

Reemployment Services and Eligibility Assessment Program | December 4, 2019

TO: Division of Workforce Development and Adult Learning (DWDAL) staff and Local Workforce Development Area (Local Area) Directors

FROM: DWDAL

SUBJECT: Reemployment Services and Eligibility Assessment Program (RESEA)

PURPOSE: To provide staff with clear expectations for their roles and performance, support consistency in the quality and content of services, and promote the seamless integration of the RESEA program with the full range of programs and resources available through the workforce system.

ACTION: Local Area directors, American Job Center labor exchange administrators, and central office managers will ensure all employees are aware of and receive copies of this policy. DWDAL policies are available [on the Labor website](#).

EXPIRATION: Until cancelled or replaced.

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REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT PROGRAM

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GENERAL INFORMATION

WORKFORCE INNOVATION & OPPORTUNITY ACT

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. To help both businesses and job seekers meet their needs, the workforce system established under WIOA is integrated by design. WIOA envisions connecting businesses with job seekers through meaningful partnerships among workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. The law addresses the needs of job seekers by establishing a workforce system that helps them access employment, education, training, and support services to succeed in the labor market. Through the American Job Centers (AJCs), WIOA works to address employer needs by matching them to the skilled workers they need to compete in the global economy.

OVERVIEW OF THE RESEA PROGRAM

The United States Department of Labor (USDOL) launched the Unemployment Insurance (UI) Reemployment and Assessment (REA) program in 2005 to assist state workforce agencies in addressing the individual reemployment needs of UI claimants, and preventing and detecting improper UI payments. Participation of UI claimants in REA was mandatory in states that volunteered to implement the program. Beginning in fiscal year (FY) 2015, REA transitioned to the Reemployment Services and Eligibility Assessment (RESEA) program. Like REA before it, the USDOL developed the RESEA program to enhance the impact of the workforce system, by connecting UI claimants and recently separated veterans transitioning from active duty with the wide range of employment and training services available through the nation's workforce system. Based on the RESEA program's proven effectiveness, the program gained permanent authorization under the Bipartisan Budget Act of 2018. The USDOL issued Unemployment Insurance Program Letter (UIPL) 8-18, *Fiscal Year (FY) 2018 Funding Allotments and Operating Guidance for Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants* on July 16, 2018. UIPL 8-18 introduced a new level of flexibility in the required RESEA program services. The subsequent issuance of UIPL 7-19, *Funding Allotments and Operating Guidance for UI RESEA Grants* on January 11, 2019, provided additional direction on RESEA implementation.

Program Goals

The goals of the RESEA program are to:

1. Assist UI claimants in becoming employed sooner;
2. Reduce the number of weeks that UI benefits are paid out to claimants;
3. Improve the solvency of the UI trust fund; and
4. Reduce fraudulent UI claims and overpayments.

Target Populations

Maryland's RESEA program targets two populations:¹

1. UI claimants determined to be most likely to exhaust benefits; and
2. Transitioning veterans receiving Unemployment Compensation for Ex-Service members (UCX).

¹ Both targeted populations exclude claimants who meet one or more of the allowable exclusions from participation described on pages 6 and 7 of this policy issuance.

Eligibility Determination Process

In order for an individual to be selected to participate in the RESEA program, the Maryland Department of Labor (Labor) Division of Unemployment Insurance (DUI) must first determine that they are eligible to receive UI benefits.² The DUI determines claimant eligibility for benefits based on standard or alternate base period wages, the reason for separation from employment, able and available status, and active search for work compliance, in accordance with the Maryland UI law. The DUI is exclusively responsible for determining a UI claimant's initial and ongoing eligibility to receive UI benefits. Division of Workforce Development and Adult Learning (DWDAL) staff must notify individuals selected to participate in the RESEA program ten business days in advance of their scheduled RESEA appointment.³

MARYLAND'S APPROACH TO THE RESEA PROGRAM

The DWDAL and DUI jointly administer the State's RESEA program. Initially implemented in selected Local Workforce Development Areas (Local Areas)⁴, RESEA program services are now available in all Local Areas across the State. As the RESEA program has grown and evolved in Maryland, the collaborative partnership between the DWDAL and DUI has enabled the divisions to work together to coordinate and integrate evidence-based services and processes in ways that foster the program's efficiency and effectiveness.

State workforce staff funded under the RESEA grant coordinate and facilitate RESEA workshops in AJCs throughout the State, making it easy for participants to smoothly transition from developing an Individual Reemployment Plan (IRP) to accessing services that will help them quickly regain employment.

² Provided no other outstanding issues exist at the time of referral.

³ More information on the Appointment Letter RESEA facilitators should use to contact selected participants is provided on page 7 of this policy issuance.

⁴ There are twelve Local Areas designated by the Governor in Maryland: Anne Arundel, Baltimore City, Baltimore County, Frederick County, Mid-Maryland, Montgomery County, Lower Shore, Prince George's County, Southern Maryland, Susquehanna, Upper Shore, and Western Maryland.

RESEA PROGRAM COMPONENTS

RESEA PROGRAM ROLES

This section describes the roles and responsibilities of the DUI and the DWDAL staff in the implementation of the RESEA program.

DUI

DUI staff perform activities related to determining and verifying the UI eligibility of claimants. DUI staff must:

1. Engage with DWDAL to jointly plan and administer Maryland's RESEA program;
2. Determine claimant eligibility for UI benefits;
3. Provide guidance to Claim Center Staff, including Claim Takers and Adjudicators;
4. Collaborate with DWDAL to ensure staff are appropriately trained on UI eligibility requirements;
5. Participate in RESEA workshops to conduct Q & A sessions;
6. Engage in the RESEA reporting process;
7. Provide technical and procedural support for the RESEA program;
8. Process UI referrals and fulfilled obligations from local RESEA facilitators;
9. Verify and adjudicate ongoing UI eligibility of RESEA participants; and
10. Collaborate with DWDAL to prepare an annual RESEA grant proposal.

DWDAL

The Reemployment Program Manager in the DWDAL Office of Workforce Development (OWD) must develop, implement, and evaluate Reemployment Services. The Reemployment Program Manager is responsible for providing oversight to Maryland's reemployment programs, the RESEA program, and the Reemployment Opportunity Workshop (ROW)⁵. In addition, the Reemployment Program Manager serves as the liaison between the DUI and the OWD.

The Reemployment Program Manager oversees and coordinates the RESEA program. The Reemployment Program Manager must:

1. Engage with the DUI to jointly plan and administer Maryland's RESEA program;
2. Oversee/coordinate statewide delivery of RESEA workshops;
3. Deliver quarterly staff training and collaborate with the DUI to ensure staff are appropriately trained on UI eligibility requirements;
4. Ensure timely data entry; and
5. Prepare the annual RESEA grant proposal.

Labor Exchange Administrators (LEAs) (or designees) are responsible for managing the delivery of RESEA workshops in their Local Area. LEAs (or designees) must:

1. Supervise local RESEA facilitators; and
2. Ensure successful local implementation of the RESEA program.

⁵ More information on ROW is provided on page 9 of this policy issuance.

RESEA facilitators interface directly with RESEA participants. They must:

1. Mail information materials to RESEA participants that include a scheduled RESEA workshop session at a local AJC at least ten business days in advance of the session date;
2. Contact RESEA participants at least twice prior to scheduled workshops to ensure maximum participation;⁶
3. Provide group workshops and work individually with RESEA participants to develop IRPs and refer them to two additional services;
4. Reschedule subsequent RESEA workshop sessions;
5. Follow-up with RESEA workshop participants within 30 to 45 calendar days following workshops to confirm they have received services, assess their progress in becoming reemployed, and provide them with additional assistance, as needed; and
6. Enter required data in the Maryland Workforce Exchange (MWE)⁷.

Attachment A - The Organizational Flow Chart for the RESEA Program provides a high-level summary of how RESEA roles and functions are distributed to DWDAL and DUI staff.

SELECTING RESEA PARTICIPANTS

Individuals may only be selected to participate in RESEA if they are eligible for UI. In accordance with UIPL 7-16 [FY 2016 UI RESEA Grants](#), Maryland must select RESEA participants no later than the fifth week of the claim series and promptly schedule them for a RESEA workshop. The fifth week in the claim series is the fourth week following the week in which the claimant files an initial claim. If the claimant has not yet established monetary eligibility for benefits or is not yet eligible because, for example, a nonmonetary issue is pending adjudication, the claimant may be selected during the first week that they claim benefits after being determined eligible for benefits.

UI Claimant Registration in the MWE

When a UI claimant files a claim for benefits in the DUI's data system, certain information collected as part of the claim is automatically transferred to the MWE system, registering the UI claimant in MWE.⁸ This MWE registration only includes a basic level of information about the individual. UI claimants selected to participate in a RESEA workshops must enter their resume into the system prior to attending the scheduled workshop session. UI claimants must complete a resume in MWE, participate in a RESEA workshop, and fulfill their obligation to actively search for work and seek reemployment in order to maintain their eligibility for UI benefits.⁹ More information on MWE registration is available at <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

ALLOWABLE EXCLUSIONS FROM PARTICIPATION

UI claimants selected to participate in the RESEA program are not required to complete program components if they meet any of the following conditions:

⁶ Detailed information on the required email touchpoints RESEA facilitators must use when contacting RESEA participants prior to scheduled workshops is included on page 8 of this policy issuance.

⁷ In addition to entering data in MWE, RESEA facilitators currently also use a separate RESEA database to track the attendance of workshop participants. This RESEA database will be eliminated when the DUI modernization project is complete.

⁸ This satisfies the UI claimant's registration requirement, for UI purposes, under [Registering and Reporting for Work](#), Md. Code Ann. Lab. & Empl. §8-902(a) (2008) and [COMAR 09.32.0202B\(12\)](#).

⁹ [Ability to Work, Availability for Work, and Actively Seeking Work](#), Md. Code Ann. Lab. & Empl. §8-903.

1. The UI claimant is laid off for 10 weeks or less, as documented by the DUI;
2. The UI claimant has a verified return to work date within 14 calendar days following the scheduled RESEA workshop (To qualify for this exclusion, the claimant must provide documentation on or before the date of the scheduled RESEA workshop that includes a copy of the employment letter of offer or the starting date of employment, company name, address, phone number and job title. DWDAL must submit documentation to the DUI.);
3. The UI Claimant is a member of a union and is actively seeking work through the union hiring hall, as documented by the DUI;
4. The UI claimant has moved out of State (with certain exceptions¹⁰);
5. Claimant attended either a ROW or a RESEA workshop session within 12 months of the RESEA appointment;
6. Claimant is participating in approved training;
7. Claimant is no longer receiving UI; and/or
8. Claimant is already reemployed full-time.¹¹

NOTIFYING RESEA PARTICIPANTS

Required Notification Documents

Local RESEA facilitators must contact UI claimants by mail to inform them that they have been selected for mandatory participation in the RESEA program. RESEA facilitators must include the materials described in the following table in the notification mailing:

Document Name	Purpose
Appointment Letter	<p>The appointment letter includes information on:</p> <ol style="list-style-type: none"> 1. The date, time, and location of the workshop the individual must attend; 2. Instructions for completing MWE registration; 3. Contact information for the RESEA facilitator; 4. Information on cancellations due to inclement weather; 5. Instructions for requesting a workshop delivered in Spanish; 6. Instructions for requesting accommodations for individuals with disabilities; and 7. Childcare expectations.¹² <p>Both English and Spanish versions of the appointment letter must be included in the packet.¹³ RESEA facilitators should contact the Reemployment Program Manager for the most updated version of the Appointment Letter.</p>
UI Questionnaire and Work Search Log	<p>The UI Questionnaire captures information on the claimant’s employment background as well as information that helps the facilitator determine if there are any potentially disqualifying eligibility issues that should be reported to the DUI. The claimant must complete the UI Questionnaire and Work Search Log in advance of attending the RESEA workshop, and must present it to the RESEA facilitator for review during the</p>

¹⁰ UI claimants must attend RESEA sessions offered through Maryland’s workforce system unless able to document participation in another state during claim period.

¹¹ Exclusion #8 must be documented in the Maryland Automated Benefits System until the UI Modernization process is complete.

¹² RESEA participants are not allowed to bring children to workshop sessions.

¹³ Additional information on language assistance for individuals with Limited English Proficiency is included in the Fair Practices and Accessibility section of this policy issuance, found on page 15.

Document Name	Purpose
	<p>one-on-one eligibility assessment. The RESEA facilitator must collect completed UI Questionnaires and Work Search Logs on the day of the workshop.</p> <p>After completing the RESEA Workshop, UI Claimants are strongly encouraged to record their work searches in the Reemployment Exchange Module (REX) of the MWE. Instructions for using REX are available at www.dllr.state.md.us/employment/uirex.pdf.</p> <p>UI claimants who are unable to access/record work searches in REX may use a paper version of the Work Search Log. However, claimants who record using a paper log must retain the log for a period of 2 years after the last benefit payment. Additionally, the DUI may ask UI claimants to provide proof of work search throughout the duration of their claim. Claimants who do not provide proof of a work search may be disqualified from receiving benefits. For a template of the UI Questionnaire and Work Search Log, see:</p> <ol style="list-style-type: none"> 1. <i>Attachment B – UI Questionnaire and Work Search Log – English;</i> and 2. <i>Attachment C – UI Questionnaire and Work Search Log – Spanish.</i>
Work Search Agreement	<p>The Work Search Agreement outlines the requirements RESEA participants must satisfy to maintain UI benefits. For a template of the Work Search Agreement, see:</p> <ol style="list-style-type: none"> 1. <i>Attachment D – Work Search Agreement – English;</i> and 2. <i>Attachment E – Work Search Agreement – Spanish.</i>
Individual Reemployment Plan (IRP)	<p>The RESEA facilitator and participant must collaboratively complete the IRP, which describes the RESEA participant’s plan of action for regaining employment. The IRP must contain specific steps the claimant agrees to follow, including reporting to and participating in a minimum of two career services determined to be most likely to result in reemployment or referral to career-related training. For a template of the IRP, see:</p> <ol style="list-style-type: none"> 1. <i>Attachment F – Individual Reemployment Plan – English;</i> and 2. <i>Attachment G – Individual Reemployment Plan – Spanish.</i>

Email Touch Points

Mathematica Policy Research tested the effectiveness of simple encouragement emails in increasing the level of attendance at and completion of state-run reemployment programs among UI claimants. Results of the test revealed that encouragement emails led to a 15 percent increase in scheduling rates for reemployment sessions and a 14 percent increase in RESEA completion rates.¹⁴ Based on the demonstrated impact of this practice, RESEA facilitators are required to include email, telephone, or text touch points into their communication process to reinforce the importance of preparing for and attending scheduled workshops. At a minimum, RESEA facilitators must ensure the MWE system is set up to automatically send workshop participants two emails prior to scheduled workshops. The first email must be sent five calendar days prior to the scheduled workshop. The second email must be sent three calendar days prior to the scheduled workshop.

