

**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: Chris Oakley Telephone: 512-756-3871 E-mail: chris.oakley@twc.texas.gov

<p>5a. Total Project Cost for Proposed State Plan RESEA</p> <p>The total amount of funds requested in this grant, which may be up to the limit specified in annual RESEA operating guidance.</p>	<p>\$ 20,923,017</p> <p><input type="checkbox"/> Requesting less than full formula allotment</p>
<p>5b. Element 5 Additional Space – Use this field to break out project costs. Please include a narrative describing determinations for the current year and any issues that impacted the previous year’s expenditures. Be sure to discuss what this year’s project goals, e.g., staffing up, improving program tools, etc.</p> <p><u>Project Costs:</u></p> <p>Administrative Costs: \$3,683,182 TWC Administration and Oversight: \$2,074,199 TWC Innovation and Automation Projects: \$1,508,983 IT Enhancements: \$100,000</p> <p>Program Costs: \$15,147,533 Board Administration: \$1,514,753 Service Provider: \$13,632,780</p> <p>Evaluation Costs: \$2,092,302</p> <p>Texas recognizes the growth trajectory and potential of the RESEA program. The Texas Workforce Commission (TWC) is in various stages of planning and implementing substantial programmatic changes in both service-delivery design and operations to expand the scope and scale of the program. TWC’s focus includes expansion and support for the RESEA program at both TWC and with our Local Workforce Development Board (Board) partners. TWC has established a dedicated RESEA department that will provide detailed guidance, oversight, and direct in-person wraparound support for our Boards. TWC’s additional RESEA staff will possess RESEA, UI, and regional LMI expertise that will aid in the provision of direct support to Boards and their RESEA service providers in the areas of training, claimant outreach, case management, compliance, and subsequent meeting scheduling. Boards will receive additional funding to increase staff which will enable the expansion and personalization of services focused on increasing employment outcomes. In addition to expanding staffing levels and direct Board level support, Texas’ RESEA program will enhance direct services through the adoption of best practices from the RESEA Implementation and Process Evaluation (IPE) study. Other efforts include establishing</p>	

flexibilities for the use of virtual technology, including the use of self-paced and prerecorded virtual orientations, scheduling 1:1 appointment with an established minimum duration and specific named counselors, enhancing information technology (IT) systems, including implementing additional automation to improve the feedback loop with UI staff and further developing and enhancing operational guidance and training for frontline staff and service providers. In addition, Texas plans to conduct a Subsequent Meeting Pilot with at least eight Board areas. Texas recognizes that building evidence is critical for continuous improvement of employment outcomes. As a result, Texas has two ongoing evaluations. The IPE led by Texas A&M's Public Policy Research Institute will provide foundational program information on each Board's RESEA processes and service delivery. Texas' in-house Analytics and Evaluation team is conducting a Quasi-experimental Evaluation that studies the impact of RESEA on participants pre-COVID pandemic. Additional planned studies include the following: Quasi-experimental evaluation post COVID pandemic, Quasi-experimental of Profile Scores to expand RESEA participant pool, Random Control Trials of impact of RESEA Orientation, RESEA Initial 1:1 appointment and RESEA subsequent meetings on employment outcomes and UI duration.

Under federal law, TWC has the affirmative obligation to ensure that all program participants (including all potential participants and all members of the public seeking information about the program) have the tools, aid, and type of assistance they need to fully access, understand, and benefit from the RESEA program. This affirmative obligation includes providing clear and accessible alternatives to digital tools to ensure that these tools do not block or discourage current and future participants from seeking information or services. For participants who prefer a language other than English, this means providing interpreters for oral communications and translations of written communications. For participants with disabilities, this means providing reasonable accommodations, modifications, and auxiliary aids and services. In individual situations, as appropriate, ensuring access also means providing two or more types of assistance simultaneously or in combination with each other. Ensuring accessibility also means that the design and implementation of all program features complies with the anti-discrimination requirements of state and federal law, such as protections for age, race, ethnic group, sex and gender, color, national origin, disability, religion, political affiliation or belief, and citizenship.

