



Policy

SECTION: Career Services - RESEA	POLICY#020-C0081	PAGE: 1 of 4
TITLE: Reemployment Services and Eligibility Assessment (RESEA) Program Services		EFFECTIVE DATE: 8.20.20
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PURPOSE: To establish a local policy that identifies the role of CSTB's management of RESEA program in Region 15. This will guide RESEA staff in administering RESEA program services.

BACKGROUND: Since 2005, the U.S. Department of Labor (USDOL), Employment and Training (USDOL) and participating state workforce agencies have been addressing individual reemployment needs of Reemployment Assistance (RA) claimants, and working to prevent and detect RA improper payments, through the voluntary Reemployment and Eligibility Assessment (REA) program.

In 2015, the Re-employment and Eligibility Assessment program was replaced by the Reemployment Services and Eligibility Assessment program. The Reemployment Services and Eligibility Assessment (RESEA) Program is a worker profiling and reemployment services system that identifies new unemployment Compensation (UC) recipients who are most likely to exhaust their regular benefits before returning to the workforce and involves them in reemployment services as a condition of eligibility to receive RA benefits. The Florida Department of Economic Opportunity (DEO) identifies these individuals and refers them to their local One-Stop Career Center for mandatory participation in the RESEA program.

Florida has structured its workforce system to allow Local Workforce Development Boards (LWDBs) the flexibility to develop programs that are responsive to their diverse local economic needs, including the RESEA program. RESEA requires, at a minimum, that each RA claimant referred to the program be provided with the following four services:

1. orientation,
2. initial assessment,

3. labor market information and
4. employment plan development.

Labor market data is utilized to assist job seekers in understanding which jobs are in demand and what specific employer needs are in their local area.

POLICY:

RESEA UC-eligible claimants who have recently lost employment (generally within 2-3 weeks) are required to attend a DEO mandated orientation and assessment through the State of Florida local workforce boards. Claimants either through loss employment due to no fault of their own, or whom have had their hours reduced from full-time to part-time and have had earned a minimum amount of wages through employment in the State of Florida within the past 12 months can be randomly selected to participate. Individuals must also be able and available for work and actively seeking fulltime employment.

RESEA activities are, primarily, individual, one-on-one appointments between the RA claimant and a case manager, as described below:

- The orientation, conducted in groups or individually, provides an overview of the RESEA program and its requirements, the services accessible at CSTB and information about partner programs and other community resources.
- The one-on-one initial assessment collects information related to the claimant's skills, education, and employment history.
- Each claimant is provided with labor market information that is tailored to their current or future employment goals, such as which jobs are in demand, and what the specific employer needs are in their local area.
- An employability development plan is created to outline long-term and short-term goals and the appropriate steps to achieve these goals.
- Finally, each claimant is referred to at least one additional reemployment service that was identified during the appointment, e.g. resume assistance, interviewing skills, financial management workshops, referrals to partner programs, training, etc.

Work Search Requirements

RA claimants are required to maintain continuous work search activity each week until the individual returns to employment or exhausts their claim. The work search activity consists of submitting weekly claims, including job search or participation in an eligible workshop/ training activity as defined by CSTB. Through the interview and evaluation process, the RESEA staff will determine which workshop to assign to the RESEA job seeker to best meet their needs. The workshop will count for the participants work search activity that week and credit will be submitted to Department of Economic Opportunity RA program for work search verification.

Selection of RESEA Pool

Section 443.091, Florida Statutes requires all reemployment assistance claimants to engage in systematic and sustained efforts to find work, including contacting at least five prospective

employers for each week of unemployment. Claimants file their work search activities online each week. Alternatively, instead of claimants contacting five prospective employers, as appropriate, claimants may, for that same week, report in person to a LWDB to meet with a career center representative and access reemployment services.

RA claimants are one priority population supported by Florida's Wagner-Peyser funds. Upon filing an initial claim in the RA reporting system, various key data elements are collected from the claimant's application and transmitted into Employ Florida to create a basic WP application. The claimant is sent an introductory welcome message that provides helpful resources about services in the EF system they may use in their job search. Every week, characteristics collected from the RA claims application (including but not limited to the number of jobs the claimant had over a certain period; the claimant's job tenure and wages, etc.) is processed through a regression model to obtain a profiling coefficient.

The coefficient value determines the claimant's likelihood of exhausting RA benefits prior to returning to work. This is used to determine which mandatory reemployment program the claimant is assigned to attend. Upon assignment of the coefficient, the claimant is transmitted into a pool in EF used to assign them to the RESEA program. This automated pool collection and assignment typically occurs by DEO every Saturday.

Each LWDB operating the RESEA program set goals for the number of claimants to schedule and complete in each year. These goals are used to determine how many claimants will be scheduled each week from their respective pools. CSTB RESEA staff are responsible for viewing the number of claimants in EmployFlorida (EF) in its respective pools and creating events accommodating at least 65% of the weekly pool. Every Monday night, based on the number of claimants we've determined to schedule, the automated process uses those numbers to populate events. Once events are populated, Employ Florida automatically generates letters for the CSTB staff to send to the RA claimant. These letters are printed by local RESEA staff and mailed to the claimant at least two weeks in advance of their scheduled appointment. Outlined within the letter are the following components:

- Relevant CSTB email address and phone number,
- Notification of the 7-day limitation for staying in compliance,
- Documents needed for the Initial Assessment, and
- Initial Assessment worksheet.

Resulting Outcome

Upon completion of the RESEA appointment, staff are required to electronically submit attendance information in EF related to whether the claimant reported for and received all required services to satisfy the program's minimum requirements. Referrals and all other services provided, including the minimum RESEA service activities in EF (101, 102, 107, 205), along with a case note documentation. If a claimant has not attended the required appointment, an automatic notification is transmitted to the Reemployment Assistance system notifying an adjudicator of potential eligibility issues. Rescheduling of appointments are taken into high consideration, however CSTB is not required to reschedule appointments.

Follow-Up

Beginning 30 days after their RESEA appointment, claimants will be contacted to assess the status of their job search. Further referrals and recommendations may be offered if appropriate and a case note documentation is entered in EF, accordingly.

REFERENCES:

- Section 443.091, Florida Statutes: http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0443/Sections/0443.091.html
- Final Guidance: Reemployment Services: http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2009-guidance-papers/067reemploymentservices.pdf?sfvrsn=e15678b0_2
- Public Law 103-152: <https://wdr.doleta.gov/directives/attach/UIPL13-94.cfm#:~:text=103%2D152%20extended%20the%20Emergency,to%20exhaust%20UC%20and%20will>

INQUIRIES: Any questions about this policy should be directed to the Chief Operating Officer and/or their designee.