of \$149.16 and the WBA is \$196, therefore the claimant required to provide the minimum work search.

EXAMPLE

Period beginning / / to / / .

Section 1 Work Search Efforts

- 1 Did you attempt to submit the required contacts for the period in question? Yes No
1a If yes, please provide information in reference to your work search below:

BUSINESS NAME, WEBSITE NAME/URL OR E-MAIL ADDRESS	METHOD OF CONTACT	TYPE OF WORK SOUGHT	RESULTS OF YOUR SEARCH
	store manager	cashier	pending

- 2 Did you contact your local CareerSource Florida center representative to discuss reemployment services? (i.e., resume writing workshop, interviewing skills training, job search and placement assistance, Ready to Work testing, training opportunities, etc.) Yes No

- If yes, please enter the contact information below:

Explain the efforts you made to remove the restriction affecting your availability for work. (Failure to remove this restriction may affect your eligibility for benefits.)

business closed on feb 29

The claimant fact finding statement provided the same prospective job contact which was listed on the weekly certification and a statement that the business closed on 2/29/20 (Saturday).

The claimant is still required to have the required 5 contacts to be eligible for this week. The adjudicator should call the claimant for additional information.

KNOWLEDGE CHECK



1. True or False. A claimant residing in a county with a population of 75,000 or more is required to contact at least 5 prospective employers for each week claimed.
2. True or False. Union members are exempt from the work search requirement.

-
3. A claimant requests benefits for a particular week and reports working 16 hours, earning \$160 from day labor. The claimant's weekly benefit amount is \$206. Is the claimant required to actively seek work for that week?
 4. Claimants who are on a temporary layoff are exempt from the work search requirement if the return to work date is not more than how many weeks?
A. 6 B. 4 C. 8 D. 5

SECTION 2



AVAILABILITY

OBJECTIVES

In this section, you will learn about the 15 subtypes under availability

- Access to transportation
- Approved Training
- Child Care
- Deceased Claimant
- Domestic Violence
- Family Care
- General
- Incarceration
- Non-Citizens Legal Authorization to Work
- Other
- Part time Availability
- Personal Reasons
- Restrictions on Wage, Type of Work or Employer
- Self-Employment
- Travel
- Vocational or Academic Training

AVAILABILITY



“Available for work” means actively seeking and being ready and willing to accept suitable work.

Claimants who have controllable restrictions which would adversely affect their availability for work must be given the opportunity to alter their demands or make alternative arrangements regarding personal circumstances such as transportation or child care. The fact-finding should document that the availability requirements of the law were explained to the claimant.

AVAILABILITY

Availability issue start dates will never begin prior to the effective date of the claim.

These issues are only valid issues when the claimant requests benefits for the period in question, therefore the date of detection would be the date the week was requested.

Claimant's must be available for the major portion of the work week to be eligible for the week.

- Example – Claimant was available to work Wednesday – Saturday. Because that is 4 days out of the week, the claimant would be considered available for the majority of the week. (4-day rule)



RESTRICTIONS ON WAGE, TYPE OF WORK OR EMPLOYER

Restrictions imposed by the claimant regarding wages, hours, and type of work should not be a basis for denying benefits if they are reasonable and are consistent with the claimant's training, experience, and past work history. Restrictions should further be considered in light of the economic state of the claimant's labor market area and the length of unemployment.



ACCESS TO TRANSPORTATION

If a claimant has no transportation or limited transportation, it will be necessary to determine the claimant's usual means of obtaining transportation and reporting to work. In most cases, a claimant without access to transportation should be held ineligible for benefits, but there are instances when benefits may be paid. A claimant may be found eligible who lives within walking distance of a business area where employment will likely be found, or in cases of agricultural workers whose work and transportation have always been provided by a crew leader.



TRAVEL



The temporary absence of a claimant from the area should not automatically make the claimant ineligible for that period of time. Consideration should be given to the length of absence, reason for being absent, the effort the claimant made to seek work, and whether the claimant could have been contacted had an offer of employment been made.

CHILD CARE



If a claimant is not available to work or look for work because they have no child care and are unable to make arrangements for child care in order to work, an ineligible determination should be made.

