WS 20-06 Change 5
Issued: March 6, 2023
Effective: Immediately
Basic & Expanded Services
Expires: Continuing

To: All Contractors

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Subject: Rapid Reemployment: Back to Work

Purpose

This issuance updates the revised standards, guidelines, and procedures for our Rapid Reemployment Back to Work service.

This issuance replaces WS 20-06 Rapid Reemployment: Back to Work Change 4 dated August 31, 2021. New changes in the guidance are identified in ***bold italics***.

Background

Customers who file for unemployment insurance (UI) must register with Workforce Solutions as a condition of receiving their benefits. We work with these customers (as we do with any others) to get them to a job as quickly as possible. Customers receiving UI usually have good skills and work history and are likely good candidates for many of the current job openings we have available.

We contact a subset of customers receiving UI – individuals likely to exhaust their benefits before returning to work – and require them to interact with us to complete the rapid reemployment process.

Once we have called in a customer to complete the rapid reemployment process, that individual must contact us or risk losing their unemployment insurance benefits.

Action

1. Make sure all staff at every level are aware of the information in this issuance and understand how to help customers complete the reemployment process ***and find a job as quickly as possible.***
2. Make sure office managers, supervisors, and staff know how to properly record service for customers completing the rapid reemployment process in WorkInTexas (WIT) and TWIST.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the electronic Issuance Q&A.

Attachments

- Rapid Reemployment: Back to Work Standards and Guidelines
- Unemployment Benefit Information
- Workforce Solutions Reemployment Team Phone Directory
- Creating an Individual Employment Plan (IEP) using WorkInTexas.com

Rapid Reemployment: Back to Work
Standards and Guidelines

1. Rapid Reemployment Process

1.1. Introduction

We send a Reemployment Services and Eligibility Assessment (RESEA) outreach notice to a subset of customers receiving UI, which gives them instructions for contacting us.

1. We direct customers in the RESEA outreach notice to schedule an appointment and complete all the essential components of the orientation process.

2. Workforce Solutions staff may complete the orientation and provide service:
   a. in a career office;
   b. in locations other than a career office;
   c. remotely, using technology that allows face-to-face communication such as Teams, Skype, Zoom, FaceTime, or another similar product (remote technology does not include text messages; e-mails; or online messaging systems);
   d. by phone under limited circumstances when using remote technology is not available; or
   e. using prerecorded webinars or self-paced presentations in coordination with an arranged face-to-face component.

3. We recommend tagging customers who complete the back to work process as WIOA Dislocated Workers, as appropriate based on the customer’s needs.

1.2. The Reemployment Team

We have a team of staff dedicated to work with UI customers who have received an RESEA outreach notice. The Reemployment Team works primarily as a regional call center, communicating with customers virtually. The team is responsible for:

- ***Managing RESEA appointments in Appointy***
- ***Providing orientations for all customers receiving the RESEA outreach notice***
- ***Providing job search assistance to help the customer find a job***
- ***Assessing the customer to determine if more intensive services are needed, such as training or talent development***
- ***Entering all required services into WorkInTexas (WIT) for the date the orientation occurred***
- ***Updating the customers status on the RESEA rosters in WIT***

- ***Co-enrolling RESEA customers into WIOA Dislocated Statewide Initiatives and/or Dislocated Worker funds, as appropriate, to leverage support services***
- ***Managing and responding to customer surveys***
- ***Following up with RESEA customers two weeks following the initial orientation***

In instances where the reemployment team is not available, career office staff may be required to work with a reemployment customer based on the business needs of the office.

1.3. Connecting a Customer with the Reemployment Team

Oftentimes, a customer who has been outreached for a rapid reemployment orientation will call or visit a Workforce Solutions Career office. In these instances, staff must first seek to identify the customer's needs. If the customer has specific questions related to the reemployment orientation, staff may route the customer to a member of the reemployment team using the phone directory in attachment 5 or connect the customer to the via email at reemployment@wrksolutions.com.

