

# Reemployment Services and Eligibility Assessment (RESEA) Program Guide

Texas Workforce Commission

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## Introduction

The Reemployment Services and Eligibility Assessment (RESEA) program is a federal grant program designed to allow states to provide intensive reemployment assistance to individuals who are receiving unemployment insurance (UI) benefits and are determined to be likely to exhaust their benefits before becoming reemployed. According to §306(b) of the Social Security Act (SSA), the primary goals of RESEA are to provide participants with access to a wide array of resources that support reemployment as quickly as possible and to detect and reduce improper payments to ineligible individuals.

The Unemployment Compensation Amendments of 1993 amended the SSA to require states to establish Worker Profiling and Reemployment Services (WPRS) systems to profile and identify UI claimants who are likely to exhaust benefits and need assistance finding new employment. Beginning in 2005, the US Department of Labor Employment and Training Administration (DOLETA) funded the voluntary Reemployment and Eligibility Assessment (REA) program to address the individual reemployment needs of UI claimants, as well as prevent and detect incorrect benefit payments. In 2015, the RESEA program replaced the REA program.

In 2017, the Texas Workforce Commission (TWC) replaced the Rapid Reemployment Services (RRES) program with the RESEA program as Texas' WPRS system. Each week, UI claimants receiving their first payment are profiled and assigned a score based on their likelihood to exhaust benefits. Each Local Workforce Development Board (Board) is assigned a cutoff score and is required to outreach all claimants who score above the cutoff for RESEA services, including providing coenrollment in the Workforce Innovation and Opportunity Act (WIOA) dislocated worker program or other program services, as appropriate.

Required RESEA program activities include:

- providing information and access to services available through Workforce Solutions Offices;
- developing an individual employment plan (IEP);
- providing labor market information customized to individual participant needs;
- enrolling individuals in employment services funded by the Wagner-Peyser Act; and
- assessing eligibility to continue receiving unemployment benefits.

In recent years, Congress has expressed increased interest in the RESEA program due to its effectiveness in improving employment outcomes and reducing claims durations. Amendments to the SSA in the 2018 Consolidated Budget Act authorized the RESEA program as a permanent, formula-funded program and provided funding increases for states. That growth is expected to continue in the coming years.

The amendments also included emphasis on using evidence-based practices and requirements for program evaluation and phased-in funding beginning in 2023. A portion of RESEA funding was tied to outcome goals beginning in 2021, and states are required to submit a state plan annually detailing RESEA activities.

The purpose of this guide is to provide Boards and Workforce Solutions Office staff with the guidance needed to operate the RESEA program. Federal reference materials include the following documents:

- DOLETA Unemployment Insurance Program Letter No. 07-16, issued January 7, 2016, and titled “Fiscal Year (FY) 2016 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 03-17, issued December 8, 2016, and titled “Fiscal Year (FY) 2017 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 03-17, Change 1, issued September 22, 2017, and titled “Fiscal Year (FY) 2017 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 08-18, issued July 16, 2018, and titled “Fiscal Year (FY) 2018 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 07-19, issued January 11, 2019, and titled “Fiscal Year (FY) 2019 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 08-20, issued January 30, 2020, and titled “Fiscal Year (FY) 2020 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 13-21, issued January 19, 2021, and titled “Fiscal Year (FY) 2021 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 10-22, issued January 21, 2022, and titled “Fiscal Year (FY) 2022 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- DOLETA Unemployment Insurance Program Letter No. 02-23, issued February 23, 2023, and titled “Fiscal Year (FY) 2023 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”

# RESEA Program Requirements

## Program Overview

### Statistical Model and Profiling

Each week, claimants who received their first unemployment benefits payment are profiled and assigned a score using the RESEA statistical model. Claimants are assigned a score between 0.00–1.00 based on individual factors such as work history, unemployment claim history, and wage earnings. A higher score indicates a greater risk of exhausting unemployment benefits before returning to work. Only claimants who are required to search for work as a condition of receiving UI benefits are profiled for RESEA and assigned a score. (See Work Search Requirements in [Appendix D](#) for more information.)

### Board Cutoff Scores

TWC’s Division of Operational Insight determines cutoff scores for each Board based on local exhaustion rates and economic conditions. Boards are required to outreach all claimants assigned a score at or above the cutoff score for RESEA services. Each Board’s cutoff score is reviewed quarterly and revised as necessary.

### Mandatory RESEA Participants

Claimants who are assigned an RESEA score that is at or above the Board’s cutoff score and are outreached for services must participate in and complete all required RESEA services. Unless the claimant is given an exemption, failure to participate in or complete all required RESEA services may result in a suspension or loss of unemployment benefits.

### Reporting Potential Unemployment Benefits Eligibility Issues

If a claimant indicates that there is an issue that could prevent them from participating in all RESEA services, actively seeking employment, or being able or available to accept suitable work, staff must report the issue according to the Reporting Unemployment Benefits Eligibility Issues section of this guide.

### Claimants below the Board Cutoff Score

Claimants who are assigned scores below the Board cutoff score are not mandatory RESEA participants, and Workforce Solutions Office staff is not required to outreach these claimants for RESEA. However, claimants are important customers, and Boards must ensure that staff provides all possible services and assistance to help all claimants become reemployed as quickly as possible. Furthermore, considering the growing interest in RESEA and the projected growth, serving additional claimants helps prepare Boards for future demand. To that end, claimants with profile scores below the Board cutoff may be outreached and provided services but will not be included in RESEA performance reports required by DOLETA.

### RESEA Evaluation Activities

In accordance with the amendments to §306 of the SSA included in the Consolidated Budget Act of 2018, TWC will conduct evaluations of RESEA interventions and service delivery strategies

beginning in the 2020 program year. The evaluations must examine the program's effect on UI claim length and employment outcomes.

Planned evaluation activities include a statewide implementation study that will examine how the program is being operated across the state and a random control trial that will test the effectiveness of providing a second appointment to RESEA participants. Boards are required to participate in the evaluation of the RESEA program as requested. More information and guidance on these activities will be provided directly to Boards.

## RESEA Required Services

The RESEA program promotes the provision of one-on-one services that are tailored to the individual needs of the claimant. Boards must ensure that Workforce Solutions Office staff collaborates with each claimant to customize services to meet the claimant's specific needs.

A claimant's failure to complete all required RESEA services may result in a suspension or loss of their unemployment benefits.

