

## WorkInTexas.com RRES Module Desk Aid

### Step 1a: Create an RRES Orientation

- On the **RRES Orientation Selection** page, select the **Add Orientation** link.
- On the **RRES Orientation Details** page, add the orientation details.
  - Select **Attend Orientation Letter** and complete the **Orientation Information** section with a specific time, date, and location for the job seeker to attend the RRES orientation; or
  - Select **Contact Workforce Center Letter** and complete the **Contact Information** section with the date by which the job seeker must contact the Workforce Solutions Office and include a method for contacting the Workforce Solutions Office.
- After entering the details, select the **Save** or **Schedule** button.

### Step 1b: Modify an Existing RRES Orientation

- On the **RRES Orientation Selection** page, select the specific orientation from the **Orientation Title** column to go to the **RRES Orientation Details** page.
- On the **RRES Orientation Details** page, modify the orientation details and then select the **Save** or **Schedule** button.

### Step 2a: Schedule Job Seekers

- Go to the **RRES Orientation Scheduling** page by selecting:
  - the **Schedule** button at the bottom of the **RRES Orientation Details** page; or
  - the **Schedule** link from the **Action** column on the **RRES Orientation Selection** page.
- On the **RRES Orientation Scheduling** page, schedule job seekers by clicking the checkbox in the **Select** column next to the job seeker's name and then clicking the **Schedule** button.

### Step 2b: Reschedule Job Seekers

- Go to the **RRES Individual History** page by one of the following routes:
  - Select **RRES Individual History** from the **Go To** drop down list on the **Individual Job Seeker Search** page, enter other search criteria, and then click the **Search** button; or
  - From the **RRES Orientation History** or **Job Seeker Home** page, navigate to the **Special Client Groups** page. On the **Special Client Groups** page, select the **View RRES History** link.
- On the **RRES Individual History** page, select the **Reschedule** link in the **Scheduled Orientations** section.
- On the **RRES Orientation Rescheduling** page, select the **Schedule** link in the **Action** column for the RRES orientation that the job seeker is to be rescheduled to attend.
  - If no RRES orientations exist, an RRES orientation must be created for that Workforce Solutions Office in order for the job seeker to be rescheduled.

### Step 3: Enter RRES Services

- For an individual job seeker, go to the **Services–Add** page. From the **Service Category** dropdown list, select **Assessment & Planning**; from the **Service** dropdown list, select **RRES Orientation**, or **RRES Exemption**; from the **Service Date** dropdown list, select the orientation date or the date the job seeker was determined to be exempt; and from the **Staff** dropdown list, select the appropriate staff name. Click the **Save** button.
- For multiple job seekers, go to the **Services–Mass Entry** page. From the **Service Category** dropdown list select **Assessment & Planning**; from the **Service** dropdown list, select **RRES Orientation** or **RRES Exemption**; from the **Service Date** dropdown list, select the orientation date or the date the job seeker was determined to be exempt; and from the **Staff** dropdown list, select appropriate staff name. Enter each **Job Seeker ID** or **SSN** and click the **Save** button for each entry.

### Step 4: Send Non-RRES Outreach Letters

- On the **RRES Orientation Selection** page, select the **Send Non-RRES Outreach Letter** link.
- On the **Non-RRES Outreach** page, click the checkbox in the **Select** column next to the job seeker's name, and then click the **Save** button.

### Special Permission

All staff, regardless of permission and user role, may access the RRES Module by selecting the **Job Seeker** tab and then **RRES** from the top navigation menu. To create, modify, schedule, and reschedule for RRES and to send non-RRES outreach letters (informational letters), staff are required to have the **RRES Add/Edit** permission. Staff with a Workforce Solutions Office user role must be granted the **RRES Add/Edit** permission for each office they will work with. Staff with a Local Workforce Development Board (Board) user role should be granted permission for the Board's local workforce development area (workforce area), which will give them **RRES Add/Edit** permission for each Workforce Solutions Office in the workforce area.

### Workforce Solutions Office/Office Selection

Workforce Solutions Office users can change their office selection on **My Home Page**. Board users can change their office selection on **My Home Page** or by using the **Workforce Center** drop down list on the **RRES Orientation Selection** page.

### Basic Steps

Basic RRES steps include creating an orientation, scheduling job seekers for the orientation, and then entering RRES-related services. Staff also can reschedule job seekers and send non-RRES outreach letters.

### Creating an RRES Orientation

RRES orientations can be created only by staff granted the **RRES Add/Edit** permission. The profile list (those job seekers with profile scores greater than or equal to the Board cutoff score) is only available once an orientation has been created and only when staff are scheduling job seekers to attend that orientation.

### Modifying an Existing RRES Orientation

RRES orientations can be modified only if a letter has not been generated for that orientation. Letters are generated overnight after job seekers have been scheduled to attend the RRES orientation. Once a letter has been generated for the orientation, the **RRES Orientation Details** page will display as view-only, and no modifications can be made to the orientation details.

### Scheduling/Rescheduling Job Seekers

Job seekers may be scheduled to attend RRES orientations only if their profile score is greater than or equal to the Board cutoff score. Scheduling the job seeker generates an RRES outreach letter (also known as the RRES orientation letter or mandatory letter) that provides the job seeker with the RRES orientation details.

Job seekers may be rescheduled for an RRES orientation only if they:

- have been previously scheduled to attend an RRES orientation;
- have not had a Failure to Respond notice sent to the TWC Unemployment Insurance and Regulations Division for the previously scheduled RRES orientation; and
- have not had an **RRES Orientation** or **RRES Exemption** entered for the previously scheduled orientation.

To reschedule a job seeker to attend an RRES orientation, staff must have:

- the **RRES Add/Edit** permission for the Workforce Solutions Office where the job seeker was scheduled to attend the RRES orientation; and
- that Workforce Solutions Office in focus (this applies to both staff user roles and is selected from **My Home Page**).

Rescheduling the job seeker generates a new RRES outreach letter that provides the job seeker with the RRES orientation details.

### Entering RRES Services

Job seekers may receive the **RRES Orientation** or **RRES Exemption** service if they have the **RRES-Add** service and the RRES icon, a red rectangle with \$ symbol at its center. Job seekers receive the **RRES-Add** service and RRES icon after being scheduled to attend an RRES orientation. The **RRES Orientation** or **RRES Exemption** service must be entered within 10 calendar days of the scheduled orientation or **Respond By Date**. If one of these two services is not entered within 10 calendar days of the **Respond By Date**, a Failure to Respond is automatically sent to the TWC Unemployment Insurance and Regulations Division.

### Sending Non-RRES Outreach Letters

The RRES Module can also be used to send Non-RRES Outreach Letters to job seekers whose profile scores are below the Board cutoff score. The Non-RRES Outreach Letter provides job seekers with general information about services offered by Workforce Solutions Offices.