If the customer has a scheduled virtual appointment and need assistance with accessing the Zoom platform, staff must assist the customer by:

- ***Identifying a workstation where they can participate in the orientation; and***
- ***Helping them access their appointment via Zoom***

If the customer does not have a scheduled appointment, staff must assist the customer by:

- ***Answering their questions or routing them to the reemployment team;***
- ***Scheduling the customer for the first available virtual appointment in Appointy with the reemployment team; or***
- ***Scheduling the customer for orientation with a staff person within the office if a virtual appointment is not readily available.***

1.4. Our Service

We serve customers who receive an RESEA outreach notice just like we do any other customer: we listen carefully as the customer describes their wants and needs; ask detailed questions about skills, work history, employment goals, and needs for upgrading skills; and provide sound professional advice to help the customer return to work. Additionally, staff must provide six required elements for Back to Work service.

Staff must address each of the following six elements to avoid the customer experiencing issues with receiving their UI benefits:

1.4.1. **Assess unemployment insurance eligibility**.

Staff must conduct a comprehensive assessment, review eligibility requirements for unemployment insurance, have the customer sign the Back to Work Agreement, and document the conversation in TWIST Counselor Notes.

During the assessment, Workforce Solutions staff must:

- provide guidance and suggestions on how the customer can enhance their job match parameters in WIT to ensure the best matches with job opportunities;
- ask questions that help identify potential issues, such as:
  - Are you able, available, and actively seeking work?
  - What can you tell me about your job search efforts?
  - What could be preventing you from looking for or accepting job offers?
  - How far are you willing to travel for work?
  - Have you had any interviews?
  - Have you had any job offers?
  - Have you turned down any jobs?
  - What are your salary expectations?
- advise the customer of the requirement to report work and earnings; and
- determine potential availability issues.

Customers outreached for RESEA must meet the following ongoing unemployment benefits eligibility requirements:

- Actively search for full-time work and perform a minimum of three job contacts a week;
- Be **able** to engage in and be **available** for full-time work;

  Able to Work
  Being able to work means the customer is physically and mentally able to perform the work they are seeking. They must have the health, endurance, and other physical and mental requirements necessary to perform suitable full-time work for which they are qualified or can readily learn to perform, and which exists in the job search area.

  Available for Work
  Being available for work means the customer is ready, willing, and able to accept any suitable full-time work. The customer must:

  - Have adequate transportation
  - Have adequate child care arrangements to allow the customer to work, if applicable
  - Be available for job interviews
  - Be willing and able to work all the days and hours required for the type of work the customer is seeking; and
  - Be willing to accept the usual rate of pay for a person of the customer's qualifications and experience

- Be available to Workforce Solutions staff for job search assistance, career counseling, follow up, etc.;
- Participate in required reemployment activities and complete all required RESEA services; and
- Apply for and accept suitable work (see Available for Work definition above).

If a potential unemployment benefits eligibility issue is discovered while conducting this assessment, refer to the process outlined on page 10 in the section **Reporting Potential UI Issues**.

If during the interview the customer asks an unemployment insurance question, staff must help the customer connect with the Tele-Center for answers or help the customer begin the adjudication process, if necessary.

Staff must document a summary of the assessment in TWIST Counselor Notes.

1.4.2. **Complete an employment plan.**
During the interview with a customer, staff must develop an employment plan in WIT that includes:

- a specific employment goal developed in collaboration with the customer and tailored to the customer's individual needs;
- the customer's strengths and any factors that may negatively affect the customer's ability to return to work;
- detailed step-by-step activities to which the customer agrees to adhere, including reporting to and taking part in the career service most likely to result in reemployment, or referral to career-related training;
- timelines to start and complete each activity;
- specific dates for staff to follow up and evaluate each activity, provide more assistance, or adjust the dates, as necessary; and
- the next date the customer will meet with or contact staff.

Staff must document the employment plan in ***WIT.***

1.4.3. **Complete WIT registration including Wagner-Peyser (WP) eligibility.**
We make sure the customer has a complete registration in WIT to help with referrals to open jobs.

Workforce Solutions staff must work directly with the customer to review their Wagner-Peyser application and résumé and enroll them as a customer in the Wagner-Peyser program.

To enroll a customer as a participant in the WP program, Workforce Solutions staff must follow these steps in WIT:

- ***With the customer in focus, click the Programs link and click the pencil icon.***
- ***Follow the page prompts to review the customer's general and background information and complete all eleven (11) pages of the WIT application.***
- ***Click the Finish button.***
- ***When the Finish Application pop-up box is displayed, click the WP Participation box.***
- ***Add the participation date.***
- ***Add the RESEA service that was provided to the customer, such as the RESEA Orientation (RSO) or RESEA Exemption, if applicable.***
    - ***Go to the Case Management Profile section under Staff Profiles and select the Programs link to verify that the customer has been successfully enrolled as a participant in WP and the Participation Date is displayed. The WP application status is displayed under the Title III—Wagner-Peyser (WP) heading on the Programs page. The Participation Date also indicates that a period of participation has been opened for the WP program.***
- ***Verify the customer has at least one saved résumé. Online or offline résumés can be viewed on the Résumés page, which is accessed from the Employment Plan Profile under My Individual Plans.***
- ***Once the customer's WP participation is confirmed, Workforce Solutions staff adds the other required RESEA services that have been provided to the customer to meet the RESEA program requirements.***

1.4.4. **<u>Provide current and customized labor market information (CLMI)</u>**.
We give our professional advice and current information about jobs and job opportunities specifically for each customer. We make sure the information we give is tailored for the customer we're talking to and not generic data. CLMI may include, but is not limited to:

- employment numbers by occupation and industry;
- short- and long-term industry and occupational employment projections;
- information on business employment dynamics, including the number and nature of business establishments;
- local employment dynamics, including business turnover rates, new hires, job separations, and net job losses;
- identification of high growth and high demand industries, occupations, and jobs;
- information on work hours, benefits, unionization, trade disputes, conditions of employment, and retirement; and
- information on occupation-specific requirements regarding education, training, skills, knowledge, and experience.

Additional CLMI may also include, as either source data or as an analysis of source data, the following:

- Population and workforce growth and decline, classified by age, sex, race, and other demographic characteristics
- Identification of emerging occupations and evolving skill demands
- Workforce characteristics, which can include skills, experience, education, credential attainment, and competencies
- Information on regional and local economic development activity, including job creation through business start-ups and expansions
- Shifts in consumer demands
- Labor market information gained from interaction with businesses, industry and trade associations, education agencies, government entities, and the public

During the development of the employment plan, Workforce Solutions staff must make sure the customer understands how this information may be used to conduct or enhance an appropriate job search**.** CLMI must be tailored to the customer's individual needs and include an analysis of the customer's work history. Generic CLMI, such as a referral to a list of in-demand occupations, is not sufficient.

Staff can use https://www.wrksolutions.com/for-individuals/career-exploration as a source to identify CLMI for the customers they serve.

1.4.5. **Provide Information about Workforce Solutions.**
At any time, and especially when asked by a customer, we talk about the range of our service and how we can help the customer get back to work. The customer can complete this requirement by reviewing the Back to Work page on wrksolutions.com. Staff must document the information and resources shared with the customer in TWIST Counselor Notes.

1.4.6. **Offer additional services.**
At the customer's request and/or in our professional judgement, we offer:

- Job search assistance including referrals to open jobs, job development and placement; and access to Workforce Solutions job search seminars;
- Comprehensive assessment of the individual's skill levels and needs;
- Career readiness such as creating or updating a resume, interview preparation, completing job applications; and/or
- Career counseling, planning and information about and help obtaining financial aid, including scholarships for basic education, upskill training, or education to change careers.

1.5. Outreach & Response

1.5.1. Service Delivery Timeline

It is very important that RESEA customers are provided services timely. The following table contains the timeline for RESEA services.

Requirement	Deadline
Customer is added to RESEA outreach pool	Every Friday night
RESEA auto-scheduler runs	Every Tuesday
RESEA orientation date	Up to 7 to 21 days from the date the auto-scheduler runs after the claimant has been added to the outreach pool
All RESEA services must be provided	Within 7 calendar days from the scheduled RESEA orientation date
All RESEA services must be entered in WIT	Within 7 calendar days from the scheduled RESEA orientation date

The process for outreaching RESEA customers is outlined below:

a. On Friday night, customers who received their first UI payment are profiled in WIT and assigned a profile score. WIT includes a feature that allows Workforce Solutions staff to schedule events with openings for RESEA customers to attend an orientation.

b. On Tuesday, WIT begins **automatically scheduling profiled customers for orientations in available slots for RESEA events.**

c. Due to the lag between when the profiler runs on Friday night and the auto-scheduler begins to fill appointments on Tuesday, staff must review the outreach pool on Monday to ensure enough openings have been created to accommodate the number of customers whose profile scores make them mandatory for RESEA service.

d. All mandatory customers must be scheduled for an RESEA orientation that is within seven (7) and twenty-one (21) calendar days from the date the scheduler ran (Tuesday) after the Friday the customer was added to the outreach pool. Workforce Solutions staff must make sure enough events or openings are created so that all mandatory RESEA customers are scheduled for an appointment within the allowable time limit. If there are not enough openings, the customer will be pushed to the next available opening, potentially creating a backlog that may prevent timely delivery of service.

e. RESEA staff must provide required services and update the customer's WIT record within seven (7) calendar days from the date of the RESEA Orientation (RSO) and twenty-one (21) calendar days from **date the auto-scheduler runs after the customer has been added to the outreach pool**. In WIT, staff must:

(1) Enter all RESEA services (see list on page 15).

(2) Update the customer's registration status as follow:

i. **<u>Registered</u>** – default setting. Must be updated after the scheduled orientation date.

ii. **<u>Attended</u>** – Must be entered if a customer attends an RESEA orientation and receives all the required services.

iii. **<u>Cancelled</u>** – Select only when there is a problem with the automated process or a delay in mailing the RESEA orientation letters. Staff must provide an explanation for the canceled status in case notes in WIT.

iv. **<u>Exempted</u>** – Select if the customer is exempt from RESEA. Staff must provide an explanation for the exempted status in WIT Case Notes. The Completion code for the RESEA orientation service will be automatically updated to "Voided."

v. **<u>No Show</u>** – Select if the customer did not attend the RESEA orientation as scheduled, and staff made at least one unsuccessful attempt to contact the customer to reschedule. When the No Show Reason drop-down menu appears, staff must select an appropriate reason and provide justification for the selection in case notes in WIT.

- Workforce Solutions staff must limit the use of "No Show" reasons to only those reasons that can be verified and documented with a detailed explanation in WIT Case Notes.
- A "No Show" status automatically sends a notification to the Unemployment Benefits System, which alerts UI staff of the customer's noncompliance and may cause the customer's benefits to be suspended or delayed.
- Once the Registration Status has been changed to "No Show," staff can only select "Attended" or "Exempted." Every change made by staff to a customer's Registration Status will appear on the Programs page (Activities/Enrollment/Service).
- ***If a customer fails to respond to the outreach letter by the orientation date, the Reemployment team must outreach the customer within two business days and take one of the following actions:***
    1. ***Enter all required services and mark as "Attended" on the roster, if the customer attends the rescheduled appointment; or***

2. ***Mark as "No Show" on the roster in WIT***
    a. ***If we are unable to reach the customer, or***
    b. ***If the customer is rescheduled but misses the second appointment***

Note: If an RESEA customer contacts Workforce Solutions after seven calendar days from their scheduled RESEA orientation date, staff must **<u>not refuse or deny</u>** service to the customer. Workforce Solutions staff must provide and enter in WIT the required services for the date the customer attended the orientation.

1.5.2. <u>Outreach Letters</u>

Career office tracking units generate outreach letters created by scheduled events in WIT. These letters give the customer instructions for contacting us to receive service. The customer must complete the following steps to satisfy their orientation requirements:

a. Schedule an appointment to meet with Workforce Solutions staff.
b. Review the reemployment services orientation video and,
c. Read the Back to Work Agreement.

1.5.3. <u>Rescheduling</u>

Sometimes customers have extenuating situations or circumstances that inhibit their ability to report to us as required. A customer can reschedule if they contact Workforce Solutions before the RSO orientation date on their letter. Workforce Solutions staff may reschedule the customer with or without good cause no more than two times in WIT.

Career office staff must have a process to respond quickly to a customer requesting to reschedule an appointment.

Example:

Mary Sue received an RESEA orientation letter telling her she must schedule and complete her orientation by 09/02/22. Ms. Sue calls the office on 09/01/22 and tells staff that she will not be able to attend an orientation until 09/07/22. In this instance, staff must take the following actions:

1. ***If the customer's Registration Status is Registered or Canceled, select "Reschedule" in the Action column and select an RESEA orientation event for 09/07/22 from the drop-down menu.***
2. ***Document the action in Case Notes in WIT;***
3. ***Schedule the appointment in Appointy for 09/07/22.***

If a customer fails to respond or attend a scheduled orientation three times, the following consequences occur:

- UI staff will suspend the customer's eligibility for unemployment benefits until the customer completes all required services and reports compliance to UI staff.