See the following attachments for template email language in English and Spanish:

1. *Attachment H – RESEA Participant Email Templates – English; and*

¹⁴ To see a related infographic/video, brief, and technical report explaining Mathematica’s study, go to <https://mathematica-mpr.com/our-publications-and-findings/projects/behavioral-interventions-for-laborrelated-programs>.

2. Attachment I – RESEA Participant Email Templates – Spanish.

RESEA PROGRAM SERVICE COMPONENTS

The RESEA program is comprised of a menu of service components designed to help UI claimants identify and overcome potential employment barriers and quickly return to work. The DUI may delay or deny benefits for claimants who fail to complete all prescribed RESEA program components.

Per [UIPL 8-18](#), the following core components must be included in the initial RESEA workshop:

1. *Provide information and access to AJC services.* This includes the provision of referrals to at least two reemployment services to be completed within 45 calendar days, and/or training as appropriate, to support the RESEA participant’s return to work. All RESEA program services must be provided in-person. However, the location at which these services are provided can be within the AJC or at another location.
2. *Provide customized labor market and career information.*
3. *Conduct a UI eligibility assessment.* The eligibility assessment includes a staff review of work search activities and referral to adjudication, as appropriate, if an issue or potential issue is identified. To meet work search requirements, claimants must record at least three job searches on a weekly basis each week during which the claimant receives UI benefits. UI claimants are strongly encouraged to record work searches in the online REX System, but may use a paper version of the work search log if unable to access use the REX system.
4. *Enroll participants in Wagner-Peyser Act funded Employment Services.* Enrollment in Wagner-Peyser Employment Services must be accomplished by staff as part of the one-on-one service component.
5. *Provide one-on-one support.* Staff must work with the RESEA participant to ensure they enter a resume into MWE and develop and implement an IRP.

COMPARING RESEA AND ROW PROGRAMS

ROW is a sibling program to RESEA. While the two programs share many of the same evidence-based, proven strategies for helping job seekers find good jobs quickly, there are some important differences. The table below provides a side-by-side comparison of each program’s features:

RESEA	ROW
The target population includes qualified UI claimants <i>most likely</i> to exhaust their benefits and transitioning veterans (UCX).	The target Population includes UI claimants identified as <i>least likely</i> to exhaust benefits.
RESEA participants are required to complete <i>two additional employment services</i> .	ROW participants are <i>not required</i> to complete additional employment services, although they may, if they wish.
<i>RESEA-funded staff</i> facilitate the workshops.	<i>Staff funded under the Rapid Response program</i> facilitate the workshops.

RESCHEDULING RESEA PARTICIPANTS FOR A WORKSHOP

Participation in the RESEA workshop is mandatory for UI claimants selected for the program, unless they have an allowable exclusion. Generally, if a claimant fails to report for a scheduled RESEA workshop session without notifying their facilitator in advance, the RESEA facilitator must refer the UI claimant to the DUI for adjudication. DUI adjudication may result in the delay or denial of UI benefits.

There *are* certain circumstances under which RESEA facilitators may allow UI claimants to reschedule a workshop date without having to notify the DUI. RESEA facilitators are not required to report participants to the DUI for adjudication for missing a scheduled workshop if the participant provides the required advance notice and the absence is caused by an allowable circumstance. The table below lists the circumstances under which facilitators may allow RESEA participants to reschedule, along with the documentation participants must provide for specific circumstances:

Allowable Circumstances and Support Documentation for Rescheduling RESEA Workshops	
Circumstances to Allow Reschedules	Required Documentation
Job Interview	The RESEA participant must provide the location, time, and date of the job interview. If the job interview is in the morning and the RESEA session is in the afternoon, the participant may still be required to attend the RESEA workshop.
Jury Duty	The RESEA participant must provide written proof of jury duty.
Previously scheduled medical appointment for the RESEA participant or a dependent of the participant, including children up to age 18, disabled adult children, and elderly parents	The RESEA participant must provide the time and date of the appointment. If the appointment is in the morning and the RESEA workshop is in the afternoon, the participant may still be required to attend the workshop session.
Need for an interpreter or disability-related assistance	No documentation is required.
Death of an immediate family member (i.e. parent, sibling, spouse, or child)	The name of the deceased and his/her relationship to the UI claimant may be requested, as well as other documentation, at the discretion of the RESEA facilitator. RESEA facilitators must allow up to three business days for participants to provide documentation and reschedule. RESEA participants must provide documentation at the rescheduled workshop.
Inclement weather (e.g., schools are closed in the area of the workshop)	No documentation required.

If a participant contacts their facilitator to reschedule in advance of their scheduled workshop due to an allowable circumstance or with a reasonable explanation, the facilitator may reschedule the participant for the *next available workshop*.

STAFF TRAINING

The Reemployment Program Manager must deliver quarterly statewide training to RESEA workshop facilitators to support consistent program quality and effectiveness, and to ensure staff are equipped to conduct proper reporting and data entry. In addition to quarterly training, the Reemployment Program Manager must coordinate any technical assistance as needed by RESEA staff on an ongoing basis.