If the child care restrictions are limited to certain hours of the day, the claimant's work history and work search must be examined to determine the extent of the claimant's attachment to the labor market.

FAMILY CARE

If a claimant is unable to alter their availability restriction due to caring for a family member, an ineligible determination should be made.

If the family care restrictions are limited to certain hours of the day, the claimant's work history and work search must be examined to determine the extent of the claimant's attachment to the labor market.



DOMESTIC VIOLENCE



Domestic Violence situations are special cases that are handled by a team of adjudicators that were trained on new laws put in place effective 7/1/19. This team of adjudicators will manage all issues on that claim including Availability – Domestic Violence.

If an issue arises with these circumstances, the issue should be forwarded to your supervisor so that it can be reassigned to the appropriate department for timely and accurate handling.

PERSONAL REASONS

Claimants who have controllable restrictions which would adversely affect their availability for work must be given the opportunity to alter their demands or make alternative arrangements regarding personal circumstances.

- The claimant was not able and available for work on what dates?
- Describe the circumstance that would need to change for you to be able to work.
- What are the reasons the claimant is not able to seek and or accept work?
- Explain what efforts have been made to remove the restriction.

(advise claimant that failure to remove restriction may affect eligibility for benefits).

OTHER/GENERAL

The subtype “general” should not be used.

The determination text that populates when selecting this rationale does not provide a reason for the approval or denial of benefits.

Remember, all determinations must include a summary of the facts to support your decision.

The same applies for the subtype “other” when selecting the rationale for “ineligible – did not meet availability requirements.”



If a claimant fails to respond to the departments request for information to substantiate their availability, the subtype “other” would be appropriate, using the rationale “ineligible – failed to respond.”

SELF-EMPLOYMENT

A self-employed person is not eligible for benefits when engaged in such activity as a primary source of livelihood, and no longer makes an effort to be an employee of another business due to self-employment.



Someone who normally supplements employment income through self-employment may be eligible for total or partial benefits, as long as all other eligibility requirements are met.

An individual who engages in such partial self-employment need not necessarily be held ineligible because of devoting more time to self-employment when separated from regular employment. This expansion may not be an indication that self-employment has become the claimant's primary source of livelihood; it may indicate only that the claimant has more time to engage in such activity.

SELF-EMPLOYMENT

A self-employed individual must report gross income during the week earned.

Unlike earned income of an officer of a corporation, all income paid to the self-employed individual is earned income when the income is derived from the individual's work.

It is imperative that a self-employed individual claiming benefits be instructed to report gross revenues of the business, prior to making deductions for expenses, when claiming benefits regardless of whether the money is being used to further expand the claimant's business or meet business expenses.



PART TIME

A claimant should be considered eligible for benefits if seeking part-time work, only when the claimant's entire work history during the base period shows wage credits earned while working part-time and there is presently a labor market for the claimant's occupation on a part-time basis. The claimant should be looking for substantially the same number of hours previously worked.



VOCATIONAL OR ACADEMIC TRAINING

When a claimant reports he or she is attending school or training it must be determined if there is a conflict with the claimant's customary work hours and whether the claimant is enrolled and attending training that the department can approve.

School Attendance - Attendance at schools or training courses not approved by the department which remove the claimant from those hours of the day customarily worked in the claimant's occupation may cause the claimant to be held ineligible for benefits unless the claimant continues to actively seek work and is willing to change or forego classes or training that interfere with the claimant's ability to accept work.

VOCATIONAL OR ACADEMIC TRAINING

When the claimant only provides information that he/she is attending “online” and no other information is provided, the following steps are to be taken in order to meet quality. The adjudicator will need to make an attempt to find out from the claimant if the classes are self-paced or if the claimant is required to logon during a certain time period. If the claimant fails to respond to the attempt to obtain the additional information, the adjudicator should deny benefits using the following verbiage:

THE CLAIMANT FAILED TO RESPOND TO THE DEPARTMENT'S REQUEST FOR INFORMATION REGARDING SCHOOL ATTENDANCE TO SUBSTANTIATE A GENUINE ATTACHMENT TO THE LABOR MARKET. THIS DETERMINATION IS ISSUED IN ACCORDANCE WITH SECTION 443.091, FLORIDA STATUTES.

