

**ELEMENTS OF AN UNEMPLOYMENT INSURANCE (UI)
REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) GRANT
STATE PLAN**

Instructions: All fields are required unless otherwise noted.

1. State Name: Texas	
2. State Agency Administrator:	Name: Edward Serna Title: Executive Director Address: 101 East 15 th St. Austin, Texas 78778
3. RESEA Program Lead(s)/Contact(s) The person(s) who can answer questions about the RESEA proposal.	Name: Suzette Robinson Telephone: 737-279-3229 E-mail: suzette.robinson@twc.texas.gov
4. UI Program Lead/Contact The person who can answer questions about the UI aspects of the RESEA proposal. This person may also be the RESEA Program Lead/Contact.	Name: Suzette Robinson Telephone: 737-279-3229 E-mail: suzette.robinson@twc.texas.gov

<p>5a. Total Project Cost for Proposed State Plan RESEA The total amount of funds requested in this grant, which may be up to the limit specified in annual RESEA operating guidance.</p>	<p>\$ 23,383,839 Requesting less than full formula allotment <input type="checkbox"/></p>
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5b. Element 5 Additional Space – Use this field to break out project costs. Please include a narrative describing determinant current year and any issues that impacted the previous year’s expenditures. Be sure to discuss what this year’s project staffing up, improving program tools, etc.

Project Costs: \$23,383,839

Administrative Costs: \$3,676,407

- TWC Administration and Oversight: \$2,459,279
- TWC Innovation Projects: \$1,117,128
- IT Enhancements: \$100,000

Program Costs: \$17,369,048

- WP RESEA Implementation Services: \$1,092,408
- Board Administration: \$1,514,753
- Service Provider: \$13,632,780
- Subsequent Pilot Implementation: \$1,129,107

Evaluation Costs: \$2,338,384

The Texas Workforce Commission (TWC) continues to plan and implement substantial programmatic changes within the State’s Reemployment Services and Eligibility Assessment (RESEA) program in the scope of services provided, service delivery, and the populations served. TWC’s focus includes expansion and support for the RESEA program at both TWC and with our Local Workforce Development Board (Board) partners. In the fall of 2022, TWC established a RESEA department to provide detailed guidance, oversight, and direct in-person wraparound support for our Board partners and their RESEA service providers. Through this department eight RESEA Coordinators that possess RESEA, UI, and regional Labor Market Information (LMI) expertise provide direct training and supports to Boards on claimant outreach, pop-up RESEA service events, RESEA focused hiring events, program implementation and compliance and subsequent meetings. Administrative costs will cover TWC management and oversight cost along with the addition of two additional RESEA Coordinators to assist with implementation in the larger Board Areas in the Houston and Dallas-Fort Worth regions. Program funds will be used for implementation of the program at the local Board area and to support year two of the RESEA Subsequent Meetings Pilot and the Wagner Peyser RESEA Implementation Support Initiative. TWC used FY2023 grant funds to plan and launch the Subsequent Meeting Pilot with twelve Board areas. Boards will schedule individual 60-minute appointments with customers for the Initial RESEA appointment during

benefit week 3-4 and then schedule two subsequent 90-minute meetings at benefit weeks 5-6 and weeks 7-8 if the customer remains unemployed. Individual time slot scheduling is a necessary precursor to TWCs implementation of self-scheduling in the future. If a customer remains unemployed at week 13 (the midpoint of Texas UI benefit duration) RESEA Coordinators will conduct a 15-minute virtual touchpoint with at least 25% of the customers that attended both subsequent meetings to review program compliance and collect data. Texas recognizes that building program evidence must be continuous to improve employment outcomes. In 2022, TWC entered into a contract with Texas A&M University (TAMU) to conduct an Implementation and Process Evaluation and the findings of the study will be complete in the summer of 2024. In February 2024, TWC issued a scope of work to TAMU to conduct two Quasi-Experimental Design studies on the impact of RESEA services on the FY2022 and FY2023 RESEA performance outcomes. Additionally, TWC is in the preliminary planning stages with TAMU to conduct a Rapid Analysis Feasibility Study of developing a component level Random Control Trial (RCT) Impact Evaluation of the RESEA Subsequent Meetings Pilot. The Information, Innovation and Insight (I3) Division, TWC's in-house evaluation team will be partnering with TAMU on this evaluation initiative to build in-house capacity that will support the RESEA program for years to come. TWC experienced a lower than expected likely to exhaust profile pool and distributed the performance outcome payments to the Boards as a performance incentive which resulted in the need to extend the Boards performance period by six months. Boards continue to improve outreach which has resulted in a greater number of RESEA completions. The Boards are back on track with expenditures and RESEA Coordinators are working with Boards to expend RESEA funding on additional outreach and job readiness activities. TWC plans to maintain BCY2025 Board funding at the BCY2024 level and use additional FY2024 grant funds to cover program costs associated with the subsequent meetings and WP implementation support initiatives. A portion of the TWC innovation funding will be used to plan and implement the use of Artificial Intelligence (AI) to support program oversight and implementation.