RESEA facilitators must have sufficient training to conduct a thorough eligibility assessment and detect eligibility issues requiring UI adjudication. The DUI must provide technical staff guidance and training to ensure RESEA facilitators are knowledgeable on UI eligibility requirements.

PERFORMANCE ACCOUNTABILITY

USDOL expects the State of Maryland to use federal RESEA program funding to provide the quality service outlined within this policy issuance. Labor will monitor RESEA program implementation to ensure performance goals are met. Per USDOL guidance, the State shall take corrective action with any Local Area that is not meeting the State’s expectations for performance, data tracking, and reporting requirements.

The DWDAL and DUI jointly collect and report performance data for the RESEA program on a quarterly basis using the Employment and Training Administration (ETA) 9128 – Reemployment Services and Eligibility Assessments Workload form, shown below:

ETA 9128 REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS WORKLOAD		
STATE: MD	REGION: All Areas	PERIOD ENDING:
1.	Number of Claimants Scheduled for Their First REA	
2.	Number of All REAs Scheduled	
3.	Number of REAs Completed	
4.	Number Reporting to Reemployment Services or Training	
5.	Number Reporting to Reemployment Services	
6.	Number Reporting to Reemployment Training	
7.	Number of Completed REAs Resulting in A Disqualification or Overpayment	
8.	Number Disqualified for A Separation Issue	
9.	Number Disqualified for An Able And Available Issue	
10.	Number Disqualifying/Deductible Income	
11.	Number Disqualified for Refusal of Suitable Work Issue	
12.	Number Disqualified for Issue(s) Other Than #8-11	
13.	Number Resulting in an Overpayment	
14.	Dollar Amount of Overpayment Established	
15.	Number of REAs for Which The Claimant Failed to Appear	
16.	Number That Were Rescheduled Without Disqualification	
17.	Number Disqualified for Failure to Report under Reporting Requirements	
18.	Number Disqualified for Failure to Report under Issues Other Than Reporting Requirements	
19.	Number That Resulted in An Overpayment	
20.	Dollar Amount of Overpayment	
21.	Number of Claimants That Failed to Report with no Disqualifications	
22.	Number of Claimants That Returned to Work (If Available)	
Comments:		

The Reemployment Program Manager must ensure that processes and procedures are in place to collect data elements #1 through #6 listed in the ETA 9128. The DUI is responsible for ensuring processes and procedures are in place to collect data elements #7 through #22.

REPORTING, MONITORING, AND RECORD RETENTION

REPORTING

Accurate and timely reporting is critical to the success of the RESEA program. Data collected from Maryland’s RESEA program is part of the larger body of data collected nationwide to be included in reports to Congress that demonstrate the program’s value and inform budget decisions. Maryland must submit reports to the USDOL ETA on a quarterly basis.

Administrative and Fiscal Reporting

The DUI is responsible for submitting the administrative and fiscal reports for the RESEA program. DWDAL staff must work with the DUI to provide certain data elements for these reports. The table that follows summarizes administrative and fiscal reporting requirements for the RESEA program.

Name of Form	Who submits the form to USDOL?	Submission Timeline
ETA 9128 – Reemployment Services and Eligibility Assessments Workload	DUI	On the 20th day of the second month following the end of the reporting quarter
ETA 9129 – Reemployment Services and Eligibility Assessments Outcomes	DUI	On the 20th day of the second month following the end of the reporting quarter
ETA 9178 – Quarterly Narrative Progress Report 15	DUI	45 days following the end of the quarter
ETA 9130 – Quarterly Financial Report	Office of Administration	45 days following the end of the quarter

More information on administrative and fiscal reporting requirements for the RESEA program is available in the Unemployment Insurance 410 Handbook.¹⁶

MONITORING

The State of Maryland acknowledges that the USDOL has the authority to monitor fiscal and programmatic performance related to implementation of the RESEA program. To ensure that Local Areas and all grantees are following policies and meeting expectations, these parties should expect Labor to conduct monthly monitoring. The Reemployment Program Manager is responsible for working with the LEAs in Local Areas to monitor the implementation of the RESEA program statewide and making formal and informal visits to local AJCs to attend workshops.

Following monitoring visits, the Reemployment Program Manager must take corrective action with any RESEA program staff not meeting the state’s expectations, and must forward a monitoring report to LEAs providing information on resolutions.

See *Attachment J – RESEA Site Visit Form* to view a sample of the monitoring tool.

¹⁵ UIPL 5-19, “[Form ETA 9178 for Employment and Training Supplemental Grant Reporting](#),” dated December 19, 2018

¹⁶ The Unemployment Insurance 410 Handbook, 5th Edition 2017 can be accessed at https://wdr.doleta.gov/directives/attach/ETAH/ETHand401_5th.pdf.

RECORD RETENTION

Maryland requires participating programs to retain records for at least three years following the date on which the final cost report charged to a program year's allotment is submitted, or until all audit and litigation issues are resolved, whichever is later. If any litigation, claim, or audit is started before the expiration of the three-year period, the records then must be retained until all litigation, claims, or audit findings involving the records have been resolved, and final action has been taken.

