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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

SUSAN CORBIN
ACTING DIRECTOR

OFFICIAL
Policy Issuance (PI): 21-15

Date: June 24, 2021

To: Michigan Works! Agency (MWA) Directors

From: Krista Johnson, Division Administrator **SIGNED**
Talent Development Division
Workforce Development

Subject: Calendar Year 2021 Reemployment Services and Eligibility Assessment (RESEA) Program

Programs Affected: RESEA Program

Rescissions: None

References: Training and Employment Guidance Letter (TEGL) 9-20, issued December 17, 2020

TEGL 12-20, issued January 19, 2021

PI 18-27, Change 2, issued May 20, 2021

Background: Unemployment Insurance (UI) is a required partner in the comprehensive, integrated workforce system. Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive UI benefits if they meet initial and continuing eligibility requirements. Since 2005, the United States Department of Labor (USDOL) and participating state UI agencies have been addressing the individual reemployment needs of UI claimants to prevent and detect improper UI payments and reduce benefit duration.

In Fiscal Year 2018, amendments to the Social Security Act permanently authorized the RESEA program and implemented several significant changes including formula-based funding and a series of requirements intended to increase the use and availability of evidence-based reemployment interventions and strategies. UI submitted a proposal, developed by UI and the Michigan Department of Labor and Economic Opportunity, Workforce Development (LEO-WD), to the USDOL to continue the RESEA program.

LEO is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
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Policy:

The MWAs will receive funding in the amount of \$3,608,914 to provide RESEA activities to UI claimants. The four goals of this program are:

- To improve employment outcomes of individuals who receive unemployment compensation and reduce benefit duration through employment.
- To strengthen program integrity and reduce improper payments of unemployment compensation.
- To promote alignment with the broader vision of the Workforce Innovation and Opportunity Act.
- To establish RESEA as an entry point to other workforce system partner programs.

Early intervention with a proactive approach should result in returning the unemployed back to work sooner. Only claimants referred from UI may receive services through the RESEA program.

MWAs can serve RESEA claimants that are outside of their MWA region. MWAs have access, in the One-Stop Management Information System (OSMIS), to locate claimants not assigned to their MWA to schedule the appointment. In this event, the MWA providing services must contact the MWA listed on the claimant's letter to inform them of the RESEA services they offered to that claimant. The MWA providing the services will be reimbursed for that claimant's RESEA service. All data entry requirements are the responsibility of the MWA that provides the RESEA services, along with case notes that document the out-of-region RESEA service.

UI will send the claimant a letter stating they must contact the MWA to schedule a mandated RESEA appointment by a given date.

All RESEA scheduling and activities will be documented in the OSMIS within 48 hours, including if it is discovered that a claimant may be unable to work, unavailable to work, has refused any offers of work, or is not seeking work.

Process and Procedures

UI will generate a letter (UI 6360) to each claimant informing them to contact one of the MWA Service Center locations to schedule their RESEA appointment.

Each week, 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. Each MWA will receive a consistent number of RESEA claimants each week indicating first and subsequent RESEAs.

The email addresses provided will allow the MWAs to contact the claimants to explain the RESEA letter they have received from 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 to the claimant.

A claimant has until the date listed in the letter (UI 6360) to contact the MWA to schedule their RESEA; however, the MWA has 14 business days to schedule the RESEA appointment from the "Letter Sent Date." RESEA appointments may continue to be completed virtually.

If the claimant does not contact the MWA or the claimant contacts the MWA after the date in their letter, the OSMIS will not create a RESEA activity and automatically send a result code of "No Contact" to UI. No MWA action is needed. The weekly claimants' report will reflect the "No Contact" in the record status column. This will occur 18 business days after the "Letter Sent Date."

If the claimant contacts the MWA after their posted deadline, **DO NOT** refer the claimant back to UI. UI will send a fact-finding form to the claimant requesting details on why they missed their deadline.

When a UI claimant contacts the MWA to schedule their RESEA appointment, the MWA staff must determine the status of the customer's OSMIS registration. The MWA staff must choose which of the following apply to the claimant and take the action indicated:

- **The claimant has an active W-P registration.**
Match the claimant to an active Wagner-Peyser (W-P) 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 W-P registration, but it has been "Exited."**
Manually update the W-P registration for the claimant. After the W-P registration is updated, the MWA can go back to the "RESEA Weekly File" to find the claimant and schedule the RESEA appointment. This changes the status of the claimant on the "RESEA Weekly File" from "Pending Resolution" to "Resolved."
- **The claimant has no existing W-P registration.**
In the rare case this occurs, the MWA will make a new registration over the phone. Once the claimant's W-P 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 W-P 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 appointment. The appointment must be scheduled by the date that appears on the letter and held within 15 business days of the "Letter Sent Date."