- The customer can no longer be rescheduled for an orientation in WIT.
- If the customer contacts Workforce Solutions for help in completing the rapid reemployment Back to Work service, including an orientation, staff must **manually** schedule the orientation via Appointy and allow the customer to participate in all other required RESEA services.
- Workforce Solutions staff must help all customers who are willing to engage in and complete the Back to Work service. **Do not refuse to serve the customer!**

Note: ***To assist a customer who has been rescheduled three or more times, Workforce Solutions staff must manually enter the RESEA Orientation (RSO) service once the customer successfully attends a manually scheduled orientation event. This is the only reason a staff person should manually enter an RSO service in WIT.***

1.5.4. **Failure to Attend an RESEA Follow-up Appointment**

There are two scenarios when Workforce Solutions staff will schedule a customer for a follow-up appointment:

- When scheduled to return to the office within two weeks after the orientation for a follow-up appointment. . This follow-up appointment is a required part of completing the RESEA.
- When the customer has completed all required services but is asked to return to the office for a follow-up appointment related to the goals set in the employment plan. This follow-up appointment is not a required part of completing the RESEA, but failure to attend this appointment may indicate that the customer is not able or available to work.

In both cases, the customer's failure to attend the appointment must be reported according to the Reporting Potential UI Issues section below.

1.5.5. **Reporting Potential UI Issues**

While working with a customer, either to reschedule an orientation or conducting the UI eligibility assessment, a customer may report issues that indicate they may not be available and/or able to work. These issues must be reported to UI staff at Texas Workforce Commission (TWC).

Potential issues include, but are not limited to:

- Failure to participate in all required RESEA services, including follow-up appointments (Workforce Solutions staff must include details about the required services in which the customer failed to participate using the Comments section of the Potential UI Eligibility Reporting Template (WF-42) form);
- Unable to work full-time or unwilling to engage in and be available for full-time work;

- Unable, unavailable, or unwilling to search for work or accept suitable employment; and/or
- Travel or vacation that makes an individual unavailable for work.

Note: If the customer is not able to work or is not available for work for only one day during a week but is able and available during the rest of the benefit week, the customer cannot be determined ineligible for unemployment benefits. Potential unemployment benefits eligibility issues that affect the customer for only one day are not required to be reported using Potential UI Eligibility Reporting Template (WF-42) form.

To report a potential issue to TWC, staff must:

- Document details related to a potential unemployment benefits eligibility issue, which may include any of the following:
    - Unable to work full-time
    - Unwilling to engage in and be available for full-time work
    - Illness or injury for multiple days or weeks;
- Document a customer's failure to complete all required services and provide specific details about the required services the customer failed to participate in using the *Comments* section of the WF-42 form;
- Complete the Potential UI Eligibility Reporting Template (WF-42) using only the last four digits of the customer's SSN;
- Password-protect and save the form as a Word document;
- Email it as an attachment to LocalWFUIcoordinator@wrksolutions.com;
- Send a follow up email to LocalWFUIcoordinator@wrksolutions.com with the password to open the document;
- Scan the document into DocuWare using the Label "WF42 RESEA Transmittal; and
- Document actions in TWIST Counselor Notes.

Note: The local workforce coordinator will send the password-protected WF42 to ***wfui.coordinator@twc.texas.gov*****.**

Staff should NOT release this email address to customers or the general public.

If a customer is unable to contact UI staff to report compliance, Workforce Solutions staff can help by referring to the information and instructions in Attachment 3 of this document.

If an RESEA customer contacts a local Workforce Solutions office for assistance to report completion of a rescheduled RESEA orientation to UI during the COVID-19 pandemic, local staff must use the WF-42 to report the completion.

Staff must select the *RESEA* checkbox and enter the following statement into the *Comments* section: “Rescheduled orientation completed on [date]. Unable to contact Tele-Center to report.” The WF-42 must be completed and submitted in accordance with local procedures in place and in a manner that protects personal-identifiable information (PII).

1.5.6. **Exemptions**

There may be cases where an RESEA customer is exempt from participating in reemployment services. A customer may be exempt for the following reasons:

- The customer has secured employment or returned to work;
- The customer is attending TWC-approved training;
- The customer lives in or has moved to another state; or
- The distance from the customer’s residence to the nearest Workforce Solutions office creates a travel hardship.