The following are required RESEA services:

- RESEA orientation, which includes information about access to Workforce Solutions Office services and RESEA program requirements and their impact on continued eligibility for UI benefits
- Enrollment in employment services funded by the Wagner-Peyser Act
- Assistance in developing and implementing an IEP
- A one-on-one Unemployment Benefits Eligibility Assessment, including a review of work search activities and referral to adjudication, as appropriate
- Provision of customized labor market information (CLMI) based on an assessment of the claimant's specific needs

Workforce Solutions Office staff may provide all required RESEA services in locations other than a Workforce Solutions Office, such as a mobile unit, school, or public library. Services may also be provided remotely using technology such as Skype, Zoom, FaceTime, or another similar product; however, remote assistance does not include text messages, email messages, or online messaging systems. Boards may provide services by telephone only under limited circumstances when using the remote technology listed above is not possible. Staff may provide RESEA orientations using prerecorded webinars or self-paced presentations.

## Service Delivery Timeline

Each Friday night, claimants who received their first UI payment are profiled in WorkinTexas.com and assigned a profile score. WorkinTexas.com includes a feature that allows Workforce Solutions Office staff to schedule events with openings for RESEA participants to attend an orientation. Each Tuesday, WorkinTexas.com begins filling the available openings automatically.

It is of the utmost importance that RESEA participants are provided services in a timely manner. There is a lag between when the profiler runs on Friday night and when the auto-scheduler fills appointments on Tuesday. This allows staff to review the outreach pool on Monday and ensure that enough openings have been created to accommodate the number of claimants whose profile scores make them mandatory RESEA participants.

All mandatory participants must be scheduled for an RESEA orientation that is within seven to 21 days from the date the scheduler ran after the claimant was added to the outreach pool. Boards must ensure that staff members create enough events or openings so that all mandatory RESEA participants are scheduled for an appointment within the allowable time limit. If there are not enough openings, claimants will be pushed to the next available opening, potentially creating a backlog that may prevent timely delivery of service.

Each attendee’s Registration Status must be updated, and all RESEA services must be provided and entered in WorkInTexas.com within seven calendar days from the date the claimant was scheduled to attend an RESEA orientation. A “No Show” status automatically sends a notification to the Unemployment Benefits System, which alerts UI staff of the claimant’s noncompliance and may cause the claimant’s benefits to be suspended or delayed.

The following table contains the timeline for RESEA services:

Requirement	Deadline
RESEA orientation date	Within 7 to 21 days from the date the auto-scheduler runs after the claimant has been added to the outreach pool
All RESEA services must be provided	Within 7 calendar days from the scheduled RESEA orientation date <sup>1</sup>
All RESEA services must be entered in WorkinTexas.com	Within 7 calendar days from the scheduled RESEA orientation date <sup>2</sup>

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<sup>1</sup> Even if required RESEA services are not **provided** within seven calendar days, the expectation is that the required services will be provided to all claimants who are willing to participate in the RESEA program. No claimant should be refused or denied services at any time.

<sup>2</sup> Even if required RESEA services are not **provided and entered** within seven calendar days, the expectation is that the required services will be provided and entered in WorkInTexas.com as soon as possible.




# RESEA Services—Details

## RESEA Orientation

All RESEA claimants must complete an RESEA orientation. The orientation must include information about RESEA program requirements, including their impact on continued eligibility for UI benefits, and how to access the services available at the Workforce Solutions Office. The orientation may be provided in group settings or in one-on-one meetings and may also be provided in locations other than a Workforce Solutions Office, such as in a library, school, or mobile unit.

Additionally, Workforce Solutions Office staff may provide an orientation remotely, using technology such as Skype, Zoom, FaceTime, or through a prerecorded webinar or presentation. If using a prerecorded presentation or webinar, staff must verify and document participants' completion. If they provide self-paced orientations, staff must also provide claimants additional guidance about actions needed to complete other required RESEA services.

Claimants are profiled when their first unemployment benefits payment is issued. Profiling occurs weekly in WorkInTexas.com on Friday evenings. Claimants who are assigned a profile score that is at or above the Board cutoff score:

- are mandatory participants in the RESEA program;
- display an RESEA icon, a turquoise rectangle with a dollar symbol at its center, , on the “General Information” page in WorkInTexas.com;
- receive an “RSA—(312, RSA) RESEA (RESEA Icon Added)” service that is automatically added to the profiled claimant’s “Activity History/Service Plan” page; and
- are added to the Pool Count to be scheduled for an RESEA orientation.

WorkInTexas.com has automated the RESEA orientation scheduling process using a batch that runs every Tuesday night and schedules claimants to attend an RESEA orientation.

WorkInTexas.com will only schedule as many claimants as there are available openings in previously created events. Therefore, Workforce Solutions Office staff members must ensure that they schedule enough events or openings to allow all mandatory participants to be scheduled for an RESEA orientation that is within seven to 21 days from the date the automated scheduler runs.

Claimants in the RESEA Pool Count are automatically registered for their scheduled orientation and sent letters that provide information on the date, time, and location. The RESEA orientation letter in both English and Spanish can be found in [Appendix B](#). The letters sent to claimants who will attend a virtual orientation can be found in [Appendix C](#).

**Note:** Workforce Solutions Office staff must provide the virtual orientation through a secure web address that begins with “https://”. When creating an online event, staff must enter the secured link in the “Event Location—Description” box. If the staff member does not include “https://” before the link, the link will not display in the virtual orientation letter.

Correct—<https://WorkInTexas.com>

Incorrect—[www.WorkInTexas.com](http://www.WorkInTexas.com)

Once a claimant is automatically scheduled, the “RSO—(311, RSO) RESEA Orientation” service is generated and added to the claimant’s “Activity History/Service Plan” page in WorkInTexas.com. The service’s Completion Code remains blank until Workforce Solutions Office staff updates the Registration Status for each claimant.

By checking the Pool Counts in WorkInTexas.com on Monday mornings after the profiling batch runs, Workforce Solutions Office staff can plan for an appropriate number of RESEA orientation events with sufficient openings to allow all claimants in the Pool Count to be automatically scheduled. The number of openings at an event can be adjusted before Tuesday night’s scheduling batch to accommodate the pool size for each Workforce Solutions Office. Providing services to all mandatory claimants in a timely fashion is subject to state-level program monitoring.

If a claimant attends an RESEA orientation, staff must update the claimant’s Registration Status in WorkInTexas.com by selecting “Attended” **within seven calendar days from the scheduled date of the orientation**. If using a prerecorded webinar or presentation, staff must verify and document completion before updating the participant’s Registration Status. If the Registration Status is updated to “No Show,” an automatic “Failed to Respond” notification will be sent to the Unemployment Benefits System seven days after the scheduled orientation date, which prompts an investigation by UI staff. Updating the event attendee’s Registration Status automatically updates the completion status of the RESEA orientation service.

Once the RESEA orientation has occurred, Boards must ensure that Workforce Solutions Office staff opens the RESEA event and updates the Registration Status for each attendee.