In the event the claimant needs to reschedule their appointment, the MWA will enter the new date in the OSMIS, which is still required to be within the 15 business 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.

Mandated Subsequent (2nd) RESEA

Mandated subsequent RESEA appointments will be scheduled for half of the individuals who attend an initial RESEA appointment and are still receiving unemployment benefits five (5) weeks after their initial RESEA appointment. This is part of the WD/UI evaluation in accordance with DOL requirements. This evaluation and the mandate of subsequent RESEAs is projected to begin June 25, 2021.

Scheduling a subsequent RESEA will follow the same process as the initial RESEA. The MWAs will receive a weekly list of claimants who need to schedule a mandated subsequent RESEA.

The MWA and the claimant may discuss the benefits of returning for a voluntary subsequent RESEA appointment. This voluntary appointment may be scheduled within 45 business days of the initial completed RESEA.

The voluntary subsequent appointment must be entered in the OSMIS showing the date and time of the appointment.

If the claimant is a “no show” to their voluntary subsequent RESEA appointment, this must be noted in OSMIS. Judication will **not** result in a “no show” to the voluntary subsequent RESEA appointment.

If the claimant needs to reschedule their voluntary subsequent RESEA appointment, they may do so within the 45 business days of the originally scheduled subsequent RESEA.

For OSMIS data errors and issues, please contact the Data and Performance Reporting team at LEO-mis@michigan.gov.

Reporting Requirements

The OSMIS eligibility section consists of the RESEA activities identified 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 outcome 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 the reemployment services in the W-P section in the OSMIS.

“Attended but failed to complete” or a “no show” to a reemployment service is **NOT** an eligibility issue and should not be reported in the eligibility section in the OSMIS.

All reporting, with the exception of 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 in the OSMIS.

During the first RESEA appointment, the following activities must occur:

- **Orientation to MWA Services.**
- **UI Eligibility Assessment.**
The claimant is asked a set of questions to evaluate their eligibility for a benefits review (Attachment B). Answering “No” to any questions one (1) through three (3) or “Yes” to any questions four (4) through six (6) indicates an eligibility issue and must be reported to the UI.
- **Confirmation of an Active Profile on the Pure Michigan Talent Connect.**
- **Discussion of the Monthly Work Search.**

Discuss with the claimant their work search activities. Work search activities include applying for jobs in person or online, attending job fairs, creating a profile or resume on a professional networking site, and/or participating in online job search workshops or seminars. Work search activities must be submitted on the claimant’s Michigan Web Account Manager (MiWAM) account when they certify for benefits.

- **Development of an Individual Employment Plan (IEP).**

Creation of an IEP that includes work search activities, accessing services provided through the MWA, using self-service tools, and/or approved training to which the claimant agrees.

- [My Reemployment Plan](#) is a useful tool to use with the claimant as the IEP is being developed.

- **Discussion of Labor Market Information.**

The provision of labor market and career information that addresses the claimant's specific needs.

- **Referral to Appropriate Reemployment Services.**

These services may be provided the same day or within 20 business days of the RESEA appointment.

During the mandated and voluntary subsequent RESEA appointment, the following activities must occur:

- UI Eligibility Assessment.
- Discussion of the Monthly Work Search.
- Review of the IEP.
 - Continue the use of the My Reemployment Plan for any revisions to the IEP.

Case noting RESEA activities is highly recommended in order to track participants' involvement in the program.

The MWAs will submit one RESEA success story each quarter for the USDOL reporting purposes by using guidance provided in PI 18-27, Change 2, issued on May 20, 2021, and all subsequent changes. The stories shall be sent to WD at LEO-TSDIV@michigan.gov. Please copy your assigned state coordinator on your email submission as well.

Performance Measures

The RESEA program participants are subject to the following performance measures and will be tracked in the OSMIS.

- Reemployment rate in the 2nd Quarter after program exit quarter.
- Median earnings in the 2nd quarter after program exit quarter.
- Reemployment rate for all UI Eligible participants in the 2nd quarter after program exit quarter.

The first two measures above are designed to focus on RESEA program performance, given that the RESEA program is now permanently authorized within the context of the broader workforce development system. The third

measure will evaluate the reemployment rate for all UI eligible participants receiving reemployment services.

Allocations and Funding

MWAs are scheduled to serve 21,476 claimants with this funding. First scheduled RESEAs will be reimbursed for costs incurred up to \$200 each. Subsequent scheduled RESEAs will be reimbursed for costs incurred up to \$150 each. “No Shows” to scheduled appointments will be reimbursed for \$25 each. 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 =	21,476
2 hours x \$100.00/hour =	\$200.00 per 1 st RESEA
Number of Subsequent RESEAs =	5,369
1 hour x \$150.00/hour =	\$150.00 per Subsequent RESEA
“No Shows” =	\$25.00 per RESEA

Unexpended funding may be recaptured and reallocated to other MWAs.

