

**Kansas Department of Commerce
Workforce Services
Procedures Manual**

Reemployment Services and Eligibility Assessment (RESEA)

Originating Office: Workforce Services

Subject: Reemployment Services for Unemployment Insurance Claimants

Issued: May 3, 2017 (KWSB Approval Date)

Programs: Reemployment Services and Eligibility Assessment (RESEA)

Purpose: To provide the procedures for Reemployment Services and Eligibility Assessment (RESEA) services to Unemployment Insurance (UI) claimants.

References: Unemployment Insurance Program Letter (UIPL) 3-17; KSA 44-705(a); and 20 C.F.R. § 652.210

Background: The Reemployment Services and Eligibility Assessment (RESEA) program provides reemployment services to UI claimants identified as most likely to exhaust benefits under the methods established by the Worker Profiling and Reemployment Services (WPRS) program, and transitioning veterans receiving Unemployment Compensation for Ex-service members (UCX) benefits. RESEA is funded through a U.S. Department of Labor (USDOL), Employment and Training Administration (ETA) grant, and prior to 2016, it was known as Reemployment and Eligibility Assessment (REA).

Action: Make all workforce center partners, especially those co-located, aware of this document.

Contacts: Questions should be directed to (785) 296-0607, email: workforcesvcs@ks.gov.

Reemployment Services for Unemployment Insurance Claimants

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Reemployment Services for Unemployment Insurance Claimants

Overview

The Reemployment Services and Eligibility Assessment (RESEA) program provides unemployment insurance (UI) claimants entry to a full array of reemployment services appropriate for their individual needs, and helps to ensure that claimants comply with all UI eligibility requirements.

Unemployment Insurance is administered by the Kansas Department of Labor (KDOL) and reemployment services are provided in local Workforce Centers (WFC) by Kansas Department of Commerce (Commerce) and other Workforce Center staff.

Claimants most in need of reemployment assistance are identified through the Worker Profiling Reemployment System (WPRS) during the initial unemployment insurance claims process. The information provided by the claimant is analyzed and scored. The resulting score is a forecast of the claimants' probability of exhausting regular benefits. Claimants with a 50 percent or greater probability of exhausting benefits and transitioning veterans receiving Unemployment Compensation for Ex-service members (UCX) benefits are entered into the RESEA queue. Active members of a placement union and claimants on a temporary layoff are excluded from profiling. A temporary layoff requires a return to work date within four weeks.

Regardless whether a claimant is called in for reemployment services, all claimants should be provided a full range of labor exchange services to facilitate their earliest return to work.

Initial RESEA Appointment

Scheduling RESEA Appointments

The goal is to schedule all claimants placed in the RESEA queue; however, the actual number scheduled will depend on the availability of staff to provide one-on-one services. Regional Operations Managers (ROM) should ensure the RESEA queue is cleared weekly and must be able to provide an explanation if all claimants in the queue cannot be scheduled.

Each week staff schedule claimants for RESEA using the KDOL Customer Information Control System (CICS). The selection process is blind, meaning there is no staff control over who is scheduled. The system selects the claimants, starting with the highest WPRS score, and mails an appointment letter advising the claimant where and when to report ([Att. A](#)). Concurrently, the claimant names along with their appointment dates and times are sent to America's Job Link (AJL) and added to the REA/RES Call-In report in **KANSASWORKS**. Each scheduled claimant will have a RESEA enrollment opened in his or her **KANSASWORKS** account as well.

Staff provide a courtesy call prior to the customer's appointment, and document the call in **KANSASWORKS** as a program note.

Rescheduling RESEA Appointments

If a claimant contacts the Workforce Center prior to their appointment to reschedule, the claimant may be advised of a new date and time to report. The new date must be within five days of the originally scheduled date, and must be entered into **KANSASWORKS** to avoid disrupting the claimant's benefits.

If a claimant reschedules a RESEA appointment (including Subsequent RESEAs and reemployment services) **more than once**, staff must notify UI via email ([Att. D](#)) and document the issue(s) as a program note in **KANSASWORKS**. Rescheduling more than once may result in a denial of benefits.