FAIR PRACTICES AND ACCESSIBILITY

It is the policy of Labor that all persons have equal opportunity and access to services and facilities without regard to race, religion, color, sex, age, national origin or ancestry, marital status, parental status, sexual orientation, disability or veteran status. Participants with disabilities who may need accommodations should request assistance in advance of the scheduled services from the AJC staff person with whom they will be working. AJC staff working with participants in need of accommodations must work with their LEA or supervisor to secure the necessary support.

The DWDAL is further committed to ensuring individuals with Limited English Proficiency (LEP) have access to necessary language services. Interpreter and translation services are available for participants. To learn more about how to access these services, refer to the Language Access Plan¹⁷ jointly published by the DWDAL and DUI. The plan includes contact information for Language Access Coordinators who are responsible for arranging requested annual trainings, maintaining and posting a log of multilingual staff, and providing guidance on the use of assistive technologies.

¹⁷ Available at <https://www.dllr.state.md.us/employment/wioa.shtml>.

REFERENCES

LAW

- [Workforce Innovation and Opportunity Act \(WIOA\)](#), 29 U.S.C. § 3101 et. seq (2015);
- [Registering and Reporting for Work](#), Md. Code Ann. Lab. & Empl. §8-902(a) (2008); and
- [Ability to Work, Availability for Work, and Actively Seeking Work](#), Md. Code Ann. Lab. & Empl. 8-903.

REGULATION

- 20 CFR 652.209 (C), [WIOA Labor Only Final Rule](#) (2016); and
- Code of Maryland Regulations Title 09, Department of Labor Regulation Subtitle 32, [Unemployment Insurance, Claims for Benefits](#) (2017).

FEDERAL GUIDANCE

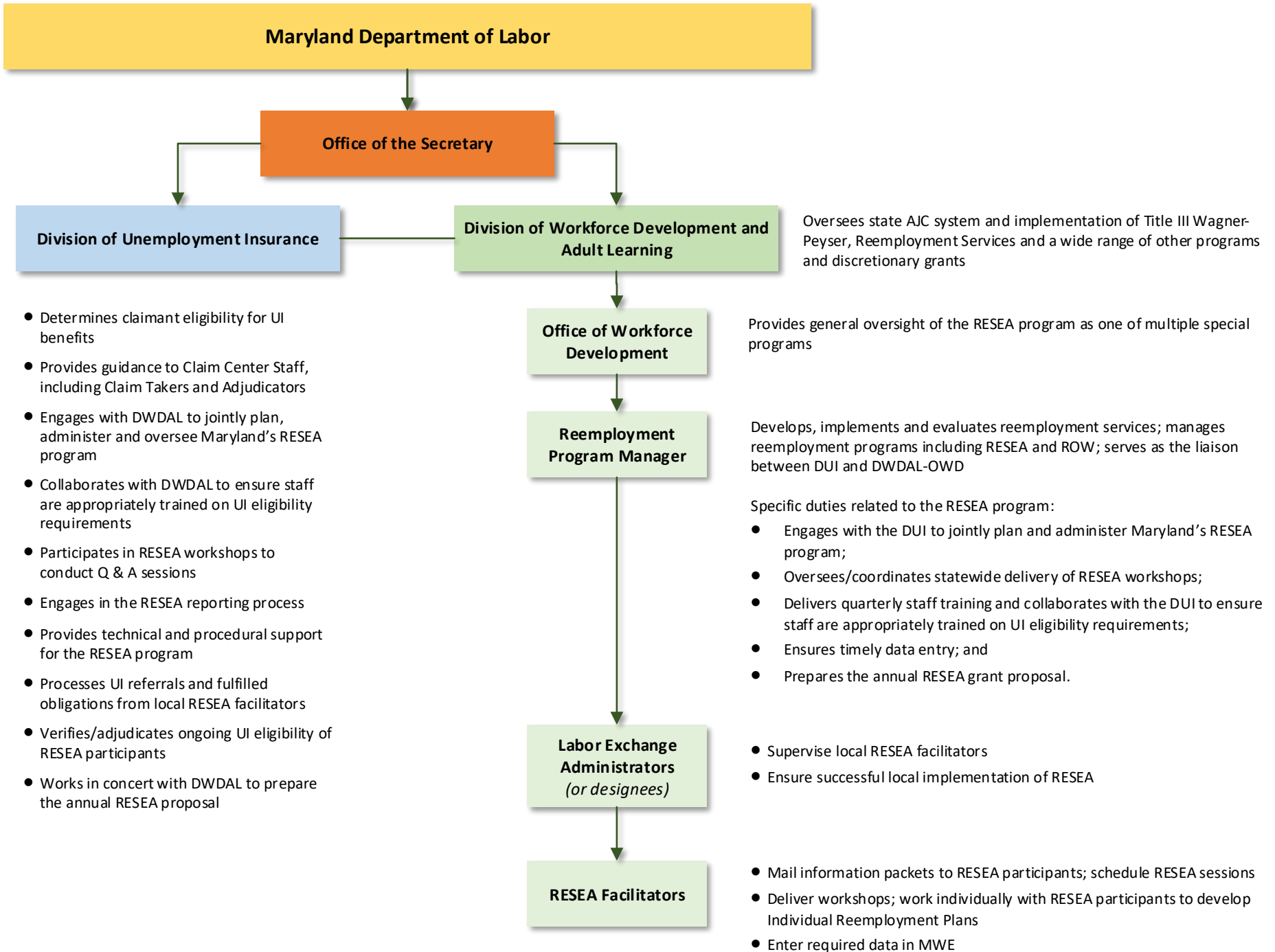
- Unemployment Insurance Program Letter (UIPL) 7-16, "[FY 2016 UI RESEA Grants](#)," dated January 7, 2016;
- Training and Employment Notice 18-16, "[Pathways to Reemployment Tools and Resources](#)," dated November 21, 2016;
- UIPL 3-17, "[Fiscal Year \(FY\) 2017 Unemployment Insurance \(UI\) Reemployment Services and Eligibility Assessment \(RESEA\) Grants](#)," dated December 8, 2016;
- Training and Employment Guidance Letter (TEGL) 19-16, "[Guidance on Services Provided through the Adult and Dislocated Worker Programs under the WIOA and the Wagner-Peyser Act Employment Service, as amended by title III of WIOA, and for Implementation of the WIOA Final Rules](#)," dated March 1, 2017;
- TEGL 2-16, "[Revised ETA-9130 Financial Report, Instructions, and Additional Guidance](#)," dated July 14, 2016;
- UIPL 8-18, "[Fiscal Year \(FY\) 2018 Funding Allotments and Operating Guidance for UI Reemployment Services and Eligibility Assessment \(RESEA\) Grants](#)," dated July 16, 2018;
- UIPL 5-19, "[Form ETA 9178 for Employment and Training Supplemental Grant Reporting](#)," dated December 19, 2018; and
- UIPL 14-18, "[UI and the WIOA](#)," dated August 20, 2018.

