

**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: 1117 Trinity St, Austin, TX 78701
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: Suzette Robinson Telephone: (737) 279-3229 E-mail: suzette.robinson@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>\$ 25,266,504</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>Texas Workforce Commission (TWC) Administration and Oversight: \$4,658,314</p> <ul style="list-style-type: none"> • Personnel: \$2,780,330 • Fringe Benefits: \$1,015,705 • Travel: \$230,000 • Supplies: \$80,000 • Indirect Costs: \$452,279 • Information Technology (IT) Enhancements: \$ 100,000 <p>Program Costs: \$ 20,178,533</p> <ul style="list-style-type: none"> • RESEA Statewide Training: \$75,000 • Local Area Service Delivery: \$13,632,780 • Board Administration Costs: \$1,514,753 <p>This amount is (10%) of the contractual total to be dedicated for Board Level Administration</p> <ul style="list-style-type: none"> • Subsequent Meetings Pilot Year Three Phase I: \$ 2,916,000 • Subsequent Meetings Pilot Year Two Phase II: \$ 2,040,000 <p>Evaluation Costs: \$429,657</p> <p>The project goals for this year are:</p> <p>Achieving a Statewide Initial RESEA Completion Rate of 77%</p> <p>Modifying the RESEA Individual Reemployment Plan</p> <ul style="list-style-type: none"> • Include mandatory objectives that are actionable work search activities • Additional referrals to UI for noncompliance with expanded reemployment activities <p>Requiring all UI claimants to complete reemployment activities</p> <p>Further integrating RESEA with Workforce Innovation and Opportunity Act On the Job Training (WIOA OJT) opportunities to</p>	

reduce UI duration
Achieving a statewide RESEA Employment Rate of 70%
Expanding Subsequent meetings to all Boards
Implementing Version 9 of the RESEA profile model
Establishing Commission Rules to require more claimants to participate in reemployment services
Staffing up to provide more reemployment services to claimants and support to the Boards.
The state plan includes an expansion to the RESEA operations team that provides advanced technical assistance and training to Boards, conducts touchpoints with RESEA customers to ensure program compliance for claimants and Boards and assists with ensuring adherence to evaluation protocols. The addition of two leads and one coordinator will increase the size of TWC's RESEA operation support team for the Boards to three leads and eleven coordinators.
Submitting Implementation and Process Evaluation (IPE) and first Quasi-Experimental Design (QED) study to CLEAR
Continuing to build evidence
Texas A& M Public Policy Research Institute (TAMU PPRI)
Deliverables:
Implementation and Process Evaluation
▫ Study Design- complete
▫ Internal Innovations Report -complete
▫ External Multi-state Review-complete
▫ Recommendation for Future Studies and Lessons Learned - complete
▫ Final Comprehensive Qualitative Findings – late summer 2025
QED Initial RESEA Meeting
▫ TAMU PPRI
▫ Collecting Data
▫ Target Completion November 2025
QED Impact of Phase I Subsequent Meetings (2024/25)
▫ TAMU PPRI
▫ 12 LWDA
▫ Developing Design
▫ Target Completion February 2026
RCT Impact of Phase II Subsequent Meetings (2025/27)
▫ TAMU PPRI
▫ Collecting Data
▫ Evaluating Big Interview Software
▫ Target Completion Summer 2027

<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 2023_ \$ 6,187,917 Projected Obligation date:9/20/2025</p> <p>Projected Expenditure date: 12/31/2025</p> <p>FY 2024_ \$ 16,574,632 Projected Obligation date:9/30/2026</p> <p>Projected Expenditure date:12/31/2026</p>	<p>TOTAL Dollar Amount \$22,762,549_____</p>
<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.</p> <p>FY2023 Carryover balance is due to lower than expected Likely-To-Exhaust (LTE) profile pool and the delayed implementation of Subsequent Pilot Phase I</p> <p>FY 2024 Carryover balance is due to lower than expected LTE profile pool, the delayed implementation of Subsequent Pilot Phase II and the delay in rolling out the following innovation projects: Reemployment Exchange (REX), Big Interview, reemployment how-to videos and statewide appointment management software</p> <p>TOTAL BUDGET For Projects To be completed with Prior Year Grants - \$15,262,408</p> <ul style="list-style-type: none"> • REX Work Search Integrity Module: \$850,000 		

