



# Montana Department of LABOR & INDUSTRY

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2 **Division: Workforce Services Division**

3 **Category: Programs**

4 **Original Effective Date: 07/29/2016**

5 **Last Revised: 07/17/2023**

6 **Policy No.: 11-16**

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## Reemployment Services and Eligibility Assessment (RESEA) Policy

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10 **Background:** The Unemployment Insurance (UI) program is a required partner in the broader public  
11 workforce system and provides unemployment benefits to individuals who lost their employment through no  
12 fault of their own and otherwise meet initial and continuing UI eligibility requirements. Beginning in 2005, the  
13 U.S. Department of Labor (USDOL) funded the voluntary UI Reemployment and Eligibility Assessment (REA)  
14 program to address individual reemployment needs of UI claimants and detect improper benefit payments. In  
15 2015, the Reemployment Services and Eligibility Assessment (RESEA) program replaced the REA program  
16 providing greater access to reemployment services, in addition to services previously provided under the REA  
17 program.

18 In Fiscal Year (FY) 2018, amendments to the Social Security Act permanently authorized the RESEA program  
19 and implemented several significant changes including formula-based funding and a series of requirements  
20 intended to increase the use and availability of evidence-based reemployment interventions and strategies. The  
21 permanent RESEA program has four purposes:

- 22 • Reduce UI duration through improved employment outcomes;
- 23 • Strengthen UI program integrity;
- 24 • Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and
- 25 • Establish RESEA as an entry point to other workforce system partners.

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27 **Scope:** This policy applies to staff conducting RESEA appointments; Job Service Montana office managers  
28 and supervisors; the RESEA program manager; and Workforce Service Division (WSD) fiscal officers. This policy  
29 adheres to Training and Employment Guidance Letter (TEGL) 13-21 and is effective July 17, 2023.

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### Policy:

- 32 • Only eligible unemployment insurance claimants are selected to receive services through the RESEA  
33 program.
- 34 • All RESEA appointments are to be primarily conducted virtually via video conferencing or telephone. In-  
35 person appointments at a physical location are only permissible to accommodate an individual's needs  
36 and will be determined on a case-by-case basis.
- 37 • The Montana Unemployment Insurance Division (UID) will mail claimants a letter, within 7 weeks of a  
38 claim being filed and the claim is in a first-pay status, indicating the claimant has been selected for a  
39 RESEA appointment. The letter will identify the date and time and virtual nature of the initial  
40 appointment.
- 41 • A claimant may reschedule a RESEA appointment.

- 42 ○ The claimant must contact the RESEA agent to reschedule their appointment.
- 43 ○ Appointments may only be rescheduled two times.
- 44 ○ Appointments may only be rescheduled 5 days in the future of the original date and time, per
- 45 instance.
- 46 ○ The appointment must take place on the date and time of the second reschedule. If the
- 47 claimant fails to appear for their appointment, the claimant's failure to appear will be reported
- 48 to UID, resulting in a stop to unemployment insurance benefits.
- 49     ▪ The claimant may complete the second reschedule appointment in lieu of notification
- 50 being sent to UID.
- 51 ○ Any appointment that a claimant fails to appear for will be reported to UID, resulting in a stop to
- 52 unemployment insurance benefits.
- 53 • RESEA agents must complete the full RESEA training prior to conducting RESEA appointments.
- 54 • Agents will send reminder notifications up to 10 days prior to the meeting via email; if no email is on file
- 55 agents will contact claimant by phone.
- 56 • The initial appointment will include:
  - 57 ○ A UI eligibility assessment, including a review of work search activities will be conducted. A
  - 58 referral to UID may occur if a UI claim issue or potential issue(s) are identified during the work
  - 59 search review.
  - 60 ○ Labor Market and career information that addresses the claimant's specific needs;
  - 61 ○ A complete client intake service;
  - 62 ○ Orientation to services;
  - 63 ○ Development or revision and implementation of an individual reemployment plan tailored to the
  - 64 claimant's needs. The plan should include the following approaches to support reemployment:
    - 65 ○ Work search activities;
    - 66 ○ Accessing services through Job Service Montana or self-service; and/or
    - 67 ○ Approved training to which claimant agrees; and
    - 68 ○ Alternatives such as separate workshops, on-line tools, etc.
  - 69 ○ As appropriate, referral to service or training necessary for reemployment.
  - 70 ○ Agents conducting RESEA appointments must document all services and activities, including
  - 71 scheduling RESEA appointments, failure to attend, or completion of an RESEA appointment by
  - 72 the end of that same business day.
  - 73 ○ On the day of the appointment if the claimant does not join the virtual meeting RESEA agents
  - 74 will call or email the claimant to complete the appointment or reschedule by the end of the day.
  - 75 MWorks will run a system sweep at 6 p.m. each evening to capture the no-show appointments
  - 76 for referral to UID for adjudication.
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## 78 Evaluation Requirements:

79 The RESEA Program's service delivery strategies will be evaluated in accordance with the federal grant and  
80 administrative entity's requirements. Based on the evaluation, additional and/or different services for some  
81 participants may be required.

## 83 Administrative Requirements:

- 84 • A Memorandum of Understanding must be in place between UID and WSD outlining each party's
- 85 responsibilities for RESEA.
- 86 • UID and RESEA agents will communicate claimant participation in the reemployment plan; UI eligibility
- 87 issues; and no-show RESEA appointments.
- 88 • Provide data and information for submission of forms ETA 9128, ETA 9129, ETA 9128X, ETA9129X; to
- 89 be completed by the 20<sup>th</sup> day of the second month following the end of the quarter.
- 90 • As directed by USDOL, Montana will meet the requirements of the RESEA program to request funding
- 91 and effectively administer the program.

## 93 References:

