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.

**RESOURCES:**

* WD-Letter 25-17, Change 1

### SERVICES

1. **WORKFORCE SOLUTIONS EXPECTATIONS:**

Staff will outreach and serve one-hundred percent (100%) of eligible RESEA claimants. Claimants who contact the Contractor prior to their RESEA appointment and request an adjustment to the scheduled RESEA date and/or time for good reason, such as a previously scheduled job interview, may be accommodated.

Align RESEA with Workforce Innovation and Opportunity Act's (WIOA) broader vision of increased program integration and service delivery for UI claimants.

Provide service delivery staff with training to identify eligibility issues and must refer all eligibility issues to UI merit staff for adjudication, as outlined in Section D-403 of the Employment Service Guide.

Notify appropriate UI staff of a claimant's failure to report for the mandatory RESEA activity.

Ensure Personally Identifiable Information (PII) is safeguarded and meets the requirements listed in Training and Employment Guidance letter (TEGL) 39-11, Guidance on the Handling and Protection of Personally Identifiable Information, and WD Letter 1313.

When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing project or programs funded in whole or in part with Federal money, all recipients of federal funds shall clearly state:

1. **WORK INSTRUCTIONS:**
2. **Outreach to Claimants**

Staff must ensure that:

1. 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;
2. 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
3. all required RESEA services are provided within a reasonable amount of time. (TWC recommends providing all services within five days of orientation attendance.)
4. **Required RESEA Services**

Staff 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
7. **Required In-Person Services**

Staff must ensure that the UI eligibility assessment and the individual EP services (numbers 4 and 5 in Required RESEA Services) are completed in person.

After UI Orientation, Staff will meet with UI Claimant for a one-on-one meeting. During this meeting all services will be provided on an individual basis. Staff will make sure WIT account is updated and will provide quality job referrals. (numbers 2 through 6 in Required RESEA Services will be provided). During one- on-one interview Customized LMI will be provided and discussed, it includes a comprehensive analysis of the claimant’s work history.

Remote service delivery methods, such as phone or Skype, are not allowed for these two services

1. **Employment Plan**

Staff must ensure that, at a minimum, the EP includes:

1. a specific employment goal developed in collaboration with the UI claimant and tailored to the claimant’s individual needs;
2. documentation of the factors that may negatively impact the UI claimant’s ability to return to work;
3. 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;
4. timelines to start and complete each activity;
5. specific dates for staff to follow up and evaluate each activity, provide additional assistance, and adjust the dates, as necessary; and
6. the next date that the UI claimant is scheduled to meet with staff.
7. **Rescheduling Claimants**

Staff 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.

UI Claimant will be rescheduled on WIT System. Staff will go on RESEA Orientation selection and will reschedule UI Claimant for the next scheduled orientation date.