Identity Verification

RESEA claimants must provide verification of their identity during the initial RESEA appointment via a state or federally issued photo id. Staff must document their verification as a program note in **KANSASWORKS**.

Mandatory Services

The Initial RESEA is a one-on-one meeting between staff and a job seeker. During this meeting, the following components must be provided:

- **Work Registration**

Per K.S.A 44-705(a), unemployed individuals are eligible to receive benefits only if they have registered for work and continue to report to a Workforce Center as directed by staff. Compliance with being registered for work is met when an individual is registered for a **KANSASWORKS** account. This automated process occurs when an individual files an initial claim, and occurs regardless of ultimate eligibility for UI benefits. The jobseeker receives a user name and a temporary password allowing them to conduct job searches, post a resume, etc., and information on jobs matching their most recent job title.

If however a claimant is not already registered, staff assistance should be offered to help them register. A RESEA claimant must have a Plus account, which includes an up-to-date and active resume in **KANSASWORKS**. Staff will provide resume assistance to ensure claimant compliance.

- **UI Eligibility Review**

Staff assesses whether the job seeker has been able, available, and actively seeking employment by reviewing the claimant's work search contacts as documented on the RESEA appointment letter ([Att. A](#)) and the claimant's responses on the Eligibility Review Questionnaire ([Att. B](#)).

The claimant must provide three (3) work search contacts for each week claimed. At least two (2) of the work search contacts must be an application for employment or submission of a resume to an employer if the employer accepts resumes in lieu of formal applications. Other activities could include additional job applications, attendance at job fairs, resume

review courses, Workforce Center services, browsing job posting websites, etc. The same employer/position may not be repeated in back-to-back weeks.

Staff must notify UI whenever they become aware that a UI claimant (not just those identified for Reemployment Services) is not able and/or available to accept work immediately, not actively seeking work, refuses a job referral or job offer, refuses a referral to another service provider such as WIOA and/or refuses to participate in RESEA. Potential eligibility issues are reported to KDOL via **KANSASWORKS** ([Att. E](#)) or via email ([Att. D](#)).

- **Resume Review**

Claimants reporting for RESEA services are required to upload/create a resume in **KANSASWORKS** within 30 days of their initial appointment. This service is to be added to the claimants S&T plan during the initial appointment.

- **Orientation to One-Stop Services**

An introduction to the Workforce Center that includes an overview of the programs and services available, and instruction on using self-help tools.

- **Initial Assessment**

Evaluation of the customer's employment history, education, interests and skills resulting in the identification of employment goals, barriers to employment and the services needed to obtain goals.

- **Individual Reemployment Plan**

In consultation with the claimant, a written Individual Reemployment Plan (IRP) matched to the claimant's needs based on information gathered during the Initial Assessment is developed. The IRP must at a minimum, include:

- a specific employment goal;
- a list of challenges or barriers to employment specific to the claimant;
- detailed step-by-step activities the claimant will perform and or participate in to achieve his/her employment goals;
- timelines to start and complete each activity;
- specific dates for staff follow-up to evaluate each activity, provide additional assistance, and make adjustments, if necessary; and
- the next scheduled contact date with staff.

The IRP must be documented in **KANSASWORKS** along with a signed copy uploaded to the claimant's account.

- **Subsequent RESEA(s)**

Customers may be scheduled to return for up to two Subsequent RESEAs. A Subsequent RESEA must include: a UI eligibility review; review and update of the claimant's individual reemployment plan; the provision of labor market information if changes so dictate; and referral to reemployment services or training.

If a Subsequent RESEA is not conducted face-to-face, staff must ensure that both they and the claimant have access to the claimant’s individual reemployment plan for review and updating.

- **Reemployment service(s)**

RESEA customers must be referred to reemployment service(s) appropriate to their needs. Service(s) must be scheduled (or completed) during the Initial (1st) RESEA. Examples of reemployment services are:

- Customized Resume Assistance
- Job Development
- Job Referral
- Job Search and Placement Assistance
- Workshop(s) – Interviewing, job search, resume, etc.
- Career Ready 101 Enrollment
- Referral to Training
- Assessment tests such as WorkKeys

Waiving Services

Waiving a claimant from services must be considered carefully because the claimant will no longer be required to participate throughout the entire duration of their claim.

