

**SOP 22-04**  
**Reemployment Services and Eligibility Assessment (RESEA)**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**WDB Approval Date: 05/20/2022**

**Purpose**

To provide guidance on RESEA:

- Provision
- Required reporting elements
- Performance measures
- Funding allocations, and
- Monitoring

**Rescission**

DWD Policy 2017-12 Reemployment Services and Eligibility Assessment

**Content**

A federal program that provides reemployment assistance to individuals who are receiving unemployment benefits and are determined likely to exhaust benefits before becoming reemployed, RESEA provides opportunity for engagement with Unemployment Insurance (UI) claimants and familiarizes claimants with WorkOne services available through the WorkOne/American Job Centers (AJC).

To improve employment outcomes, RESEA funds are required to implement evidence-based interventions and service delivery activities that demonstrate a reduction in the average number of weeks claimants receive benefits.

## **Program Goals**

- 1) Reduce the average duration of receipt of UI benefits by improving reemployment outcomes.
- 2) Strengthen program integrity and reduce improper UI payments through the detection and prevention of such payments to ineligible individuals.
- 3) Promote the alignment with broader vision of WIOA for increased program integration and services delivery for job seekers, including UI claimants.
- 4) Establish reemployment services and eligibility assessments as an entry point for UI claimants into other workforce system partner programs.

## **Initial RESEA Claimant Selection Overview**

A claimant, an individual who files for UI benefits, may be selected for participant in the RESEA program. Identified through Indiana's UI benefit system, RESEA claimant selection is determined a system algorithm that is executed by DWD's Uplink UI system each Sunday afternoon.

If not determined to be eligible for RESEA services, UI claimants are exempted. Claimants may be exempted and waived from participation if their return-to-work date is within 60 days of the separation date. Waivers are typically provided for Union Hiring Halls, WIOA approved training, or if the claimant has move out of state. Uplink sends a file of all eligible claimants who have filed their fourth (4<sup>th</sup>) weekly UI claim to DWD's case management system. Eligible claimants will then be scheduled for an initial RESEA event.

## **Subsequent RESEA (SUB RESEA) Claimant Selection Overview**

Uplink generates a list of all 15-week claimants and sends the list to DWD's case management system. Claimants that are most likely to exhaust benefits are selected for SUB RESEA. The intention of SUB RESEA is to further connect with the claimant with additional resources in support of reemployment.

## **Claimant Scheduling and Center Capacity**

WorkOne offices that are designated to implement the RESEA program will schedule all claimants in the current week's Pool Count unless otherwise approved. Special circumstances, such as a holiday, may warrant an exception to this requirement. If an exception, is granted, all previously unscheduled claimants will be scheduled for services within two (@) weeks following their initial period to be scheduled.

Designated offices will accommodate all selected claimants; services may be offered in person, virtually, or through a combination of both. In person and virtual options will be available at each office designated to deliver RESEA services. Region 11 will accommodate the number of selected claimants who seek in person services each week. If delayed scheduling is consistently needed due to lack of space, Region 11 will identify additional space to deliver services to RESEA claimants. If needed, Region 11 will submit a request to designate additional RESEA offices or locations to the Director of RE-Employment Pathways.

### **RESEA Program Requirements Overview**

A meeting between the claimant and a trained RESEA staff member is the foundational element of the RESEA program with an in-person meeting as the primary method of service delivery. However, if a claimant cannot meet in person, services will be available virtually in Region 11. Required service provision and claimant reemployment activities are as follows:

#### **RESEA STAFF:**

- Assess claimant's continuing UI eligibility
- Assess claimant's career path, work history, and barriers to employment
- Review work search logs
- Schedule required reemployment services workshops
- Assist in the development of the claimant's Individual Reemployment Plan (IRP)
- Provide customized career and labor market information
- Enroll claimant in the Wagner-Peyser Employment Service
- Provide information and access to other WorkOne/AJC services and resources that may support the claimant's return to work. And
- Conduct all required RESEA meetings with claimants:
  - RESEA orientation
  - Initial 1-on-1 meeting
  - 45-day follow-up
  - Sub RESEA meeting (if selected)