<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>2021</u> \$ 4,938,363 Projected Obligation date: 9/30/2023</p> <p>Projected Expenditure date: 12/31/2023</p> <p>FY <u>2022</u> \$ 4,919,027</p>	<p>TOTAL Dollar Amount \$9,857,390</p>
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	Projected Obligation date: 9/30/2024 Projected Expenditure date: 12/31/2024	
<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. The FY2021 and FY2022 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:</p> <p>Innovations and Performance Projects:</p> <ul style="list-style-type: none">• Additional funding for service provider staffing, training, and IT systems needed for the RESEA Subsequent Meetings Pilot• Development of RESEA statewide orientation and staff training videos• Automation of non-compliance reporting to UI• Implementation of best practices identified from the IPE study• Hiring of dedicated RESEA contract staff to support TWC’s Innovation, Information, and Insight department to expand TWC’s ability to track RESEA performance activities at the board level, conduct RESEA performance outcome analysis by board area, validate and reprogram RESEA ETA reporting, develop a RESEA dashboard and coordinate RESEA innovations with IT and WDD and UI systems vendors		

Evaluation Activities: <ul style="list-style-type: none"> • Completion of the IPE study • Completion of Pre-COVID Quasi-experimental Impact Evaluation • Completion of Post COVID Quasi-experimental Impact Evaluation • Completion of RESEA Profile Score Quasi-Experimental Impact Evaluation • Completion of Random Control Trial Design of various RESEA services. 	
7a. Total Service Delivery (Program) Cost Please include evaluation expenses in this element	\$ 17,239,835
7b. Element 7 Additional Space – Provide a breakout narrative listing the program costs, including a line for evaluation costs. \$15,147,533 Total program costs to be distributed to 28 Board Areas <ul style="list-style-type: none"> • \$1,514,753 10% Board administration • \$13,632,780 Contract cost for direct service providers \$2,092,302 10% RESEA Evaluation Activities <ul style="list-style-type: none"> • \$684,989 Evaluation, in-house staff(project management, planning, design, researchers, and analysts) • \$1,407,313 Evaluation contract costs 	
8a. Total Administrative Costs The total amount of funds requested for program administrative costs. Please include a breakout of these costs.	\$3,683,182

Note: This entry includes information technology (IT) costs

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.
\$2,074,199 Administration costs include dedicated RESEA program staff salary and benefits including indirect costs, travel, and supplies
\$1,508,983 Innovation and Automation of work search and feedback loop for new UI and Workforce Case Management systems
\$100,000 IT enhancements
TWC is expanding RESEA administration and oversight staffing levels to provide additional employment outcome-focused training to Boards and their direct service providers, assist with participant outreach to reduce failure to report numbers, monitor and validate participant work search and employment activities and provide additional oversight of the RESEA Subsequent Meetings Pilot. TWC has set aside \$1.5 million of the grant to further integrate the RESEA program into the new UI systems and Workforce case management systems.

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</u> <u>(ES/WIOA/UI/ Other)</u>	<u>Individual/</u> <u>Group</u>	<u>In-Person,</u> <u>Remote,</u> <u>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/WIOA	Individual	In-Person	20 minutes	\$70
Eligibility Review	Other	Individual	In Person	30 minutes	\$ 21.00
Labor Market Information	Other	Individual	In- Person	30 minutes	\$21,00
Individual Reemployment Plan	Other	Individual	In-Person	45 minutes	\$31.50
Orientation (Providing information and access to American Job Center (AJC) services including career services)	Other	Group	In- Person	30 minutes	\$21.00
Enrollment in Employment Services	Other	Individual	In-Person	30 minutes	\$21.00

Providing support with individual reemployment plan.	Other	Individual	In- Person	0 minutes	\$0.00
Referrals to other services	Other	Individual	In-Person	15 minutes	\$10.50
Other Activities: Referral to subsequent meeting(s) Please describe any additional activities in element 9b.	Other	Individual	In-Person	15 minutes	\$10.50
Pre-work (Preparation for RESEA)	Other	Individual	In-Person	15 minutes	\$10.50
Post- work (casework notes etc.) following RESEA	Other	Individual	In-Person	15 minutes	\$10.50
Totals				225 Minutes	\$157.50

