

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 232

Keyword: ES; RRES; WorkInTexas.com

Subject: WorkInTexas.com Rapid Reemployment Services Module

Date: March 2, 2011

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with:

- information on the new Rapid Reemployment Services (RRES) module in WorkInTexas.com, which replaces the RRES system (AD17) function in the Texas Workforce Commission (TWC) mainframe; and
- WorkInTexas.com RRES Module Desk Aid.

RRES Module

The RRES module:

- allows staff with *RRES Add/Edit* permission to:
 - create RRES orientations;
 - view and modify existing RRES orientations;
 - schedule and reschedule claimants for RRES orientations; and
 - send non-RRES outreach letters (i.e., the informational letter about Workforce Solutions Office services) to claimants with scores below the Board's cutoff score; and
- allows all Workforce Solutions Office staff to view:
 - orientation details;
 - attendee lists;
 - Board cutoff scores; and
 - RRES individual history (claimant's profiling history, scheduled orientations, etc).

The RRES profiling process runs on Friday nights. Claimants remain on the list until they are scheduled to attend an RRES orientation or are sent the non-RRES outreach letter. If neither of these actions occurs, claimants will remain on the list for three weeks after their profiling date and then be removed. Claimants can be scheduled up to three days prior to the RRES *Respond By Date* (orientation date or contact-by date).

RRES Services

Enter one of the following services into WorkInTexas.com within 10 calendar days of the RRES *Respond By Date*:

- *RRES Orientation* service—if the claimant attends the orientation; or
- *RRES Exemption* service—if the claimant is determined to be exempt.

If, after 10 calendar days, neither service has been entered, a Failure to Respond notice is sent automatically to TWC's Unemployment Insurance and Regulations Division.

AD17 Transition

To transition from use of AD17 to the WorkInTexas.com RRES module:

- all claimants profiled under AD17 have to be scheduled or rescheduled for RRES orientations in AD17 (RRES orientation schedules and claimant profiling lists from AD17 do not display in WorkInTexas.com); and
- claimant profiles in process in AD17 have to be completed in AD17 before shifting to exclusive use of the RRES module in WorkInTexas.com.

Desk Aid

The WorkInTexas.com RRES Module Desk Aid (Attachment 1) provides step-by-step instructions on how to create orientations, schedule and reschedule claimants, and send the non-RRES outreach letter using the WorkInTexas.com RRES module.

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.