REX is a module that will be added to Work in Texas that will increase claimant accountability to perform quality work search actions and allow the State of Texas to conduct research on which types of work search activities improve outcomes. It will allow TWC to set thresholds that if not met will automatically send notifications to UI of potential eligibility issues. The system can be customized to track and automatically create cases for other reemployment activities that a claimant fails to complete

- **Big Interview Module: \$600,000**

TWC introduce Big Interview on a limited bases as a part of the Subsequent Meetings Pilot Phase II rollout. Bid Interview is offered as a reemployment service to RESEA customers and requires the completion of two assignments that use artificial intelligence (AI) to assist customers to develop better resume and prepare for industry specific job interviews. This funding will provide for the expansion of REX to 27 of the 28 Boards that will be participating in Phase I and II of the pilots.

- **Employment Services (ES) Support to RESEA: \$1,092,408**

This is year two of a project that will allow ES staff to support RESEA program by providing Wagner-Peyser (WP) registration and resume review for Boards.

- **Expand Subsequent Pilot to six additional Boards: \$2,920,000**

- **Service Provider Supplemental Distribution to serve additional customers as a result of the update to the LTE Profile model and new Commission rules: \$8,000,000 and additional Board Administration funding to support additional customers: \$800,000**

The RESEA Profile Model (RREMOV9) has been updated and will be implemented in early October 2025. Based on testing the model has proven to be more accurate in selecting claimants that area likely to exhaust. Additionally, the model includes an exhaustion rate factor that when teste has increased the RESEA likely to exhaust profile pool by 30%. A portion of the supplemental funding will be used to distribute to Boards impacted by the increased pool. The remaining supplemental funding will be distributed to Boards to provide RESEA services to additional UI claimants based on rules established by the commission.

- **RESEA Innovations \$1,000,000**

Funding set aside to implement innovations recommended from RESEA program research and evaluation studies to continuously improve employment outcomes.

<p>7a. Total Service Delivery (Program) Cost</p> <p>Please include evaluation expenses in this element</p>	<p>\$21,953,406</p>
<p>7b. Element 7 Additional Space Provide a breakout narrative listing the program costs, including a line for evaluation costs.</p> <p>Program Costs: \$ 20,103,533</p> <ul style="list-style-type: none"> • Local Area Service Delivery: \$13,632,780 • Board Administration Costs: \$1,514,753 This amount is (10%) of the contractual total to be dedicated for Board Level Administration • Subsequent Meetings Pilot Year Three Phase I: \$ 2,916,000 • Subsequent Meetings Pilot Year Two Phase II: \$ 2,040,000 • Evaluation Costs: \$927,787 • Reemployment Support Team: \$922,086 	
<p>8a. Total Administrative Costs</p> <p>The total amount of funds requested for program administrative costs. Please include a breakout of these costs.</p> <p>Note: This entry includes information technology (IT) costs</p>	<p>\$3,313,098</p>

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.

TWC Administrative Cost consists of \$3,213,098 for administration and oversight and \$100,000 for IT enhancements. RESEA program expansion. the state plan includes an expansion of the RESEA operations team that provides advanced technical assistance and training to Boards, conducts touchpoints with RESEA customers to ensure program compliance by claimants and Boards, and assists with ensuring adherence to evaluation protocols. The addition of two leads and one coordinator will increase the size of TWC’s RESEA operations team for the Boards to three leads and eleven coordinators. A new statewide initiative team that will monitor and provide reemployment support to UI claimants that need assistance to complete mandatory self-service reemployment activities and the provide reemployment consults to claimants that are profiled for RESEA who previously held a specialized or hard to fill occupation. This team will consist of one program supervisor, four reemployment support assistants and four reemployment consultants.