When the claimant is presented with the Connect “Availability School Attendance/Training” questionnaire and provides information that he/she is attending “online” and provides information that the course is self-paced, no other information is needed. A payable determination can be entered, but not tallied.

APPROVED TRAINING

A claimant engaged in training with the approval of the department cannot be held ineligible or disqualified from receiving benefits for being unavailable for work, for failing to make an active search for work, or for failing to accept an offer of, or referral to, suitable work.

Attendance - A claimant in approved training must be able to attend training during the week for which benefits are claimed. Unsatisfactory attendance may result in withdrawal of the department's approval of the training.



APPROVED TRAINING

Criteria for Approved Training - There are five criteria to be considered in making a determination on approved training. All five must be met. The fact-finding should adequately document the consideration of each criterion.

1. Claimant must possess aptitude and skills that can be usefully supplemented by the training.
2. The labor market demands for the claimant's present skills must be minimal.
3. The training must be a vocational, technical, intern, managerial, high school equivalency or academic program designed to prepare individuals for gainful employment.
4. There must be a reasonable expectation that the claimant will become employed upon completion of the training.
5. The training course or school must be approved by the Florida Department of Education (or other official governmental approving agency within the state where the training is being conducted.)

The CareerSource Center may need to be consulted to determine whether the five criteria are met.

APPROVED TRAINING

Workforce Innovation and Opportunity Act (WIOA) - A claimant attending WIOA training (except on-the-job training) should be considered to be in approved training and eligible for benefits. Training allowances are not deductible from RA benefits.

WIOA participants placed in the Dislocated Worker Program for potential entrepreneurs are considered to be in approved training even though the program leads to self-employment.

WIOA participants placed in training under the Economic Dislocation Worker Adjustment Assistance Act (EDWAA) are also considered to be in approved training. This program, sometimes referred to as Title III of WIOA, provides employment and retraining assistance for dislocated workers.

Employment Preparation – Employment Preparation is provided by the Regional Workforce Board designee in each region and ranges from one to four weeks in length. It teaches Temporary Assistance for Needy Families (TANF) clients how to obtain employment and remain employed. Claimants attending Employment Preparation are considered to be in approved training even though the Training is not vocational or technical in nature.

APPROVED TRAINING

When it has been determined that a claimant is attending approved training, the adjudicator must use the approved training subtype to ensure proper handling and processing of continued claim certifications:

These determinations must be entered with an issue end date which is to be determined by the training end date. The Saturday date closest to the training end date must be entered as the Issue Ending Date. Connect will set the work search code to 'Approved Training'. When the training period ends, Connect will reevaluate the work search code.

When the claimant's training completion date is Tuesday or earlier, the determination issue end date entry is the Saturday of the prior week. In this instance, the claimant must meet the work search requirement for the week that training ends. Connect will reevaluate the work search code from the Sunday of the week that training ended and update the work search indicator to 'Work Search Required'.

When the completion date is Wednesday or later in the week, the determination issue end date entry is the Saturday of the week that training will end. In this instance, the claimant will be exempt from the work search requirement for that week.

EXAMPLE

The claimant request benefits for the week of 3/8/20 to 3/14/20 and reported not being available for work due to traveling. An issue is created for that week and the claimant completes a fact finding questionnaire.

Issue Information	
Issue Identification Number:	Program Type: Standard UI
Issue Status:	Issue Level: Adjudication
Type: Availability	Employer:
Sub-Type: Travel	Assigned To:
Pre Determination: NO	Pre Determination Response Due Date:
Overpayments: N	WBA: \$275
Issue Details	
Type: Availability	Fact Findings (1)
Sub-Type: Travel	Issue Notes (1)
	Pending Issues (4)
Date Modified: 04/04/2020	Employer Name:
Issue Detection Date: 03/30/2020	Employer Account Number:
Issue Start Date: 03/08/2020	Issue End Date: 03/14/2020
Issue Source: Continued Claims	Hold Payment: Yes
Timeliness Due Date: 04/20/2020	Determination Distributed To: Claimant
Correspondence Due Date: 04/01/2020	Issue Status Date: 04/06/2020
Timely First Pay: 03/06/2020	Appeal Due Date:
Detection Date: 03/30/2020	Timely Other Written Response Received: Yes
Workload Count: Yes	
Claim ID: 202001	
Other Levels:	
Update Issue:	<input type="button" value="Display"/> ▾

EXAMPLE

The adjudicator receives the issue and reviews the fact finding.

