

Outreach Scripts

Script 1: RESEA Missed Appointments Notification

This notification language may be used in emails that are sent to claimants who miss their first or second RESEA appointment.

Dear [name],

Our records show that you did not attend your scheduled Reemployment Services and Eligibility Assessment (RESEA) appointment on [date]. Please contact your local Workforce Solutions Office within two business days of this notification to reschedule your RESEA appointment. Failure to reschedule your appointment within two business days of this notification will result in you being reported to the Unemployment Insurance department and you may experience a delay or interruption in receiving your unemployment benefits.

Sincerely,

RESEA Workforce Solutions Staff

Estimado [nombre/name],

Nuestros registros muestran que no asistió a su cita programada del programa Servicios de Reempleo y Evaluación de Elegibilidad (RESEA) el [fecha/date]. Comuníquese con su oficina local de Workforce Solutions dentro de los dos días hábiles posteriores a esta notificación para reprogramar su cita RESEA. Si no reprograma su cita dentro de los dos días hábiles posteriores a esta notificación, se le informará al departamento de Seguro de Desempleo (Unemployment Insurance) y puede experimentar un retraso o interrupción de sus beneficios de desempleo.

Sinceramente,

Personal de RESEA Workforce Solutions

Script 2: RESEA Missed Appointment and/or Refusal to Participate Phone

This script may be used when contacting a claimant by phone who missed their first or second RESEA appointment. This script may also be used if a claimant does not wish to participate in the program or if a claimant misses other mandatory appointments.

Phone Follow-Up: Voice Mail

This is the [name] Workforce Solutions Office. I am trying to reach you regarding your missed RESEA appointment. I will call back in three to five minutes.

Phone Follow-Up: Voice Mail

Esta es la [nombre de oficina/name of office] oficina local de Workforce Solutions. Estoy tratando de comunicarme con usted con respecto a su cita de RESEA a la cual faltó. Volveré a llamar en tres a cinco minutos.

Phone Follow-Up: No Answer Second Attempt

This is the [name] Workforce Solutions Office. I am trying to reach you regarding your missed RESEA appointment. Please call us back by [date] at [phone number].

Phone Follow-Up: No Answer Second Attempt

Esta es la [nombre/name of office] oficina de Workforce Solutions. Estoy tratando de comunicarme con usted con respecto a su cita de RESEA a la cual faltó. Por favor, llámenos antes del [fecha/date] al [número de teléfono/phone number].

Phone Follow-Up: Answered

May I speak with [name]?

Hello, my name is [name], and I am a/an [title] with the [name] Workforce Solutions Office. I am calling because you were scheduled to attend a Reemployment Services and Eligibility Assessment (RESEA) appointment yesterday. Attending this appointment is a mandatory eligibility requirement that you must meet in order to receive your unemployment benefits. I would like to reschedule you for the next available appointment on [date] at [time]. Is this a good time for you?

(If the claimant agrees, adjust the date and time as necessary.)

Okay, I have you scheduled for [date] at [time]. If you have any questions before your appointment, please contact our office at [phone number]. Thank you and have a good rest of your day.

(If the claimant does not want to participate, use the following language.)

I understand that you do not wish to participate, but participation in the RESEA program is a mandatory eligibility requirement that you must meet in order to receive unemployment benefits. If you refuse to participate, I am required to report your noncompliance to the State Unemployment Insurance Tele-Center. State Unemployment Insurance Tele-Center staff will

contact you to discuss your continued eligibility for unemployment benefits. Would you like to reconsider your decision?

(If the claimant agrees, follow the script above to reschedule the appointment and end the call with the following language.)

If you have any questions, please contact our office at [phone number]. Thank you and have a good rest of your day.

(If the claimant still does not wish to participate, use the following language.)

I am sorry that you do not wish to participate in the RESEA program. I will take note of your nonparticipation. Thank you and have a good rest of your day.

Phone Follow-Up: Answered

¿Pudiera hablar con [nombre/name]?

