



POLICIES AND PROCEDURES

SECTION: Operations	POLICY #: OPSRESEA	PAGE 1 of 8
TITLE: RESEA Local Operating Procedure	EFFECTIVE DATE: March 4, 2023	
SUPERSEDES: Version 2.0		DATED: March 13, 2019

Distribution: CareerSource North Central Florida (CSNCFL) Staff

Purpose:

The purpose of this procedure is to provide information and guidance to staff regarding the provision of RESEA services to Reemployment Assistance claimants formally known as Unemployment Compensation (UC) claimants. Reemployment Services and Eligibility Assessments are designed to assess and randomly refer selected claimants to services that will assist them with becoming reemployed.

Background:

On March 27, 2015, the United States Department of Labor (USDOL) issued Unemployment Insurance Program Letter (UIPL) No. 13-15 announcing that the Reemployment and Eligibility Assessment (REA) program is being replaced by the Reemployment Services and Eligibility Assessment (RESEA) program. The transition from REA to RESEA must be completed by January 1, 2016. In the REA Grant Solicitation email sent April 14, 2015, Florida Commerce (formally Department of Economic Opportunity) enumerated the major differences between REA and RESEA, including the fact that regions that elect to participate in RESEA will no longer be required to do PREP. The changes in the RESEA program design will impact the LWDAs' delivery of program services to customers. Currently, the REA program targets Reemployment Assistance (RA) claimants profiled as likely to exhaust their RA benefits before finding new employment and allow a maximum of two (2) hours of staff time spent with each claimant. The RESEA program shifts the target population to RA claimants profiled as most likely to exhaust their RA benefits before finding new employment and adds all transitioning veterans receiving RA for Ex-Service members to the target population. Furthermore, RESEA allows a maximum of five (5) hours of staff time spent with each claimant. For additional information about the RESEA program, please refer to UIPL 13-15.

History of Reemployment Programs

- ❖ 2005 -2016 Reemployment and Eligibility Assessment (REA) pilot
- ❖ Florida participated in the pilot
- ❖ 2016 Reemployment Services and Eligibility Assessment (RESEA) designated as a permanent unemployment insurance program

Goals and purpose of RESEA:

- ❖ Shorten the claimants' duration on RA
- ❖ Return claimants to work quicker
- ❖ Strengthen RA program integrity
- ❖ Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA)
- ❖ Establish RESEA as an entry point to other workforce system Partners

Claimant Selection Process:

- ❖ Claimant files a reemployment assistance claim
- ❖ Claimant is profiled
 - i. Florida examines certain data elements that are collected at the time a person files initial RA claim, some examples of which are:
 - Number of jobs claimant held over finite period
 - Claimants job tenure and wages
 - Industry from which claimant laid off
 - Time of year layoff occurred
 - Availability of comparable jobs in their area
 - Exemptions are explored
 - First payment within six weeks of filing

Participant Selection:

RESEA participants are selected each week from the region's RESEA pool of RA claimants. The State has developed a profiling methodology to allow individuals profiled as most likely to exhaust their benefits and Reemployment Assistance for Ex-Service members RA claimants to be selected and provided services under the RESEA program. After this profiling process selects the RESEA participants, they are then placed into pre-existing events managed by the Career center Staff and scheduled for an orientation, labor market information, one-on-one assessment interview, employment development plan and staff assisted service.

Scheduling:

Each Monday morning staff will manage pool counts and schedule claimants that have been

identified as likely to exhaust all their RA benefits for both offices (Starke and Gainesville) in Employ Florida (EF).