#### **CLAIMANT REQUIREMENTS:**

- Register in DWD's labor Exchange system
- Create or upload a searchable resume in DWD's labor Exchange system
- Maintain a weekly work search log
- Report to assigned WorkOne/AJC or virtually attend the Initial Assessment Interview and any agreed upon reemployment service or activities thereafter
- Complete a minimum of one reemployment services workshop
- Attend all required RESEA meetings:
  - RESEA Orientation
  - Initial 1-on-1 meeting
  - 45-day follow-up meeting
  - Sub RESEA meeting (if selected), and
- Complete all activities identified in the IRP

## **Failure to Participate (FTP) Issues**

Claimants who fail to report for the following RESEA meetings will be referred to UI Adjudication on the same day as the FTP occurred in accordance with Indiana State UI law.

Initial 1-on-1 meeting

45-day Follow Up meeting

Sub RESEA meeting

The claimant will be subject to denial of and/or suspension of benefits until they participate in the required services. FTP requalification will be report to UI adjudication by noon Friday of the week of the occurrence. Failure to timely submit requalification notices may result in a disruption of benefit payments.

## **Federal Performance and Reporting**

The following are the federal performance measures for the RESEA program:

Reemployment rate in the 2<sup>nd</sup> quarter after program exit quarter for RESEA program participants/claimants. This is a core measure.

Median Earnings in the 2<sup>nd</sup> quarter after program exit quarter for RESEA program participants/claimants. This is a program performance measure.

Reemployment rated for all UI eligible participants/claimants in the 2<sup>nd</sup> quarter after program exit quarter. This is a program performance measure.

The 9120 (Workload)/9129(Outcomes) reports are completed by DWD on a quarterly basis and submitted electronically to the United States Department of Labor (USDOL). Performance period for these measures is reported according to the federal four-quarter cycle:

October 1-December 31

January 1- March 31

April 1-June 30

July 1-September 30

Region 11 is expected to meet the levels of performance outline above and to have a 30% or less FTP rate. As performance reports are extracted from DWD's case management system, data entry of service provision will be entered into the system within 48 hours of the event/activity.

## **Program Funding**

USDOL issues RESEA funding opportunities and guidelines through Unemployment Insurance Program Letters (UIPL) that are typically released between the last quarter of a calendar year and the first quarter of the following calendar year.

### **Federal Funding Process**

- DWD conducts an annual analysis to determine program goals for the upcoming program year and submits a completed USDOL grant application per instructions provided in the UIPL. Federal funding levels are based on:
- Regional, state, and national economic outlooks
- Regional and state unemployment rates
- Regional, state, and national RESEA claimant volume and efficiency
- Entered Employment Rates (EER) and Employment Retention Rates (ERR)
- Average wages [for four (4) quarters after quarter of reemployment), and
- Pilot programs and innovations

### **Regional Funding Process**

- DWD conducts an annual analysis of the region each to determine appropriate funding levels.
- Regional funding levels are based on:
- Prior year performance
- Forecasted levels of performance by USDOL
- Local labor market information (LMI)
- Local claimant volumes
- Staffing levels needed to sufficiently provide reemployment services

RESEA funding is issued annually to Region 11 through a sub-grantee process and includes programmatic and administration funding.

### **Program Oversight**

DWD staff will conduct program and fiscal monitoring concurrent with annual WIOA monitoring. Monitoring schedules will be provided. Monitoring activities include, but are not limited to:

- Participant record reviews
- Observations of RESEA orientations and 1-on-1 meetings
- Review of regional self-monitoring documents
- Sample expenditure reviews, and
- Analysis of cost per participant

Monitoring results will be provided in the following categories:

- **Noteworthy efforts** (Best Practices) – New, unique, significant, or innovation initiatives and results, and/ or notable or exemplary practices
- **Areas of concern** – Items that may or may not be compliance-based but may impede effectiveness and efficiency of service delivery. DWD may offer suggestions or assistance to the region in making qualitative improvements.
- **Compliance findings** – Items identified as non-compliant with federal, state, or local regulations, policies, or procedures. DWD will provide citations from appropriate

authorities, identify specific areas of non-compliance, and prescribe the corrective measures necessary for resolution.

