

Reemployment Services and Eligibility Assessment (RESEA) Program Guide

**Texas Workforce Commission
Workforce Development Division**

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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 benefits and are determined likely to exhaust their benefits before becoming reemployed.

The RESEA program focuses on the following primary strategies:

- Conducting in-person reemployment and eligibility assessments
- Providing customized reemployment services that are tailored to each claimant's needs

In 2017, the Texas Workforce Commission (TWC) replaced the Rapid Reemployment Services (RRES) program with the RESEA program. The RESEA program targets claimants determined to be most likely to exhaust unemployment benefits.

The goal of RESEA is to provide claimants with a wide array of resources that support reemployment as quickly as possible and to connect claimants to reemployment services, including coenrollment in the Workforce Innovation and Opportunity Act (WIOA) dislocated worker program or other program services, as appropriate. Required RESEA activities include developing an individual reemployment plan, providing labor market information customized to individual claimant needs, providing information and access to services available through Workforce Solutions Offices, and assessing the claimant's eligibility to continue receiving unemployment benefits.

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

- US Department of Labor (DOL) Employment and Training Administration's (ETA) Unemployment Insurance Program Letter No. 7-16, issued January 7, 2016, and entitled "Fiscal Year (FY) 2016 Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants"
- DOLETA 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"
- DOLETA Unemployment Insurance Program Letter No. 03-17, Change 1, issued September 22, 2017, and entitled "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 entitled "Fiscal Year (FY) 2018 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants"

This guide rescinds the following Workforce Program Policy guidance:

- Technical Assistance Bulletin 232, issued March 2, 2011, and entitled "WorkInTexas.com Rapid Reemployment Services Module"
- Workforce Development Letter 25-17, Change 1, issued November 20, 2017, and entitled "Reemployment Services and Eligibility Assessment Program—*Update*"

RESEA Program Requirements

Program Overview

Statistical Model and Profiling

Each week, claimants who received their first unemployment benefits payment are profiled in WorkInTexas.com and assigned a score using the RESEA statistical model to indicate each claimant's likelihood of exhausting his or her unemployment benefits. The statistical model determines which claimants are most likely to exhaust benefits and assigns 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 are profiled for RESEA and assigned an RESEA score. (See Work Search Requirements in [Appendix C](#) for more information.)

Board Cutoff Scores

TWC's Division of Operational Insight determines cutoff scores for each Local Workforce Development Board (Board) based on local exhaustion rates and economic conditions. Each Board's cutoff scores are reviewed quarterly and revised as necessary.

Mandatory RESEA Participants

WorkInTexas.com automated the profiling process using a batch that runs every Sunday night and assigns profiling scores for all claimants. Claimants who are receiving unemployment benefits and are assigned an RESEA score that is at or above the Board's cutoff score **must participate in and complete all required RESEA services**. Failure to report for or participate in all required RESEA services may result in a delay or denial of unemployment benefits. If a claimant indicates that there is an issue that could prevent him or her from participating in all RESEA services, actively seeking employment, or being able or available to accept suitable work, staff must report the issue to the local Workforce/Unemployment Insurance (UI) coordinator using the Potential Unemployment Benefits Eligibility Issue—Reporting Template—[WF-42](#). Once the WF-42 form is completed, it must be password-protected before it is emailed to the Workforce UI coordinator. A separate email containing the password to unlock the WF-42 form must be emailed to the Workforce UI coordinator immediately after sending the password-protected WF-42 form.

Claimants below the Board Cutoff Score

Claimants who are assigned profiling scores below the Board cutoff score are not mandatory RESEA participants, and Workforce Solutions Office staff will not be required to outreach these claimants for RESEA. However, claimants are important customers, and Boards must ensure that Workforce Solutions Office staff provides all possible services and assistance to help all claimants become reemployed as quickly as possible. To that end, claimants with profiling scores below the Board cutoff score may be outreached and provided services, as necessary, but will not be included in RESEA performance reports required by DOL.

RESEA Required Services

The RESEA program promotes the provision of collaborative services that are customized and tailored to the individual needs of the claimant. Boards must ensure that Workforce Solutions Office staff collaborate with the outreached claimant to customize services that meet the claimant's specific needs.