Do you think the adjudicator has enough information to issue a determination?

You reported that during the period from / / through / / you spent time or are currently traveling a significant distance from your home.

1. I was out of the area from: / / to / /

2. Was your main purpose for travel to look for work? Yes No

2a. If no, what was your main purpose for travel?

planned vacation from over a year ago

If yes:

2b. Was a job interview arranged prior to your traveling? Yes No

- If yes, provide the date, name of employer, address, interviewer name and phone number.

Date of Interview

/ /

Employer Name

Employer Address

Interviewer Name

Employer Phone Number

3. Were/Are you available to start work during your travels? Yes No

3a. If yes, explain

3b. If no, why not?

out of country

KNOWLEDGE CHECK



1. The claimant was laid off from ABC Company. Because she is not working anymore, she does not send her 2 year old child to daycare. The claimant advises RA that she is not available for work because she does not have child care. What information does the adjudicator need to ask the claimant?

2. The claimant went on a 7-day cruise. The claimant left on Thursday, 2/6/20 and returned back home the following Thursday, 2/13/20. The claimant requested benefits for the weeks of 2/2/20 – 2/8/20 and 2/9/20 – 2/15/20. Is the claimant eligible for benefits?

SECTION 3



ABILITY

OBJECTIVES

In this section, you will learn about the 4 subtypes under Ability:

- Health or Physical Condition
- Illness – Injury or Disability
- Pregnancy
- General

“Able to work” means physically and mentally capable of performing the duties of the occupation in which work is being sought.

Just like the availability issues, ability issue start dates will never begin prior to the effective date of the claim and are not considered valid until the benefits have been requested.

Also, the 4-day rule applies to Ability Issues. (Claimant’s must be able to work the majority of the week to be eligible for benefits)

Health or Physical Condition/Illness-Injury or Disability

A claimant who is unable to work due to personal illness or illness of a relative or friend should be held ineligible for benefits for any weeks of detachment from the labor market.

If a claimant has medical restrictions that limit their ability to work, a thorough investigation must be done to determine if the claimant demonstrates a genuine attachment to the labor market.



PREGNANCY

There should be no presumption that a pregnant claimant is unable to work from the beginning or ending date of any given month or stage of pregnancy, unless so stated by her physician. Each case should be determined on an individual basis and in all cases, such claimants should make an active search for work as normally required.



GENERAL

“General” is a freeform subtype. It is advised not to use this subtype because no determination text populates and would require the adjudicator to type in reasonings and findings.



EXAMPLE

Issue ID:	View Determination: <input type="radio"/>
Issue Level: Adjudication	Employer Account Number:
Program Type: Standard UI	Employer Name:
Type: Ability	Issue Start Date: 02/23/2020
Sub-Type: Illness-Injury or Disability	Issue End Date: 03/28/2020
Result: In-eligible	Date Modified: 4/4/2020 9:43:27 AM
Issue Status: Determined	Claim ID: 202001
Issue Status Date: 04/06/2020	Overpayment: No

Issue ID:	View Determination: Pending
Issue Level: Adjudication	Employer Account Number:
Program Type: Standard UI	Employer Name:
Type: Ability	Issue Start Date: 03/08/2020
Sub-Type: Illness-Injury or Disability	Issue End Date: 03/14/2020
Result:	Date Modified: 4/7/2020 10:28:48 PM
Issue Status: Void	Claim ID: 202001
Issue Status Date: 04/04/2020	Overpayment:

Issue ID:	View Determination: Pending
Issue Level: Adjudication	Employer Account Number:
Program Type: Standard UI	Employer Name:
Type: Ability	Issue Start Date: 03/01/2020
Sub-Type: Illness-Injury or Disability	Issue End Date: 03/07/2020
Result:	Date Modified: 4/7/2020 10:28:48 PM
Issue Status: Void	Claim ID: 202001
Issue Status Date: 04/04/2020	Overpayment:

EXAMPLE

The following information is needed to determine your eligibility to receive reemployment benefits. You must respond to this information by 3/18/2020. You may also log into your account at <http://www.floridajobs.org/> to respond to this fact finding online. Failure to respond by the specified deadline will result in a determination being issued with the available information.