- Monday night, EF system takes all information entered in the manage pool count and event calendar to schedule the claimants.
- **Remember: Event population purely driven by counts recorded by career center staff.**
- Events are scheduled 14 days in the future from when the pool was created.
- Scheduling week is Tues-Mon.
- Any pool counts not managed by Monday at 5:00 PM? System will use previous week's settings for recurring events, or not schedule anybody at all if you have no events set up.
- System fills preset events chronologically, starting with any that are scheduled for Tues, then Weds, then Thurs, and so on, until the available pool has been exhausted or all of the events have been filled, whichever occurs first. Due to the number of claimants that have been identified as most likely to exhaust their benefits, to include RA ex-service members, claimants are scheduled for attendance for RESEA orientation on Monday at 9:00am in Gainesville and Wednesday at 1:00pm in Starke. Attendance may be virtual.
- Unless there is an interruption in regular programming (failed file transfer, for example), or there's a holiday to take into account, staff should expect the process to run based on this schedule.
- Staff will print and mail out letters on Tuesday of each week to ensure claimant receives their notice to participate as soon as possible.
- Appointment Reminders - Staff will call RESEA participants a day prior to their scheduled appointment to remind them of the appointment. This has increased the "show rate" for RESEA participants
- HOLIDAYS: The scheduling process does not populate events on State observed holidays. Each year, Florida Commerce staff enter all said holidays into the EF administrative site

Staff remain aware of holidays to ensure they remember to adjust event calendars (add more to class size, add new event(s)) to avoid missing claimants and thus a drop in service numbers

Required Activities:

RESEA participants must receive, at minimum, the following five (5) services and each of the service codes below must be documented in EF upon conclusion of all scheduled activities. This is the only means of documentation to determine compliance with the RESEA grant. Employ Florida GISBATCH auto generates activities once a participant has been identified to attend RESEA. Staff should utilize the automated activities (Code(s): 101, 102, 107, 205) in the system, and avoid creating duplicates. Errant documentation of services provided to participants which initiate participation will result in inaccurate reporting of state and federal performance numbers and could also lead to inflated participation numbers and inaccurate participant Reemployment Assistance benefits.

1) **Orientation: Activity Code 101** - An orientation about the Career center's services, overview of the RESEA program delivered in either a group or individual setting. This activity

code should be entered the day of service into EF.

2) **Initial Assessment: Activity Code 102** - A one-on-one assessment interview with a One-Stop Career center job counselor to review the participant's strengths, weaknesses and barriers. This can be a formal or informal collection of information. Review the assessment with the claimant. Standardized assessments may be used. This assessment is completed in paper copy and must be filed in Atlas and signed by the claimant.

3) **Labor Market Information (LMI): Activity Code 107** - Provision of Labor Market Information must be specific to claimant's past or future career goals and it should assist the claimant to recognize trends. LMI must be filed in Atlas and documented in EF.

4) **Work Search Activity** Scheduling of at least one work search activity must be assigned to each claimant and entered in the event calendar in Employ Florida. The claimant as well as the staff must sign and date the Employ Development Plan Responsibility Statement. After completion of the work search activity staff must result the activity in the event calendar as attended. If the claimant does not complete the assigned activity staff must result the assigned activity in the event calendar as a no show. Staff is to enter a case note after resulting the claimant regardless of the outcome.

5) **Employability Development Plan: Activity Code 205** - The development of an Employability Development Plan (EDP) or Reemployment Plan unique to the participant's challenges, skills, and goals discovered during the initial assessment. EDP's should be thorough and complete as they will be provided to the participant to follow and are a RESEA specific activity that will be reviewed during the quality assurance monitoring.

The staff will complete a paper EDP, have the claimant and staff sign and date it.

The EDP requires reemployment/work search activities for all RESEA participants. Specific details regarding the assigned work search activities must be noted in the EDP and documented in EF as described in the 'work search activity' section. The assigned work search activity must be listed in the EDP and match date and time assigned on EDP Responsibility Statement.