The following is a comprehensive list of **required RESEA services**:

- RESEA Orientation, which includes information about and access to available Workforce Solutions Office services
- Provision of support or assistance to the claimant to develop and implement an Individual Reemployment Plan
- Unemployment Benefits Eligibility Assessment, including a review of work search activities and referral to adjudication, as appropriate, if an issue or potential issues are identified
- Customized labor market information that addresses the claimant's specific needs, and includes a comprehensive analysis of the claimant's work history

Workforce Solutions Office staff may provide all required RESEA services:

- in the Workforce Solutions Office;
- in locations other than the Workforce Solutions Office, such as a mobile unit, school, or public library; or
- remotely using technology, such as Skype, Zoom, FaceTime, or another similar product (remote technology does not include phone conversations, mobile or landline; text messages; email messages; or online messaging systems).

As of October 2018, Boards are no longer required to provide at least one additional career service for a complete RESEA. Additionally, registration in WorkInTexas.com is no longer one of the required RESEA services; however, it is still necessary that all claimants be registered in WorkInTexas.com and be profiled for RESEA.

The claimant's attempt to delay attending RESEA orientation with multiple requests to reschedule or the claimant's failure to complete all required RESEA services may result in a delay or denial of their unemployment benefits. Workforce Solutions Office staff must report these issues by using the Potential Unemployment Benefits Eligibility Issue—Reporting template—[WF-42](#) form.

Service Delivery Timeline

Weekly on Tuesday nights, WorkInTexas.com automatically schedules profiled RESEA claimants to attend an RESEA orientation event within three weeks, but not fewer than seven days, or seven to 21 days from the date the auto-scheduler runs.

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.

Each attendee's Registration Status must be updated within seven calendar days from the date the claimant was scheduled to attend orientation. A No Show status is automatically sent to UI, which notifies UI staff of the claimant's noncompliance and may cause the claimant's benefits to be suspended or delayed.

The table below contains the timeline for RESEA services.

Requirement	Deadline
Claimant is scheduled to attend an RESEA orientation.	Within seven to 21 days from the date the auto-scheduler runs.
All RESEA services must be updated or provided.	Within seven calendar days from the date the claimant was scheduled to attend RESEA orientation. ¹
All RESEA services must be entered in WorkinTexas.com.	Within seven calendar days from the date the claimant was scheduled to attend RESEA orientation. ²

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

² 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 attend an RESEA orientation. The orientation must include information about the services available at the Workforce Solutions Office and how to access them. The orientation may be provided in group settings, in online courses or webinars, or in one-on-one meetings, and may 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 some other similar product.

Claimants are profiled when their first unemployment benefits payment is issued. Profiling occurs weekly in WorkInTexas.com on Friday evenings. Claimants that are assigned a profiling 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 \$ 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 automated the RESEA orientation event scheduling process using a batch that runs every Tuesday night and schedules claimants to attend an RESEA orientation.

Boards must be aware that the automatic scheduling of claimants for RESEA orientation events in WorkInTexas.com replaces the need for Workforce Solutions Office staff to manually outreach RESEA claimants by manually scheduling them for an RESEA orientation.

WorkInTexas.com automatically schedules all claimants in the RESEA Pool to attend an RESEA orientation event within three weeks, but not fewer than seven days, or seven to 21 days from the date the automated scheduler runs. Claimants in the RESEA Pool Count are:

- automatically scheduled to attend an RESEA orientation;
- automatically registered for their scheduled RESEA orientation event;
- sent RESEA orientation letters that provide information on the date, time, and location of the orientation event the claimant is scheduled to attend; and
- automatically provided “RSO – (311, RSO) RESEA Orientation” services that are added to the claimants’ 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 scheduled to attend the event.

A sufficient number of RESEA orientation events must be created with an appropriate class size to accommodate the number of profiled claimants in the Pool Counts for each Workforce Solutions Office. By checking the Pool Counts in WorkInTexas.com on Monday mornings after

the profiling batch runs, Workforce Solutions Office staff will be able to plan for an appropriate number of RESEA orientation events with sufficient class size to allow all claimants in the Pool Count to be automatically scheduled. An event's class size can be adjusted up or down before Tuesday night's scheduling batch to accommodate the pool size for each Workforce Solutions Office.

