

**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 13-23
<b>Date:</b>	September 5, 2023
<b>Keyword:</b>	RESEA; WorkInTexas.com
<b>Effective:</b>	Immediately

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Courtney Arbour, Director, Workforce Development Division

**Subject:** **RESEA Exemptions, Outreach, and Appointment Cancellations**

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance regarding the Reemployment Services and Eligibility Assessment (RESEA) program. Topics include the following:

- General RESEA Information
- RESEA Participation Exemptions
- Claimant Outreach
- Appointment Cancellations

**RESCISSIONS:**

None.

**BACKGROUND:**

RESEA is a federal grant program that allows states to provide intensive reemployment assistance to individuals who are receiving unemployment insurance (UI) and who are likely to exhaust benefits before becoming reemployed. Under §306(b) of the Social Security Act (42 USC §506), one of the primary purposes of RESEA is to improve employment outcomes of individuals who receive unemployment compensation, thus reducing the average duration such compensation is received.

In order to increase RESEA participation rates, focus is placed on claimant outreach that will improve RESEA appointment attendance. Evidence-based research shows that sending reminders through a variety of communication methods increases the likelihood that claimants will attend RESEA appointments. Increasing communication efforts will ensure that Texas' RESEA program meets compliance standards as set forth by the US Department of Labor's RESEA performance thresholds.

## **PROCEDURES:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

### **General RESEA Information**

**NLF:** Boards must ensure that Workforce Solutions Office staff members record the following situations as a “No Show” in a claimant’s WorkInTexas.com account:

- The claimant has been referred to UI for exemption consideration.
- The claimant becomes reemployed prior to an RESEA appointment.
- The claimant does not attend an RESEA appointment.

**NLF:** Boards must ensure that Workforce Solutions Office staff members document all appointment details and interactions with RESEA claimants in WorkInTexas.com Case Notes, including, but not limited to:

- Referrals to the State Unemployment Insurance Tele-Center for a potential exemption
- Reemployment
- Outreach activities
- Canceled appointments
- Failure to attend an RESEA appointment
- Rescheduled appointments

### **RESEA Participation Exemptions**

**NLF:** Boards must be aware that TWC has resumed exemption authority and that the designated exemption drop-down menu in WorkInTexas.com has been disabled.

**NLF:** Additionally, Boards must be aware that if a claimant indicates that they have obtained employment before a scheduled RESEA appointment, Workforce Solutions Office staff members must submit a WF-42 form to TWC that includes detailed information regarding the claimant’s new employment, including the following:

- Employment start date
- Name of the employer
- Claimant’s job title
- Hourly wage

**NLF:** Boards must also be aware that TWC will decide to either remove a claimant from the RESEA claimant pool or return them to the RESEA claimant pool to reschedule an appointment.

### **Claimant Outreach**

**NLF**: Boards must ensure that, for each scheduled RESEA appointment, Workforce Solutions Office staff members remind claimants of the scheduled appointment at least two business days before the appointment through the following communication methods:

- WorkInTexas.com internal message
- Email (using the claimant's unique email address)
- Phone

**LF**: Boards must be aware that, to help Boards promote consistent communications with claimants, Workforce Solutions Office staff members may use Attachment 1, Outreach Scripts, when contacting claimants.

### **Appointment Cancellations**

**NLF**: Boards must ensure that Workforce Solutions Office staff members only use the "Cancel" option under the "Registration Status" drop-down menu in WorkInTexas.com when there is a:

- problem with the automated process (for example, duplicate claimants, misaligned service dates); or
- delay in mailing the RESEA letter (such as an incorrect claimant address).

**NLF**: Following the cancellation of an appointment, Boards must ensure that Workforce Solutions Office staff members reschedule the claimant's RESEA appointment.

### **INQUIRIES:**

Send inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

### **ATTACHMENTS:**

Attachment 1: Outreach Scripts