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DEPARTMENT OF TALENT AND ECONOMIC DEVELOPMENT
TALENT INVESTMENT AGENCY
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OFFICIAL
Policy Issuance: 18-26

Date: July 20, 2018

To: Michigan Works! Agency (MWA) Directors

From: Joe Billig, Division Administrator **SIGNED**
Targeted Services Division
Workforce Development Agency

Subject: Calendar Year 2018 Reemployment Services and Eligibility Assessment (RESEA) Program

Programs Affected: RESEA Program

Rescissions: None

References: Unemployment Insurance Program Letter (UIPL) 8-18, issued July 16, 2018
UIPL 3-17, Change 1, issued September 22, 2017
UIPL 3-17, issued December 8, 2016
UIPL 7-16, issued January 7, 2016

Background: The Unemployment Insurance Agency (UIA) 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 unemployment insurance (UI) benefits if they meet initial and continuing eligibility requirements. Since 2005, the United States Department of Labor (USDOL) and participating state UIAs have been addressing individual reemployment needs of the UI claimants to prevent and detect UI improper payments. This program has replaced the Mandatory Profiling program. The UIA submitted a proposal, developed by the UIA and the Michigan Talent Investment Agency/Workforce Development Agency, to the USDOL to continue the RESEA program.

Policy: The MWAs will receive an initial allocation in the amount of \$901,581 to provide RESEA activities to UI claimants. The goal of this program is to provide customized services to the 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. Only claimants referred from the UIA may receive services through the RESEA program.

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

The UIA 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 the claimant would benefit from a second RESEA appointment, then one should be scheduled within five (5) to ten (10) days from their first RESEA appointment. It is highly recommended that a second RESEA be scheduled with the claimant.

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 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 of the RESEA activities listed below:

- Orientation to the MWA services (first RESEA only).
- Confirmation of active profile on Pure Michigan Talent Connect (PMTTC).
- The UI eligibility assessment and referral to adjudication, as appropriate, if an issue or potential issue(s) are identified. The assessment must be 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 (ISS) that includes work search activities, accessing services provided through the MWA, or using self-service tools, and/or approved training to which the claimant acknowledges agreement.
- Provision of labor market and career information that addresses the claimant's specific needs.
- Provision of at least two (2) hours of career and reemployment services, such as:
 - Referrals and coordination with other workforce activities, including the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program.
 - Labor exchange, including information about in-demand industries and occupations and/or job search assistance.
 - Information about the availability of supportive services.
 - Information and assistance with financial aid resources outside of those provided by the WIOA.
 - Financial literacy services.
 - Career readiness activities, including assistance with resume writing and/or interviewing.

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 also be reimbursed for the second RESEA appointment. All RESEA activities must be delivered except for the Orientation to the MWA Services.

Process and Procedures

The UIA 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 their RESEA appointment.

Each week, the UIA 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.

The email addresses provided will allow the MWAs to contact the claimants to explain the RESEA letter they have received from the UIA. 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 (UIA 6360) to contact the MWA to schedule their 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 their letter, the OSMIS will not create a RESEA activity and automatically sends the claimant's information back to the UIA 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 their RESEA appointment, 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 appointment. 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 appointment. 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 their appointment, the MWA will enter the new date in the OSMIS, which still is required to be 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 the claimant would 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. It is highly recommended that a second RESEA appointment be scheduled with the claimant.

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

If the claimant is a "no show" to their 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. Please copy your assigned Adult Services state coordinator on your email transmission as well.

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 WP 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, 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 in 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 their eligibility for a UI benefits review (Attachment B). 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 UIA 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 Michigan Web Account Manager (MiWAM) 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 the Labor Market Information.**

- **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 the claimant 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 appointment.

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

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. The stories should be sent to the Targeted Services Division at TED-TSDIV@michigan.gov. Please copy your assigned Adult Services state coordinator on your email submission as well.

Allocations and Funding

The MWAs, as a whole, are scheduled to serve 10,486 claimants by December 31, 2018. First scheduled RESEAs will be reimbursed for costs incurred up to \$154.58 each. Second scheduled RESEAs will be reimbursed for costs incurred up to \$80 each. “No Shows” to scheduled appointments will be reimbursed for \$15 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 =	10,486
4 hours x \$38.65/hour =	\$154.58 per 1 st RESEA
Number of 2 nd RESEAs =	2,352
2 hours x \$40.00/hour =	\$80.00 per 2 nd RESEA
“No Shows” =	\$15 per RESEA

Unexpended funding may be recaptured and reallocated to other MWAs.

Action: The MWAs should provide a brief narrative on their program flow and contact information for the person responsible for overseeing the RESEA program in their area. The narrative should be accompanied by a completed 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 Talent Investment Agency/Targeted Services Division at TED-TSDIV@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. Pam Vance at vancep1@michigan.gov or via phone at 517-373-6234.

Expiration

Date: December 31, 2018

JB:BE:pv
Attachments

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

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. “18-26” has been entered for you.

Grant Name: Enter the name of the grant associated with the funding being awarded. “CY18 Unemployment Insurance” has been pre-printed.

Project Name: Enter the name of the project associated with the funding being awarded. “RESEA 2018” has been pre-printed.

Plan Period: Enter the start and end dates of the plan period. “01-01-2018 to 12-31-2018” 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 “18-26 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. “2018 Reemployment Services and Eligibility Assessment (RESEA) Program” has been pre-printed.
3. Policy Issuance Number: Enter the appropriate policy issuance number. “18-26” has been pre-printed.
4. Plan Period: Identify the time period covered by the plan. “01-01-2018 to 12-31-2018” has been pre-printed.
5. Grant Name: Enter the Grant Name. “CY18 Unemployment Insurance Administration” has been pre-printed.
6. Project Name: Enter the Project Name. “RESEA 2018” has been pre-printed.

The required signatories are designated in accordance with PI 18-17, issued May 17, 2018. 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): 2018 Reemployment Services and Eligibility Assessment (RESEA) Program
3. Policy Issuance Number: 18-26
4. Plan Period: 01-01-18 through 12-31-18
5. Grant Name: CY18 Unemployment Insurance Administration
6. Project Name: RESEA 2018

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 the Unemployment Insurance Agency 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 the Unemployment Insurance Agency 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 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 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 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 one (1) thru three (3) and/or “YES” to any question four (4) thru six (6) indicates a possible eligibility issue. Any eligibility issue(s) must be immediately reported to the Unemployment Insurance Agency (UIA) 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 (RESEA) 2018
Calendar Year 2018 Allocation Table

<i>Michigan Works! Agencies (MWAs)</i>	<i>Allocations</i>	<i>Weekly Referrals</i>
Berrien-Cass-Van Buren	\$22,774	9
Capital Area	\$36,501	19
DESC	\$96,771	45
Great Lakes Bay	\$45,453	20
GST Michigan Works!	\$74,686	33
Macomb/St. Clair	\$100,721	43
Northeast	\$18,577	7
Northwest	\$33,845	15
Oakland	\$88,710	39
Region 7B	\$16,239	6
SE Michigan Consortium	\$58,270	26
SEMCA	\$111,643	51
Southwest	\$39,176	21
UPWARD Talent Council	\$31,376	13
West Central	\$19,342	9
West Michigan	\$107,497	50
TOTAL	\$901,581	406

Allocations based on number of RESEA referrals from 2017, the MWAs capacity to serve RESEA claimants, and a weighted average.