The Registration Status drop-down menu options are defined as follows:

- “Registered”—default setting; update after the scheduled orientation date.
- “Attended”—within seven days of the scheduled orientation date, select if the claimant attended the scheduled RESEA orientation. The Completion Code for the RESEA Orientation service will be automatically updated to show successful completion.
- “Canceled”—select only when there is a problem with the automated process or a delay in mailing the RESEA orientation letters. Provide an explanation for the canceled status in Case Notes in WorkInTexas.com.
- “No Show”—select if the claimant did not attend the RESEA orientation as scheduled, and Workforce Solutions Office staff is unable to contact the claimant to reschedule. When the “No Show Reason” drop-down menu appears, select an appropriate reason and provide justification for the selection in Case Notes in WorkInTexas.com. **Note:** The Workforce Solutions Office staff must limit the use of No Show Reasons to only those reasons that can be verified and documented with a detailed explanation in WorkInTexas.com Case Notes.

- “Exempted”—select if the claimant is exempt from RESEA. Provide an explanation for the exempted status in WorkInTexas.com Case Notes. The Completion Code for the RESEA orientation service will be automatically updated to “Voided.”

If the Registration Status is “Registered” or “Canceled,” staff may select “Reschedule” in the “Action” column and select an upcoming RESEA orientation from the drop-down menu. Once the Registration Status has been changed to “No Show,” staff can only select “Attended” or “Exempted.” Every change made by staff to a claimant’s Registration Status will appear on the “Programs” page (Activities/Enrollment/Service).

If the change is made within seven calendar days of the date of the scheduled RESEA orientation, the “No Show” will not be reported to UI staff. For example, if a claimant did not attend a scheduled RESEA orientation on September 3, but came in on September 5 and attended an RESEA orientation that day, then staff must update the “No Show” status from the September 3 event to display a Registration Status of “Attended.”

When a claimant fails to attend a scheduled RESEA orientation and Workforce Solutions Office staff is unable to contact the claimant to reschedule, the Registration Status must be updated to “No Show,” a No Show Reason must be selected from the drop-down menu, and a Case Note must be entered. While the “No Show” status is reported to UI staff through WorkInTexas.com, the No Show Reason is not tracked by UI systems or by WorkInTexas.com.

### Failure to Attend a Scheduled RESEA Orientation

If a claimant fails to attend a scheduled RESEA orientation, Workforce Solutions Office staff must update the claimant’s Registration Status and select “No Show” within seven days of the scheduled orientation date. At the end of the seventh calendar day after the scheduled orientation date, the “No Show” Registration Status triggers a notification that is automatically sent to the Unemployment Benefits System, which alerts UI staff to a claimant’s noncompliance. The claimant’s UI benefits may be suspended for the week in which the claimant was scheduled to attend the RESEA orientation.

Once notified, UI staff will send a Contact Request to the claimant, and the claimant must explain why they failed to attend the RESEA orientation. If the claimant provides UI staff with a good-cause reason for not attending the first or second scheduled RESEA orientation, UI staff lifts the suspension, and the claimant’s WorkInTexas.com profile is cleared. The claimant may then be scheduled for another RESEA orientation.

Examples of “good cause” for rescheduling a claimant’s RESEA orientation are as follows:

- Job interview that conflicts with the scheduled orientation time
- Temporary transportation or temporary child care issues
- A part-time job that conflicts with the scheduled orientation time
- A short-term personal illness or illness of a minor child

Claimants who fail to attend a scheduled RESEA orientation may be rescheduled in WorkInTexas.com no more than twice. If a claimant fails to respond or attend a scheduled RESEA orientation three times, the following consequences occur:

- UI staff will suspend the claimant’s eligibility for unemployment benefits until the claimant completes all required RESEA services and reports compliance to UI staff.
- The claimant can no longer be rescheduled for RESEA orientation in WorkInTexas.com.
- If the claimant contacts Workforce Solutions Office staff for help in completing all RESEA services, including an RESEA orientation, staff must manually schedule claimants outside of WorkInTexas.com to attend an RESEA orientation and must also allow the claimant to participate in all other required RESEA services. **Note:** Workforce Solutions Office staff must manually enter the RESEA orientation service once the claimant successfully attends a manually scheduled orientation event, because WorkInTexas.com does not automatically add the RESEA orientation service when a claimant is manually scheduled to attend orientation.)

Any claimant who is unable to contact UI staff to report compliance with all RESEA services may contact Workforce Solutions Office staff for assistance. Once contacted by a claimant in need of this type of assistance, staff must refer to the information and instructions in the “Local Workforce Development Area Help Line” document at the bottom of the [“Workforce Development Resources”](#) page of the TWC intranet.

### Rescheduling an Orientation before the Scheduled Orientation Date

Claimants may contact Workforce Solutions Office staff before their scheduled RESEA orientation and ask to be rescheduled if a conflict exists. In these cases, Workforce Solutions Office staff may reschedule the claimant with or without good cause.

Workforce Solutions Office staff must not reschedule claimants in WorkInTexas.com more than twice. This limitation is designed to enforce compliance with RESEA requirements.

Rescheduling a planned orientation multiple times delays the provision of all required RESEA services and delays the formal “Failed to Respond” notification that is sent to UI and tracked for DOLETA reporting purposes. Workforce Solutions Office staff members are urged to help all claimants who are willing to engage in and complete all required RESEA services, regardless of the number of times the claimant has asked to be rescheduled, because no claimant who is willing to participate should be refused services at any time.

When a claimant asks to be rescheduled for RESEA orientation a third time, Workforce Solutions Office staff must:

- not reschedule the claimant in WorkInTexas.com;
- provide the claimant with information about all available RESEA orientations that may be attended on a walk-in basis or remotely to remain in compliance with the [Service Delivery Timeline](#) (within seven calendar days of the date of the claimant’s last scheduled orientation); and

- inform the claimant that failure to attend an orientation and complete all required RESEA services by the date prescribed in the Service Delivery Timeline could result in a delay or denial of UI benefits.

### Failure to Attend an RESEA Follow-Up Appointment

If services are delivered over multiple appointments beyond those auto-scheduled by WorkinTexas.com, a claimant’s failure to attend a follow-up appointment must be reported according to the “[Reporting Unemployment Benefits Eligibility Issues](#)” section of this guide.

There are two scenarios in which Workforce Solutions Office staff schedules a claimant for a follow-up appointment:

- The claimant needs a follow-up appointment to complete the required services. This follow-up appointment is a required part of completing the RESEA program.
- The claimant has completed all required services but is asked to return to the office for a follow-up appointment related to the goals set in an IEP. This follow-up appointment is not a required part of completing the RESEA program, but failure to attend this appointment could be related to an ability/availability issue, and therefore must be reported to UI.

### Individual Employment Plan

Development of an IEP must include one-on-one interaction and collaboration with the claimant. Workforce Solutions Office staff and the claimant may develop an IEP in person or remotely. Although an IEP may be developed remotely, it is highly recommended that the claimant and a Workforce Solutions Office staff member develop the plan in person.