<p>6a. Carry-over: Total Funds from <u>prior</u> RESEA Grants Projected to carry-over.</p> <p>Please include expected date for full obligation and expenditure of these remaining funds.</p>	<p>FY <u>2022</u> \$6,233,682 Projected Obligation date: 9/30/2024</p> <p>Projected Expenditure date: 12/31/2024</p> <p>FY <u>2023</u> \$10, 052,264 Projected Obligation date: 9/30/2025</p> <p>Projected Expenditure date: 12/31/2025</p> <p>Total Dollar Amount: \$16, 285, 946</p> <p><input type="checkbox"/> Requesting less than full formula allotment</p>
<p>6b. Element 6 Additional Space – Use the text box to provide details for each year’s carry-over funds. Please explain why there are carry-over funds for each specific FY. Additionally, include how the funds will be used and a timeline for expenditure. If there is ‘Zero’ carry-over, please note this in the text field.</p> <p>The FY2022 and FY2023 carry-over balances are due to delays in innovation projects, evaluation studies and the award of a FY2022 RESEA performance outcome payment. TWC will use carry-over funds to accomplish the following: Innovations and Performance Projects:</p> <ul style="list-style-type: none"> • Host a two-day RESEA statewide service provider training conference • Provide career coaching training to RESEA Staff and service providers • Provide staffing, training, and resources for year two of the RESEA Subsequent Meetings Pilot to twelve Boards • Provide staffing, training, and resources to expand the RESEA Subsequent Meetings Pilot to six additional Boards • Develop job readiness training videos and outreach materials • Acquire a statewide outreach and scheduling application • Host pop-up RESEA service and hiring events • Provide additional resources to support rural and remote RESEA customers 	

- Update the RESEA profile model to increase the RESEA customer pool

Evaluation Activities:

- Completion of the IPE study
- Completion of Quasi-experimental Design Outcome Study of the RESEA Program impact during FY2022 Performance Outcome period
- Completion of Quasi-experimental Design Outcome Study of the RESEA Program impact during FY2023 Performance Outcome period
- Completion of RCT Feasibility Study for the Subsequent Meetings Pilot
- Completion of RCT Component Impact Evaluation Design

<p>7a. Total Service Delivery (Program) Cost</p> <p>Please include evaluation expenses in this element</p>	<p>\$17,369,048</p>
<p>7b. Element 7 Additional Space – Provide a breakout narrative listing the program costs, including a line for evaluation costs.</p> <p>\$16,239,941 Total program costs to be distributed to 28 Board Areas</p> <ul style="list-style-type: none"> • \$ 1,514,753 10% Board administration • \$13,632,780 Contract cost for direct service providers • \$1,092,408 WP RESEA implementation services <p>\$1,129,107 Total program costs for the 12 Boards participating in the RESEA Subsequent Meetings Pilot</p> <p>\$2,338,384 10% RESEA Evaluation Activities</p> <ul style="list-style-type: none"> • \$716,292 Evaluation, in-house staff (project management, planning, design, researchers) • \$1,622,092 Evaluation contract costs (TAMU: QEDs and RCT) 	
<p>8a. Total Administrative Costs</p> <p>The total amount of funds requested for program administrative costs. Please include a breakout of these costs.</p> <p>Note: This entry includes information technology (IT) costs</p>	<p>\$3,676,457</p>
<p>8b. Element 8 Additional Space – Use the space to elaborate on the administrative costs. Please include changes to staffing; IT expansion, other significant changes etc.</p> <p>\$2,459,279 Administration costs include the salaries and benefits of TWC staff participating in the oversight and administration of the RESEA program including indirect costs, travel, and supplies</p> <p>\$717,128 TWC Innovation: RESEA integration with new UI and Workforce Case Management systems and the planning and acquisition of AI tools to support program oversight and implementation.</p> <p>\$400,000 I3 One-time temporary contract support to map RESEA reporting and develop performance visualizations</p> <p>\$100,000 IT enhancements</p> <p>TWC continues to expand RESEA administration and oversight staffing levels to provide additional employment outreach training to Boards and their direct service providers, assist with participant outreach to reduce failure to reports, monitor and validate participant work search and employment activities and provide additional oversight of the Subsequent Meetings Pilot.</p>	

9a. Completed Initial RESEA Staffing and Time

Complete chart below on how specific required initial RESEA activities are staffed, the average time needed, and estimated costs. Use Element 9’s additional space provided after the chart to explain any of the chart figures and information.