Section 1

It has been indicated that you were not able to work because of your injury, or disability.

1. Please indicate the date that you became unavailable for work, and if applicable, when you became able to work again.

I became unable to work
on / / / / /

I am still unable to work

I became able to work on / / /

2. You indicated you were unable to work because you were in the hospital. Are you still in the hospital? Yes No

2a. If not, when were you released? / / / / /

3. What injury or disability is currently preventing you or has prevented you from being able to work or accept full-time work?

RIGHT SIDE - ACUTE TRANSVERSE FRACTURE THROUGH THE HUMERUS NECK AND IMPACTED COMMUNUTED FRACTURE OF THE HUMERUS HEAD

4. Did you refuse any offer of work because of your health or physical condition? Yes No

4a. If yes, when was the work offered and for what period of time could you have worked?

EXAMPLE

7. I am unable to work either full-time or part-time.

7a. Has your health care provider told you when will you be able and available for **full-time** work?

/ /

Unknown

Never

7b. Has your health care provider told you when will you be able and available for **part-time** work?

/ /

Unknown

Never

Section 3

Please provide any information about this issue that you would like to add below:

I AM STILL PUTTING IN APPLICATIONS AS OFTEN AS POSSIBLE. HOWEVER, I HAVE TO LET THE SHOULDER HEAL AND KEEP IT ISOLATED. SINCE I HAVE NO MEDICAL COVERAGE, I AM USING THE RELEASE INFO FROM THE PHYSICIAN AT SAINT ANTHONY'S HOSPITAL SO I WON'T BE GETTING A SECOND X-RAY. I'LL BRING IN MY RELEASE FORMS.

Is there any additional documentation that you would like to send? Yes No

If yes, a cover sheet will be provided to you either by mail or online based upon your previously selected correspondence preference.

Please describe the documents:

MY DIAGNOSIS AND RELEASE FORMS.

EXAMPLE

via phone per claimant on 4/4/20 at 9:08am, states she injured her shoulder and was not able to work either full time or part time from 2/21/20 to 3/27/20. claimant states she does not have money or insurance any longer so she is not able to go back to the doctor for another xray. claimant states she removed the contraction herself on 3/24/20 and start doing physical therapy on her own as of 3/27/20. claimant states she is able to work as of 3/27/20 and she is looking for data entry or cashier work. she states she is not able to lift no more than 7 lbs right now. claimant states that when she was injured she called the department and was told as long as she continues to work she would be fine.

Claimant Eligibility - Select Rationale

Ineligible - Claimant unable to work due to a disability.

Determination Text

Rationale:

Ineligible - Claimant unable to work due to a disability.

Reasonings and Findings:

THE CLAIMANT WAS UNABLE TO WORK DUE TO A DISABILITY.
THIS DETERMINATION IS ISSUED IN ACCORDANCE WITH SECTION 443.091, FLORIDA STATUTES.

Additional Reasonings and Findings to be printed on the documentation:

THE CLAIMANT WAS NOT ABLE TO WORK AS REQUIRED BY LAW.

Effect of the Determination:

YOU ARE NOT ENTITLED TO RECEIVE BENEFITS FOR THE PERIOD BEGINNING FROM 2/23/2020 TO 3/28/2020.



Unemployment Compensation Law:

In accordance with Section 443, Florida Statutes: Benefits are not payable because: THE CLAIMANT WAS NOT ABLE TO WORK AS REQUIRED BY LAW. ANY BENEFITS RECEIVED FOR WHICH YOU WERE NOT ENTITLED ARE OVERPAYMENTS AND SUBJECT TO RECOVERY.