Out-of-State Claimants

If a customer moves out of state after being profiled and assigned an RESEA score, the customer must call UI Tele-Center staff or Workforce Solutions staff to provide the appropriate information about their relocation.

Distance Exemption

Customers may also be exempted from RESEA participation if the distance to the closest Workforce Solutions is great enough to make travel an undue hardship and remote technologies are not readily available. Workforce Solutions staff can provide an exemption if:

- The customer’s residence is 50 or more miles from the nearest Workforce Solutions office and remote technologies, such as Teams, Skype, Zoom, FaceTime, and other similar products are not readily available.

Customers who meet any of the above exemptions may be exempted from participating in the RESEA program. To exempt an RESEA customer from participating, Workforce Solutions staff must update the customer’s registration status to “Exempt” on the event roster and add a case note with the reason for the exemption in WIT.

2. Recording Service

Regardless of how a profiled customer contacts Workforce Solutions and staff completes the required services, we record our service in both WIT and TWIST.

<u>Following are the steps for recording rapid reemployment service.</u> These steps are ***in addition*** to the regular and usual information we include in a customer's record.

2.1. Required Service

2.1.1. WorkInTexas.com (WIT)

RESEA #	Adult/DW/ES Service Type	WIT Service Code	WorkInTexas.com Service Name
1	RESEA Orientation, Outreach Self-Service/Registered Individual Only	RSA RSO RSX	RESEA Icon Added (Automatically added for any customer who falls into the outreach pool) RESEA Orientation (Automatically added when a customer is scheduled for an RESEA Orientation) Note: ***An RSO service*** must be manually entered ***<u>only</u>*** when a customer completes a manually scheduled orientation outside of WIT. RESEA Exemption
2	Individualized labor market information customized and tailored to meet each customer's individual needs	CLM	Customized Labor Market Information
3	UI eligibility assessment and referral adjudication if an issue is identified	UEA	UI Eligibility Assessment
4	Development of individual employment plan	EDP	***WIT Employment Plan*** ***205-Develop Service Strategies (IEP/ISS/EDP) (auto-posts)***

2.1.1.1. If a customer attends an RESEA orientation, staff must update the customer's registration status in WIT by selecting "**Attended**" on the event roster.

2.1.1.2. All required services must be entered into WIT for the date services were provided.

2.1.1.3. ***Record the employment plan in WIT. Employment plans must be entered using the Creating an Employment Plan in WIT Desk Aid***.

2.1.1.4. For customers who report employment or attended a Back to Work orientation within the last 12-month period, staff must exempt the customer in WIT. To exempt an RESEA customer from participating, Workforce Solutions staff must update the customer's registration status to "Exempt" on the event roster and add a case note with the reason for the exemption in WIT.

2.1.2. **TWIST**

2.1.2.1. Counselor note subject line: **Rapid Reemployment Orientation**
Notes must include:

i. Summary of your interaction with the customer;

ii. Summary of the customized labor market information provided;

iii. Documentation of whether the customer is able and available for work; **and**

iv. Actions taken to help the customer.

2.1.2.2. ***If staff and the customer determine additional services including support services, education and training, or talent development are needed, staff must:***

i. Update Intake Common

- Identity;
- Contacts;
- Characteristics;
- Education;
- Military;
- Employment Status; and
- Dislocated Worker

ii. Create a WIOA program detail

iii. Open appropriate services for all fund streams the customer may be eligible, as necessary:

- Objective assessment (08) and/or
- Employment Plan (68), etc.

2.1.3. **DocuWare**

2.1.3.1. Use "***RESEA – Orientation"*** to label the Back to Work Agreement, Orientation to Complaint form, and Dislocated Worker supporting documents including the Addendum or Financial Aid Application, if applicable.

2.1.3.2. Use ***"WF42 RESEA Transmittal"*** to label the Potential UI Eligibility form.

2.1.4. **Additional *Service***

2.1.4.1. **RESEA Career Transitioning Services (CTS) – Korn Ferry**

Staff are no longer required to inform customers about Korn Ferry Services. The deadline for staff to enroll customers was January 27, 2023.

2.1.4.2. **Tag the profiled customer as a WIOA Dislocated Worker. *A completed Work Addendum*** or a full financial aid application is required for Dislocated Worker eligibility**.**

RESEA customers who have been outreached within the last 10 weeks qualify for expedited eligibility for Dislocated Worker status. Staff may use a copy of the RESEA outreach letter dated within the past 10 weeks, ***to help the customer meet eligibility criteria***.