<u>Activity</u>	<u>Staff Group</u>	<u>Individual/ Remote,</u>	<u>In-Person, Time Virtual</u>	<u>Average Hour (Minutes)</u>	<u>Staff Cost Per (ES/WIOA/UI/ Other) (Dollars)</u>	
Activity	ES/WIOA	Individual	In-Person	20 minutes	\$	
Customized Labor Market Information	Other	Individual	In- Person, Remote	10 minutes	\$8.33	
Developing the Individual Reemployment Plan	Other	Individual	In-Person, Remote	20 minutes	\$16.67	
Orientation (Providing information and access to American Job Center (AJC) services including career services)	Other	Individual	Virtual	30 minutes	\$0.00	
Enrollment in Employment Services	ES	Individual	In-Person, Remote	30 minutes	\$25.00	
Conducting the UI Eligibility Review	Other	Individual	In- Person, Remote	15 minutes	\$12.50	
Referrals to other services	Other	Individual	In-Person, Remote	10 minutes	\$8.33	
Other Activities: Referral to subsequent meeting(s) Please describe any additional activities in element 9b.	Other	Individual	In-Person, Remote	10 minutes	\$8.33	
Pre-work (Preparation for RESEA)	Other	Individual	In-Person	15 minutes	\$12.50	
Post- work (casework notes etc.) following RESEA	Other	Individual	In-Person	15 minutes	\$12.50	
Totals				155 Minutes	\$104.16	

Note: please note that all eligibility determinations and redeterminations are funded through the regular UI funding for non-monetary determinations and not through the RESEA grant.

9b. Element 9 Additional space to explain any notable changes from the previous year, automated services that have expenses, 'Zeros,' efforts to prevent fraud or chart information that may need an explanation.

Other staff refers to RESEA direct service providers that are procured by each Board area to provide services to RESEA participants. As a part of the Subsequent Meetings Pilot, RESEA participants from 12 board areas will be referred to mandatory supplemental 1:1 meetings where they will receive more intensive career coaching. Claimants that fail to report for their subsequent meetings will be referred to UI and may have their benefits suspended for non-compliance.

10a. Completed Subsequent RESEA Staffing and Time

Complete chart below on how specific subsequent RESEA activities are staffed and the average time needed.

<u>Activity</u>	<u>Staff</u> <u>(ES/WIOA/UI/ Other)</u>	<u>Individual/Group</u>	<u>In-Person,</u> <u>Remote, Virtual</u>	<u>Average</u> <u>Time</u> <u>(Minutes)</u>	<u>Staff Cost Per</u> <u>Hour</u> <u>(Dollars)</u>
EXAMPLE LINE	ES	Individual	In-Person	10 minutes	\$78.
Eligibility Review	Other	Individual	In-Person, Remote	15 minutes	\$12.50
Update Labor Market Information	Other	Individual	In-Person, Remote	10 minutes	\$8.33
Orientation (Providing information and access to American Job Center (AJC) services including career services)	N/A			0 minutes	\$0.00
Providing support with individual reemployment plan	Other	Individual	In-Person, Remote	10 minutes	\$8.33
Referrals to other services	Other	Individual	In-Person, Remote	10 minutes	\$8.33
Other activities performed in addition to required elements. Please describe any additional activities in element 10b.	Other	Individual	In-Person, Remote	45 minutes	\$37.50
Pre-work (Preparation for RESEA)	Other	Individual	In-Person, Remote	15 minutes	\$12.50
Post- work (casework notes etc.) following RESEA	Other	Individual	In-Person, Remote	15 minutes	\$12.50
Totals				120 minutes	\$100.00

Note: please note that all eligibility determinations and redeterminations are funded through the regular UI funding for non-monetary determinations and not through the RESEA grant.

<p>10b. Element 10 Additional Space – Use the text field for any fields requiring additional explanation. In addition to the required services, RESEA subsequent meetings will provide participants with personalized career coaching such as resume writing and updating, job match services, job application reviews and submissions, and prescribed work search activities, additional subsequent meetings or other reemployment services based on participant’s needs. TWC RESEA staff perform enhanced compliance review of subsequent meetings to validate work search activities, review claimant employment plans and track the completion of reemployment referrals. The following activities: labor market providing information on AJC’s and referrals to other services are listed as N/A in the table above. These elements previously provided in the Initial RESEA and are not required elements of the Subsequent Meeting.</p>		
11a. Total Number of RESEAs Projected to be Scheduled	Initial to be Scheduled 88,750	Subsequent to be Scheduled First Subsequent - 57,688 Second Subsequent - 37,497
<p>11b. Element 11 Additional Space -- Please provide an explanation how the target number was determined. Including any significant changes from the previous years. The number of initial RESEAs to be scheduled has been reduced from the previous year based on TWC’s profile model projections of claimants who were likely to exhaust from the previous years. RESEA participants from eighteen Board areas will be required to attend at least two subsequent RESEA appointments. The number of subsequent meetings to be scheduled takes into consideration participants that have returned to work or fail to report.</p>		
12a. Total Number of RESEAs Projected to be Completed	Initial to be Completed 68,338	Subsequent to be Completed First Subsequent - 44,875 Second Subsequent -24,440
<p>12b. Element 12 Additional Space – Please provide an explanation how the target number was determined. Including any significant changes from the previous year. The Initial RESEAs to be completed considers a failure to report rate of 23 percent. Completed RESEAs for calendar year 2023 were slightly higher than the previous year due to increased communication and performance with the Boards and Board leadership taking a personal interest in the program’s success. The completion rate also increased due to TWC issuing guidance prohibiting Boards from exempting claimants and established UI as the sole program exemption authority. TWC added quarterly RESEA performance measures to Board grant contracts. Effective October 2023, Boards are required to schedule 100 percent of the customers in their profile pool for the Initial RESEA, ensure 80 percent of customers in their profile pool complete RESEA Orientation, ensure at least 77 percent of those profiled complete the Initial RESEA and ensure that the failure to report (FTR) rate that is 23 percent or less. TWC provides regular performance reports to each Board and shares statewide RESEA statistics and recommendations for improvement at its quarterly RESEA webinars.</p>		