Note: The recently updated RESEA orientation letter in both English and Spanish can be found in [Appendix B](#).

If a claimant attends the RESEA orientation, staff must update the Registration Status of the RESEA orientation event in WorkInTexas.com by selecting "Attended" **within seven calendar days from the date the claimant was scheduled to attend the RESEA orientation**. If the Registration Status is updated to No Show, an automatic Failed to Respond notification will be sent to the Unemployment Benefits System, 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 event has occurred, Boards must ensure that Workforce Solutions Office staff opens the RESEA orientation event and updates the Registration Status for each attendee. The Registered Status must be updated because it is not tracked by UI systems or by WorkInTexas.com.

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

- **Attended**—select if the claimant attended the scheduled RESEA orientation or attended any other RESEA orientation within seven days of their scheduled orientation date. 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. The canceled status is not tracked by UI systems or by 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.
 - The No Show status is tracked by UI systems and WorkInTexas.com; however, the No Show Reason is not tracked.
 - 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 only from attending the scheduled RESEA orientation. 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 show Voided.

Registration Status may be changed from No Show to Attended or Exempted. 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, 2019, but came in on September 5, 2019, and attended an RESEA orientation that same day, then staff must update the September 3, 2019, event to display a registration status of “Attended.”

Note: Boards must be aware that the No Show Reasons are base vendor system functionality in WorkInTexas.com and many of the available selections will not apply to Employment Services or to the RESEA program.

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.

Boards must ensure that Workforce Solutions Office staff only selects a No Show Reason that can be verified with detailed documentation provided in Case Notes. For some of the reasons listed below, independent verification must be provided by UI, TAA, or VR program staff and documented with detailed Case Notes.

TWC recommends that Workforce Solutions Office staff limit their use of No Show Reasons to three of the last four: Refused to Participate, Unknown, and Other. For reference only, the following No Show Reasons display in the drop-down menu:

- Address Undeliverable
- Claim Ended
- Deceased
- Disqualified on other issue
- Exhausted Benefits
- In TAA Training
- Incarcerated
- Medical
- Relocated In-State
- Relocated Out-of-State
- Out of Reporting Status
- Refused to Participate
- Returned to Work

- Unknown
- Other (explain)

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.” At the end of the seventh calendar day after the claimant was scheduled to attend an RESEA orientation, the “No Show” registration status triggers a notification that is automatically sent to the Unemployment Benefits System, which notifies UI staff of a claimant’s noncompliance. The claimant’s unemployment benefits may be suspended for the week in which the claimant was scheduled to attend the RESEA orientation.

UI staff will send a Contact Request to the claimant, and the claimant must contact UI staff to explain why he or she 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 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, Workforce Solutions Office 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 in the Unemployment Benefits Resources section at [Local Workforce Development Area Help Line](#).

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. However, each time a claimant asks to be rescheduled for RESEA orientation without a good-cause reason, Workforce Solutions Office staff must report the potential unemployment benefits eligibility issue to UI staff, using the [WF-42](#) form.

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 DOL 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);
- 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 unemployment benefits; and
- report claimants without a good-cause reason for requesting a third rescheduled orientation to UI using the [WF-42](#) form for reporting potential unemployment benefits eligibility issues.

Individual Reemployment Plan

Development of the individual reemployment plan (EP) must include one-on-one interaction and collaboration with the claimant. The completed EP constitutes a complete plan of action for the claimant to determine the next steps in finding employment or training.

The EP must include the following:

- A specific employment goal;
- Documentation of barriers that may affect the claimant’s ability to find suitable work;
- Detailed descriptions of step-by-step activities that the claimant will perform or participate in, particularly those intended to lessen the effect of factors that might negatively affect a return to work; and
- Timelines to start and complete each activity.