Action: The MWAs will complete a Budget Information Summary using the allocations listed in Attachment C and an Approval Request form with appropriate signatures.

These documents must be submitted electronically to the WD at LEO-TSDIV@michigan.gov within 30 calendar days of the issuance of this policy.

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

This policy is available for downloading from the [WD's website](#).

WD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Please contact Ms. Paula Hengesbach by telephone at 989-388-3272 or by email at HengesbachP@michigan.gov for details.

WD is funded by state and federal funds; more details are available on the Legal Disclaimer page at www.michigan.gov/workforce.

Expiration

Date: September 30, 2022

KJ:BE:ph
Attachments

**Budget Information Summary (BIS) Instructions
Reemployment Services and Eligibility Assessment (RESEA)**

Section I – Identification Information

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

Policy Issuance Number: Enter the Policy Issuance number applicable to the BIS.
“21-15” has been pre-printed.

Grant Name: Enter the name of the grant associated with the funding being awarded. “CY21
Unemployment Insurance” has been pre-printed.

Project Name: Enter the name of the project associated with the funding being awarded.
“RESEA 2021” has been pre-printed.

Plan Period: Enter the start and end dates of the plan period. “01/01/2021 - 09/30/2022” 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 of the initial allocation.

Additional Allocation: Enter the amount of any additional funds allocated.

Total Funds Available: The total allocation awarded. The Excel spreadsheet will automatically
calculate this field.

Section III – Planned Expenditures by Cost Category

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

Total Programmatic Expenditures: The Excel spreadsheet will automatically calculate this field.

The BIS, titled “21-15 RESEA BIS.xls”, is attached to this policy email.

Approval Request Form

1. Michigan Works! Agency (MWA) Name and Number: Enter the name and assigned number of the MWA.
2. Plan Title(s): Enter the title for the plan being submitted. *"2021 Reemployment Services and Eligibility Assessment (RESEA) Program"* has been pre-printed.
3. Policy Issuance (PI) Number: Enter the appropriate policy issuance number. *"21-15"* has been pre-printed.
4. Plan Period: Identify the time period covered by the plan. *"01/01/2021 - 09/30/2022"* has been pre-printed.
5. Grant Name: Enter the Grant Name. *"CY21 Unemployment Insurance Administration"* has been pre-printed.
6. Project Name: Enter the Project Name. *"RESEA 2021"* has been pre-printed.

The required signatories are designated in accordance with PI 21-02, issued January 5, 2021. Signatures are required from the Workforce Development Board Chair and the Chief Elected Official(s), or their authorized designee(s).

Note: Approval Request Forms are only required for initial grant allocations. Subsequent allocations for the same grant or deobligations of funds will not require another signed form.

Approval Request Form

1. Michigan Works! Agency (MWA) Name and Number:

2. Plan Title(s): 2021 Reemployment Services and Eligibility Assessment (RESEA) Program

3. Policy Issuance Number: 21-15

4. Plan Period: 01/01/2021 - 09/30/2022

5. Grant Name: CY21 Unemployment Insurance Administration

6. Project Name: RESEA 2021

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 Services 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 Services 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 employment plan.
- 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 can 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 UI 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 one (1) through three (3) and/or “YES” to any question four (4) through six (6) indicates a possible eligibility issue. Any eligibility issue(s) must be immediately reported to UI in the One-Stop Management Information System. Michigan Works! does not make any determinations. Determinations are the responsibility of the Unemployment Insurance Agency.

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: childcare, 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 (RESEA) 2021
Calendar Year 2021 Allocation Table

<i>Michigan Works! Agencies (MWAs)</i>	<i>Allocations</i>	<i>Weekly Referrals</i>
Berrien-Cass-Van Buren	\$74,433	18
Capital Area	\$156,953	40
DESC	\$445,913	88
Great Lakes Bay	\$159,837	34
GST Michigan Works!	\$258,285	54
Macomb/St. Clair	\$359,090	80
Northeast	\$66,207	16
Northwest	\$133,024	28
Oakland	\$350,437	74
Region 7B	\$162,437	54
Southeast	\$228,622	48
SEMCA	\$446,601	96
Southwest	\$169,124	42
Upper Peninsula	\$130,563	28
West Central	\$72,401	16
West Michigan	\$394,987	84
TOTAL	\$3,608,914	800

Allocations are based on number of RESEA referrals and scheduled appointments from 2020, the MWA's capacity to serve RESEA claimants, and the unemployment rate and labor force population for each region and using a weighted average.