3. Guidance for the Rapid Reemployment Interview

When conducting the rapid reemployment interview, staff should make sure to:

1. Assess a customer's wants and needs, develop an employment plan, ask about any unemployment insurance issues, and offer referrals to open jobs, job search seminars, career planning, and education and training opportunities.

2. Update and/or complete the customer's WIT application, including Wagner-Peyser, is complete before ending the interview.

3. Enter the employment plan in WIT, including clear next steps and follow-up/return dates with interim goals and actions to achieve overall employment goal.

4. ***Schedule the customer for a follow-up appointment before concluding the initial orientation no more than two weeks from the orientation date.***

5. Advise the customer that failure to participate in all required RESEA services, including follow-up appointments may impact the customer's UI benefits.
    a. include details about the required services in which the customer failed to participate
    b. use Comments section of the Potential UI Eligibility Reporting Template (WF-42) form);

6. Deliver the required six (6) elements for customers.

7. Give the customer your contact information and encourage them to call you with any questions or concerns.

Career offices may adjust the sequence, timing, and scheduling of an interview depending upon the customer's wants and needs and the staff's judgement.

Don't do the following:

1. Fail to respond to customer appointments, emails, and voice messages in a timely manner.

2. Require a customer to complete a WorkInTexas application before scheduling an interview with a staff member.

3. Make customers wait to form a group and then provide service to the group instead of each customer individually.

Attachment 2
Unemployment Benefit Information

Customers can get unemployment benefits information, file a claim, or find the status of an existing claim by using:

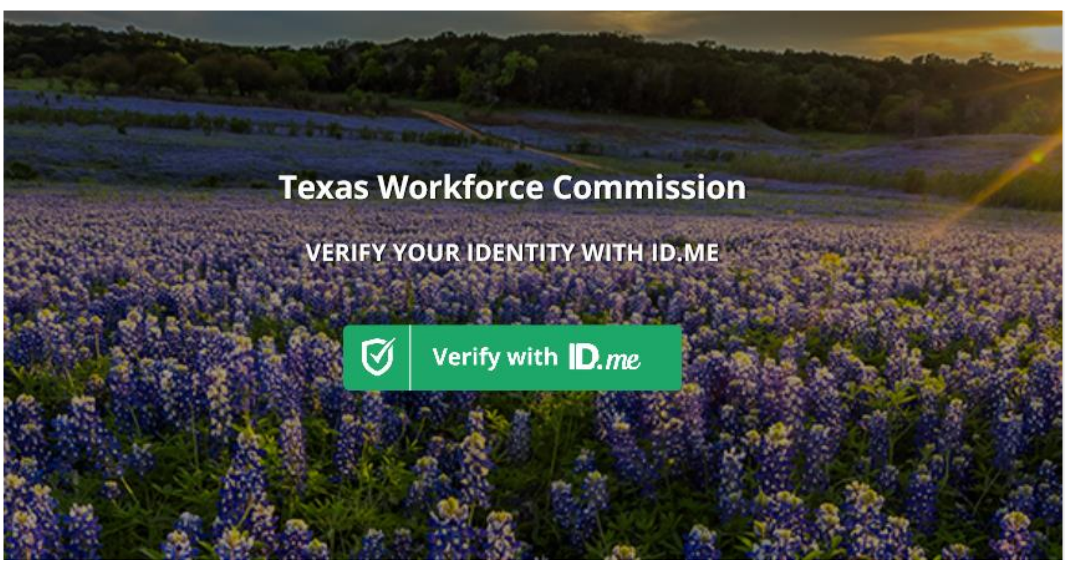
- **TWC website:** Log on to ui.texasworkforce.org to apply for benefits or get claim-specific status and payment information. For general eligibility and appeals information, go to www.texasworkforce.org/unemploymentbenefits.
- **Tele-Center:** Call 800-939-6631, 8:00 a.m. to 6:00 p.m. weekdays, to speak with a **customer service representative**.
- **Tele-Serv:** Call 800-558-8321, the **automated phone system**, from 7:00 a.m. to 6:00 p.m. to get claim-specific status and payment information.
- Staff with a TWC email address can use the following link to submit requests for assistance: **https://online.twc.state.tx.us/services/telecenter/contactrequest**