<p>13a. Total Number of RESEAs Projected for which the Claimant will fail to report</p>	<p>Initial Fail to Report 20,413</p>	<p>Subsequent Fail to Report First Subsequent – 13,268 Second Subsequent – 8,624</p>
<p>13b. Element 13 Additional Space – Please provide an explanation how the target number was determined. Including any significant changes from the previous year. The FTR rate of 23 percent is consistent with the previous year’s performance . TWC’s failure to report percentage fell below the 30 percent FTR DOL threshold during the last calendar year. TWC provided Boards with additional oversight, performance reporting and updated guidance that contains mandatory outreach requirements and best practices to assist with reducing the FTR rate. Subsequent RESEAs to be completed are based on a failure to report percentage of 20.</p>		
<p>14. Actions taken to reduce number of claimants failing to report. Provide a brief narrative that discusses any actions in the past year(s) and/or plans to carry out any activities under the proposed RESEA program to reduce the number of claimants failing to report, please identify and provide an analysis about the efforts.</p> <p>There are several reasons why claimants fail to report and do not participate in the RESEA program. Boards are required to outreach all claimants who are assigned a score that is at or above the statewide cutoff score of 0.501. RESEA outreach appointment letters are sent to profiled claimants through the United States Postal Service and electronically through their WorkInTexas (WIT) account. Despite outreach efforts of the Boards, some claimants may not actively check their mail or their electronic documents in WIT. The outreach letter outlines when and where a claimant is to report for their RESEA, which triggers the required RESEA services. It is possible that some claimants may be obtaining employment before the orientation date. Fraudulent UI claims, such as those that are applied for with stolen identities, are also a concern. Information provided in fraudulent claims may skew data collection for the list of claimants scoring above the RESEA score. TWC has automated processes in place to screen out such “claimants,” so they are not scheduled for a RESEA orientation or required services.</p> <p>To decrease the FTR rate among claimants, TWC developed a new RESEA outreach letter, provide Boards with scripts to ensure customers are aware of the program’s benefit and the UI requirement for participation. If a claimant contacts Workforce Solutions Office staff to request that their RESEA be rescheduled due to a conflict or issue, staff may reschedule the appointment. TWC issued updated guidance to the Boards that will further assist with failure to report, outreach, and exemptions procedures. Additionally, TWC hired RESEA Coordinators to conduct site visits to closely monitor the program and facilitate pop-up events to provide RESEA services in areas where a concentration of FTRs exists. As a part of the IPE, TAMU is conducting RESEA customer surveys that include questions to better understand why claimants fail to report. The results of the IPE, which will include recommendations on ways to improve performance and participation, will be provided to TWC in the summer of 2024.</p>		

15a. Is RESEA statewide Yes/No Check box

Yes No

If 'Yes,' then proceed to Element 16.

Note: RESEAs are considered statewide if operating in at least one location in each Workforce Innovation and Opportunity Act [WIOA] workforce development area.

15b. Total number of RESEA Sites where RESEAs will be conducted. If RESEA is not statewide and is provided at limited sites, list the towns/cities or local workforce development areas where RESEA activities will be conducted. Additionally, if RESEA is not available statewide, Worker Profiling and Reemployment Services (WPRS) must be provided in areas where RESEA is not available.

Number of sites providing RESEAs:

Number of sites providing WPRS:

15c. List RESEA locations if RESEA activities are not statewide:

15d. List WRPS locations if RESEA activities are not statewide:

16. Role of UI Staff

Briefly describe the role played by UI staff in program management.

If a claimant fails to report as scheduled for RESEA services, an automated system notification is sent to UI staff. A case is created, and staff contacts the claimant to determine the reason for noncompliance. If the claimant is unable to establish good cause, determined by TWC, UI staff will issue a determination making the claimant ineligible to receive UI benefits for the noncompliance period. If the claimant does not respond to the UI staff contact request(s) or fails to complete all RESEA services after three (3) rescheduled attempts, payments may be suspended until the claimant resolves the issue. UI staff is also notified of any eligibility issues discovered through the claimant's responses recorded on the new RESEA eligibility assessment review form in WIT. The form contains a series of questions and depending on the claimant's response will result in the service provider submitting a notice of an eligibility concern through the WF-42 notification form, completed by staff, and emailed electronically through WIT to UI staff who then investigates and adjudicates issues in accordance with state law. TWC has automated the Eligibility review and the WF-42 notification process in WIT to allow UI to investigate eligibility issues faster. UI staff participate in all RESEA meetings, evaluation planning, webinars and reviews RESEA policies, grant applications and ETA activity reporting.

