

June 19, 2009

Urgent! Pell Letter Going Out to UI Claimants on Monday, June 22

The following message and attachments ([Attachment 1](#), [Attachment 2](#)) are sent on behalf of Bruce Palzkill, Section Chief in the Job Service Bureau.

Good afternoon folks. I need alert you all to a letter that is going out to 10,000 UI claimants on Monday. The text of this letter is included in the attachments. Based on new federal guidance, the Dept of Labor has asked State UI offices to send out information to claimants to inform them of new Pell grant eligibility criteria considerations for laid off workers.

The letter is providing information for claimants in three areas:

1. How to find your local Job Center: Our toll-free job seeker phone number is being provided on the letter along with the Job Center of Wisconsin website. Claimants are advised to contact their local Job Centers to get assistance in identifying possible education/training opportunities.
2. Contact information for Pell Grant application/inquiries: Both the FAFSA website is included, along with a toll free number for questions, and suggestions for contacting education institutions for assistance.
3. Newly established toll-free number for claimants to call to check on their continued UI eligibility, (if they do qualify for Pell grants for training).

All of our JCW Call Center staff need to be advised that there will likely be an increase in calls when these letters go out next week. Chuck Gottschall, our Director in the Northwest WDA, is coordinating increased staffing for our call center starting next week. Call Center staff should review this letter and be clear on the different contact information in it. It's entirely possible that people will call the number and hit the wrong menu option, so all CCA staff should be clear on this letter content.

Job Center Resource Room staff need to be alerted that there may be increased traffic as claimants come in with these letters inquiring about training.

We will be monitoring the volume of calls in our Call Center system next week, to determine if callers are able to get through, or are experiencing busy signals.

One final note on this: The current plan is that approximately 104,000 claimants will be getting these letters over the upcoming weeks, and the mailings are being staggered.

Thanks in advance for your attention to this matter.

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This message has been posted to the website (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the Job Center of Wisconsin announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for online reading or downloading. The website has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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