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/</u> <u>Other)</u>	<u>Individual</u> <u>/ Group</u>	<u>In-Person,</u> <u>Remote</u> <u>Virtual</u>	<u>Averag</u> <u>e</u> <u>Time</u> <u>(Minutes)</u>	<u>Staff Cost Per</u> <u>Hour</u> <u>(Dollars)</u>
Eligibility Review	Other (Contract Staff)	Individual	Any	10 minutes	\$11.67
Labor Market Information	Other (Contract Staff)	Individual	Any	10 minutes	\$11.67
Individual Reemployment Plan	Other (Contract Staff)	Individual	Any	30 minutes	\$35.00

Providing information and access to American Job Center (AJC) services including career services (Reemployment Orientation Video)	Other (Self-Service)	Individual	Virtual	5	\$5.83
Enrollment in Employment Services (Develop Resume)	ES Merit Staff	Individual	Any	60	\$43.36
Providing support with individual reemployment plan.					
Referrals to other services	Other (Contract Staff)	Individual	Any	15 minutes	\$17.50
Other activities performed in addition to required elements. Please describe any additional activities in element 9b.	Other (Contract Staff)	Individual	Any	20 minutes	\$23.33
Pre-work (Preparation for RESEA)	Other (Contract Staff)			15 minutes	\$17.50
Post- work (casework notes etc.) following RESEA	Other (Contract Staff)			15 minutes	\$17.50
Totals				120 minutes 60 minutes	\$140.00 contract staff \$ 43.36 ES merit staff

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.

TWC now requires Initial appointments to have a minimum duration of 60 minutes. As of BCY2025, Orientations are no longer provided by service providers; TWC has instead developed an orientation video that must be completed by participants asynchronously before their Initial appointment. There is a small cost associated with this as service providers need to confirm completion of the video during the Initial appointment. Service providers now verify customers identity before each RESEA

engagement, in-person, remotely or over the telephone. Customer assigned to one of the 21 Boards participating in the Subsequent meetings pilot may also be referred to subsequent meetings. The changes to reemployment services are planned for this year:

- Four reemployment support assistants will provide virtual instruction sessions and confirm completion of preparatory required reemployment services for all UI claimants with a work search requirement. Claimants will be required to complete the following reemployment services within the first three weeks of their benefit period: register in Work in Texas, view the reemployment video, view work search actions video, develop a resume and set-up virtual recruiter. The completion of the services will be tracked by RESEA support assistants and failure to comply will be referred to UI for adjudication.
- Four statewide reemployment consultants will provide the RESEA required services and advance coaching to UI claimants in specialized and hard to fill occupations.

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</u> <u>(ES/WIOA/UI/ Other)</u>	<u>Individual/Group</u>	<u>In-Person,</u> <u>Remote, Virtual</u>	<u>Average</u> <u>Time</u> <u>(Minutes)</u>	<u>Staff Cost Per</u> <u>Hour</u> <u>(Dollars)</u>
Eligibility Review	Other (Contract Staff)	Individual	Any	10 minutes	\$11.67
Labor Market Information	Other (Contract Staff)	Individual	Any	10 minutes	\$11.67
Providing support with individual reemployment plan.	Other (Contract Staff)	Individual	Any	10 minutes	\$11.67
Providing information and access to AJC services including career services	N/A	N/A	N/A	N/A	N/A
Referrals to other services				10 minutes	\$11.67
Other activities performed in addition to required elements. Please describe any additional activities in element 10b.	Other (Contract Staff)			20 minutes	\$23.33
Pre-work (Preparation for RESEA)	Other (Contract Staff)			15 minutes	\$17.50
Post- work (casework notes etc.) following RESEA	Other (Contract Staff)			15 minutes	\$17.50
Totals				90 minutes	\$105.01 contract staff

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>10b. Element 10 Additional Space – Use the text field for any fields requiring additional explanation. There are several state mandated services in addition to the federal requirements. These are: customer identity validation, Virtual Recruiter set-up, job referrals, referral to job fairs, an in-person Mock Interview, resume review, completion of Big Interview resume AI and interview AI assignments</p>		
<p>11a. Total Number of RESEAs Projected to be Scheduled</p>	<p>Initial to be Scheduled 127,984</p>	<p>Subsequent to be Scheduled First Subsequent – 52,730 Second Subsequent – 34,274</p>
<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 profile model projections of claimants who were likely to exhaust from the previous years. RESEA participants from eighteen Board areas will be required to attend at least two subsequent RESEA appointments. The number of subsequent meetings to be scheduled takes into consideration participants that have returned to work or failed to report.</p>		
<p>12a. Total Number of RESEAs Projected to be Completed</p>	<p>Initial to be Completed 98,548</p>	<p>Subsequent to be Completed First Subsequent – 36,911 Second Subsequent – 23,991</p>
<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. Completed RESEAs for calendar year 2023 were slightly higher than the previous year due to increased communication and performance with the Boards and Board leadership taking a personal interest in the program's success. The completion rate also increased due to TWC issuing guidance prohibiting Boards from exempting claimants and established UI as the sole program exemption authority. TWC added quarterly RESEA performance measures to Board grant contracts. Effective October 2023, Boards are required to schedule 100 percent of the customers in their profile pool for the Initial RESEA, ensure 80 percent of customers in their profile pool complete RESEA Orientation, ensure at least 77 percent of those profiled complete the Initial RESEA and ensure that the failure to report (FTR) rate that is 23 percent or less. TWC provides regular performance reports to each Board and shares statewide RESEA statistics and recommendations for improvement at its quarterly RESEA webinars.</p>		