Justification for waiver must be documented as a program note in **KANSASWORKS**, and the claimant’s S&T plan services must be updated accordingly.

Waiver Justification	Verification
Claimant is an active member of a placement union	Claimant must provide proof of current union membership with dues card.
Claimant is on a temporary layoff and will return to work within four weeks	Claimant must provide documentation from the employer.
Claimant has returned to full-time employment ¹	Claimant must complete and return K-BEN 7211 to KDOL, and Staff must document the claimant’s employment in KANSASWORKS .
Claimant moved permanently out of Kansas <i>or</i> resides 50 or more miles (one-way) from the nearest Workforce Center that offers RESEA.	Claimant must inform KDOL of their new address, and Staff must update claimant’s address KANSASWORKS .
Claimant is attending training through Trade Adjustment Assistance (TAA), Workforce	Claimant must provide a copy of the KDOL letter approving training <i>or</i>

¹ Note: Claimants cannot be waived for part-time employment. If the individual is working part-time, reschedule the appointment outside the claimant’s work schedule.

Waiver Justification	Verification
Innovation and Opportunity Act (WIOA), or training approved by KDOL	Staff verify TAA or WIOA training via KANSASWORKS , <i>or</i> Staff can email KDOL for verification. (Att. D)
Claimant is currently participating in reemployment services or has completed similar services in the preceding three months and can provide documentation.	“Similar services” are defined as reemployment services that claimants are attending on their own initiative. Examples include but are not limited to services provided prior to a permanent layoff by a private employment agency, an institution, or another service provider. These services need not be identical to those provided by the Workforce Center, but only reasonably similar.

Failure to Report

If a claimant does not report for their initial appointment as scheduled, they will be considered a Failed to Report (FTR). **KANSASWORKS** automatically notifies UI of a claimant’s failure to report. KDOL will send a K-BEN 7212 *Reemployment Services and Eligibility Assessment (RESEA) Reminder Notice* ([Att. C](#)) advising the claimant their benefits are suspended and to contact the Workforce Center to reschedule their appointment.

If a claimant contacts the Workforce Center to reschedule their missed appointment, staff must advise the claimant of a new date and time to report. The new appointment date should be within the same week to avoid further disruption to the claimant’s benefits. Staff must also reschedule the appointment in **KANSASWORKS**.

Anytime a claimant completes services he/she previously failed to report for, staff must notify KDOL of the claimant compliance by selecting the “In-Compliance” Participant Group for each applicable service. Allow 3 to 5 business days for UI to process the claimant’s compliance status.

If a claimant failed to report for services and such time has passed that the RESEA enrollment in **KANSASWORKS** has exited, the claimant is to be provided the following services:

- Orientation to One-Stop Services
- **KANSASWORKS** registration
- Resume review
- Initial Assessment
- Labor Market information
- Referral to reemployment service(s)

Appeal Rights

If a claimant is denied benefits, they may file an appeal. Appeal rights and the method for filing an appeal are explained on the Non-Monetary Determination Notice mailed to the UI claimant.

Performance Reports

Regional Operations Managers should regularly review the following reports available in **KANSASWORKS** to determine performance in their local area:

- RESEA Quarterly Report - Review items listed under Section I and III. Ensure the number of claimants being scheduled for services is sufficient compared to the availability of staff, and
- Job Service Quarterly Report ETA 9002C (rows 7, 10, and 11) – Review the Entered Employment Rate, Employment Retention Rate and Average Earnings to determine the results for claimants as compared to non-claimants.
- Exit Warning Report (by office)

Glossary

Acronym	Definition
AJL	America's Job Link; host to KANSASWORKS.com
CICS	Customer Information Control System; system used to schedule RESEA claimants
ETA	Employment and Training Administration, a division of USDOL
FTR	Fail to Report
IRP	Individual Reemployment Plan
KW	KANSASWORKS.com ; management information system used by Workforce Center staff
KDOL	Kansas Department of Labor
REA	Reemployment and Eligibility Assessment, predecessor to RESEA
RES	Reemployment Services, additional term for WPRS
RESEA	Reemployment Services and Eligibility Assessment; current program
ROM	Regional Operations Manager
S&T Plan	Service and Training Plan
TAA	Trade Adjustment Assistance
UCX	Unemployment Compensation for Ex-servicemembers
UI	Unemployment Insurance, a division of the Kansas Department of Labor
USDOL	U.S. Department of Labor
WFC	Workforce Center; also referred to as America's Job Center (AJC)
WIOA	Workforce Innovation and Opportunity Act
WPRS	Worker Profiling and Reemployment Services