An IEP constitutes a complete plan of action for the claimant to determine the next steps in finding employment or training. An IEP must include the following:

- A specific employment goal
- A strategy to address barriers to employment
- A detailed, step-by-step description of activities that the participant will perform and/or participate in, including training
- Time frames for the start and completion of each activity
- Specific dates on which Workforce Solutions Office staff will follow up with participants to evaluate each activity, provide additional assistance, and make any necessary adjustments

An IEP must also describe steps for the claimant to take after leaving the Workforce Solutions Office. Coenrollment in the WIOA program, which allows Boards to leverage support services in a way that increases positive employment outcomes, is highly encouraged. Expedited eligibility for the WIOA dislocated worker program is available for RESEA claimants. Eligibility can be verified with a copy of the RESEA orientation letter dated within 10 weeks of issuance.

Workforce Solutions Office staff must ensure that an IEP is customized to the claimant's needs and provides information on:

- accessing Workforce Solutions Office services;
- accessing and using self-service tools; and
- referrals to reemployment services and training, including WIOA-funded training for which the claimant is a good fit.

Boards must use the WorkInTexas.com IEP/Individual Service Strategy (ISS) to enter and track employment planning goals. The use of WorkInTexas.com enables RESEA participants to access and review their IEPs online from any location. When the IEP is completed in WorkInTexas.com, the “205 – Develop Service Strategies (IEP/ISS/EDP)” service code is automatically added to the individual's “Activity History/Service Plan” page. If a participant has an existing IEP through another program, the “205 – Develop Service Strategies (IEP/ISS/EDP)” service code will not automatically appear. If changes are made to a participant's IEP because of participation in the RESEA program, the “205 – Develop Service Strategies (IEP/ISS/EDP)” service code must be entered manually.

## Enrollment in the Wagner-Peyser Program

Of the required RESEA services, only the RESEA orientation and RESEA exemption services can be entered before a RESEA claimant has been enrolled as a participant in the Wagner-Peyser (W-P) program. The automated “205 – Develop Service Strategies (IEP/ISS/EDP)” service code will be added to the “Activity History/Service Plan” page before a RESEA claimant has been enrolled as a participant in the W-P program.

Before any other required RESEA services can be entered in WorkInTexas.com, Workforce Solutions Office staff **must** work directly with the claimant to review the claimant's W-P application and résumé and enroll the claimant as a participant in the W-P program.

An individual must not be enrolled as a participant in the W-P program unless Workforce Solutions Office staff is working directly with the claimant in the Workforce Solutions Office or remotely using technology such as Skype, Zoom, FaceTime, or another similar product.

While working directly with the claimant, Workforce Solutions Office staff must do the following:

- Review the claimant's W-P application status to ensure that it indicates a “Complete” status. (**Note:** A W-P application is complete when all 11 pages of registration are finished.)
- Verify a claimant's W-P application status in WorkInTexas.com, by going to the “Case Management Profile” section under “Staff Profiles” and selecting the “Programs” link. (The W-P application status is displayed under the “Title III—Wagner-Peyser Act” heading on the “Programs” page.)

- Verify that the claimant has at least one saved résumé. (Online or offline résumés can be viewed on the “Résumés” page, which is accessed from the Employment Plan Profile under “My Individual Plans.”)

Claimants must be enrolled as participants in the W-P program before required RESEA services can be successfully entered in WorkInTexas.com, such as an Unemployment Benefits Eligibility Assessment, Customized Labor Market Information (CLMI), or an Employability Development Plan (EDP).

Claimants must have a complete W-P application and at least one saved résumé before they can be successfully enrolled as a participant in the W-P program.

To enroll a claimant as a participant in the W-P program, Workforce Solutions Office staff must be working directly with the claimant and must follow these steps in WorkInTexas.com:

- With the claimant in focus, select the “Programs” link and click the pencil icon.
- Follow the page prompts to review the claimant’s general and background information. (Generally, this consists of a full review of the 11 registration pages.)
- Click the “Finish” button.
- When the “Finish Application” pop-up box is displayed, click the “W-P Participation” box.
- Add the participation date.
- Add the RESEA service that was provided to the claimant.
- Review the “Programs” page to verify that the claimant has been successfully enrolled as a participant in W-P and the participation date is displayed. The participation date also indicates that a period of participation has been opened for the W-P program.

Once the claimant’s W-P participation is confirmed, the Workforce Solutions Office staff member adds the other required RESEA services that have been provided to the claimant to meet the RESEA program requirements.

## Unemployment Benefits Eligibility Assessment

The unemployment benefits eligibility assessment is a key component of the program and addresses the core purpose of detecting and reducing improper payments to ineligible individuals. The eligibility assessment must be completed in a one-on-one setting with the claimant. The service name in WorkInTexas.com is “UI Eligibility Assessment.” The purpose of the service is to assess the claimant’s eligibility to continue receiving unemployment benefits. Providing the unemployment benefits eligibility assessment service requires Workforce Solutions Office staff to meet in person or remotely with the claimant to determine whether the claimant is complying with all unemployment benefits eligibility requirements and must include a review of the claimant’s work-search activities in accordance with Unemployment Insurance Program Letter (UIPL) 7-19.

The assessment must include a referral to UI for adjudication if an issue or potential issue is identified. If a potential issue is identified during an unemployment benefits eligibility assessment meeting, Workforce Solutions Office staff must check the “RESEA” checkbox on the WF-42 form to indicate that the potential issue that is reported on the form was found during the provision of RESEA services.

**Note:** The RESEA checkbox on the WF-42 form should not be checked if the claimant’s only issue was a failure to attend orientation, because this issue is automatically reported to UI through WorkInTexas.com.

Claimants who are outreached for RESEA must meet the following ongoing unemployment benefits eligibility requirements:

- Actively search for full-time work and perform at least the minimum number of work-search activities
- Be **able** to engage in and be **available** for full-time work
- Be available to local Workforce Solutions Office staff
- Participate in required reemployment activities and complete all required RESEA services
- Apply for and accept suitable work

During the assessment, Workforce Solutions Office staff must:

- provide guidance and suggestions on how the claimant can enhance their job match parameters in WorkInTexas.com to ensure the best matches with job opportunities;
- ask the following questions, at a minimum, to help identify potential issues:
  - Are you able, available, and actively seeking work?
  - What can you tell me about your job search efforts?
  - What could be preventing you from looking for or accepting job offers?
  - How far are you willing to travel for work?
  - Have you had any interviews?
  - Have you had any job offers?
  - Have you turned down any jobs?
  - What are your salary expectations?
- advise the claimant of the requirement to report work and earnings; and
- determine potential availability issues.

If a potential UI benefits eligibility issue is discovered while conducting this assessment, staff must refer to the process outlined in the following section, “Reporting Unemployment Benefits Eligibility Issues.” Eligibility issues can be detected at any point during the delivery of RESEA services. It is important for staff members to understand what constitutes an eligibility issue and what they should listen for during collaboration with the claimant.