Hola, mi nombre es [name/nombre], y soy un/una [título/title] con la [nombre/name of office] oficina de Workforce Solutions. Estoy llamando porque estaba programado para asistir a una cita del programa Servicios de Reempleo y Evaluación de Elegibilidad (RESEA) ayer. Asistir a esta cita es un requisito obligatorio de elegibilidad para recibir sus beneficios de desempleo. Me gustaría reprogramarlo para la próxima cita disponible el [fecha/date] a la/las [hora/time]. ¿Le parecen bien la fecha y la hora?

(If the claimant agrees, adjust the date and time as necessary.)

Bueno, lo tengo programado para el [fecha/date] a la/las [hora/time]. Si tiene alguna pregunta antes de su cita, comuníquese a nuestra oficina al [número de teléfono/phone number]. Gracias y que tenga un buen día.

(If the claimant does not want to participate, use the following language.)

Entiendo que no desea participar, pero la participación en el programa de RESEA es un requisito obligatorio de elegibilidad para recibir beneficios de desempleo. Si se niega a participar, estoy obligado a informar su incumplimiento al Tele-Centro del Seguro de Desempleo del Estado. Un representante del departamento de Seguro de Desempleo se comunicará con usted para discutir su elegibilidad para los beneficios de desempleo. ¿Le gustaría reconsiderar su decisión?

(If the claimant agrees, follow the script above to reschedule the appointment and end the call with the following language.)

Si tiene alguna pregunta, comuníquese con nuestra oficina al [número de teléfono/phone number]. Gracias y que tenga un buen día.

(If the claimant still does not wish to participate, use the following language.)

Lamento que no desee participar en el programa de RESEA. Tomaré nota de su no participación. Gracias y que tengas un buen día.

Script 3: Unemployment Insurance Automatic Reschedule Script

If the claimant contacts the Workforce Solutions Office after two business days following a notice of a missed appointment, Workforce Solutions Office staff may use the following script.

Thank you for contacting your local Workforce Solutions Office to reschedule your RESEA appointment. We have referred you to the State Unemployment Insurance Tele-Center to reschedule your RESEA appointment. You will receive an email reminder two business days before your appointment as well as a reminder that will be sent to your WorkInTexas.com account. If you have any questions before your appointment, please contact our office at [phone number]. Thank you and have a good rest of your day.

Gracias por ponerse en contacto con su oficina local de Workforce Solutions para reprogramar su cita de RESEA. Lo hemos referido al Tele-Centro del Seguro Estatal de Desempleo para reprogramar su cita de RESEA. Recibirá un aviso de recordatorio por correo electrónico en dos días antes de su cita, así como una notificación de recordatorio que se le enviará a su cuenta de WorkInTexas.com. Si tiene alguna pregunta antes de su cita, comuníquese con nuestra oficina al [número de teléfono/phone number]. Gracias y que tengas un buen día.

Script 4: Third Missed RESEA Appointment Script

If the claimant contacts a Workforce Solutions Office before or after their third missed RESEA appointment, Workforce Solutions Office staff may use the following script.

Thank you for contacting your local Workforce Solutions Office to reschedule your RESEA appointment. Before you can be rescheduled, you must contact the State Unemployment Insurance Tele-Center at (800) 939-6631 to discuss the reason you missed your appointments and your continued eligibility for unemployment benefits. Following this conversation, Tele-Center staff will advise you to call your local Workforce Solutions Office to reschedule your appointment. Thank you and have a good rest of your day.

Gracias por ponerse en contacto con su oficina local de Workforce Solutions para reprogramar su cita de RESEA. Antes de que pueda ser reprogramado, deberá comunicarse con el Tele-Centro del Seguro de Desempleo del Estado al (800) 939-6631 para discutir la razón por la que no asistió a sus citas y su elegibilidad continuada para los beneficios de desempleo. Después de esta conversación, el personal del Tele-Centro le aconsejará que llame a su oficina local de Workforce Solutions para reprogramar su cita de RESEA. Gracias y que tengas un buen día.