ATTACHMENT A – K-BEN 7213 RESEA APPOINTMENT NOTICE



KBEN 7213 SAMPLE
pdf_Redacted.pdf

ATTACHMENT B – ELIGIBILITY REVIEW QUESTIONNAIRE



RESEA Eligibility
Review Questionnaire

ATTACHMENT C – K-BEN 7212 REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) REMINDER NOTICE



K-BEN 7212
(11-15).pdf

ATTACHMENT D – EMAIL COMMUNICATION WITH KDOL

Timely data entry is critical and failure to do so may result in the interruption of a UI claimant’s benefits. To avoid unnecessary issues it is imperative that all data entry, including services and program notes be entered within 24 hours.

Any potential eligibility issues must be communicated to KDOL immediately.

Communication with KDOL occurs via email to BenefitsRES@dol.ks.gov. Emails must include claimant’s address and telephone number and a thorough description of the issue(s). Be sure to include any applicable dates.

For security purposes, only provide **Claimant’s Full Name (First, Middle, Last) and PID** via email, and use the following subject lines:

<i>Customer...</i>	<i>Email subject line:</i> <i><RESEA> <Issue> <Claimant’s name></i>
Previously FTR and then completes services	RESEA - In Compliance - John Doe
Previously FTR and then is waived from services	RESEA - Waived - John Doe
Had their benefits suspended due to staff error	RESEA - Error - John Doe
Reschedules their appointment more than once	RESEA - 2 nd Reschedule - John Doe
States they are in KDOL Approved Training	RESEA - AT Verification - John Doe
Has an Able & Available (Adjudication) issue ²	RESEA - A&A - John Doe

² Able and Available (i.e. Eligibility Issues) are generally to be reported via **KANSASWORKS** ([Att. E](#)) but can be emailed when appropriate.

ATTACHMENT E – KANSASWORKS ADJUDICATION SERVICE NOTES

Reporting an eligibility issue is done when adding or updating a service in the claimant’s KANSASWORKS Service and Training plan. Staff chose the applicable reason(s) as listed under *Participant Group* and include detailed information in the Notes text box.

Note: Workforce Center staff report potential eligibility issues to UI, however it is UI staff that investigate and adjudicate on the issue.

Participant Group	Service Notes
Adjudication - Care Provider <ul style="list-style-type: none"> Includes Child care, elder care 	Dates of unavailability Applicable details
Adjudication - Health Related <ul style="list-style-type: none"> Claimant or family member Ex. In the hospital 	Dates of unavailability Nature of the illness/injury
Adjudication - Incomplete Work Search	Dates of incomplete work search Ex. Week of 5/7/17, 5/21/17
Adjudication - Job Refusal <ul style="list-style-type: none"> Claimant refused a job offer or job referral 	Date of refusal Employer Name
Adjudication - Not Available/Personal Reasons <ul style="list-style-type: none"> Ex. Out of town, on vacation 	Dates of unavailability Applicable details
Adjudication - Officer of a Corporation	Job Title/Position
Adjudication - Other <ul style="list-style-type: none"> Any other issue(s) that indicate a customer is not able and available and/or looking for work 	Dates of unavailability Applicable details
Adjudication - Quit/Fired from Employment <ul style="list-style-type: none"> Claimant quit or has been fired from a job that has not yet been reported to KDOL Claimant quit or has been fired since filing their last initial claim with KDOL 	Last date worked Employer Name
Adjudication - Self-Employment <ul style="list-style-type: none"> Ex. Has own tree trimming business 	Applicable details
Adjudication - Transportation	Dates of unavailability Applicable details
Adjudication - Workers’ Compensation <ul style="list-style-type: none"> Claimant is receiving Workers Comp. 	Applicable details