Conducting eligibility assessments and detecting improper payments is a trackable performance measure that is reported to DOLETA and is subject to program monitoring at the state level.



Boards must ensure that staff members are diligently conducting eligibility assessments and reporting all potential issues to UI for adjudication.

## Reporting Unemployment Benefits Eligibility Issues

Potential unemployment benefits eligibility issues that are discovered during the provision of RESEA services must be reported to the local Workforce Unemployment Insurance (WFUI) coordinator for investigation using the [WF-42](#) form. This includes claimants who participate in some RESEA services but fail to complete all remaining required services.

To report a potential unemployment benefits eligibility issue using the WF-42 form, Workforce Solutions Office staff password-protects the form and submits the completed form via email to the local WFUI coordinator. The local WFUI coordinator sends the password-protected WF-42 form to the state WFUI coordinator for investigation at [wfui.coordinator@twc.texas.gov](mailto:wfui.coordinator@twc.texas.gov).

If a potential issue is found during the provision of RESEA services, Workforce Solutions Office staff must check the RESEA checkbox on the WF-42 form. Do not check the RESEA checkbox for failure to report to orientation or for issues arising during RESEA orientation scheduling. Failure to report for orientation is automatically referred to UI through [WorkInTexas.com](http://WorkInTexas.com).

To report a potential eligibility issue, Workforce Solutions Office staff:

- documents details related to a potential unemployment benefits eligibility issue, which may include any of the following:
  - Unable to work full-time
  - Unwilling to engage in and be available for full-time work
  - Illness or injury for multiple days or weeks;
- documents a claimant's failure to complete all required services and provides specific details about the required services the claimant failed to participate in using the Comments section of the WF-42 form;
- completes the WF-42 form using **only the last four digits** of the claimant's Social Security number;
- saves the WF-42 form as a Word document, password-protects the document, and emails it as an attachment to the local WFUI coordinator; and
- sends a mandatory follow-up email containing the password to open the WF-42 form to the local WFUI coordinator.

The local WFUI coordinator sends the password-protected WF-42 form to the state WFUI coordinator at [wfui.coordinator@twc.texas.gov](mailto:wfui.coordinator@twc.texas.gov) and then sends a mandatory follow-up email containing the password to open the WF-42 form.

The following circumstances qualify as a potential unemployment benefits eligibility issue and must be reported to the local WFUI coordinator:

- Failure to participate in all required RESEA services, including follow-up appointments  
**Note:** Workforce Solutions Office staff must include details about the required services in which the claimant failed to participate using the "Comments" section of the WF-42 form.

- Unable to work full-time or unwilling to engage in and be available for full-time work
- Unable, unavailable, or unwilling to search for work or accept suitable employment
- Travel or vacation that makes an individual unavailable for work

### **One-Day UI Precedent**

If the claimant is not able to work or is not available for work for only one day during a week but is able and available during the rest of the benefit week, the claimant cannot be determined ineligible for unemployment benefits. Potential unemployment benefits eligibility issues that affect the claimant for only one day are not required to be reported using the WF-42 form.

## **Customized Labor Market Information**

The CLMI service is an analysis of the job market that is tailored to the needs of the claimant, including desired occupations, preferred location, work experiences, and job skills. The intent of this service is to provide information that will help the claimant to understand trends in desired occupations and determine whether the occupations or career field are worth pursuing based on growth or decline in that area, or if it would be better to seek training in another career field. This service may include the identification and analysis of the socioeconomic factors that influence employment, training, and business decisions, such as worker preparation, educational program offerings, and related policy decisions within national, state, and local labor market areas. The CLMI that is gathered through this process may be mailed via the US Postal Service or emailed to the claimant.

CLMI may include, but is not limited to:

- employment data by occupation and industry;
- short- and long-term industry and occupational employment projections;
- information on business employment dynamics, including the number and nature of business establishments;
- local employment dynamics, including business turnover rates, new hires, job separations, and net job losses;
- the identification of high-growth and high-demand industries, occupations, and jobs;
- information on work hours, benefits, unionization, trade disputes, conditions of employment, and retirement; and
- information on occupation-specific requirements regarding education, training, skills, knowledge, and experience.

Additionally, CLMI may also include, as either source data or as an analysis of source data, the following:

- Population and workforce growth and decline, classified by age, sex, race, and other demographic characteristics
- Identification of emerging occupations and evolving skill demands
- Workforce characteristics, which can include skills, experience, education, credential attainment, and competencies

- Information on regional and local economic development activity, including job creation through business start-ups and expansions
- Shifts in consumer demands
- Labor market information gained through interactions with businesses, industry and trade associations, education agencies, government entities, and the public

During the development of an IEP, Workforce Solutions Office staff must ensure that the claimant understands how the CLMI may be used to conduct or enhance their job search. CLMI must be tailored to the claimant’s individual needs and include an analysis of the claimant’s work history. Generic labor market information (LMI), such as a referral to a list of in-demand occupations, is not sufficient to meet program requirements.

In addition to WorkInTexas.com, TWC provides a wide array of career and LMI resources to assist Workforce Solutions Office staff members and claimants that are interested in further researching LMI. The [Resources for Career Hunters](#) page on TWC’s LMI website provides access to specialized resources regarding labor conditions to help claimants make informed career choices.

## Participation Exemptions

Only claimants who are required to search for work are profiled for RESEA and assigned an RESEA score. (See Unemployment Benefits Work Search Requirements in [Appendix D](#) for more information.) However, it is possible for a claimant who has been profiled and assigned an RESEA score that is at or above the Board cutoff score to be exempt from participating in RESEA. Claimants may be exempt from participating in RESEA for the following reasons:

- The claimant has secured employment or returned to work.
- The claimant is attending TWC-approved training.
- The claimant lives in or has moved to another state. (See below for more information.)
- The distance from the claimant’s residence to the nearest Workforce Solutions Office creates a travel hardship. (See the Distance Exemption information below.)
- TWC-established emergency exemptions because of urgent, nonroutine circumstances.

## Secured Employment or Returned to Work

If a claimant indicates that they have obtained employment before a scheduled RESEA appointment, Workforce Solutions Office staff members must submit a WF-42 form to the WFUI coordinator that includes detailed information regarding the claimant’s new employment, including the following:

- employment start date
- Name of the employer
- Claimant’s job title
- Hourly wage

## Out-of-State Claimants

Claimants who do not live in Texas will not be profiled for RESEA and may be exempted from RESEA participation. If a claimant moves out of state after being profiled and assigned an RESEA score, the claimant must call UI Tele-Center staff or Workforce Solutions Office staff to provide the appropriate information about the relocation.