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 procured by each individual Board area to provide service to RESEA participants. As a part of the Subsequent Meetings Pilot, RESEA participants from eight board areas will be referred to supplemental 1:1 meetings to receive more intensive career coaching.**

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 (ES/WIOA/UI/ Other)</u>	<u>Individual/Group</u>	<u>In-Person, Remote, Virtual</u>	<u>Average Time (Minutes)</u>	<u>Staff Cost Per Hour (Dollars)</u>
EXAMPLE LINE	ES	Individual	In-Person	10 minutes	\$78.96
Eligibility Review	Other	Individual	In-Person	30 minutes	\$21.00
Providing support with individual reemployment plan	Other	Individual	In-Person	30 minutes	\$21.00
Other activities performed in addition to required elements. Please describe any additional activities in element 10b.	Other	Individual	In-Person	30 minutes	\$21.00
Pre-work (Preparation for RESEA)	Other	Individual	In-Person	15 minutes	\$10.50
Post- work (casework notes etc.) following RESEA	Other	Individual	In-Person	15 minutes	\$10.50
Totals				120 minutes	\$84.00
<p>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>					
<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 review and updating, job match services, job application reviews and submissions, prescribed work search activities, and referral to additional subsequent meetings or other reemployment services based on participant’s needs. TWC RESEA staff will perform enhanced compliance review of subsequent meetings to validate work search activities, review claimant employment plans and track the completion of reemployment referrals.</p>					
11a. Total Number of RESEAs Projected to be Scheduled		Initial to be Scheduled 91,543		Subsequent to be Scheduled 20,924 - First Subsequent 16,739- Second Subsequent	

<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 review of the number of claimants who were likely to exhaust from the period of June 2021 to July 2022. After their initial RESEA, RESEA participants from at least eight Board areas in the Subsequent Meeting Pilot will be referred for 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 70,488	Subsequent to be Completed 16,739 - First Subsequent 13,391- Second Subsequent
<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. The number of completed RESEAs for calendar year 2022 was substantially less than those planned due to a reduction in the likely to exhaust claimant pool, Texas’ low unemployment rate and an increase in board level exemptions. TWC is developing guidance to restrict Board exemption capabilities. Additionally, TWC is updating RESEA grant contracts with the Boards to include benchmarks to increase the number of RESEA completions and reduce the number of FTRs. TWC will provide reports to each Board area that include their RESEA profile numbers, RESEAs scheduled, RESEA completed, and FTRs to help Boards monitor their progress in meeting benchmarks.</p>		
13a. Total Number of RESEAs Projected for which the Claimant will fail to report	Initial Fail to Report 21,055	Subsequent Fail to Report 3,139- First Subsequent 2,511- Second Subsequent
<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 failure to report(FTR) percentage of 23 is consistent with the previous year’s RESEA State Plan. Although the State’ failure to report percentage exceeded 30% for the 2022 calendar year, TWC plans to provide Boards with additional oversight, Board level activity reporting and updated guidance on outreach and rescheduling to reduce the FTR percentage to 23 percent or less. TWC will provide reports to each Board area that include their RESEA profile numbers, RESEAs scheduled, RESEA</p>		

completed, and FTRs to help Boards monitor their progress in meeting benchmarks. Subsequent RESEAs to be completed are based on a failure to report percentage of 15 and a return-to-work percentage of 5.

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.

There are numerous reasons why claimants fail to report and do not participate in the RESEA program. Boards are required to outreach all claimants assigned a score at or above the statewide cutoff score of 0.501. RESEA outreach letters are sent to profiled claimants through the United States Postal Service and through their WIT account. Despite the outreach efforts of the Boards, some claimants may not actively check their mail or their electronic documents in WIT for a copy of the outreach letter. The outreach letter outlines when and where a claimant is to report for their RESEA orientation, which initiates the required RESEA services. It is possible some claimants may be obtaining employment before their 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 cutoff score. Such “claimants” will not show up for an RESEA orientation or required services.