Verify Identity

TWC is responsible for taking all available steps to identify and stop fraudulent unemployment benefit claims. Unemployment Insurance (UI) staff use enhanced screening processes to verify the identity of individuals contacting the Tele-Center. In cases where UI staff is unsure of a caller's identity, they will direct the customer to the Texas Workforce Commission's landing page on the ID.me website:

- For English: https://hosted-pages.id.me/texas-twc-identity-proofing
- For Spanish: https://hosted-pages.id.me/texas-twc-identity-proofing-spanish

ID.me is a federally certified online identity network that specializes in digital identity verification and protection and is a trusted partner of the Texas Workforce Commission (TWC).



Note: A customer can also access ID.me from the TWC website by going to https://twc.texas.gov/reporting-fraud, selecting **Identity Theft Fraud** and then selecting ID.me.

Customers with limited access to a computer may utilize a Workforce Solutions office to access the ID.me website to verify their identity.

Workforce Solutions

Attachment 3:
Workforce Solutions Reemployment Team Phone Directory

For scheduling: https://wrksolutions-booking.appointy.com/resea					
Staff	**Career Office**	**Phone**	**Ext**	**Email**	**Language**
Aqualla Nelson	Clearlake	713.384.1470		aqualla.nelson@wrksolutions.com	
Blanca Hernandez	East End	713.228.8848	1410	blanca.hernandez@wrksolutions.com	Spanish
Tiffany Cooper	Northline	713.692.7755	2011	tiffany.cooper@wrksolutions.com	
Latrell Odems	Southeast	713.576.2580	2634	latrell.odems@wrksolutions.com	
Nicole Washington	Southwest	281.564.2660	2816	nicole.washington@wrksolutions.com	
Sherri Guillory	Texas City	409.949.9055	3011	sherri.guillory@wrksolutions.com	
Xavier McDaniel	Northshore	281.458.1155	221	Xavier.McDaniel@wrksolutions.com	
Tiffany Zachery	Astrodome	713.661.3220	1004	tiffany.zachery@wrksolutions.com	
Iris Knighton	Lake Jackson	979.297.6400	1614	iris.knighton@wrksolutions.com	
Edwin Ducos-Supervisor	Northline	713.692.7755	2041	edwin.ducos@wrksolutions.com	
Yolanda Chavez	Willowbrook	281.807.9462	2075	Yolanda.Chavez@wrksolutions.com	Spanish
Diane Mitchell	Missouri City	346.341.7390	1105	Diane.Mitchell@wrksolutions.com	
Kaitlyn Owens	Wharton	979.531.0730	504	Kaitlyn.Owens@wrksolutions.com	
Karina Guerrero	Katy	281.644.1030	607	karina.guerrero@wrksolutions.com	Spanish
Shontrell Johnson	Cypress Station	281.891.2850	291	Shontrell.johnson@wrksolutions.com	
Robin Whitaker	Humble	281.446.4836	117	Robin.Whitaker@wrksolutions.com	
Ashley Goodall	Conroe	936.441.0037	2911	Ashley.goodall@wrksolutions.com	
Derwin Youngblood	Conroe	936.441.0037	2910	Derwin.Youngblood@wrksolutions.com	
Todd Nathan	Katy	281.644.1030	630	Todd.Nathan@wrksolutions.com	
Mona Diggs	Westheimer	713.953.9211	90099	mona.diggs@wrksolutions.com	
Cheryl Sumbler	Acres Homes	832.403.2232		cheryl.sumbler@wrksolutions.com	
Reginald Davis	Pearland	832.409.0049		reginald.davis@wrksolutions.com	

LIST OF REVISIONS

Note: Significant changes to our RESEA guidance are indicated below.

Table 1: **March 2023 REVISIONS**

SECTION	REVISION
1.2-1.3 Reemployment Team	Added information about the role of the reemployment team and how to connect with them
2.1.1 WorkinTexas	Added service plan must be entered in WIT (EDP *service 205-Develop Service Strategies)* auto posts in WIT
2.1.2 TWIST	Added if appropriate, create WIOA program detail and fund streams customer may be eligible for
2.1.3.1 Korn Ferry	Added Korn Ferry Services enrollment no longer required; deadline was January 27, 2023
5 Reemployment Team Directory	Added Appointy link and contact information for the Reemployment team