Note: At a minimum, UI Staff must be involved with the following activities: Participating in the planning, administration, and oversight of the RESEA program; Training -- Providing all appropriate staff training on unemployment compensation (UC) eligibility requirements; Reports -- Ensuring accurate data are provided in the RESEA-required reports; and Conducting eligibility determinations and redeterminations resulting from issues identified through RESEA participation.

17. Selection of RESEA Participants

Please describe the state’s methodology for selecting claimants to participate in the RESEA program and at what point in the claim series selections are made. If a profiling or statistical model is used, please describe the model including factors used and when the model was last updated/will be updated.

Each week, claimants who have received their first UI benefits payment are profiled and assigned a score using the statistical model to indicate each claimant’s likelihood of exhausting his or her UI benefits. Through this method, claimants are assigned a score between 0.00 and 1.00, which is based on individual factors such as work history, unemployment history, and wage earnings. A higher score indicates a greater risk of exhausting UI benefits before returning to work. To maximize the number of claimants selected for RESEA, the cutoff scores for all Boards have been set at or above 0.501. Claimants who are assigned an RESEA score that is at or above the cutoff score must be outreached and participate in an orientation and the Initial RESEA, completing all required RESEA services. Claimants who are exempt from work search requirements allowed under the law are not included in the profiling process.

TWC updates the profiling and statistical model regularly. TWC is currently operating under the RREMr8 which was implemented in July 2021. The profiling and statistical model is planned for update in 2024.

18b. Do you assure that proper notification as described in Element (18a) will be provided?

Yes No

18c. Insert description of notification process and attach template used for notifications.

Mandatory participants that are identified through the profiling process are included in the outreach pool for each Board. The participant's information is automatically populated into a notification letter that is sent to the participant along with the required notice information. TWC UI policy staff assisted in drafting the notification letter to ensure that the proper notifications were included. The letter, which is provided in English contains the following key information:

- The participant must attend the RESEA appointment and complete all of the RESEA services
- The participant must be actively searching for work
- Where and when to report for the appointment
- Who to contact if the participant cannot attend the appointment, has returned to work, or requires an accommodation
- The consequences for not attending the appointment and completing all of the required RESEA services
- A Babel notice in Spanish and Vietnamese that advises the claimant of the availability of translation services if needed.

Texas plans to update the appointment letter and include information on how to complete the required virtual Statewide RESEA Orientation prior to the appointment. The outreach letter is sent claimants at least six calendar days before the date of the RESEA appointments.

RESEA Outreach Letter:

Dear Claimant Name:

As the provider of unemployment benefits, the Texas Workforce Commission (TWC) aims to help you find suitable employment quickly and lessen the stress of your job search. You have been selected for TWC's Reemployment Services and Eligibility Assessment (RESEA) program. The first step in the process is completing your registration and résumé in WorkinTexas.com (WIT). WIT registration gives you immediate access to thousands of jobs and allows staff to tailor reemployment services to meet your specific needs. You must complete the work search activity log during the two weeks preceding your appointment date listed below and have it available for review at the meeting.

Note: As a recipient of Unemployment Insurance benefits, you must attend and actively participate in the RESEA program.

The RESEA program is a great resource that helps you learn about the services offered by your local Workforce Solutions Office and provides you with an

employment coach, who will help you one-on-one with the following:

- Reviewing your WIT profile and résumé to match you with current job vacancies
- Providing you with résumé writing tips, interview skills, and other job readiness training if needed
- Referring you directly to employers that are looking for candidates with your skills
- Inviting you to local in-person and/or virtual hiring events
- Assessing your eligibility for programs that can address childcare or transportation needs
- Developing your personal reemployment action plan
- Ensuring that you complete all required RESEA services

Please attend your RESEA appointment at the location, date, and time listed below. If no location is listed, please select the link with the date and time listed to coordinate RESEA services directly with your local Workforce Solutions Office.

Address: 2430 SOUTH HIGH STREET
LONGVIEW, TEXAS 75602
Date: 02/22/2024
Time: 8:30 a.m. - 9:30 a.m. For questions, call: 903-500-7130

At the meeting, customers must provide a state- or government-issued photo identification card or a driver's license and respond to a series of question to prove their identity. If you have returned to full-time employment, are unable to attend the RESEA appointment on the date listed, or need special accommodations, please contact your local Workforce Solutions Office using the information listed above before your scheduled appointment.

Failure to attend the RESEA appointment and complete all required reemployment activities could result in a delay or denial of your unemployment benefits. (See the *Unemployment Insurance Benefits Handbook*.)

Law Reference: Section 207.021(a)(9) of the Texas Unemployment Compensation Act

Translation Services Available

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.

Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

<p>19a. Reasonable Scheduling Accommodations</p> <p>To maximize participation in the RESEA program, the state must provide assurance that, and a description of how reasonable scheduling accommodations are made available to individuals selected for RESEA (Section 306(e)(1)(A)(ii), SSA).</p> <p>Do you assure that reasonable scheduling accommodations are available to RESEA participants?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>19b. Insert a description of the reasonable scheduling accommodations provided. Please describe your rescheduling policies, procedures, and limitations for rescheduling. Be sure to identify which items have been automated versus in-person.</p> <p>If a claimant contacts Workforce Solutions Office staff to request that the RESEA orientation be rescheduled due to an availability or other issue, staff may reschedule a claimant up to two times. Texas previously expanded the use of virtual self-paced orientation webinars to ensure statewide access. Self-paced and prerecorded virtual orientations provide the same information as in-person orientations, including the requirements of the RESEA program, the consequences of failing to complete all of the required activities, and information about the available services provided at Workforce Solutions Offices. For prerecorded virtual orientations, staff is required to verify and document participants' completion of the activity. Front line staff are instructed to never deny services to claimants who are willing to participate.</p>
<p>20a. UI Feedback Loop and Adjudication.</p> <p>Once selected for an initial or subsequent RESEA, claimants are required to participate in all components of the RESEA. Failure to report or participate in any aspect of the RESEA must result in referral to the UI agency for adjudication under the applicable state law. States must include a description of the UI feedback loop and adjudication process. As described in Unemployment Insurance Program Letter (UIPL) No. 14-18: <i>Unemployment Insurance and the Workforce Innovation and Opportunity Act</i>, an effective feedback loop advises UI staff whether the claimant reported as directed and participated in the eligibility assessment and/or</p>

services, as appropriate; is in place for all reemployment service activities in which UI claimants are required to participate; and includes a process for referral to UI adjudication any eligibility issues identified in an eligibility review.

Insert a brief description regarding the feedback loop from the RESEA provider to the UI system on whether the claimants reported and participated in required activities as directed.

If a claimant fails to report for or complete all required RESEA services, a notification is sent to UI staff members who then contacts the claimant to determine the reason for noncompliance. If the claimant is not able to establish good cause as determined by UI staff issues a determination that holds the claimant ineligible to receive UI benefits for the week of noncompliance. When the claimant does not respond to the UI staff contact request(s) or complete all required services, future payments are suspended until the claimant resolves the issue. UI staff is also notified about eligibility issues discovered through the RESEA Eligibility Review. UI investigates and adjudicates issues in accordance with state law.

20b. Insert a brief description of the feedback loop established to refer any UC eligibility issues identified during the RESEA for adjudication.

Potential UI benefits eligibility issues that are discovered during the provision of RESEA services must be reported to the Workforce Unemployment Insurance (WFUI) coordinator for investigation through the use of the automated WF-42 form in WIT. When a potential UI benefits eligibility issue is identified, Workforce Solutions Office staff complete the form in WIT and email it electronically through the system to the local WFUI coordinator. UI staff investigates and issues a determination in accordance with state law. Potential issues are documented and tracked in UI's database to ensure compliance.

21. Activities Supporting RESEA's Statutory Purposes

Each state must provide assurance that, and description of how, the planned RESEA program will conform to the four statutory purposes identified below (Section 306(e)(1)(B), SSA).

21a. Purpose 1: To improve employment outcomes of individuals that receive unemployment compensation and to reduce the average duration of receipt of such compensation through unemployment.

Do you assure that the proposed RESEA program design and planned activities conform to purpose 1 as described in Element 21a?

Yes No

21b. Insert brief description of specific RESEA program elements and/or activities that support purpose 1. TWC's RESEA Program provides a process for offering hands-on reemployment services to UI claimants who are likely to exhaust their benefits before finding suitable employment. TWC's reemployment services including mandatory enrollment in Wagner-Peyser, the development of an Individual Employment Plan (IEP), a one-on-one Unemployment Benefits Eligibility Assessment, and the provision of Customized Labor Market Information (CLMI). all designed to assess participants' job-seeking skills and marketability while fostering a speedy reconnection to the workforce.

The development of an Individual Employment Plan (IPE) documents a customer's employment goals, potential barriers to finding suitable employment, a detailed descriptions of each activity to be performed or participated in to achieve their selected employment goals, and timelines to achieve each activity. Each IEP provides the claimant with information on Workforce Solutions Office services, using self-service tools, and referrals to other reemployment services and training programs.

The provision of CLMI is also a required service for RESEA participants. The intent of this service is to help the claimant understand trends in his or her desired occupation 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 field. Claimants are educated on how this information may be used to conduct or enhance their job search.

Finally, Boards refer claimants to additional reemployment services and/or job readiness trainings. These referrals are designed to improve participants' job-seeking skills and marketability while fostering a speedy reconnection to the workforce. These RESEA program elements enable claimants to quickly obtain a job with a sustainable wage, which in turn, reduces duration of UI claims.

21c. Purpose 2: To strengthen program integrity and reduced improper payments of unemployment compensation by states through the detection and prevention of such payments to individuals who are not eligible for such compensation.

Do you assure that the proposed RESEA program design and planned activities conform to purpose 2 as described in Element 21c.?

Yes No

21d. Insert brief description of specific RESEA program elements and/or activities that support purpose 2.

The UI benefits eligibility assessment requires Workforce Solutions Office staff members to meet one-on-one with claimants to determine whether the claimant is complying with all UI benefits eligibility requirements. This meeting must include review of the claimant’s work search activities. The assessment must also include a referral to UI for adjudication when a potential issue is identified. UI staff investigates and adjudicates any issues identified in accordance with state law. Conducting the eligibility assessment reduces the likelihood of improper payments as the claimant can ask questions, receive help and understand the importance of properly reporting their work and earnings.