The EP must also describe steps for the claimant to take after leaving the Workforce Solutions Office; however, follow-up steps or appointments are not tracked as part of the required RESEA services. Workforce Solutions Office staff must ensure that the EP is customized to the claimant’s needs and provides information on:

- accessing Workforce Solutions Office services;
- accessing and using self-service tools; and
- reemployment services or training and referrals to reemployment services and training in which the claimant might be interested and for which the claimant is a good fit.

Boards may develop the EP using any of the following workforce systems or processes:

- WorkInTexas.com Employment Plan (*Portfolio* page)
- TWIST Employment Plan (*Assessment – Service Plan* tab)
- Locally developed EP (electronic or paper)

Workforce Solutions Office staff members are strongly encouraged to use the WorkInTexas.com EP, because once completed, the RESEA claimant can access and review his or her EP online via WorkInTexas.com from any location.

When the EP is completed in WorkInTexas.com, or when Workforce Solutions Office staff upload a complete locally developed EP or a TWIST EP, the “205 – Develop Service Strategies (IEP/ISS/EDP)” is automatically added to the individual’s Activity History/Service Plan page.

The only time that Workforce Solutions Office staff may enter the “EDP – (68, EDP) Employability Development Plan – Outside of WIT” service is when an EP is developed and maintained outside of WorkInTexas.com, in that it is not scanned and uploaded to WorkInTexas.com but maintained in an independent, secure location.

Case Managing RESEA Claimants in WorkInTexas.com

Of the required RESEA services, only the RESEA Orientation and RESEA Exemption services can be entered before RESEA claimants have been enrolled as participants in the Wagner-Peyser program. The automated 205 – Develop Service Strategies (IEP/ISS/EDP) service will also be added to the Activity History/Service Plan page before RESEA claimants have been enrolled as participants in the Wagner-Peyser 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 his or her Wagner-Peyser application and résumé and enroll him or her as a participant in the Wagner-Peyser program.

An individual must not be enrolled as a participant in the Wagner-Peyser program unless Workforce Solutions Office staff works 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:

- Review the claimant’s Wagner-Peyser (WP) application status to ensure that it indicates a Complete status, as follows:
 - A WP application is complete when all 11 pages of registration are completed.
 - To verify a claimant’s WP application status in WorkInTexas.com, go to the Case Management Profile section under Staff Profiles and select the Programs link. The WP application status is displayed under the Title III—Wagner-Peyser (WP) 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 WP program before specific required RESEA services can be successfully entered in WorkInTexas.com, services such as: Unemployment Benefits Eligibility Assessment, Customized Labor Market Information, and Employability Development Plan (EDP).

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

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

1. With the claimant in focus, click the Programs link, and click the pencil icon.
2. 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.)
3. Click the Finish button.
4. When the Finish Application pop-up box is displayed, click the WP Participation box.
5. Add the participation date.

6. Add the RESEA service that was provided to the claimant.
7. Review the Programs page to verify that the claimant has been successfully enrolled as a participant in WP and the Participation Date is displayed. The Participation Date also indicates that a period of participation has been opened for the WP program.

Once the claimant's WP participation is confirmed, Workforce Solutions Office staff 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 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. 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 the 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 his or her job match parameters in WorkInTexas.com to ensure the best matches with job opportunities;
- ask questions that help identify potential issues, such as:
 - 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 unemployment benefits eligibility issue is discovered while conducting this assessment, refer to the process outlined in the following section on “Reporting Unemployment Benefits Eligibility Issues.”

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.state.tx.us.

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.

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.state.tx.us and 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 (Workforce Solutions Office staff includes 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

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 customized labor market information (CLMI) service is an analysis of the job market that is tailored to the needs of the claimant, specifically to his or her desired occupations, preferred location, work experiences, and job skills. The CLMI gathered during the one-on-one meeting to discuss the reemployment plan and eligibility assessment may be mailed via the US Postal Service or emailed to the claimant.

The intent of this service is to provide information that will help the claimant understand trends in his or her desired occupations and to determine whether the occupation or career field is 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 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.

CLMI may include, but is not limited to:

- employment numbers 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;
- 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.

Additional 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 from interaction with businesses, industry and trade associations, education agencies, government entities, and the public

During the development of the EP, Workforce Solutions Office staff must ensure that the claimant understands how this information may be used to conduct or enhance an appropriate 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.