## Distance Exemption

Claimants may also be exempted from RESEA participation if the distance to the closest Workforce Solutions Office is great enough to make travel an undue hardship and remote technologies are not readily available. Boards have the authority and discretion to develop distance exemption policies based on their local circumstances and geographic makeup, within the following parameters prescribed by TWC:

- Public transportation and remote technologies, such as Skype, Zoom, FaceTime, and other similar products, are not readily available, and the claimant's residence is 10 or more miles from the nearest Workforce Solutions Office.
- The claimant's residence is 50 or more miles from the nearest Workforce Solutions Office, and remote technologies, such as Skype, Zoom, FaceTime, and other similar products are not readily available.
- Geographic conditions create a significant impediment that makes traveling from the claimant's residence to the nearest Workforce Solutions Office an undue hardship, and remote technologies, such as Skype, Zoom, FaceTime, and other similar products are not readily available.

## RESEA Exemption Service

Claimants who are assigned an RESEA profile score that is at or above the Board cutoff score and qualify for any of the above exemptions may be eligible to be exempted from participating in the RESEA program. Workforce Solutions Office staff members do not have the authority to exempt a claimant from participating in the RESEA program.

## Appendix A: Potential Unemployment Benefits Eligibility Issue—Reporting Template—WF-42 Form

**This WF-42 reporting template must be filled out completely.** Use only the last four digits of the unemployment claimant’s Social Security number (SSN), password-protect the template, save it as a Microsoft Word document, attach the template to an email, and send it to [wfui.coordinator@twc.texas.gov](mailto:wfui.coordinator@twc.texas.gov). The password to open the WF-42 form must be sent to the WFUI coordinator in a separate email.

Local Workforce Development Board (Board) reporting a potential unemployment benefits eligibility issue:

Board name and number:

Workforce Solutions Office name and number:

Workforce Solutions Office staff identified a potential unemployment benefits eligibility issue for the following claimant:

Claimant Name:

Last four digits ONLY of claimant’s SSN:

**RESEA**—Check only if the potential issue reported on this form was found during the provision of RESEA services. Do not check this box for failure to report to the RESEA orientation.

If the claimant did not participate in all required RESEA services, check the box below:

Claimant did not participate in all required RESEA services. In the Comments field below, list the services in which the claimant did not participate.

**Claimant is not able to work or is not available for work.** Check all applicable issues and include details in the Comments field below.

Transportation

Child care

Illness or injury for multiple days or weeks

Work search

Days and hours willing to work

Excessive wage demand

Incarcerated (in the Comments field below, include the dates of incarceration, if known)

Claimant is deceased (in the Comments field below, include date of death and who reported it, if known)

Check other issues that are related to the unemployment claim that have not been reported to UI via WorkInTexas.com. Start and end dates are required for each issue reported below.

Returned to full-time work and still receives unemployment benefits. If the box is checked, the following fields are required:

Date started work:                      Employer name:                      Hourly wage (if known):

Unreported or underreported earnings. If the box is checked, the following fields are required:

Date started work:                      Employer name:                      Hourly wage (if known):

Quit a job. If the box is checked, the following fields are required:

Date started work:                      Employer name:                      Date quit work:

**Note:** In the Comments field below, state the reason the claimant quit, if known.

Fired from a job. If the box is checked, the following fields are required:

Date started work:                      Employer name:                      Date fired from work:

**Note:** In the Comments field below, state details about the job separation, if known.

**Comments:** When reporting “able to work and available to work” issues related to unemployment benefits eligibility, provide specific details. (Maximum of 2,000 characters)

## Appendix B: RESEA Orientation Letter in English and Spanish

### TEXAS WORKFORCE COMMISSION

951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

07/13/2020

JOHN DOE  
1234 STAR DRIVE  
GARLAND, TEXAS 75040

State ID: XXXXXXXXXX

Dear JOHN:

You are receiving this letter because you recently filed a claim for unemployment benefits. **To maintain eligibility for receiving unemployment benefits, you must be actively searching for work** and participate in all scheduled reemployment activities.

You have been scheduled to attend a mandatory reemployment orientation on the date and at the time and location designated below. This orientation offers you an opportunity to work directly with a reemployment specialist to help you get back to work as quickly as possible. We recommend that you complete your WorkInTexas.com registration and résumé before attending this mandatory orientation.

You are scheduled to attend the following orientation:

Address: 951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

Date: 07/23/2020

Time: 2:00 p.m.–4:00 p.m.

For questions, call: 972-276-8361 Ext: 1152

It is important to understand that failure to attend this orientation or complete the reemployment activities shown below could result in a delay or denial of your unemployment benefits. (See the *Unemployment Insurance Benefits Handbook*.)

You are required to participate in the following reemployment activities:

- Reemployment orientation, which introduces you to the services available at your local Workforce Solutions Office.
- Meet with Workforce Solutions Office staff to develop a reemployment plan and to assess your eligibility for continued unemployment benefits.



- Discuss your work history with Workforce Solutions Office staff, examine local labor market trends in your area, and discuss possible referrals to career services and/or training opportunities.

It may be necessary for you to return to the Workforce Solutions Office if all services are not completed on the day of orientation, or the services may be provided virtually.

If you are currently working or are unable to attend the orientation on the date listed above, or if you need special accommodations, call your local Workforce Solutions Office using the contact information above.

Keep this letter for your personal records.

Law Reference: Section 207.021(a)(9) of the Texas Unemployment Compensation Act.

TEXAS WORKFORCE COMMISSION  
COMISIÓN DE LA FUERZA LABORAL DE TEXAS

951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

07/13/2020

JOHN DOE  
1234 STAR DRIVE  
GARLAND, TEXAS 75040

State ID: XXXXXXXXXX

Estimado JOHN:

Está recibiendo esta carta porque recientemente presentó un reclamo para beneficios de desempleo. **Para mantener su elegibilidad para recibir beneficios de desempleo, debe buscar trabajo activamente** y debe participar en todas las actividades de reemplazo.

Usted ha sido programado para asistir a la orientación de reemplazo en la fecha y lugar designados a continuación. Esta orientación le ofrece la oportunidad de trabajar directamente con un especialista en reemplazo para ayudarlo a volver al trabajo lo más rápido posible. Nosotros recomendamos que usted complete su registro y currículum en [WorkInTexas.com](http://WorkInTexas.com) antes de asistir a esta orientación obligatoria.

Está programado para asistir a la siguiente orientación:

Dirección: 951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

Fecha: 07/23/2020

Hora: 2:00 p.m.–4:00 p.m.

Para preguntas, llame al: 972-276-8361 Ext: 1152

Es importante entender que al no asistir a esta orientación o no completar las actividades de reemplazo delineadas a continuación podría resultar en el retraso o denegación de sus beneficios de desempleo. (Vea el *Manual de Beneficios de Desempleo*.)

Debe participar en las siguientes actividades de reemplazo:

- Asistir a la orientación de reemplazo, esto lo introduce a los servicios disponibles en la oficina local de Soluciones de la Fuerza Laboral.
- Reunirse con personal de la oficina de Soluciones de la Fuerza Laboral para desarrollar un plan de reemplazo y para evaluar su elegibilidad a beneficios de desempleo continuos.
- Hablar acerca de su historial de trabajo con personal de la oficina de Soluciones de la Fuerza Laboral, examinar tendencias del mercado laboral en su área, y hablar acerca de posibles remisiones a servicios para carreras y/o oportunidades para capacitación.

Quizás sea necesario que regrese a la oficina de Soluciones de la Fuerza Laboral si todos los servicios no se llevan a cabo en el día de la orientación o se le proporcionara el servicio virtualmente.

Si está trabajando actualmente o si no puede asistir a la orientación en la fecha indicada arriba, o si necesita arreglos especiales, llame a la oficina de Soluciones de la Fuerza Laboral usando la información de contacto proporcionada arriba.

Guarde esta carta para su información personal.

Cita Jurídica: Fracción 207.021(a)(9) de la Ley de Compensación y de Desempleo de Texas.

## Appendix C: Virtual RESEA Orientation Letter in English and Spanish

### TEXAS WORKFORCE COMMISSION

951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

07/13/2020

JOHN DOE  
1234 5TH STREET  
GARLAND, TEXAS 75040

State ID: XXXXXXXXXX

Dear JOHN:

You are receiving this letter because you recently filed a claim for unemployment benefits. **To maintain eligibility for receiving unemployment benefits, you must be actively searching for work** and participate in all scheduled reemployment activities.

You have been scheduled to attend a mandatory reemployment orientation on the date and at the time and location designated below. This orientation offers you an opportunity to work directly with a reemployment specialist to help you get back to work as quickly as possible. We recommend that you complete your WorkInTexas.com registration and résumé before attending this mandatory orientation.

You are scheduled to attend the following orientation:

Go to the link below to complete the online orientation on your orientation date and time.  
<https://uat-app-vos48000000.geosolinc.com/vosnet/selectArea.aspx?enc=SgfjA5gOXyj18J88hVWhdgqgo5Q2kZtAFoHEF/G2HLJwA/Nl6FK9r5PDppBkypGbdH2287wwmgWuczs+>  
Date: 07/23/2020  
Time: 9:00 a.m.–11:00 a.m.  
For questions, call: 972-276-8361 Ext: 1152

It is important to understand that failure to attend this orientation or complete the reemployment activities shown below could result in a delay or denial of your unemployment benefits. (See the *Unemployment Insurance Benefits Handbook*.)

You are required to participate in the following reemployment activities:

- Reemployment orientation, which introduces you to the services available at your local Workforce Solutions Office.
- Meet with Workforce Solutions Office staff to develop a reemployment plan and to assess your eligibility for continued unemployment benefits.

- Discuss your work history with Workforce Solutions Office staff, examine local labor market trends in your area, and discuss possible referrals to career services and/or training opportunities.

It may be necessary for you to return to the Workforce Solutions Office if all services are not completed on the day of orientation or the services may be provided virtually.

If you are currently working or are unable to attend the orientation on the date listed above, or if you need special accommodations, call your local Workforce Solutions Office using the contact information above.

Keep this letter for your personal records.

Law Reference: Section 207.021(a)(9) of the Texas Unemployment Compensation Act.

TEXAS WORKFORCE COMMISSION  
COMISIÓN DE LA FUERZA LABORAL DE TEXAS

951 WF SOL DALLAS GARLAND  
217 NORTH 10TH STREET  
GARLAND, TEXAS 75040

07/13/2020

JOHN DOE  
1234 5TH STREET  
GARLAND, TEXAS 75040

State ID: XXXXXXXXXX

Estimado JOHN:

Está recibiendo esta carta porque recientemente presentó un reclamo para beneficios de desempleo. **Para mantener su elegibilidad para recibir beneficios de desempleo, debe buscar trabajo activamente** y debe participar en todas las actividades de reemplazo.

Usted ha sido programado para asistir a la orientación de reemplazo en la fecha y lugar designados a continuación. Esta orientación le ofrece la oportunidad de trabajar directamente con un especialista en reemplazo para ayudarlo a volver al trabajo lo más rápido posible. Nosotros recomendamos que usted complete su registro y currículum en [WorkInTexas.com](http://WorkInTexas.com) antes de asistir a esta orientación obligatoria.

Está programado para asistir a la siguiente orientación:

Ir al link inferior y llene la orientación en línea en la fecha y hora de su orientación.

<https://uat-app-vos48000000.geosolinc.com/vosnet/selectArea.aspx?enc=SgfjA5gOXyj18J88h1RJLQVwhdgqgo5Q2kZtAFoHEF/G2HLJwA/Nl6FK9r5PdppBkypGbdH2287wwmgWucz+A==>

Fecha: 07/23/2020

Hora: 9:00 a.m.–11:00 a.m.

Para preguntas, llame al: 972-276-8361 Ext: 1152

Es importante entender que al no asistir a esta orientación o no completar las actividades de reemplazo delineadas a continuación podría resultar en el retraso o denegación de sus beneficios de desempleo. (Vea el *Manual de Beneficios de Desempleo*.)

Debe participar en las siguientes actividades de reemplazo:

- Asistir a la orientación de reemplazo, esto lo introduce a los servicios disponibles en la oficina local de Soluciones de la Fuerza Laboral.
- Reunirse con personal de la oficina de Soluciones de la Fuerza Laboral para desarrollar un plan de reemplazo y para evaluar su elegibilidad a beneficios de desempleo continuos.

- Hablar acerca de su historial de trabajo con personal de la oficina de Soluciones de la Fuerza Laboral, examinar tendencias del mercado laboral en su área, y hablar acerca de posibles remisiones a servicios para carreras y/o oportunidades para capacitación.

Quizás sea necesario que regrese a la oficina de Soluciones de la Fuerza Laboral si todos los servicios no se llevan a cabo en el día de la orientación o se le proporcionara el servicio virtualmente.

Si está trabajando actualmente o si no puede asistir a la orientación en la fecha indicada arriba, o si necesita arreglos especiales, llame a la oficina de Soluciones de la Fuerza Laboral usando la información de contacto proporcionada arriba.

Guarde esta carta para su información personal.

Cita Jurídica: Fracción 207.021(a)(9) de la Ley de Compensación y de Desempleo de Texas.

## Appendix D: Unemployment Claimants—Work Search Requirements

Claimants who are exempt from work-search requirements are not profiled for RESEA, assigned an RESEA score, or included in the RESEA outreach pool. Only UI staff can exempt claimants from work-search requirements for the following reasons:

- Claimant obtained full-time employment.
- Claimant has a scheduled date to begin new employment within eight weeks of the initial claim date.
- Claimant has a continued attachment to a job with a definite return-to-work date within eight weeks (“within 12 weeks” is permitted if the employer verifies the date).
- Claimant is a union member and secures work only through a union.
- Claimant is attending TWC-approved or Trade Adjustment Assistance (TAA) training.

