WORKFORCE DEVELOPMENT DIVISION
Workforce Program Policy
Technical Assistance Bulletin 312

Keyword(s): RESEA, UI, WorkInTexas.com

Subject: Unemployment Insurance Eligibility Review for RESEA Customers

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This Technical Assistance (TA) Bulletin provides guidance to Local Workforce Development Boards (Boards) on how to provide the Unemployment Insurance (UI) Eligibility Review for Reemployment Services and Eligibility Assessment (RESEA) to customers and how to document the provision of this service through data entry under service code 257—UI Eligibility Assessment in WorkInTexas.com.

Background
The UI Eligibility Review addresses a key component of the RESEA program as it aims to reduce improper unemployment benefit payments by assessing a customer's continued eligibility to receive benefits. The provision of the UI Eligibility Review occurs during the Initial RESEA appointment and each Subsequent RESEA appointment.

UI Eligibility Review Process for Workforce Solutions Office Staff
The purpose of the UI Eligibility Review is to confirm the RESEA customer's employment status, including their ability to work and their availability for work, and to review their required work search activities according to Unemployment Insurance Program Letter 8-24, Change 1, issued March 22, 2024, and titled "Corrected Attachment I to Unemployment Insurance Program Letter (UIPL) No. 08-24," and Title 40, Texas Administrative Code (TAC), Part 20, Chapter 815.28. Reporting potential eligibility issues does not automatically suspend benefits, nor does it affect the requirement to provide all reemployment services.

Completing the UI Eligibility Review involves:

- conducting a one-on-one, face-to-face conversation with the customer to:
  - provide the information listed on the "Unemployment Benefits Eligibility Assessment" section of the RESEA Program Guide;
  - ensure they are meeting the ongoing unemployment benefits eligibility requirements listed on the "Unemployment Benefits Eligibility Assessment" section of the RESEA Program Guide; and
  - receive and document the responses to the following questions:
    - What were the job titles, years of experience, and salaries from your three most recent jobs?
    - What type of work are you seeking?
    - How many employers do you usually contact each week?

        - If the answer to the following questions is "no," complete the case note in WorkInTexas.com and submit a WF-42 to UI:
            - Are you able and available to work (for example, illnesses, vacations, and so on)?
            - Are you actively seeking work (staff review of work search activities required)?
        - If the answer to the following questions is "yes," complete the case note in WorkInTexas.com and submit a WF-42 to UI:
            - Is there anything preventing you from returning to work/accepting job offers (for example, barriers such as child care, skills, transportation, and so on)?
            - Have you turned down any jobs?
            - Are you attending school?
            - Have you earned any income, including part-time and gig work (for example, Uber, Favor, and so on)?
- reviewing the customer's Work Search Activity Log for the two weeks preceding the appointment and verifying the customer has met the Board area's required number of work search activities;
- documenting two weeks of work search activities in the **Activities Log** located in WorkInTexas.com and uploading any information that was not previously entered by the customer into the customer's profile;
- completing the online UI Eligibility Review form in WorkInTexas.com and saving it to the **Staff Documents** tab in the customer's profile;
- entering the date the UI Eligibility Review form was completed under service code 257—UI Eligibility Assessment; and
- providing all remaining required reemployment services to the customer the same day.

UI Eligibility Review Process for WorkInTexas.com
The UI Eligibility Review form is automated and located in WorkInTexas.com. Workforce Solutions Office staff must complete this form by documenting customers' responses during the initial RESEA appointment and each subsequent appointment.

Accessing the UI Eligibility Review Form
Accessing the UI Eligibility Review form in WorkInTexas.com includes the following steps:

1. Log in to WorkInTexas.com
2. Go to **Menu**
3. Scroll down to **Services for Workforce Staff**
4. Under **Manage Individual,** select **Assist an Individual**
5. Select **Customer** to assist
6. Select **Staff Profiles**
7. Select **General Profiles**
8. Select **Documents**
9. Select **Complete Online Form**
10. Select **UI Eligibility Assessment Form**

11. Select the **Action** tab
12. Select the **Select** tab and complete the required fields
13. **Save** Form

Note: The UI Eligibility Review form is only accessible when the staff has a customer in "Client Assist" mode, also known as "In Focus."

Saving the UI Eligibility Review Form
Staff selects **Save** at the bottom of the screen to save the UI Eligibility Review form for staff view only. If necessary, staff members can download the form by selecting **Download**.

Once the form is completed, staff must enter service code 257 in WorkInTexas.com using the date the responses were received as the start and end date of the service. All services must be completed on the same day.

Entering the Customer's Work Search Activities in WorkInTexas.com
If no work search activities are listed in the customer's profile, staff must enter the customer's Work Search Activities in WorkInTexas.com using the following steps:

1. Under the WorkInTexas.com "Menu," select **Additional Resources**, then **Work Search Activity Log**.
2. Select either the English or Spanish version to download the desired document.
3. Fill out the form with the following information:
   - Date of Activity
   - Work Search Activity
   - Type of Job
   - Name, Location, and Telephone Number of Employer/Service/Agency (If the application was filled out online, enter the internet address for address.)
   - For the Contact Information, fill out the following that apply.
     - Person Contacted
     - By Mail, Email, Fax
   - Results of the Work Search Activity Log, as follows:
     - Hired
     - Not Hiring (If "Not Hiring" is selected for most, if not all, entries, it is not considered to be a productive work search.)
     - Start Date
     - Application Filed
     - Other
4. Save the form and upload it into WorkInTexas.com **Documents** by:
   - selecting **Documents,** and then **Upload a Document**;
   - filling in **Document Tags** (Keyword that will be indexed with attachment) and **Date Received**; and
   - selecting the file to upload and **Save**.

WorkInTexas.com Work Search Activity Log Functionality
Once a document has been uploaded into the WorkInTexas.com **Document** tab, changes/updates cannot be added to that document. Staff members must be sure to complete the following:

- Upload only the final version of the Work Search Activity Log.
- Make a PDF version of the Work Search Activity Log visible in the customer's profile.
- Name the document to correspond to its contents. Staff members may add the timeframe or date to the document for further clarity.

The document description, name, and tag can be updated by staff.

Accessing and Completing WF-42 in WorkInTexas.com
To access and complete WF-42, staff members must complete the following steps:

1. Select **Documents (Staff).**
2. Once the saved WF-42 is identified, select **Download**.
3. The downloaded WF-42 may now be attached to the email sent to the WF/UI coordinator.

A case note documenting the submission of the WF-42 along with its date of submission must be entered. The WF-42 must be sent to the state WF/UI Coordinator on the same day it is completed.

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to RESEA.GiTJOBs@twc.texas.gov

References
Title 40, Texas Administrative Code (TAC), Part 20, Chapter 815
RESEA Program Guide
Unemployment Insurance Program Letter 8-24, Change 1, issued March 22, 2024, and titled "Corrected Attachment I to Unemployment Insurance Program Letter (UIPL) No. 08-24"