PURPOSE:
To provide Local Workforce Development Boards (Boards) with guidance on implementation requirements for the Reemployment Services and Eligibility Assessment (RESEA) program.

RESCISSIONS:
WD Letter 25-17

BACKGROUND:

The RESEA program targets unemployment insurance (UI) claimants determined likely to exhaust benefits using methods established for the Worker Profiling and Reemployment Services (WPRS) program. In Texas, the WPRS program has historically been referred to as the Rapid Reemployment Services (RRES) program, which RESEA is replacing. The intent of RESEA is to provide UI claimants with a wide array of available resources that support reemployment and connect them to career services, including co-enrollment in the Workforce Innovation and Opportunity Act (WIOA) dislocated worker program or other program services, as appropriate.

PROCEDURES:
No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this
WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

**NLF:** Boards must be aware that the RESEA program replaces the RRES program. The effective date of RESEA implementation is November 17, 2017.

Attachment 1 provides details on RESEA funding distribution by local workforce development area.

**RESEA Scores: Above the Cutoff**

**NLF:** Boards must be aware of the following:

- The RESEA statistical modeling application identifies UI claimants likely to exhaust benefits by assigning claimants a score of 0.00–1.00. A higher score indicates a greater risk of exhausting unemployment benefits.
- TWC establishes RESEA cutoff scores for each Board.
- TWC reviews RESEA cutoff scores quarterly; redetermines, as necessary, each Board’s cutoff score; and updates them in WorkInTexas.com.
- Only UI claimants with RESEA profiling scores equal to or higher than the Board’s cutoff score must be outreached for RESEA orientation and are subject to temporary or permanent suspension of unemployment benefits for failure to attend RESEA orientation.
- The RESEA batch runs after the close of business on Friday, assigns profile scores to eligible UI claimants, and adds them to the list of UI claimants to be scheduled for RESEA orientation in WorkInTexas.com. UI claimants profiled for RESEA remain on this list until they have been scheduled for RESEA orientation. UI claimants must be scheduled for orientation at least six days prior to the RESEA orientation date.

**Outreach to Claimants**

**NLF:** Boards must ensure that:

- 100 percent of claimants with RESEA scores at or above the Board’s cutoff score are outreached for RESEA orientation within three weeks of the date that the claimant appears in the outreach list;
- the date the claimant is scheduled to attend RESEA orientation, as stated in the outreach letter, is within five weeks of the date the claimant appears in the outreach list; and
- all required RESEA services are provided within a reasonable amount of time. (TWC recommends providing all services within five days of orientation attendance.)

**Required RESEA Services**
NLF: Boards must be aware that RESEA promotes the provision of collaborative one-on-one services that are customized and tailored to the individual needs of the UI claimant. Boards must ensure that all six components listed below are provided in collaboration with the outreached UI claimant and fitted to his or her individual needs:

1. RESEA orientation, which must include information about Workforce Solutions Office services
2. Registration in WorkInTexas.com
3. Individualized labor market information (LMI) that is customized and tailored to each individual claimant, and includes a comprehensive analysis of the claimant’s work history
4. UI eligibility assessment and referral to adjudication, as appropriate, if an issue or potential issue is identified
5. An individual employment plan (EP) that includes work search activities, accessing services provided through a Workforce Solutions Office or using self-service tools, and/or approved training to which the UI claimant acknowledges agreement
6. At least one additional career service, such as:
   - referrals and coordination with other workforce activities, including the WIOA dislocated worker program
   - job search assistance that includes placement assistance and referrals to employment
   - support services information and assistance
   - comprehensive objective assessment of the skill level and service needs of the UI claimant
   - career readiness activities, including assistance or instruction in creating or updating résumés or applications, or preparing for job interviews

Attachment 2 includes a complete list of allowable RESEA services and the applicable WorkInTexas.com service codes. All services provided to a RESEA claimant must be entered in WorkInTexas.com. Staff must provide at least one of the career services in WorkInTexas.com to meet the sixth component of RESEA required services.

Required In-Person Services

NLF: Boards must ensure that the UI eligibility assessment and the individual EP services (numbers 4 and 5 in Required RESEA Services) are completed in person. Remote service delivery methods, such as phone or Skype, are not allowed for these two services.