13a. Total Number of RESEAs Projected for which the Claimant will fail to report	Initial Fail to Report 29,436	Subsequent Fail to Report First Subsequent – 15,819 Second Subsequent – 10,363
13b. Element 13 Additional Space – Please provide an explanation how the target number was determined. Including any significant changes from the previous year. The FTR rate of 23 percent is consistent with the previous year’s performance. TWC’s failure to report percentage fell below the 30 percent FTR DOL threshold during the last calendar year. TWC provided Boards with additional oversight, performance reporting and updated guidance that contains mandatory outreach requirements and best practices to assist with reducing the FTR rate. Subsequent RESEAs to be completed are based on a failure to report percentage of 20.		
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.

In addition to the automatic referral to UI for failure to attend the Initial RESEA appointment, TWC has implemented several methods to reduce FTRs in 2024 and plans to increase the frequency of these efforts in 2025. These include:

- Services as a Prerequisite - Board staff are advised to check job fair and workshop registrations for customers that failed to report to mandatory RESEA appointments and have staff ready to provide services at these events in-person or virtually.
- Hiring Events - Boards are encouraged to invite FTR customers to hiring events and to have staff ready to provide services at these events.
- Meet Me Where? - TWC RESEA staff have supported Boards by plotting the zip codes of the FTR customers and providing funds and logistical support for dispatching Mobile Units to these zip codes.
- Reschedule-Contact-Instant Service - contract staff have been trained and encouraged to use unscheduled time slots to outreach FTR customers and have a virtual meeting link at the ready to provide the services on the spot.
- Rapid Response/Targeted FTR Events - TWC RESEA staff have provided training and logistical support to Boards with unusually high RESEA profile pools due to mass layoffs or other economic circumstances to provide expedited service events where large numbers of RESEA customers can be served quickly.

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:
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.

Note: At a minimum, UI Staff must be involved with the following activities: Participating in the planning, administration, and oversight of the RESEA program; Training -- Providing all appropriate staff 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.

In the State of Texas, the RESEA program is operated by the Workforce Development Division (WDD). The UI and WDD leadership at TWC conduct a quarterly meeting together to discuss the administration and planning of the RESEA program. UI staff is also included in the review process of Workforce Development Letters and Technical Assistance Bulletins that provide official guidance to Boards on operating the RESEA program. Eligibility determinations are handled by UI staff at TWC, and there are direct lines of communication between contract service providers, RESEA staff, and UI staff to ensure that determinations are made quickly and accurately upon the discovery of potential eligibility issues throughout customers' participation in RESEA.

Beyond regular internal coordination and input on policy guidance, UI staff frequently provide direct training to RESEA service providers on required services like the UI Eligibility Review. UI staff also join the annual RESEA training that takes place before the Texas Workforce Conference every December, sharing sessions with Reemployment Coordinators to ensure consistency in service delivery standards and compliance with UI statutory requirements in the RESEA program. Because of UI staff's direct involvement in program management, UI division leadership at TWC cosigns quarterly performance reports to DOL alongside Workforce Development leadership. The interdepartmental approval of these reports ensures accurate data reporting and promotes investment in the program's success.

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.

In response to federal legislation, in 1994-1995 Texas developed its initial statistical profiling model; and in 2003, a profiling workgroup updated the original model with the first Rapid Reemployment Model (RREM). The model used a statistical approach to identify claimants who were most likely to exhaust their regular UI benefits. Using RREM, UI claimants were assigned a score that indicates their probability of exhausting their UI benefits. Claimants were then ranked according to their scores, with claimants with higher scores (i.e., higher probability of exhausting their UI benefits) being prioritized for employment services.