- Previous corrective action plans (if applicable).

Region 11 will receive a RESEA monitoring report detailing the results from the programmatic and fiscal monitoring activities, usually made available within 30 days following completion of monitoring. Region 11 will respond to identified findings within 30 days of receipt of the monitoring report; the response will identify the action steps the region will take to correct the issue and an estimated date when the issue will be resolved. Both DWD RESEA and Region 11 will track communications until the issue(s) have been resolved; when resolved, DWD will communicate such in a letter.

### **Regional Self-Monitoring**

Region 11 is responsible for self-monitoring delivery of the RESEA program and services for each office designated to deliver RESEA services. Self-monitoring will be conducted during the 45-day follow up meeting. Regional self-monitoring is intended to identify best practices and areas of improvement prior to DWD's annual monitoring.

### **DWD Requirements and Responsibilities**

- **RESEA Staff Training** – DWD will develop and make available basic RESEA training materials to Region 11 and conduct annual refresher training. All staff that deliver RESEA services are required to complete the annual refresher training.
- **Technical Assistance** – DWD will provide ongoing technical assistance to regions and update formal technical assistance guides as needed.
- **Error Reports** – DWD will provide an error report to the region weekly. Region 11 RESEA staff will resolve all errors by Thursday of the reporting week to avoid overpayments to claimants.
- **Communications** – Microsoft TEAMS will be DWD's primary tool for resources and support. Staff can be added to the channel upon request.
- **Program and Fiscal Monitoring**

### **Regional Requirements and Responsibilities**

- **Staff Training** – RESEA training will be completed prior to the staff member delivering direct services to participants; staff will be trained to detect and report potential FTP and Able and Available (AA) issues to the UI division. Region 11 RESEA staff are required to participate and complete annual refresher training provided by DWD.
- **Administrative Costs** – Region 11 may use up to 10% of their allocation for administration. Billing for administrative activities will be kept to the necessary minimum amount to conduct the RESEA program.

- **Program Costs and Staffing** – Funding and claimant volume will require a minimum number of RESEA staff in the region. Minimum staffing levels are required to ensure appropriate service delivery. If a staff position is vacant for more than 30 days, Region 11 will notify the Director of Re-Employment Pathways.
- **Time Charging** – Region 11 will maintain time charging records for any staff member supported by RESEA funding to be available to DWD upon request. Records will include at a minimum:
  - Staff name
  - Job title
  - Hire date
  - RESEA duties and responsibilities
  - Regular pay rate
  - Regular pay rate w/benefits
  - Gross pay
  - Total hours charged for program year
  - Average weekly hours charged to program
- **Communications** – Region 11 will have a least one designee assigned to monitor the channel
- **Interpreter services** – Region 11 will include a Babel document in notification of RESEA participation. Claimants that inform the WorkOne of the need for interpretation service due to a hearing impairment or language barrier will be offered reasonable accommodations to participate. If needed RESEA will adjust the date and time of any required meeting to a date at which an interpreter can be made available to attend.
- **Regional self-monitoring**

**Action**

Region 11 will ensure that local program and policies align with this policy. The contents of this policy will be subject to routine DWD monitoring.

**Attachments** –

Attachment A - Regional RESEA Self-Monitoring Tool (separate Excel File)

**Effective Date**

Immediately

**Ending Date**

Upon rescission

## **Attachment A**

### **RESEA Self-Monitoring Tool**

See DWD's Active Policy page, <https://www.in.gov/dwd/compliance-policy/policy/active/> , to access the Excel file.