Additional notes to be printed on the Claimant's determination:

Additional notes to be printed on the Employer's determination:

Workload Count: **Yes**

KNOWLEDGE CHECK



1. A claimant is pregnant. Her expected due date is 8/14/21. Should we consider the claimant not able and available for work?

2. The claimant was injured in a car accident and is unable to work in their normal occupation. The claimant's doctor advised the claimant to only perform light duty work, no heavy lifting and no standing. Should we consider the claimant able and available for work?

SECTION 4

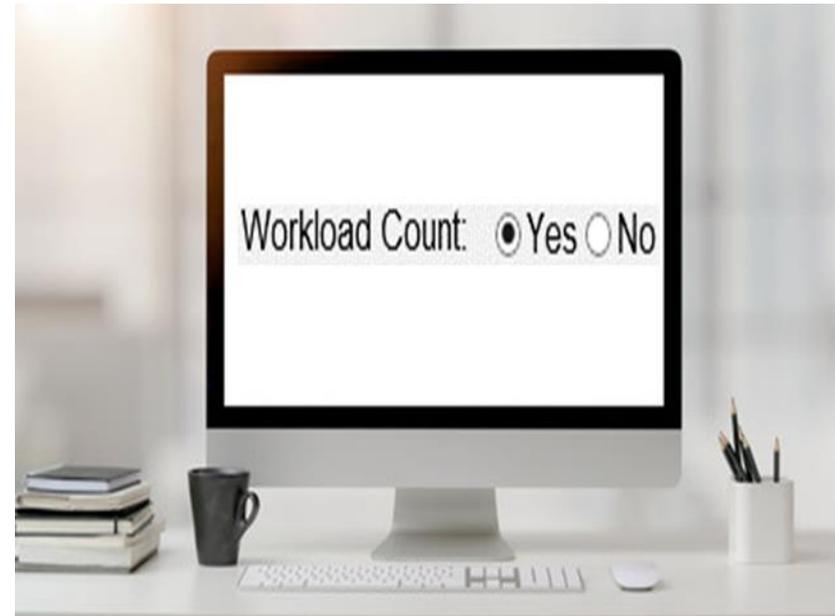


WORKLOAD COUNT/TALLY

WORKLOAD COUNT/TALLY

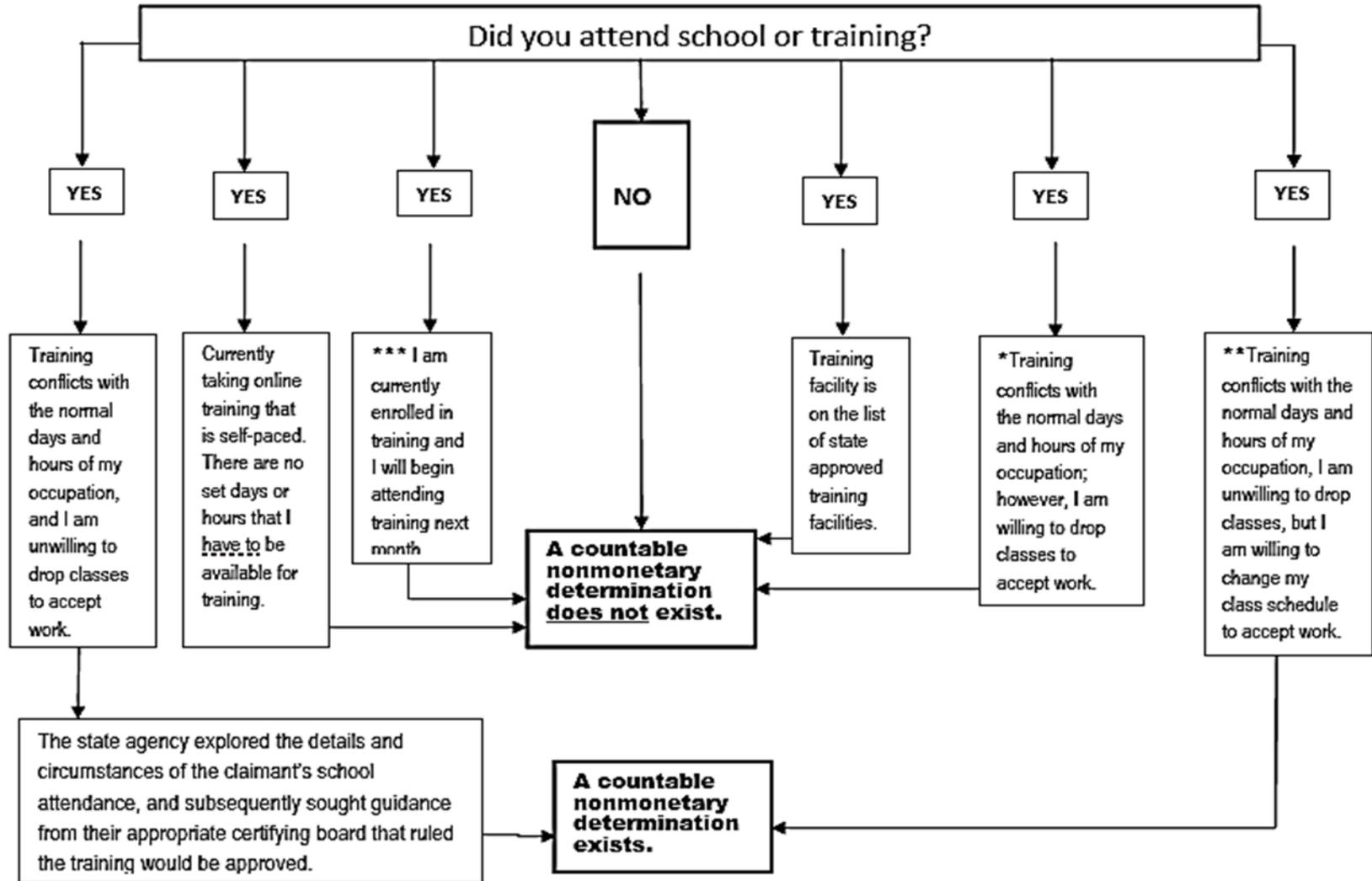
When there are multiple A&A issues that affect the **same week**, such as transportation, illness, childcare, etc., **only one** workload count can be taken for a given week.

However, when there is an A&A issue **and** a work search issue, the potential exists for **both** to be tallied for the same week claimed. The work search issue should be adjudicated on a week-by-week basis.



WORKLOAD COUNT/TALLY

TALLY AIDE FOR SCHOOL/TRAINING ISSUES



ADJUDICATING A & A ISSUES



When adjudicating an A & A issue, the determination should be left open ended when it is found that the reason for the claimant's failure to be considered A & A is ongoing, such as an illness, lack of transportation, lack of certification or licensure. That means that no issue end date is required and the claimant may be held ineligible indefinitely in these instances.



Subsequent A & A issues added in the continued claim series should not be adjudicated, rather, the issue should be voided until the condition which resulted in the original ineligibility has been resolved.

KNOWLEDGE CHECK



1. An Availability Child Care issue for the week of 2/2/20 – 2/8/20 was previously adjudicated ineligible. The claimant later reported not having transportation from 2/4/20 – 2/7/20. The adjudicator conducts the investigation and decides the claimant should be denied. Should a workload count be taken?

2. The claimant was previously disqualified indefinitely on an Availability/Vocational or Academic Training issue beginning 1/5/20. The claimant stopped requesting benefits since they were not eligible. On 3/15/20, the claimant reopened their claim and reported not being available because he attends school full time. The classes are now online, however the claimant is in a nursing program which requires most of his time. Should the claimant be considered able and available for work?

ADJUDICATING A & A ISSUES



REFERENCE

- [Adjudication Manual](#)
- [Adjudication Dashboard](#)
- [Administrative Code](#)
- [Procedural Instructions](#)

QUESTIONS





Thank You.

Remember if you have questions regarding quality, ask your supervisor. If clarification is needed on any issues, your supervisor can reach out to BTQ for further information and guidance.

DEO Adjudication