Discussions during RESEA one-on-one appointments may identify that an individual is not able or available for full-time employment or that there are restrictions that prevent their ability or availability to work. If an issue or restriction is identified WFUI staff are notified through the WF-42 automated feedback loop to investigate and adjudicates the issue in accordance with state law. Such issues or restrictions may not have been previously identified, either due to a claimant’s lack of knowledge of the requirements of the program or purposely failing to disclose such facts.

A WF-42 form is also completed for claimants who participate in some RESEA service but fail to complete all required services.

TWC’s RESEA program is strengthened by the enforcement of the suspension of UI benefits for noncompliance with mandatory RESEA appointments and referral to reemployment services. Claimants are provided three opportunities to attend the Initial RESEA appointment. If a claimant fails to attend a scheduled Initial RESEA, their registration status is marked as a “no show“ in WIT within seven days of the scheduled appointment date. The updated status triggers a notification that is automatic sent to the UI system, which alerts UI staff to the claimant’s noncompliance. This can result in potential forfeiture of their UI benefits for the week in which the claimant was scheduled to attend the RESEA appointment but failed to do so. If the claimant fails to attend the Initial RESEA appointment three times (initial scheduled appointment and two opportunities for reschedule appointments), the claimant’s eligibility for UI benefits will be suspended until the claimant completes all required services and reports compliance to UI staff.

21e. Purpose 3: To promote alignment with the broader vision of the Workforce Innovation and Opportunity Act (WIOA) (29 U.S.C. 3101 *et seq.*) of increased program integration and service delivery for job seekers, including claimants for unemployment compensation. (Note: Additional information about the vision of WIOA is provided in Training and Employment Guidance Letter No. 19-14, Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act and additional information specific State UI programs is provided in UIPL No.14-18, Unemployment Insurance and the Workforce Innovation and Opportunity Act).

Do you assure that the proposed RESEA program design and planned activities conform to purpose 3 as described in Element 21e?

Yes No

21f. Insert brief description of specific RESEA program elements and/or activities that support purpose 3 including information about how RESEA has been integrated into the State's workforce system and network of AJCs.
In Texas, RESEA is operated as a workforce program in coordination with the UI program components. One of Texas' primary RESEA program goals is to connect UI claimants to reemployment services, including co-enrollment in the Workforce Innovation Opportunity Act (WIOA) dislocated worker program and other program services, as appropriate. While co-enrollment in the WIOA dislocated worker program is encouraged, it is not required. All UI claimants are automatically registered in the state's labor exchange system, WIT as part of their UI claim registration. WP Registration information is started from the initial UI application and the participant enrollment is completed during the Initial RESEA appointment with the participant's employment coach. Required services also include information about and referrals to other reemployment services that are available through Texas' Workforce System/Workforce Solutions Offices. Participants may also be scheduled to report to a Workforce Solutions Office for other workforce program available through the career one stop service center.

21g. Purpose 4: To establish reemployment service and eligibility assessment as an entry point for individuals receiving unemployment compensation into other workforce system partner programs.

Do you assure that the proposed RESEA program design and planned activities conform to purpose 4 as described in Element 21g?

Yes No

21h. Insert brief description of specific RESEA program elements and/or activities that support purpose 4.

Required RESEA services in Texas include an orientation that provides information about the workforce programs and services available through Texas Workforce Solutions Offices and how to access these services. The RESEA Orientation provides an overview of workforce programs services of which claimants may otherwise not be aware. During the Initial RESEA employment coaches inform and facilitate access and entry to other workforce system partner program.

22a. Evidence-based Standards and Evaluation Requirements

Each state must provide assurances and a description of how the state’s RESEA program will satisfy the requirement to use grant funds only for interventions and service delivery strategies designed to reduce the number of weeks for which program participants receive unemployment compensation by improving employment outcomes for participants, including employment and earnings. States implementing RESEA interventions or service delivery strategies without a high or moderate causal rating must be under evaluation at the time of use. (Section 306(e)(1)(B), SSA).

Do you assure that the state’s RESEA program will satisfy the requirement to use grant funds only for interventions and service delivery strategies designed to reduce the number of weeks for which program participants receive unemployment compensation by improving employment outcomes for participants, including employment and earnings?

Yes No

22b. Is your state using interventions that have received a ‘High’ or ‘Moderate’ RESEA causal rating in the Clearinghouse for Labor Education and Research (CLEAR)?

Yes No

22c. Insert a description of the evidence-based interventions and service delivery strategies the State plans to use to speed reemployment, including specific references to the evidence relied upon.

Describe which interventions your state is using that have received ‘High’ or ‘Moderate’ ratings in CLEAR. Be sure to cite the specific name of the study of an intervention and when the report was published.

Description of Intervention	High/Moderate Rating in CLEAR	Name of Study	Study published (MM/YYYY)
Profiling and Reemployment Eligibility Assessment (Profiling claimants and scheduling them to attend a mandatory RESEA Orientation)	High	The labor market effects of U.S. reemployment programs during the Great Recession.	