OTHER RESOURCES

- Maryland Department of Labor (Labor), [Workforce Innovation and Opportunity Act \(WIOA\) Resources](#);
- Labor, [DWDAL Policy Issuances](#);
- [Re-envisioning Work Search for the 21st Century - Pathway to Reemployment Framework](#);
- [Implementation Guide - Pathway to Reemployment Framework](#);
- [Documentation and Validation of Required Work Search for UI Eligibility in the 21st Century Labor Market](#);
- [My Reemployment Plan: Finding Employment in Today's Job Market](#);
- [Unemployment Insurance 401 Handbook, 5th Edition, 2017](#); and
- [RESEA Desk Reference](#).

ATTACHMENTS

- Attachment A – Organizational Flow Chart for the RESEA Program
- Attachment B – UI Questionnaire and Work Search Log – English
- Attachment C – UI Questionnaire and Work Search Log – Spanish
- Attachment D – Work Search Agreement – English
- Attachment E – Work Search Agreement – Spanish
- Attachment F – Individual Reemployment Plan – English
- Attachment G – Individual Reemployment Plan – Spanish
- Attachment H – Email Template for Additional Touch Points – English
- Attachment I – Email Template for Additional Touch Points – Spanish
- Attachment J – RESEA Site Visit Form



**UNEMPLOYMENT INSURANCE ELIGIBILITY QUESTIONNAIRE
And
WORK SEARCH LOG**

Maryland Reemployment Services and Eligibility Assessment (RESEA) Program

**You must complete and bring this form to your RESEA appointment.
Failure to do so may result in a delay or denial of your unemployment insurance benefits.**

Appointment Date: _____
Customer Name: _____ Social Security Number (*last 4 digits*): _____

Your Last Two Employers

Last Employer: _____	Dates Worked: _____ to _____
Job Title: _____	
Pay Rate: _____ Hr/Wk/Mo	Reason for Separation: Lack of Work ___ Discharge ___ Quit ___ Other _____
Next to Last Employer: _____	Dates Worked: _____ to _____
Job Title: _____	
Pay Rate: _____ Hr/Wk/Mo	Reason for Separation: Lack of Work ___ Discharge ___ Quit ___ Other _____

1. Are you seeking and willing to accept full time work? Yes ___ No ___
2. Are you willing to work all shifts normal to your occupation? Yes ___ No ___
3. Do you have access to transportation to seek and accept work? Yes ___ No ___
4. How many miles are you willing to travel to and from work? _____
5. In what areas/localities are you willing to accept work? _____
6. Are there any days during the week you will not or cannot work? Yes ___ No ___
If yes, list the days and the reason(s) you cannot work _____
7. Do you have any responsibilities that interfere with you seeking or accepting full-time work (care of children, parents, etc.)? If yes, explain: _____
8. Lowest wage you will accept to start work: Hourly: ___ Weekly: ___ Monthly: ___
9. What is your highest level of Education?
Highest Grade _____ **OR** Degree/Diploma: H/S ___ AA ___ BA/BS ___ MA ___
10. Are you enrolled in school or training? Yes ___ No ___
11. How many employers do you usually contact each week? _____

_____	_____	_____	_____
Customer/Claimant Signature	Date	RESEA Facilitator Signature	Date

Complete the Work Search Log on the back of this page.

