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DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
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OFFICIAL
Policy Issuance: 17-18

Date: September 7, 2017
To: Michigan Works! Agency (MWA) Directors
From: Wanda M. Stokes **SIGNED**
Director
Subject: Reemployment Services and Eligibility Assessment (RESEA) 2017 Program

Programs
Affected: RESEA Program

Rescissions: None

References: Unemployment Insurance (UI) Program Letter No. 17 issued
December 8, 2016

Background: On December 8, 2016, UI Program Letter No. 3-17 invited State Workforce Agencies to submit a proposal to continue funding the RESEA program that began in October 2015. This program has replaced the mandatory Profiling Program. UI submitted a proposal, developed by the UI and the Workforce Development, to the U.S. Department of Labor (USDOL) on January 10, 2017, to continue the operation of the RESEA program.

The MWAs will receive funding in the amount of \$1,121,573 to provide RESEA activities to UI claimants. The goal of this program is to provide customized services to claimants deemed most likely to exhaust their UI benefits. Early intervention with a proactive approach should result in returning the unemployed back to work sooner.

Policy: Only people referred from the UI may receive services through the RESEA program.

The UI will send the claimant a letter stating they must contact the MWA by the date posted on the letter to schedule a RESEA appointment. The MWA will schedule the RESEA appointment with the claimant within 21 days after the "Letter Sent Date."

A claimant is **allowed to reschedule** their first RESEA appointment, just **once**, within the 21 days from the “Letter Sent Date.”

If the MWA and the claimant agree they would benefit from a second RESEA appointment, then one should be scheduled within five (5) to ten (10) days from their first RESEA appointment.

A claimant is **allowed to reschedule** their second RESEA appointment, just **once**, within five (5) days from their second RESEA appointment.

A claimant may not be excused from participating in any RESEA activity or service.

The MWAs must document all services and activities in the One-Stop Management Information System (OSMIS) within 48 hours, including scheduling/rescheduling RESEA appointments, failure to attend, or completion of a RESEA.

Discovering that a claimant may be unable to work, unavailable to work, has refused any offers of work, or is not seeking work, must be reported in the OSMIS within 48 hours.

The MWAs must deliver all the RESEA activities listed below:

- Orientation to the MWA Services (First RESEA Only).
- Confirmation of active profile on Pure Michigan Talent Connect.
- Assessment of UI Eligibility performed in a confidential, personalized setting by Wagner-Peyser (WP) merit-based staff.
- Verification of the Monthly Record of Work Search Form (#1583).
- Development of an Individual Service Strategy.
- Review of specific Labor Market Information.
- Provision of at least two (2) hours of Reemployment Services.

The MWAs will be reimbursed for up to four (4) hours of staff time for each claimant that receives a RESEA. This four hour time period includes staff preparation, service delivery, reemployment services, and required data entry into the OSMIS.

The MWAs will be reimbursed for the second RESEA appointment. All RESEA activities must be addressed except for the Orientation to the MWA Services.

Process and Procedures:

The UI will generate a letter (UIA 6360) to each claimant that appears on a weekly list of RESEA participants. The letter will inform the claimant to contact one of the MWA Service Center locations to schedule his/her RESEA appointment.

Each week, the UI will generate a list of claimants that will be accessible in the OSMIS. The record will include the claimant's name, address, date of birth, and email address.

The email addresses provided will allow the MWAs to contact the claimants explaining the RESEA letter they have received from the UI. If an email is not provided, a letter may be sent to the claimant. This initial contact from the MWA will allow a personalized invitation and introduction to the RESEA program. Attachment A provides an example of an email and a letter that may be used to send the claimant.

A claimant has until the date listed in the letter (UIA 6360) to contact the MWA to schedule his/her RESEA; however, the MWA has 21 days to schedule the RESEA appointment from the "Letter Sent Date."

If the claimant does not contact the MWA or the claimant contacts the MWA after the date in his/her letter, the OSMIS will not create a RESEA activity and automatically sends the claimant's information back to UI with a result code of "No Contact." The weekly claimants' report will reflect the "No Contact" in the record status column. This will occur 24 days after the "Letter Sent Date." No MWA action is needed.

When a UI claimant contacts the MWA to schedule his/her RESEA, the MWA staff must determine the status of the customer's OSMIS registration. Choose which of the following apply to your customer and take the action indicated:

- **The claimant has an active WP registration.**
Match the claimant to an active WP registration by creating a "RESEA." After the RESEA activity has been created, the OSMIS will change the status of the claimant from "Pending Resolution" to "Resolved" on the "RESEA Weekly File" report. The RESEA may then be scheduled in the OSMIS.
- **The claimant has an existing WP registration, but it has been "Exited."**
Manually update the WP registration for the claimant. After the WP registration is updated, the MWA can go back to the "RESEA Weekly File" to find the claimant and schedule the RESEA. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."

- **The Claimant has no existing WP registration.**
In the rare case this occurs, the MWA will make a new registration over the phone. Once the claimant's WP registration is active, the MWA can go back to the "RESEA Weekly File" to find the claimant's name, and then continue to match the claimant to the active WP registration. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."

After the OSMIS registration is verified, the RESEA scheduling information needs to be completed (date, time, MWA location) for the RESEA. The appointment must be scheduled by the date that appears on the letter, and held within 21 days of the "Letter Sent Date."

In the event the claimant needs to reschedule his/her appointment, the MWA will enter the new date in the OSMIS, which still is required within the 21 days of the "Letter Sent Date." This occurs by choosing the claimant in the OSMIS under the "Schedule Participant Report," and selecting the "Scheduling" tab. The "Rescheduling Section" is just below the "Scheduling Section" in green. Each field in this section is mandatory.

Rescheduling may occur, if the claimant calls prior to their scheduled appointment.

A second RESEA appointment may be scheduled if the MWA and the claimant agree they benefit from this additional service. This second RESEA appointment must be scheduled the same day of the successfully completed first RESEA, and within five (5) to ten (10) days from the first RESEA appointment.

This second appointment must be entered in the OSMIS showing the date and time of the appointment.

If the claimant is a no show to his/her second RESEA appointment, an eligibility issue will be noted in the OSMIS.

If the claimant needs to reschedule their second RESEA appointment they may do so but within **five** days of the originally scheduled second RESEA. Rescheduling is completed in the tab labeled "Scheduling."

For data errors, please contact Ms. Barbara Emmons, Senior Departmental Analyst, by email at emmonsb@michigan.gov or by telephone at 517-241-2923.

Reporting Requirements

The OSMIS eligibility section consists of the RESEA activities identified earlier in this policy. Each activity offers a "Yes/No" indicator, which allows the MWA to document whether the claimant has completed each activity.

The outcome section allows documentation of the overall completion status of the activity. A "Yes" in each of the component fields must appear for this status to occur.

The three available values are:

- Completed all requirements.
- Attended but failed to complete.
- No show.

A date of completion is also required in this section.

The Reemployment Services outcome section allows the MWA to document the reemployment services. The three fields available in the Reemployment Services section are:

- The scheduled date of the reemployment service.
- The outcome of the service – completed all requirements, attended but failed to complete, or no show.
- The outcome date of the reemployment service.

Document reemployment services in the WP section in the OSMIS.

All reporting, minus the outcome of the reemployment service, must be entered in the OSMIS within 48 hours of the service or outcome. When the reemployment service is completed, or there is an indication a claimant is unable, unavailable, or has refused any job offers of suitable work, report this into the OSMIS.

During the first RESEA appointment the following activities must occur:

- **Orientation to MWA Services** (First RESEA Only).
- **UI Eligibility Assessment.**

This component must be delivered by WP merit-based staff in a one-on-one setting. The claimant is asked a set of questions to evaluate his/her eligibility for an UI benefits review. Answering “No” to any questions one (1) thru three (3) or “Yes” to any questions four (4) thru six (6) indicates an eligibility issue and must be reported to the UI in determinations; this is the responsibility of the UIA.

- **Confirmation of an Active Profile on the PMTC**
- **Verification of the Monthly Work Search (Form #1583)**
Letter #6360 states the claimant must bring Form #1583 to the RESEA appointment for review; however, the on-line submission of this form is also acceptable for review.

- **Development of an ISS.**
Creation of an ISS must be completed in a one-on-one setting.
- **Discussion of LMI.**
- **Provide two (2) hours of appropriate reemployment services.**
These services may be provided the same day or within 30 days of the RESEA appointment.

