

Question:

What constitutes ‘meaningful assistance’ within the providing “information and *meaningful assistance applying for unemployment insurance [UI]*”¹ Basic Career Services activity?

Relevant Laws, Rules, and Policies:

Workforce Innovation and Opportunity Act (WIOA) (42 USC 3101 et seq)

Code of Federal Regulations (CFR) 20 CFR Part 678

[DWFAP Career Services Allowable Activates Policy](#) (April 16, 2025)

Response:

‘Meaningful assistance’ means that the staff helping individuals applying for or getting information about UI are well-trained in UI claims filing and the rights and responsibilities of claimants.² ‘Meaningful assistance’ also includes assistance done within a reasonable timeframe. This includes assistance in both face-to-face and long-distance (phone, internet, etc.) settings.³

At its core ‘meaningful assistance’ means:

- The staff helping folks are well-trained in:
 - UI claims filing, and,
 - The rights and responsibilities of UI claimants.
- The face-to-face or long-distance assistance is done in a reasonable timeframe.

Individuals could receive ‘meaningful’ assistance by being referred to these well-trained UI staff or by initially receiving help from the well-training UI staff. The order does not matter. What matters is that the staff are knowledgeable in UI and the assistance is done in a reasonable timeframe.

Providers are encouraged to use DEED’s UI staff and resources as well as to refer individuals as needed for assistance. See Page Two below for DEED UI resources.

Further Inquiries:

If further clarification or additional support is needed, please do not hesitate to reach out to us at Dwfaprograms.deed@state.mn.us. We remain available to discuss this matter or any related issues.

¹ DWFAP Career Services Allowable Activities Policy (Page Two)

² [20 CFR 678.430\(a\)\(10\)\(i\)\(A\)](#)

³ [20 CFR 678.430\(a\)\(10\)\(i\)\(B\)](#)

DEED UI Staff and Resources

UIMN.org

- Besides the links to *Apply for Benefits*, *Request a Benefit Payment*, and *Log in to my Account*, our site has loads of information including:
 - “Quick Links” to some of our most frequently visited pages.
 - “News and Updates” for the latest information.
 - Information in multiple languages for applicants, including [Spanish](#), [Hmong](#), and [Somali](#).
 - Links to common topics:
 - [What do I need to know?](#)
 - [How do I apply?](#)
 - [How do I get paid?](#)
 - [What affects my benefits?](#)
 - A Video Library showing different functions in the Applicant Self-Service System.
 - Help and Support on various topics, including Financial Help and Community Services.
 - [Find a Job](#) pages with links to job-seeking resources.

Customer Service: 651-296-3644 or 1-877-898-9090

- Available Monday-Friday, 8:00 a.m. to 4:30 p.m., except on holidays.
- Customer Service staff can help with all functions, including completing an application or helping to complete required forms/questionnaires.
 - Customer Service staff may ask applicants if they want to complete forms themselves online but will take the information by phone when asked.
 - In only a few instances are documents required to be sent in by mail or fax. For example – doctor statements, ID verification, or filing an appeal (if they choose not to file online.)
 - Fax: 651-205-4007
 - Mail: PO Box 4629; St. Paul, MN 55101
- Non-English Speakers.
 - Pre-recorded information is available in English, Spanish, Hmong, and Somali.
 - Customer Service staff will request interpreters for non-English speakers. Applicants need to be able to communicate the language they need and will wait while staff get an interpreter on the line.

Requests For In-Person Assistance:

Virtually all issues can be resolved when the UI applicant calls Customer Service. However, as a CareerForce reception staff person, let us know if an individual demands help and says they cannot be helped by Customer Service. When UI applicants insist, they want to talk to someone in person, and RESEA staff are in the office, those staff will meet with them. However, the RESEA staff have limited availability in which an applicant may have to wait until those staff are available. RESEA staff do not have access to applicant UI account information. RESEA staff can help applicants:

- Understand basic UI processes ,
- Help connect applicants to additional information and help (online or by phone),
- Can ask their supervisors for more information and/or a call-back, and,
- Send a referral to request a call back.