In August 2007, the Commission approved staff recommendation to update the statistical model biannually and establish a minimum threshold score for use by Boards in determining which claimants should be called in for services. RREM models were then updated biannually. The second model of RREM was released in 2008. The last model was RREMv7 which was implemented in October 2018. Factors in the RREMv7 included base period wage, county unemployment rate two months prior, economic regions of Texas, education, industry (NAICS codes), initial separation reason from claimants, job tenure, number of employers in the base period, number of required work searches, occupation (SOC codes), potential maximum weeks of benefits, receipt of weeks of regular benefits paid in last 3 years, seasonal change (claim filed month), time delay in UI filing, weekly benefit amount, WIT logged-in prior to UI Claim. To better represent changes in labor market and economic conditions over time, in 2020, the research team updated RREM by developing the Eighth Rapid Reemployment Model (RREMv8), which was initially planned to implement in October 2020 was implemented on July 1, 2021. RREMv9 model is complete and will be implemented in October 2025.

Each week, claimants who have received their first UI benefits payment are profiled and assigned a score using the 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 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 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 the Initial RESEA, completing all required RESEA services. Claimants who are exempt from work search requirements allowed under the law are not included in the profiling process.

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)).

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.

An outreach letter (sample attached) is mailed to RESEA participants automatically when they are selected for participation. In addition to this letter, TWC requires Boards to outreach every participant via WorkInTexas.com internal message, email, and phone. These requirements are detailed in Workforce Development Letter 13-23, issued on September 5, 2023.

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.

RESEA participants may reschedule their appointment up to two times. If they miss a third appointment, UI staff will outreach and require the claimant to contact their local Workforce Solutions Office to reschedule. The claimant's benefits may be suspended until the appointment is complete.

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.

1. Failure to Report

- For claimants who fail to report to their mandatory Initial or Subsequent RESEA appointments, service providers are instructed to enter a “No Show” status in the WorkInTexas platform. When they do so, UI staff at TWC is automatically notified of this status so they can suspend benefits when necessary and engage in outreach to the claimant. When UI staff conduct this outreach and explain the claimant’s requirements as a UC recipient, it is then the claimant’s responsibility to reach out directly to their Workforce Solutions Office in order to schedule an RESEA appointment. Once the claimant has done so and completed all required services, UI is again automatically notified and may reinstate the claimant’s benefits when appropriate.

2. Potential Eligibility Issues

- When service providers discover eligibility issues while delivering RESEA services to claimants, they are instructed to complete a WF-42 form which contains fields for the service providers to insert crucial information that explain the issue in depth. Every Board has a designated WF/UI coordinator whose responsibility it is to forward completed WF-42s to UI staff at TWC on a regular basis for adjudication.

20b. Insert a brief description of the feedback loop established to refer any UC eligibility issues identified during the RESEA for adjudication.

RESEA service providers are required to conduct a UI Eligibility Review at every mandatory appointment. This includes several questions that aim to detect eligibility issues such as availability for work, unreported earnings, and completion of work search activity logs (Full questionnaire attached). If a participant provides an answer to any of the questions listed in the attached form that indicate a potential eligibility issue, service providers are instructed to complete a WF-42 form and submit it to their office’s UI liaison. These forms are delivered to UI on a regular basis who in turn conduct thorough adjudication investigations and suspend benefits when necessary.

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.

The following federally required services are carried out by RESEA service providers in Texas to improve employment outcomes:

1. Customized Labor Market Information (CLMI)

- Various LMI tools are used to tailor this service to each RESEA participant's individual needs, considering factors like salary needs and work history.

2. Individual Reemployment Plan (IRP)

- RESEA service providers are instructed to develop IRPs with every participant and include a least two goals. Goal 1 is a reemployment goal that recommends an activity that will enable the participant to achieve the type of employment they are seeking. Goal 2 is a referral to a mandatory reemployment service or job readiness workshop with a specific date and time.

