



# Montana Department of LABOR & INDUSTRY

1 Division: Workforce Services Division

2 Category: Programs

3 Effective Date: 07/29/2016

4 Last Revised: 01/01/2026

5 Policy No.: 11-16

## 6 7 Reemployment Services and Eligibility Assessment (RESEA) 8 Policy

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

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16 In fiscal year (FY) 2018, amendments to the Social Security Act permanently authorized the RESEA program and  
17 implemented several significant changes, including formula-based funding and a series of requirements  
18 intended to increase the use and availability of evidence-based reemployment interventions and strategies.

19 The permanent RESEA program has four purposes:

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

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25 Beginning in FY2023, states were required to dedicate a percentage of RESEA funding to evidence-based  
26 interventions that improve employment and earning outcomes for program participants.

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28 **Scope:** This policy applies to all staff conducting RESEA appointments; Job Service Montana (JSM) office  
29 managers and supervisors; the RESEA program manager; and Workforce Services (WSD) fiscal officers.  
30 This policy adheres to Training and Employment Guidance Letter (TEGL) 14-24 and is effective January 1, 2026.

### 31 32 Policy:

- 33 • Only eligible UI claimants are selected to receive services through the RESEA program.
- 34 • All RESEA appointments must be conducted face-to-face via video conferencing. In-person  
35 appointments are permissible at a physical location with RESEA agents onsite if the individual requests

36 this. Phone appointments are only permissible when required to accommodate an individual's needs  
37 as determined on a case-by-case basis.

- 38 • Within 7 weeks of an individual filing a claim that goes into first-pay status, the Montana Unemployment  
39 Insurance Division (UID) will provide claimants with a letter, either digitally or by mail, indicating the  
40 claimant has been selected for a RESEA appointment. The letter will identify the date, time, and virtual  
41 nature of the initial appointment.
- 42 • RESEA agents must complete the full RESEA training prior to conducting RESEA appointments.
- 43 • Identity verification is required prior to service delivery. The following means of identification are  
44 acceptable:
  - 45 ○ Display of a government-issued photo identification via video; or
  - 46 ○ By asking a series of personal questions known only to the participant, such as full name,  
47 address, date of birth, and the last four digits of their Social Security number; or
  - 48 ○ A combination of both methods to ensure a more secure and reliable verification process.
  - 49 ○ The means used for verification must be documented in the MIS.

## 50 Rescheduling

- 51 • A claimant may reschedule a RESEA appointment.
  - 52 ○ The claimant must contact the RESEA agent to reschedule their appointment.
  - 53 ○ Appointments may only be rescheduled two times at claimant's request.
  - 54 ○ A third rescheduling request will require a potential issue to be flagged.
  - 55 ○ Appointments may only be rescheduled for 5 days in the future of the original date and time, per  
56 instance.
  - 57 ○ All rescheduling requests must be documented in the MIS.
  - 58 ○ The appointment must take place at the date and time of the second reschedule. If the  
59 claimant fails to appear for their appointment, the claimant's failure to appear will be reported  
60 to UID, resulting in a stop to unemployment insurance benefits.
    - 61 ■ The claimant may complete the second reschedule appointment in lieu of notification  
62 being sent to UID.
  - 63 ○ Any appointment that a claimant fails to appear for will be reported to UID, resulting in a stop to  
64 unemployment insurance benefits.
  - 65 ○ Failure to appear requests must be rescheduled during the week requested.
  - 66 ○ Reschedules are reported to UID daily when the MIS runs the system batch at 5:00 p.m.

## 68 Orientation

- 69 • Orientation to services is documented in the Activity Tracking Record of the claimant's Workforce Case  
70 in MIS and must include the following:
  - 71 ○ The purpose of RESEA and its mandatory participation requirements;
  - 72 ○ The reason for selection and a review of the consequences of non-participation or failure to  
73 comply; and
  - 74 ○ An explanation of reemployment services available to the claimant at their local Job Service  
75 Montana office.

## 77 Initial Appointment

- 78 • Initial appointment reminder notifications will be made by phone and/or email up to 5-7 days prior to  
79 the appointment.
- 80 • The initial appointment will include:
  - 81 ○ Identity verification;
  - 82 ○ Wagner-Peyser Enrollment;
    - 83 ■ Complete the Registration Summary, Screening, and Individual Employment Plan (IEP) in  
84 the claimant's Workforce Case.
  - 85 ○ Orientation;
  - 86 ○ A UI eligibility assessment, including a review of work search activities on the RESEA Survey. A  
87 referral to UID may occur if a UI potential claim issue(s) is identified; and

- Customized labor market and career information that addresses the claimant's specific goals, wages, and outlook in their area of interest.
- Documentation of the information provided in the Activity Tracking Record of the claimant's Workforce Case in MIS.

### Reemployment Plan

- An Individual Employment Plan (IEP) must be completed during the initial RESEA appointment and documented in the case record. The IEP is a customized plan developed collaboratively by the claimant and the RESEA Agent that identifies employment goals, barriers to employment, and reemployment activities. The plan outlines an appropriate combination of services to support the claimant's return to work and is based on customized labor market information aligned with the claimant's employment goals.
- The IEP must be developed collaboratively with the participant and reflect:
  - The participant's short and long-term employment goals;
  - Labor market information relevant to those goals;
  - Identified barriers to employment;
  - Agreed-upon reemployment activities and next steps; and
  - IEP with next steps must be provided to the claimant following the appointment.
- The completed IEP must be documented in MIS and reviewed with the participant during the appointment.
- Updates to the IEP must be made as needed based on participant progress, changes in goals, or referrals to reemployment services.
- Failure to complete or document the IEP may result in noncompliance with RESEA program requirements.

### Referrals

- RESEA agents must assess each participant's reemployment needs during the initial RESEA appointment and make appropriate referrals to reemployment services based on those needs.
- Referrals may include, but are not limited to:
  - Local AJC services
  - Career coaching or job search assistance
  - Training or education programs
  - Supportive services, as applicable
- All referrals must:
  - Be discussed with the participant during the RESEA appointment
  - Be clearly documented in MIS
  - Include sufficient detail to support follow-up and service coordination
- When a referral to a local Job Service Montana office is made, the RESEA agent must ensure the referral is completed according to established procedures and that the participant is informed of next steps.
- Failure to complete or properly document referrals may result in noncompliance with RESEA program requirements.
- Document referrals in Activity Tracking:
  - **Direct Referral** (Claimant contact information is emailed to JS Manager)
  - Activity Tracking > Referral > WIOA Adult/DW (Document Office referred to, date, and reason/need for referral.)
  - **Indirect Referral** (Job Service resources and contact information provided in follow up email)
  - Activity Tracking > Referral > Referral to Other Workforce Programs
  - Record specific services recommended (e.g., resume assistance, training info, workshops)

### Minimum RESEA Activity and Documentation Requirements

- 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 “UI claimant referred by RESEA” for performance reporting on the Registration Summary in 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. Multiple attempts will be made in the two-hour appointment window 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 20<sup>th</sup> 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 14-24 Fiscal Year \(FY\) 25 UI RESEA GRANT](#)