If the claimant provides a definite return-to-work date to UI when the claim is filed, they will not be profiled for RESEA because a work search will not be required. Claimants who have obtained new full-time employment after filing their initial claim, or who will return to work within eight to 12 weeks of the initial claim date, must call the UI Tele-Center to provide that information. Part-time or temporary jobs are not considered a definite return to full-time work, and claimants are not exempt from work-search requirements.

Workforce Solutions Office staff with access to the TWC’s mainframe can check a claimant’s work search requirement and union membership on the “CTCS” screen:

```
S1 - TWC Mainframe - BlueZone Mainframe Display
File Edit Session Options Transfer View Script Help
Connections TWC Mainframe Attention PA1 PA2 PA3 Reset PF01 PF02 PF03 PF04 PF05 PF06
BNI900I0          Benefits - Initial Claims          09-18-13
CC9              Current Claimant Status          07:44:39
                1 more >
SSN: 123-45-6789 Prior SSN: N <CONTACT REQUEST> <HIGH IMPORTANCE NOTEPAD>
                <48 HR MESSAGE>
Name: HIRAM LEBLANC
C/O:
Address: 4321 LAPLAYA AVE. APT. 2B
City: SEASIDE State: TX Zip: 78799-4321
Last Changed: 06-10-13
Phone: ( 512 ) 555-5555 Alt. Phone: ( 512 ) 555-5555
DOB: 08-15-1969 Race: 1 Sex: M Education: 17 Veteran: N
US Citizen: Y Alien ID: DOE:
Labor Union Mbr: N Union Number: Union Name:
Spanish Curr: N Special Services:
Tax Withholding: N Payment Type: B Child Support: N Cert. Methd: VOICE RES
Uncollected OP: N Total OP Balance: Work Search: 5
F1=Hp 2=Hist 3=Ex 4=Mn 5=Navig 6=WkSum 9=Tg 10=Left 11=Right 12=Pr
CMD:
Individual 303823792-0 displayed successfully
S1 Ready (1) 204.65.3.123 TX10V94 7:44:46 9/18/2013 00:02:23 04.007
```



## Appendix E: Reemployment Services and Eligibility Assessment Services in WorkInTexas.com

<b>RESEA #</b>	<b>Adult/DW/ES Service Type</b>	<b>WIT Service Code</b>	<b>WorkInTexas.com Service Name</b>
1	RESEA Orientation, Outreach  Self-Service/Registered Individual Only	RSA  RSX	RESEA Orientation  (RESEA Icon Added) GSIBATCH-Process  RESEA Exemption
2	Individualized labor market information customized and tailored to meet each claimant's individual needs	CLM	Customized Labor Market Information
3	UI eligibility assessment and referral adjudication if an issue is identified	UEA	UI Eligibility Assessment
4	Development of individual employment plan	EDP	Employability Development Plan  205-Develop Service Strategies (IEP/ISS/EDP) (auto-posts)  *Use only if EDP is developed outside WorkInTexas.com

## List of Revisions

The tables below include a comprehensive list of the substantive changes made to this guide, including the revision date, the section revised, and a brief explanation of the specific revision.

**Note:** The guide contains minor, nonsubstantive editorial changes that are not included in the List of Revisions.

### December 2023

Section	Revisions
Individual Employment Plan	Clarifies service code usage and adds the requirement to use WorkInTexas.com IEP/ISS
Participation Exemptions	Adds a section regarding "Secured Employment or Returned to Work and updates the RESEA Exemption Service section

### August 2021

Section	Revisions
RESEA Required Services	Clarifies one-on-one services and use of telephone for services when necessary

### January 2021

Section	Revisions
RESEA Services-Details	Removes requirement to inform UI staff of each rescheduled RESEA orientation without good cause and removes requirement to report a claimant for a third rescheduled orientation without good cause

**November 2020**

<b>Section</b>	<b>Revisions</b>
Introduction	Updates RESEA purpose
RESEA Program Requirements	Adds section and requirement to participate in RESEA evaluation activities
RESEA Required Services	Adds enrollment in Wagner-Peyser funded Employment Service and updates to include delivery format of prerecorded webinars and self-paced presentations
Service Delivery Timeline	Updates service delivery timeline
RESEA Services-Details	Adds prerecorded webinar or presentation as a mode of providing RESEA orientation, adds requirement to provide virtual orientations through a secure web address, adds reasons to conduct a follow-up appointment, and adds clarification related to scheduling RESEA events
Individual Employment Plan	Adds promotion of coenrollment in WIOA and adds that individual employment plans may be developed remotely
Case Managing RESEA Claimants in WorkInTexas.com	Renames section to Enrollment in Wagner-Peyser Program
Unemployment Benefits Eligibility Assessment	Adds conducting eligibility assessments and detecting improper payments as a trackable performance measure
Failure to Attend a Scheduled RESEA Orientation	Adds reporting requirement for failure to attend follow-up appointment
Reporting Unemployment Benefits Eligibility Issues	Updates potential unemployment benefits eligibility issues that must be reported to the local WFUI coordinator
Individual Employment Plan	Updates remote service delivery
Appendix B	Updates RESEA Orientation Letter in English and Spanish

Appendix C	Adds Virtual RESEA Orientation Letter in English and Spanish
Appendix E	Adds RESEA services in WorkInTexas.com

### October 2019

Section	Revisions
Program Overview	Removes outdated page snapshot and reference to viewing RESEA cutoff scores in WorkInTexas.com
Required Services	Adds information on WorkInTexas.com system requirements for entering required RESEA services
Service Delivery Timeline	Adds clarification related to services and deadlines for new automated processes in WorkInTexas.com and adds footnotes to the table
RESEA Services—Details	Adds clarification on the WorkInTexas.com auto-scheduling process for RESEA orientation and how it aligns with service provision timelines
Individual Reemployment Plan	Adds a suggestion to use the WorkInTexas.com EP
Case Managing RESEA Claimants in WorkInTexas.com	Adds a new section on WorkInTexas.com navigation for managing RESEA claimants
Unemployment Benefits Eligibility Assessment	Adds guidance on when to check the new RESEA checkbox on the WF-42 form
Reporting Unemployment Benefits Eligibility Issues	Adds guidance on when to check the new RESEA checkbox on the WF-42 form and corrected the WFUI coordinator email address
Custom Labor Market Information	Removes the reference to Hot Jobs

Appendix A	Adds the RESEA checkbox to the WF-42 form
Appendix B	Adds a sentence to the orientation letter
Appendix C	Deletes appendix
Appendix D	Renames to Appendix C