A second RESEA appointment may be scheduled if the MWA and the claimant agree they would benefit from additional services. Scheduling of the second RESEA appointment must be done the same day of the successfully completed first RESEA, and within five (5) to ten (10) days of the first RESEA.

All RESEA activities are required for the second RESEA appointment except for the "Orientation of the MWA Services."

MWAs will submit one RESEA success story each quarter for USDOL reporting purposes. Submit these stories to Teresa Keyton at keyton@michigan.gov

Allocations and Funding

The MWAs, as a whole, are scheduled to serve 6983 claimants by December 31, 2017. First scheduled RESEAs will be reimbursed for costs incurred up to \$144.28 each. Second scheduled RESEAs will be reimbursed for cost incurred up to \$80 each. "No Shows" to scheduled appointments will be reimbursed for \$15.

Built into this reimbursement amount is funding for administrative costs, planning, preparation and provision of the RESEA activity, reemployment services and completion of the required reporting.

Funding for this project will be dispersed through a grant allocation that is based on a formula that predicts the number of UI claimants that will receive RESEA services. The allocation amounts were calculated as follows:

Number of 1 st RESEAs	=	6983
4 hours x \$36.07/hour	=	\$144.28 per 1 st RESEA
Number of 2 nd RESEAs	=	1424
2 hours x \$40.00/hour	=	\$80.00 per 2 nd RESEA
"No Shows"	=	\$15 per RESEA

Unexpended funding will be subject to de-obligation.

Action: The MWAs should provide a brief narrative on their program flow and contact information for the person responsible for overseeing the RESEA 2017 program in their area. The narrative should be accompanied by a completed Budget Information Summary (BIS) using the allocations listed in Attachment C and an Approval Request form with appropriate signatures. These documents must be

submitted electronically to Teresa Keyton at keytont@michigan.gov within 30 days of the issuance of this policy.

Inquiries: Questions regarding this policy should be directed to your Adult Services state coordinator.

In accordance with the American with Disabilities Act, the information contained in this policy will be made available in an alternative format (large type, audiotape, etc.) upon request to Ms. Teresa Keyton at keytont@michigan.gov or via phone at 517-335-7418.

Expiration

Date: December 31, 2017

WMS:BE:tk
Attachment(s)

Reemployment Services and Eligibility Assessment 2017 Program
Budget Information Summary (BIS) Instructions

Section I – Identification Information

Michigan Works! Agency (MWA) Name: Enter the name of the MWA

Policy Issuance: Enter the Policy Issuance number applicable to the BIS. “17-18 has been entered for you.

Grant Name: Enter the name of the grant associated with the funding being awarded. “Calendar Year (CY) 17” Unemployment Insurance Administration” has been pre-printed.

Project Name: Enter the name of the project associated with the funding being award. “RESEA 2017” has been pre-printed

Plan Period: Enter the start and end dates of the plan period. “01-01-17 to 12-31-17” has been pre-printed.

Catalog of Federal Domestic Assistance (CFDA) Number: Enter the CFDA number associated with this grant. “17.225” has been pre-printed.

Section II – Total Funds Available

Beginning Allocation: Enter the amount allocation.

Total: The total of the allocation awarded. The Excel spreadsheet will automatically calculate.

Section III – Current Year (CY) Planned Expenditures by Cost Category

Program: Enter the amount of funding to support programmatic costs.

Grand Total Programmatic Expenditures: Enter the grand total of allocation award. The Program Operations BIS form, titled “17-18 RESEA 2017 BIS.xls” is attached to this draft policy email.

**CY17 REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)
PLAN APPROVAL REQUEST FORM**

General Instructions

1. Michigan Works! Agency (MWA): Enter Name of the MWA.
2. Plan Title: Enter the title for the plan being submitted. "Reemployment Services and Eligibility Assessment (RESEA) Program 2017" has been pre-printed.
3. Policy Issuance Number: Enter the appropriate policy issuance number. "17-18" has been pre-printed.
4. Plan Period: Identify the time period covered by the plan. "01-01-2017 to 12-31-2017" has been pre-printed.
5. Grant Name: Enter the Grant Name "CY17 Unemployment Insurance Administration" has been pre-printed.
6. Project Name: Enter the Project Name. "RESEA 2017" has been pre-printed.