To decrease the failure to report rate among claimants, TWC plans to implement a new RESEA outreach letter. The goal of the new letter is to embrace TWC’s enhanced vision of customer care. The RESEA outreach letter has been rewritten to be more appealing to claimants. TWC has also taken actions to provide claimants with more flexibility in participating in the required orientation service. If a claimant contacts Workforce Solutions Office staff to request that their RESEA orientation be rescheduled due to a conflict or issue, staff may reschedule the appointment. Self-paced and prerecorded virtual orientations are also being offered. Virtual orientations provide the same information as in-person orientations, including the requirements of the RESEA program, the consequences of failure to complete required activities, and information about available services provided at Workforce Solutions Offices. For prerecorded virtual orientations, staff are required to verify and document participants’ completion of the activity. TWC is updating guidance to the Boards that will further define failure to report, outreach, rescheduling, and exemptions procedures. Additionally, TWC plans to increase state level RESEA

staff and hold regular coordination meetings with Board RESEA staff that will provide real time status updates on attendees so that Boards can conduct more vigorous outreach. TWC RESEA staff will assist with outreach as needed.

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:
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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 for or complete RESEA services, a notification is sent to UI staff, who then contacts the claimant to determine the reason for noncompliance. If the claimant is unable to establish good cause, as determined by TWC, UI staff will issue a determination making the claimant ineligible to receive UI benefits for the week of noncompliance. If the claimant does not respond to the UI staff contact request(s) or complete all RESEA services, future payments are suspended until the claimant resolves the issue. UI staff is also notified of any eligibility issues discovered through the RESEA eligibility assessment review process through using the WF-42 notification form, completed by Board staff, and emailed to TWC/UI staff who then investigates and adjudicates issues in accordance with state law. UI staff participate in RESEA meetings, evaluation planning, and webinars.

Note: At a minimum, UI Staff are involved with the following activities: Participating in the planning, administration, and oversight of the RESEA program; Training -- Providing RESEA staff with 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 RESEA 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 claim 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 to 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 complete all required RESEA services. Claimants who are exempt from work search requirements for reasons allowed under the law are not included in the profiling process.

TWC updates the profiling and statistical model every two years. TWC is currently operating under the RREMr8 system, which was implemented in July 2021. The profiling and statistical model is scheduled to be updated in late 2023/early 2024.

18a. Proper Notification – Please attach a copy of the template notification letter

All states participating in the RESEA program must provide both assurance that, and description of how, individuals selected to participate in RESEA will receive proper notifications regarding the program's eligibility conditions, requirements, and benefits. Proper notifications must be in clear and simple language and include warnings to ensure selected individuals are fully aware of the consequences of noncompliance with the state's policies related to non-attendance and/or nonfulfillment of UI work search requirements. (Section 306(e)(1)(A)(i), Social Security Act (SSA)).

18a. Proper Notification – Please attach a copy of the template notification letter

All states participating in the RESEA program must provide both assurance that, and description of how, individuals selected to participate in RESEA will receive proper notifications regarding the program’s eligibility conditions, requirements, and benefits. Proper notifications must be in clear and simple language and include warnings to ensure selected individuals are fully aware of the consequences of noncompliance with the state’s policies related to non-attendance and/or nonfulfillment of UI work search requirements. (Section 306(e)(1)(A)(i), Social Security Act (SSA)).

TEXAS WORKFORCE COMMISSION

DATE

NAME
MAILING ADDRESS
CITY, TX ZZZZZ-ZZZZ

xxx-xx-1234

Dear NAME:

You are receiving this letter because you recently filed a claim for unemployment benefits. **To maintain eligibility for receiving unemployment benefits, you must be actively searching for work** and participate in all scheduled reemployment activities.

You have been scheduled to attend a mandatory reemployment orientation on the date and at the time and location designated below. This orientation offers you an opportunity to work directly with a reemployment specialist to help get back to work as quickly as possible.

You are scheduled to attend the following orientation:

Date: _____ **Address:** _____
Time: _____ **Special Instructions:** _____

For questions, call: _____

It is important to understand that **failure to attend this orientation or complete the reemployment activities shown below could result in a delay or denial of your unemployment benefits.** (See the *Unemployment Insurance Benefits Handbook*.)