In addition to the two federally required services listed above, TWC mandates several additional requirements designed to improve employment outcomes and reduce the duration of UC. These are:

1. Resume Review

- Staff review RESEA participant's resume and check for key criteria including contact information, a summary of experience and career goals, educational background, work history, and skills. If any of these criteria are missing, participants are referred to a mandatory resume workshop.

2. Virtual Recruiter

- Staff assists RESEA participants in setting up an automated "Virtual Recruiter" embedded in WorkInTexas.com that identifies job listings in line with their work history, desired occupation, and salary requirements. After setting up the Virtual Recruiter, staff assist the participant with applying to at least one job.

3. Mock Interview

RESEA participants in Boards participating in a Subsequent Meeting Pilot are required to attend their second Subsequent Meeting in-person to conduct a mock interview, where staff simulates a job interview and provides feedback.

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.

Service providers are required to verify the identity of RESEA participants at the beginning of every mandatory appointment. This involves viewing a government ID such as a passport or driver's license and ensuring that the participant matches the individual on the ID. If there are any discrepancies or the service provider is doubtful that the participant matches their presented ID, they may ask follow-up questions to gain clarity.

UI Eligibility Reviews are also mandatory at every RESEA appointment, as detailed in the response to 20b and the attached form. If RESEA service providers suspect fraud at any point during the processes above, they may report this directly to TWC's secure online fraud portal or via phone to TWC's fraud hotline. Trainings on this process are provided to service providers annually by UI and Fraud Deterrent 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 components. One of Texas' primary RESEA program goals is to connect UI claimants to reemployment services, including co-enrollment in the Workforce

Innovation 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 in the state's labor exchange system, WIT as part of their UI claim registration. WP Registration information is started from the initial UI application and the participant enrollment is completed during the Initial RESEA appointment with the participant's employment coach.

Required services also include information about and referrals to other reemployment services that are available through Texas' Workforce System/Workforce Solutions Offices. Participants may also be scheduled to report to a Workforce Solutions Office for other workforce program available through the career one stop service center

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.

Throughout the RESEA process, participants are made aware of other workforce system partner programs at several stages, and service providers are authorized to refer participants to other programs as appropriate. TWC oversees programs aimed at educating and training Texas' workforce including Adult Education and Literacy (AEL), and Apprenticeships programs. There are also departments dedicated to veteran's services and vocational rehabilitation for those with disabilities that may pose a barrier to employment. Service providers refer eligible customers to other workforce partners by adding it as an objective in their IRP.

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)
The Reemployment and Eligibility (REA) Program where participants received the following	High	Evaluation of Impacts of the Reemployment and Eligibility Assessment (REA) Program: Final	02/2019

services: initial RESEA required services eligibility assessments, labor market information, individual employment plan and referral to additional reemployment services		report (Klerman et al. 2019)	
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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)	02/2019

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

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?

☒ Yes ☐ No ☐ Not Applicable (all interventions have a high or moderate causal rating)

If “Not Applicable” please advance to 22g.

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.

TWC has enter into a multi-year interagency contract with Texas A&M Public Policy Research Institute to complete the following evaluation activities:

- Quasi-experimental Design studying the impact of the Initial RESEA appointment and one or two subsequent appointments
- Random Control Trail studying the impact of the Initial RESEA appointment and one or two subsequent appointments data is being collected
- Random Control Trial studying the impact of various components of reemployment services on UI claimants

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).

\$927,787

22h. Insert a description of any evaluations of reemployment interventions and service delivery strategies conducted in the prior fiscal and any data collected on:

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)).

TWC has entered a multi-year interagency contract with Texas A&M Public Policy Research Institute to complete the following evaluation activities:

- Implementation and Process Evaluation: finalizing comprehensive qualitative findings to be submitted to CLEAR Fall 2025.
- Quasi-experimental Design studying the impact of the Initial RESEA appointment data is being collected findings to be submitted to CLEAR fall 2025

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.

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.	Eligibility Assessment	High	\$1,514,682	6%
2.	Labor Market Information	High	\$1,514,682	6%

3.	Individual Reemployment Plan	High	\$3,449,180	13.7%
4.	Referrals to Additional Services	High	\$1,724,590	6.8%
5.	Subsequent meetings	High	\$4,956,000	19.6%

6.			\$	
7.			\$	
8.			\$	
9.			\$	
10.			\$	
11.	Totals		\$ 13,159,134	_____ 52.1%