The Reemployment and Eligibility (REA) Program where participants received the following services: initial RESEA required services eligibility assessments, labor market information, individual employment plan and referral to additional reemployment services	High	Evaluation of Impacts of the Reemployment and Eligibility Assessment (REA) Program: Final report (Klerman et al. 2019)	02/2019
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The Reemployment and Eligibility (REA) Program where participants received the following services: two or more subsequent meetings	High	Evaluation of Impacts of the Reemployment and Eligibility Assessment (REA) Program: Final report (Klerman et al. 2019)	02/2019

22d. Insert an explanation of how such interventions and service delivery strategies are appropriate to the population served. To encourage the rapid reemployment of UI claimants, TWC has leveraged the three studies listed above as found on Department of Labor's Clearinghouse for Labor Evaluation and Research (CLEAR) site. Each of the studies have a High rating. Based on the findings from these studies, TWC has chosen to focus its RESEA program design on profiling and providing the RESEA Orientation consistent with “the labor market effects of U.S. reemployment programs during the Great Recession” study listed above. TWC also provides an in-person Initial RESEA 1:1 Appointment that provides the same interventions in the REA Evaluation listed above, specifically:

- Eligibility assessment
- Provision of labor market information
- Development of an Individual Employment Plan and
- Referrals to reemployment services such as job search, resume writing, and job matching

Finally, TWC plans to provide two or more subsequent meetings to RESEA claimants that is consistent with interventions described in Evaluation of Impacts of the Reemployment and Eligibility Assessment (REA) Program Final Report.

22e. Do you assure that the planned RESEA interventions or service delivery strategies that do not have a high or moderate causal rating are under evaluation at the time of use?

Yes No Not Applicable (all interventions have a high or moderate causal rating)

If “Not Applicable” please advance to 22g.

22f. Insert, a description of the evaluation structure the State plans to use for interventions and service delivery strategies without at least a moderate or high causal evidence rating. This evaluation structure may include a whole program evaluation, evaluation of specific program components/interventions, or national evaluations conducted by the U.S. Department of Labor (USDOL) or by other entities.

- Explain what the intervention that your state is planning to evaluate, and how it is being implemented within the RESEA program.
- Describe the type of evaluation being planned by your state, e.g., impact study using random assignment or quasi-experimental design.

22g. Total funds that will be set aside to conduct or cause to be conducted evaluations of interventions used in carrying out the RESEA Program. This amount is limited to 10 percent of grant award (Section 306(d)(2), SSA).

\$2,338,384

22h. Insert a description of any evaluations of reemployment interventions and service delivery strategies conducted in the prior fiscal and any data collected on:

1. Characteristics of program participants.
2. Number of weeks for which program participants receive unemployment compensation; and
3. Employment and other outcomes for program participants consistent with State performance accountability measures provided by the State unemployment compensation program and performance outcome measures as defined in section 116(b) of the Workforce Innovation and Opportunity Act (29 U.S.C. 3141(b)).

Examples: In addition to information from formal evaluations, states may include information from other forms of analyses such as reviews of administrative data or analysis of quarterly reporting provided to USDOL.

Formal Evaluation Activities: The Implementation and Process Evaluation commence in July 2022, with Texas A&M. TWC has received the Final Project Design and Internal Innovations deliverables. The remaining deliverables due in 2024 are the External Comparative State Review (Texas, New York, Florida and Massachusetts), Evaluation Lessons Learned and the Study Findings. The findings will be submitted to CLEAR for review in late 2024. The project and will provide foundational program information on each Board's RESEA processes and service delivery.

TAMU has been given a statement of work to conduct two Quasi-experiment Design Outcome Studies on the impact of RESEA during the performance outcome periods for FY2022 and FY2023. Each QED will take six months to complete. QED 1 will commence in the fall of 2024 and QED 2 will commence in the spring of 2025. Each QED will be submitted to clear when completed.

TWC and TAMU will begin the planning process for conducting a Rapid Analysis of the Subsequent Meetings Pilot to determine the feasibility of conducting a component level Random Control Trial Impact Evaluation.

In addition, to evaluation activities TWC develops and distributes monthly reviews of RESEA performance and expenditure activities by board area and provides Boards with technical assistance when needed.

22i. Complete below chart providing additional information about RESEA component/activities, their causal rating, the costs associated with that component/activity, and what percentage it is of the current grant.

EVIDENCE BASED FUNDING

	RESEA Component/Activity (a)	Causal Rating (Moderate; High) (b)	RESEA Cost of Component/Activity (c)	Percentage of Current Grant (d)
1.	Profiling and RESEA Orientation	High	\$818,434	3.5%
2.	Providing required services in the initial RESEA	High	\$10,756,566	46%
3.	Providing two or more subsequent meetings	High	\$3,129,107	13.4%
4.			\$	
5.			\$	

6.			\$	
7.			\$	
8.			\$	
9.			\$	
10.			\$	
11.	Totals		\$14,704,107	<u>62.9%</u>