You are required to participate in the following reemployment activities:

- Attend reemployment orientation, which introduces you to the services available at your local Workforce Solutions Office.
- Meet with Workforce Solutions Office staff to develop a reemployment plan and to assess your eligibility for continued unemployment benefits.
- Discuss your work history with Workforce Solutions Office staff, examine local labor market trends in your area, and discuss possible referrals to career services and/or training opportunities.

It may be necessary for you to return to the Workforce Solutions Office if all services are not completed on the day of orientation.

If you are currently working or are unable to attend the orientation on the date listed above, or if you need special accommodations, call your local Workforce Solutions Office using the contact information above. You also should update your WorkInTexas.com matching criteria and résumé before attending the mandatory orientation.

Keep this letter for your personal records.

**Law Reference: Section 207.021(a)(9) of the Texas Unemployment Compensation Act.
Texas Workforce Commission**

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 identified through the profiling process are included in the outreach pool in Texas' automated system. The participant's information is automatically populated into a notification letter that is sent to the participant and provides the required notice information. TWC UI policy staff assisted in drafting the notification letter to ensure that the proper notifications are included. The letter, which is provided in English and Spanish, contains the following key information:

- **The participant must attend the orientation and complete all RESEA services**
- **The participant must be actively searching for work**

- **Where and when to report for orientation**
- **Who to contact if the participant cannot attend orientation, has returned to work, or requires an accommodation**
- **The consequences for not attending orientation and completing all required RESEA services**

Texas plans to implement a new orientation letter focusing on engaging UI claimants and inviting them to complete the new virtual Statewide RESEA Orientation and inviting them to the Initial RESEA appointment. The notification is sent to claimants at least six calendar days before the date of the appointment.

19a. Reasonable Scheduling Accommodations

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).

Do you assure that reasonable scheduling accommodations are available to RESEA participants?

Yes No

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.

If a claimant contacts Workforce Solutions Office Staff to request that the RESEA orientation be rescheduled due to a conflict or issue, staff may reschedule a claimant up to two times. Texas previously expanded the use of virtual orientations and self-paced 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 failure to complete required activities, and information about 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.

20a. UI Feedback Loop and Adjudication.

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: *Unemployment Insurance and the Workforce Innovation and Opportunity Act*, an effective feedback loop: advises UI staff whether the claimant reported as directed and participated in the eligibility assessment and/or 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 RESEA services, a notification is sent to UI staff members who then contact the claimant to determine the reason for noncompliance. If the claimant is not able to establish good cause as determined by TWC, UI staff issues a determination that holds the claimant ineligible to receive UI benefits for the week of noncompliance. If 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 reassessment. 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 discovered during the provision of RESEA services must be reported to the local Workforce Unemployment Insurance (WFUI) coordinator for investigation through the use of the WF-42 form. To report a potential UI benefits eligibility issue, Workforce Solutions Office staff password-protects the completed form and submits it via encrypted email 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.

RESEA provides a process for offering hands-on reemployment services to UI claimants who are determined likely to exhaust their benefits before finding suitable employment. Reemployment services are designed to improve participants' job-seeking skills and marketability while fostering a speedy reconnection to the workforce. These services enable claimants to earn a sustainable wage, which in turn, reduces the duration of UI claims. Allowable reemployment services including 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, all designed to improve 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 such employment goals, and timelines to achieve each activity. Each IEP provides the claimant with information on accessing 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 informed as to how this information may be used to conduct or enhance their job search.

Referrals to and co-enrollment in other programs, in addition to Wagner-Peyser, provide claimants with greater access to services, including support services which aids in creating positive employment outcomes.

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 the claimant to determine whether the claimant is complying with all UI benefits eligibility requirements. This meeting must include a review of the claimant’s work search activities. The assessment must also include a referral to UI for adjudication if an issue or potential issue is identified. UI staff investigates and adjudicates any issues identified in accordance with state law. The provision of the eligibility assessment reduces the likelihood of improper payments as the claimant can ask questions, access 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 work or that there are restrictions that prevent their ability or availability to work. If an issue or restriction is identified, UI staff investigates and adjudicates the issue in accordance with state law. Such issues or restriction may not have been reported otherwise, either due to a claimant’s lack of knowledge of the requirements of the program or purposely failing to disclose such facts.