**CY17 Reemployment Services and Eligibility Assessment Program Plan
Approval Request Form**

1. Michigan Works! Agency (MWA) Name and Number:
2. Plan Title(s): Reemployment Services and Eligibility Assessment (RESEA) Program 2017
3. Policy Issuance Number: 17-18
4. Plan Period: 01-01-17 through 12-31-17
5. Grant Name: CY17 Unemployment Insurance Administration
6. Project Name: RESEA 2017

The Chief Elected Official(s) and Workforce Development Board hereby request approval of this document. Please insert the printed name for each signature provided below.

Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Authorized Chief Elected Official	Date:
Printed Name:	
Signature of Workforce Development Board Chairperson	Date:
Printed Name:	

Email and Letter Correspondence Examples

Email Correspondence

Hi! My name is Jane and I work at _____ Michigan Works!

You may have received a letter from Unemployment Insurance asking you to schedule a Reemployment and Eligibility Assessment by a given date.

This is a mandatory assessment, but the staff at Michigan Works! want to help. I am here to personally assist you in scheduling this appointment. Please call me at XXX-XXX-XXXX when you have a moment.

I can schedule your appointment at a convenient time for you and answer any questions you may have about this program.

Thank you and I am looking forward to hearing from you.

Jane Jones, RESEA Coordinator

Letter Correspondence

Dear [Claimant Name],

My name is Jane and I work at _____ Michigan Works!

You may have received a letter from Unemployment Insurance asking you to schedule a Reemployment and Eligibility Assessment (RESEA) by a given date.

This is a mandatory assessment, but the staff at Michigan Works! want to help. This RESEA appointment will cover:

- An overview of the services available at Michigan Works!
- A review of local job market conditions.
- Guidance on registration with Pure Michigan Talent Connect.
- Development of an individual reemployment service strategy.
- Referral to specific reemployment services.

We want your job search to be successful, and we have many ways to help. Please call me at XXX-XXX-XXXX so we may schedule your appointment at a convenient time for you. I will be happy to answer any questions you may have about this program.

In order to be prepared for this appointment, please bring the following with you:

- Your government issued photo identification.
- A copy of your most recently completed form UIA 1583.
- A record of your job search over the past four weeks.

We look forward to meeting you and working with you!

Sincerely,

(RESEA Coordinator's Signature)

Jane Jones, RESEA Coordinator

Unemployment Insurance (UI) Eligibility Review Guide

Answering “No” to any question 1 thru 3 and/or “YES” to any question 4 thru 6 indicates a possible eligibility issue. Any eligibility issue(s) must be immediately reported to the UI in the One-Stop Management Information System. Michigan Works! does not make any determinations; that is the responsibility of the UIA.

Questions	YES	NO
1. Are you able to work?		
2. Are you available to work?		
3. Are you currently seeking work?		
4. Have you refused any job offers?		
5. Did you begin attending school or a training program?		
6. Did you begin receiving a pension?		

All UI claimants must be able, available, seeking work, and not refusing any offers of suitable work.

Any of the following may indicate a potential eligibility issue:

- Ability.
- Availability: child care, out-of-town, school, transportation, jail/incarceration, generic/other reason.
- Officially Not Unemployed – leave of absence, working full-time.
- Declined Work.
- Failed to Apply for Work.
- Refused an Interview.
- Neglected to Seek Work.
- Failed to Report.

Reemployment Services and Eligibility Assessment 2017
CY 2017 Allocation Table

MWAs	Allocations
Berrien-Cass-Van Buren	\$51,070
Capital Area	\$6,113
DESC	\$177,858
Great Lakes Bay	\$50,479
GST Michigan Works!	\$118,704
Macomb/St. Clair	\$148,873
Northeast	\$89,521
Northwest	\$26,620
Oakland	\$80,845
Region 7B	\$43,183
SE Michigan Consortium	\$31,943
SEMCA	\$155,182
Southwest	\$27,803
UPWARD Talent Council	\$42,986
West Central	\$17,944
West Michigan	\$52,449
TOTAL	\$1,121,573