



In-Person Services for UC Claimants Protocol and Registration Process

With funding received through the American Rescue Plan Act, the PA Department of Labor and Industry has launched the rollout of in-person services for UC Claimants by appointment at PA CareerLink® locations throughout the Commonwealth.

The purpose of this guidance is to define the registration process and protocol on how to handle requests for appointments with the UC representative for PA CareerLink® Chester County.

Requests for Appointments and Scheduling

- Any individual that expresses a need to speak with a UC representative or requests assistance due to issues related to their claim can be referred to PACL Career Advisors to determine if their situation warrants a need to meet with a UC representative (Nick Relacion and Christopher Frankenfield). Some issues may be able to be resolved without the involvement of a UC representative.
- In the event a UC claimant's issue(s) cannot be resolved with assistance by PA CareerLink staff – the staff person should complete the **UC Request for Appointment Form**. The completed form then should be provided to Nick Relacion or Christopher Frankenfield. Once received, Nick or Chris will follow up with the claimant within 24 hours to schedule an appointment.
- **IMPORTANT NOTE:** Requests for an in-person appointment are only for Chester County residents – any request for appointments from out-of-county residents need to be redirected back to their respective county of residence. There are NO EXCEPTIONS.
- **ABSOLUTELY NO WALK-IN APPOINTMENTS WITH THE UC REP WILL BE ACCEPTED.**
- In the event that a PACL Career Advisor is not available (out of office, busy with a current customer), the front desk staff should make a hand-written note for the PACL Career Advisor to call them back. Their call should be returned within 24 hours. Please note that no added information regarding the availability of appointments or anything related to UC should be discussed by staff at the front desk – this will be handled by the PACL Career Advisor when scheduling the appointment.
- Requests for appointments can be made up to 2 weeks in advance. For example – for the week of 7/18/22, the appointment list will open on the Friday (7/1/22) prior to the 2-week window commencing.



- In the event that the appointment list is full the PACL Career Advisor will communicate to the customer the date they are able (specified Friday) to call and schedule an appointment. There are NO WAIT LISTS.
- Staff should continue to encourage UC Claimants to call the UC Call Center 1-888-313-7284 while waiting to schedule an appointment – The best time to call is Wednesday thru Friday after 3 pm.
- PACL Career Advisors will schedule appointments in ½ hour blocks. For issues requiring more intensive assistance (open new claim, fraud issues, need for interpreter, ID.me issues) additional time will be blocked off for the claimant's appointment.
- The PACL Career Advisors (Nick Relacion and Christopher Frankenfield) are responsible for completing the daily schedules for the UC staff.
- A copy of the daily schedule should be provided to the UC Representative Jackson by the Thursday prior to the week scheduled.
- A Shared Excel File will be created and serve as the daily schedule. The only staff permitted to edit the schedule and/or add appointments are Nick Relacion and Chris Frankenfield. Supervisory staff will have access to the shared schedule as well.
- When arriving for the scheduled appointment, the Receptionist will provide the UC claimant with an Equity Grant Survey and ask the claimant to answer the questions in preparation for their scheduled meeting.
- In the event the UC claimant is a no show for their appointment, they must wait 4 weeks until they are able to schedule another appointment.

In addition to this guidance, an **Equity Grant – PACL Guide and Procedures** document was provided by the Commonwealth for PA CareerLink® sites. This guide can also be found here: <https://tinyurl.com/4a68d9dc>