Potential UI eligibility issues discovered during the provision of RESEA services are reported to the local WFUI coordinator for investigation using the WF-42 form. A WF-42 form is also filled out for claimants who participate in some RESEA services but fail to complete all remaining required services.

TWC’s RESEA program is strengthened by the enforcement of the suspension of UI benefits for noncompliance with mandatory RESEA orientation and services. If a claimant fails to attend a scheduled RESEA orientation, their registration status is marked as a “No Show” in WIT within seven days of the scheduled orientation date. The updated status triggers a notification that is automatically sent to the UI system, which alerts UI staff to the claimant’s noncompliance. This can result in the claimant potentially losing their UI benefits for the week in which the claimant was scheduled to attend the RESEA orientation. If the claimant fails to attend a scheduled RESEA orientation three times (initial scheduled appointment and two opportunities for rescheduling appointments), the claimant’s eligibility for UI benefits will be suspended until the claimant completes all required RESEA 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. One of Texas' primary goals for RESEA is to connect UI claimants to reemployment services, including co-enrollment in the Workforce Innovation and 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 into the state’s labor exchange system, WIT as part of their UI claim registration. Registration is completed and the RESEA participant is enrolled in Wagner-Peyser during the initial RESEA one-on-one meeting with the participant’s case manager. Required services also include information about and referrals to other services available through Texas' Workforce Solutions Offices, and in most cases, participants are required to report to a Workforce Solutions Office for services, which furthers the goal of one-stop service centers and provides claimants with information on all workforce programs and services.

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 accessing services available through Texas’ Workforce Solutions Offices. The RESEA orientation provides an overview of workforce programs and services of which claimants may otherwise not be aware. Claimants, in most cases, are required to report to a Workforce Solutions Office for services, which facilitate access and entry to other workforce system partner programs.

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	High	The labor market effects of U.S. reemployment programs during the Great Recession.	10/2016

scheduling them to attend a mandatory RESEA Orientation)			
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)	02/2020
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)	02/2020

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 three studies listed above that can be found on the US Department of Labor's Clearinghouse for Labor Evaluation and Research (CLEAR) site. Each of the studies have led to a high-causal rating. Based on the findings from these studies, TWC has chosen to focus its RESEA program design on profiling and providing a 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 Program 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 consistent with interventions described in the Evaluation of Impacts of the Reemployment and Eligibility Assessment (REA) Program Final Report.

<p>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?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not Applicable (all interventions have a high or moderate causal rating)</p> <p>If “Not Applicable” please advance to 22g.</p>	
<p>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.</p> <ul style="list-style-type: none"> • 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. <p>N/A</p>	
<p>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).</p>	<p>\$ 2,092,302</p>
<p>22h. Insert a description of any evaluations of reemployment interventions and service delivery strategies conducted in the prior fiscal and any data collected on:</p> <ol style="list-style-type: none"> 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: Implementation and Process Evaluation: In July 2022, Texas entered into a contract with Texas A&M Public Policy Research Institute to conduct an Implementation and Process Evaluation of its RESEA Program. The project is ongoing and will provide foundational program information on each Board’s RESEA processes and service delivery. TWC has received the following deliverables from the IPE project Final Project Design and Draft Internal Innovations Report. Quasi-experimental Evaluation outcome study pre-COVID has commenced. Quasi-experimental Evaluation outcome study post-COVID and Random Control Trial outcomes study of RESEA service are in the planning stage. In addition, to evaluation activities TWC conduct monthly reviews of RESEA performance and expenditure activities by board area and will provide 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	\$ 739,704	3.5%
2.	Proving required services in the initial RESEA	High	\$ 9,621,612	46%

3.	Proving two or more subsequent meetings	High	\$ 2,530,920	12.1%
4.			\$	
5.			\$	
6.			\$	
7.			\$	
8.			\$	
9.			\$	
10.			\$	
11.	Totals		<u>\$ 12,892,236</u>	<u>61.6 %</u>