LF: In-person services may be provided at alternative locations, such as a mobile unit or library.

Other services, including RESEA orientation, may be provided remotely.

Employment Plan
**NLF:** Boards must ensure that, at a minimum, the EP includes:

- a specific employment goal developed in collaboration with the UI claimant and tailored to the claimant’s individual needs;
- documentation of the factors that may negatively impact the UI claimant’s ability to return to work;
- detailed step-by-step activities to which the UI claimant agrees to adhere to, including reporting to and participating in the career service(s) determined most likely to result in reemployment or referral to career-related training;
- timelines to start and complete each activity;
- specific dates for staff to follow up and evaluate each activity, provide additional assistance, and adjust the dates, as necessary; and
- the next date that the UI claimant is scheduled to meet with staff.

Boards must collaborate with the UI claimant to develop the EP using one of the following methods:

- The WorkInTexas.com Employment Plan *(Portfolio page)*
- The TWIST Employment Plan *(Assessment – Service Plan tab)*
- A locally developed employment plan, using an electronic or paper version (EPs developed using a locally developed or procured employment plan system must be retained and made available for review.)

**Rescheduling Claimants**

**NLF:** Boards must be aware that a UI claimant may be rescheduled to attend a RESEA orientation if the UI claimant contacts the Workforce Solutions Office before the scheduled RESEA orientation and provides a good reason for asking to be rescheduled, such as a scheduled job interview, a temporary transportation issue, or temporary child care issues. Boards must report potential issues about the claimant’s ability or availability to work to the local Workforce/Unemployment Insurance coordinator if the reason provided prevents rescheduling within a short period of time. Boards must report such issues following the instructions provided in the TWC Employment Service Guide, *Part D, Section 403: Work Search*.

**Failure to Report**

**NLF:** Boards must be aware that if a UI claimant fails to attend RESEA orientation without prior notification to Workforce Solutions Office staff, the UI claimant’s failure to attend the RESEA orientation is automatically reported to the UI division. To be eligible for UI benefits, the UI claimant who has failed to attend RESEA orientation must do the following:

- Contact UI staff to explain why he or she failed to attend his or her scheduled RESEA orientation. If the claimant does not have good cause for missing the RESEA orientation, he or she will be ineligible for UI benefits during the week in which the RESEA orientation took place.
- Be rescheduled and successfully attend an RESEA orientation, unless the UI claimant provides a valid reason why he or she should be exempt from RESEA. Valid reasons for exemption may include: returned to employment,
attended RESEA orientation or received similar services from a private entity, or did not meet the Board cutoff score.

**WorkInTexas.com**

**NLF:** Boards must be aware that existing WorkInTexas.com services, such as the RRES Orientation service and the RRES Exemption service, may be used for RESEA services. (These service labels will be changed in the future.)

The RRES Orientation service must be entered in WorkInTexas.com within five calendar days of the scheduled RESEA orientation. If the UI claimant fails to attend RESEA orientation, or staff does not enter the RRES Orientation service within the allotted time, WorkInTexas.com automatically notifies the UI system of the UI claimant’s failure to respond to the scheduled RESEA orientation.

**INQUIRIES:**
Send inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

**ATTACHMENTS:**
- Attachment 1: Reemployment Services and Eligibility Assessment Funding Distribution
- Attachment 2: Reemployment Services and Eligibility Assessment Services in WorkInTexas.com
- Attachment 3: Revisions to WD 25-17 Shown in Track Changes

**REFERENCES:**
- US Department of Labor Employment and Training Administration, Unemployment Insurance Program Letter No. 3-17, issued December 8, 2016, and entitled “Fiscal Year (FY) 2017 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants”
- Texas Unemployment Compensation Act §207.021, Benefit Eligibility Conditions
- Texas Workforce Commission General Administration Rules: 40 TAC §800.57
- Texas Workforce Commission Unemployment Insurance rules: 40 TAC §815.20
- TA Bulletin 196, Change 1, issued March 1, 2011, and entitled “Serving Unemployment Insurance Claimants—Update”