



Montana Department of LABOR & INDUSTRY

Division: Workforce Services Division

Category: Programs

Original Effective Date: 07/29/2016

Last Revised: 04/01/2025

Policy No.: 11-16

Reemployment Services and Eligibility Assessment (RESEA) Policy

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

In Fiscal Year (FY) 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. The permanent RESEA program has four purposes:

- Reduce UI duration through improved employment outcomes;
 - Strengthen UI program integrity;
 - Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and
 - Establish RESEA as an entry point to other workforce system partners.
- Beginning in FY 2023, states must dedicate a percentage of RESEA funding to evidence-based interventions that improve employment and earnings outcomes for RESEA participants.

Scope: This policy applies to staff conducting RESEA appointments; Job Service Montana (JSM) office managers and supervisors; the RESEA program manager; and Workforce Service Division (WSD) fiscal officers. This policy adheres to Training and Employment Guidance Letter (TEGL) 11-23 and is effective April 1, 2025.

Policy:

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

- A claimant may reschedule a RESEA appointment.
 - The claimant must contact the RESEA agent to reschedule their appointment.
 - Appointments may only be rescheduled two times.
 - Appointments may only be rescheduled 5 days in the future of the original date and time, per instance.
 - All reschedule requests must be documented.
 - The appointment must take place on the date and time of the second reschedule. If the claimant fails to appear for their appointment, the claimant's failure to appear will be reported to UID, resulting in a stop to unemployment insurance benefits.
 - The claimant may complete the second reschedule appointment in lieu of notification being sent to UID.
 - Any appointment that a claimant fails to appear for will be reported to UID, resulting in a stop to unemployment insurance benefits.
 - Failure to appear requests must be rescheduled during the week requested.
 - Reschedules are reported to UID daily when the MIS runs the system batch at 5:00 p.m.
- RESEA agents must complete the full RESEA training prior to conducting RESEA appointments.
- Reminder notifications will be made by phone and/or email up to 10 days prior to the appointment.
- The initial appointment will include:
 - Wagner-Peyser Enrollment
 - A UI eligibility assessment, including a review of work search activities on the RESEA appointment tab of the claimant's Workforce Case in the MIS. A referral to UID may occur if a UI potential claim issue(s) is identified.
 - Labor Market and career information that addresses the claimant's specific needs, detailing the information provided to the claimant by adding the appropriate Basic or Individualized Career Service in the Activity Tracking Record to the claimant's Workforce Case in the MIS.
 - Completion of the Registration Summary, Screening, and Individual Employment Plan (IEP) sections of the claimant's Workforce Case in the MIS.
 - Orientation to services, documented in the Activity Tracking Record of the claimant's Workforce Case in the MIS.
 - Development or revision and implementation of an IEP tailored to the claimant's needs and documented in the IEP/ISS section of the claimant's Workforce Case in the MIS. The plan should include the following approaches to support reemployment:
 - Work search activities;
 - Accessing services through JSM or self-service; and/or
 - Approved training to which claimant agrees; and
 - Alternatives such as separate workshops, on-line tools, etc.
 - Document the Reemployment Plan details in the Workforce Case Activity Tracking, Individualized Career Service / IEP in the MIS.
 - Referral and information provided for additional reemployment services, training, and resources to JSM.
 - Agents conducting RESEA appointments must document all appointment activities, including scheduling RESEA appointments, failure to attend, or completion of an RESEA appointment by the end of that same business day.
 - RESEA participants must be appropriately identified as "referred by RESEA" for performance reporting on the Registration Summary in the MIS.
 - If the claimant does not join the virtual meeting at the scheduled time, RESEA agents will attempt to contact the claimant by phone and/or email to complete the appointment or reschedule by the end of the day. A minimum of two attempts will be made and documented. The MIS will run system batch at 5:00 p.m. each evening to capture the no-show appointments.

Evaluation Requirements:

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

Administrative Requirements:

- A Memorandum of Understanding must be in place between UID and WSD outlining each party's responsibilities for RESEA.
- UID and RESEA agents will communicate claimant participation in the reemployment plan; UI eligibility issues; and no-show RESEA appointments.
- Provide data and information for submission of forms ETA 9178, ETA 9128, ETA 9129, ETA 9128X, ETA9129X; to be completed by the 20th day of the second month following the end of the quarter.
- As directed by USDOL, Montana will meet the requirements of the RESEA program to request funding and effectively administer the program.

References:

[TEGL 11-23 Fiscal Year \(FY\) 24 UI RESEA GRANT](#)

[UIPL 08-24 Fiscal Year \(FY\) 2024 RESEA Funding Allotments and Operating Guidance](#)