- Additionally, the EDP must be completed jointly with the RESEA participant and should reveal the participant's strengths, weaknesses, barriers, and employment or training goals. Specific details should be included in the plan and reflect which party will be responsible for each action and included the following information: EDP must be filed in ATLAS and documented in EF.
- The EDP must be specific to claimants past or future career goals.
- Staff must identify at least one short -term occupational goal.
- Staff must identify at least one long -term occupational goal.
- Each goal must include specific next steps to achieve it.
- Indicate referral to or enrolled in approved training, if appropriate.
- Document referrals to other appropriate services offered through the career center, are required in EF.
- Review the EDP responsibility statement with the participant to clarify program responsibilities. Include the signature of the participant and staff and provide a copy to him or her.

- Avoid Health Insurance Portability and Accountability (HIPPA) information
- Career center staff will use the paper EDP and as a result an objective assessment does not have to be completed in Employ Florida
- Schedule at least one staff assisted service and it must be identified on the **EDP Responsibility Statement** and staff must result the activity upon completion and must be included in the employment development plan.
- The EDP Responsibility Statement must also include date and time of workshop along with the name of the workshop
- **EDP Responsibility Statement** must be signed and dated by staff as well as claimant and a copy filed in ATLAS
- A copy of the EDP Responsibility Statement must be provided to claimant.

6) **Additional Staff Assisted Work Search Activity**

Staff must assign an additional work search activity and schedule it in the work search activity portal

- Resume Writing Workshop
- Interviewing Skills Workshop
- Referrals to Education and/or Training

Note: RESEA services should be completed only for claimants that are scheduled for this region unless staff from another region has granted permission for local staff to complete RESEA services for their claimant. Upon completion of services provided to a claimant from another region staff must contact the staff from the other region so they may result the claimant's file.

Reemployment/Work Search Activities: (Funded by WIOA, WP)

The 2010 Florida Legislature passed a law (Chapter 443.091, F.S.) requiring RA claimants to register with the former Agency for Workforce Innovation, now Florida Commerce, using the state's management information system and that claimants report to the Career center as directed by the Regional Workforce Board for reemployment services.

- Reemployment and/or work search activities must be identified and documented in the EDP Responsibility Statement at the time of the assessment interview. These will be reviewed during quality assurance monitoring.
- **All appointments for reemployment or work search activities must be scheduled and resulted* in EF.** This is a critical component of the RESEA process.
- Prior to resulting appointments for RESEA participants, CSNCFL staff must ensure each customer has a completed Wagner-Peyser application in Employ Florida.
- Resulted means a participant's attendance was marked as either 'attended' or 'no show'. However, if staff records 'no-show'-other, they must be sure to identify the reason for not attending in the text box.
- All claimants must be resulted within 2 days of their original appointment: example, a

claimant attends orientation on 02/01/24, the claimant **must be** resulted by COB 02/03/24.

- There are three services that must be provided on the day of orientation
- (1) Orientation
- (2) LMI
- (3) Initial assessment. During the initial assessment the work search activity that the claimant is to complete should be identified and scheduled. Also, a follow up appointment will be scheduled within the 7-day period for the claimant to come and complete the EDP with staff.

Performance and Reporting:

- The EF system is used to capture data and report compliance regarding RESEA participation to meet grant requirements.

RESEA Data Capture:

- The EF system is used to capture RESEA data not only for the RWB to obtain credit for the number of assessments, but also for federal reports.
- RESEA participants have an existing registration in EF when they are selected from the RA pool. Each RESEA participant enters a RESEA event with an attendance status of “registered” and have four service codes, 101-orientation, 102-initial assessment and 107-LMI, and 205-employment development plan attached to their activity plan. One additional service code for the staff assisted activity is required to be manually entered on each participant’s activity plan before full credit is provided for the interview. After all services have been provided, staff must result each participant’s attendance in EF to either “attended” or “no-show” within 2 days of scheduled appointment. If one of these statuses is not marked within 2 days, the claimant will be placed on the red report by the system.
- Claimants who are unable to attend their initial RESEA appointment may be rescheduled for the week prior to their scheduled appointment or one week after their scheduled appointment. A reschedule may be performed within EF as long as the claimant calls the staff and arrange for the reschedule by the date of their initially scheduled appointment. Staff must manually reschedule the appointment in EF for the new attendance date.
- Staff will be required to manually result the work search activities in EF within seven days of scheduling the appointment. Work search activities that are scheduled in EF will automatically record the service provided on the participant’s service plan upon proper resulting by staff of “Attended or No Show”.
- It is recommended that staff remind RESEA participants, during the assessment interview and scheduling of work search activity appointments that they will be subject to the disqualification of benefits if they do not attend their scheduled work search appointment. It is also recommended that work search activities be scheduled no more than 7 days after the initially scheduled appointment. RESEA participants may contact the One-Stop Center to

reset a work search appointment if they cannot attend as long as it is within seven days from the date of the originally scheduled appointment. This can be seven days prior or seven days following the originally scheduled appointment date.

- Staff must review the EDP Responsibility Statement with each RESEA participant after scheduling the work search activity. The EDP Responsibility Statement must document the specified workshop(s) and date(s) the participant is to attend and must include the signature and date of the participant and the career center staff. A copy of the statement must be provided to the claimant and the original kept on-site in the participant's file. Electronic retention of this document is permissible. Retention of the EDP Responsibility Statement is critical as it may be requested by RA during an appeal hearing.
- All RESEA participant data must be entered into the EF system within two (2) business days of activity being provided.
- The claimant stays on the yellow report from date of orientation until (7) seven days after scheduled attendance to orientation. If claimant is not resulted within that time period they will go on the red report.
- Ten (10) days following the initially scheduled RESEA appointment the system locks down all attendance results. If the claimant is not resulted the claimant will go onto the red report. This report means the staff has not resulted the claimant in a timely manner and should correct this problem as soon as possible. The program manager will run a red flag and yellow report on a weekly basis to ensure that job seekers are resulted timely.
- The red flag report contains all RESEA participants who have not received all required services or those who have not had their attendance status changed. Staff must go into each participant's record to update services as needed. Regions will not receive credit for assessments that are flagged on this report until all issues have been resolved successfully.
- RESEA participants who are resulted as a "no show" in the EF system are automatically referred to the Office of Reemployment Assistance for fact-finding.

Claimants Failing to Report:

The no-show report is automatically generated from the EF Data Store and sent to RA for fact-finding. Claimants' eligibility for RA benefits may be affected and they will be subject to disqualification of benefits for any week(s) they do not report as directed to the Career center.

For the Assessment Interview:

- RESEA claimants who fail to report for their RESEA assessment interview must be resulted as a "no show" through EF.
- Any claimant that does not complete all elements of the RESEA program must be resulted as a "no show". Staff will enter in a case note any activity that the claimant completed with dates and times as well as the activity that the claimant failed to complete with dates and times they were scheduled. The claimant **must** complete orientation, initial assessment,

labor market information and employment development plan within two (2) days of original appointment or staff will result them as a “no show”. It is recommended that the work search activity is scheduled and completed within 2 days of the originally scheduled appointment. Extenuating circumstance will allow staff to reschedule the work search activity up to 21 days of originally scheduled appointment (orientation). Administrative Policy Number 68 issued by Florida Commerce does allow 21 days from originally scheduled appointment for the claimant to complete their work search activity provided the claimant has called and has a reasonable reason for not completing within the two (2) day timeframe.

- The RA Adjudication office conducts fact-finding on RESEA participants who are “no shows”. RESEA claimants with no issue will automatically be rescheduled for another assessment interview via the EF automated interface.
- RESEA participants who fail to report for their rescheduled assessment interview must be resulted as a “no show” in EF again; however, the RESEA participant is not rescheduled again.

For the Reemployment/ Work Search Activities and Workshops:

- RESEA participants who fail to report for scheduled work search activities must be resulted as a “no show” in EF. A report will be automatically generated for RA adjudicators to conduct fact-finding on RESEA participant no-shows for work search appointments.

OFFICIAL SIGNATURE



Phyllis Marty
Chief Executive Officer