In addition to WorkinTexas.com, TWC provides a wide array of career and LMI resources to assist Workforce Solutions Office staff as well as claimants that are interested in pursuing LMI research further. The [Resources for Career Hunters](#) page on the TWC website provides access to specialized websites and guides to labor conditions to help customers make informed choices about career fields.

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.)

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 a RESEA profiling score that is at or above the Board cutoff score and qualify for any of the above exemptions may be exempted from participating in the RESEA program. To exempt a RESEA claimant from participating, Workforce Solutions Office staff must enter the “RSX – (310, RSX) RESEA Exemption” service on the Activity History/Service Plan page in WorkInTexas.com.

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 and save it as a Microsoft Word document, attach the template to an email, and send it to wfui.coordinator@twc.state.tx.us. 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

WORKFORCE SOLUTIONS OFFICE
OFFICE ADDRESS
CITY, TX ZIP Code

DATE

NAME
MAILING ADDRESS
CITY, TX ZIP Code

xxx-xx-1234

Dear NAME:

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 must 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 stated below. This orientation is an opportunity for you to work directly with a reemployment specialist to help you return to work as quickly as possible. We recommend you complete your WorkInTexas.com registration and résumé before attending this mandatory orientation.

You are scheduled to attend the following orientation:

Date: May 15, 2019

Address: Workforce Solutions Office
Office Address
City, Texas ZIP Code

Time: 9:00 a.m.

For questions, call: xxx-xxx-xxxx Ext. xxxx

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 Benefits Handbook*.)

You are required to participate in the following reemployment activities:

- Attend 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 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.

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**

WORKFORCE SOLUTIONS OFFICE
OFFICE ADDRESS
CITY, TX ZIP CODE

DATE

NAME
MAILING ADDRESS
CITY, TX ZIP CODE

xxx-xx-1234

Estimado NAME:

Está recibiendo esta carta porque recientemente presentó un reclamo para beneficios de desempleo. **Para mantener la 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 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 antes de asistir a la orientación obligatoria.

Está programado para asistir a la siguiente orientación:

Fecha: 5 de mayo de 2019 **Dirección:** Workforce Solutions Office
Office Address
City, Texas ZIP Code

Hora: 9:00 a.m.

Para preguntas, llame al: xxx-xxx-xxxx Ext. xxxx

Es importante entender que **al no asistir a esta orientación o no completar las actividades de reemplazo bosquejadas 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 orientación de reemplazo (esto lo introduce a los servicios disponibles en la oficina local de Soluciones de la Fuerza Laboral.)
- Reúnase 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.
- Hable acerca de su historial de empleo con personal de la oficina de Soluciones de la Fuerza Laboral, examine tendencias del mercado laboral local, y hable 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.

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

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: 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, he or she 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 the 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
BNI90010 Benefits - Initial Claims 09-18-13
CC9 Current Claimant Status 07:44:39
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
  
```

List of Revisions

October 2019

Section	Revisions
Program Overview	Removed outdated page snapshot and reference to viewing RESEA cutoff scores in WorkInTexas.com
Required Services	Added information on WorkInTexas.com system requirements for entering required RESEA services
Service Delivery Timeline	Added clarification related to services and deadlines for new automated processes in WorkInTexas.com and added footnotes to the table
RESEA Services—Details	Added clarification on the WorkInTexas.com auto-scheduling process for RESEA orientation and how it aligns with service provision timelines
Individual Reemployment Plan	Added a suggestion to use the WorkInTexas.com EP
Case Managing RESEA Claimants in WorkInTexas.com	Added a new section on WorkInTexas.com navigation for managing RESEA claimants
Unemployment Benefits Eligibility Assessment	Added guidance on when to check the new RESEA checkbox on the WF-42 form
Reporting Unemployment Benefits Eligibility Issues	Added 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	Removed the reference to Hot Jobs
Appendix A	Added the RESEA checkbox to the WF-42 form
Appendix B	Added a sentence to the orientation letter
Appendix C	Deleted
Appendix D	Renamed Appendix C