Maryland RESEA Program

Customer Name: _____

Appointment Date: _____

Social Security Number (last 4 digits): _____

** Complete the sections below listing the places you looked for work during the two weeks prior to the RESEA appointment date.

You should retain this record in case your work search is audited. Making false statements may lead to a finding of unemployment insurance fraud.

Date Mo/Day/Yr	Employer Name, Address, Phone Number, E-mail Address or Website	How Contacted	Person Contacted and Title	Type of Work Sought	Results	Application or Resume Submitted?	E-mail or Website Confirmation Number
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> In Person <input type="checkbox"/> Phone/Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Website			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No	

X _____
Customer/Claimant Signature

Date

X _____
RESEA Facilitator Signature

Date

**CUESTIONARIO DE ELEGIBILIDAD PARA EL SEGURO DE DESEMPLEO
Y
REGISTRO DE BÚSQUEDA DE TRABAJO**

Programa de Servicios de Reempleo y Evaluación de Elegibilidad (RESEA) de
Maryland

**Debe completar y llevar este formulario a su cita en los RESEA.
De lo contrario, se pueden retrasar o negar los beneficios del seguro de desempleo.**

Día de la cita: _____

Nombre del cliente: _____ Número de seguro social (últimos 4 dígitos): _____

Sus últimos dos empleadores

Último empleador: _____ Fechas de trabajo: _____ a _____

Cargo: _____

Tasa de pago: _____ Hora/Sem/Mes Motivo de separación: Falta de trabajo ___ Licencia ___ Renuncia ___
Otro _____

Penúltimo empleador: _____ Fechas de trabajo: _____ a _____

Cargo: _____

Tasa de pago: _____ Hora/Sem/Mes Motivo de separación: Falta de trabajo ___ Licencia ___ Renuncia ___
Otro _____

1. ¿Está buscando un trabajo de tiempo completo y está dispuesto a aceptarlo? Sí ___ No ___
2. ¿Está dispuesto a trabajar todos los turnos normales de su ocupación? Sí ___ No ___
3. ¿Tiene acceso a transporte para buscar y aceptar trabajo? Sí ___ No ___
4. ¿Cuántas millas está dispuesto a viajar desde y hacia el trabajo? _____
5. ¿En qué áreas/localidades está dispuesto a aceptar trabajo? _____
6. ¿Hay algún día durante la semana en el que decida no trabajar o no pueda trabajar? Sí ___ No ___
En caso afirmativo, indique los días y las razones por las que no puede trabajar. _____
7. ¿Tiene alguna responsabilidad que interfiera con su búsqueda o aceptación de trabajo de tiempo completo (cuidado de niños, padres, etcétera)? En caso afirmativo, explique: _____
8. El salario más bajo que aceptará para comenzar a trabajar: Por hora: _____ Semanal: _____ Mensual: _____
9. ¿Cuál es su nivel de educación más alto?
Grado superior _____ Diploma/Certificado: H/S ___ AA ___ BA/BS ___

Firma del cliente/reclamante

Fecha

Firma del facilitador de los RESEA

Fecha

Complete el Registro de búsqueda de trabajo en la parte posterior de esta página.

Programa de RESEA de Maryland

Nombre del cliente: _____

Fecha de la cita: _____

Número de seguro social (últimos 4 dígitos): _____

** Complete las secciones a continuación indicando los lugares en los que buscó trabajo durante las dos semanas anteriores a la fecha de la cita con los RESEA.

Debe conservar este registro en caso de que se audite su búsqueda de trabajo. Hacer declaraciones falsas puede llevar a una determinación de fraude de seguro de desempleo.

Fecha Mes/Día/Año	Nombre del empleador, dirección, número de teléfono, dirección de correo electrónico o sitio web	Cómo lo contactó	Persona que contactó y cargo	Tipo de trabajo buscado	Resultados	¿Solicitud o currículum presentado?	Número de confirmación de correo electrónico o sitio web
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	
		<input type="checkbox"/> En persona <input type="checkbox"/> Teléfono/Fax <input type="checkbox"/> Correo <input type="checkbox"/> Correo electrónico <input type="checkbox"/> Sitio web			<input type="checkbox"/> No contratado <input type="checkbox"/> Pendiente <input type="checkbox"/> Contratado	<input type="checkbox"/> Sí <input type="checkbox"/> No	

X _____
Firma del cliente/reclamante

Fecha

X _____
Firma del facilitador de RESEA

Fecha

Work Search Agreement (WSA)
Reemployment Services and Eligibility Assessment (RESEA) Program

Name _____ SSN: (*last 4 digits*) _____

1. I have been advised that, as a condition of Unemployment Insurance (UI) eligibility, I must search for and be willing to accept **suitable** work. The UI definition of **suitable work** has been explained to me and I understand the types of work that I must be willing to search for and accept.
2. I understand that I am required to look for and be prepared to accept employment that pays the comparable wage for similar work even if this is less than what I earned on my last job or less than the salary I would like to receive. I understand that I can access labor market information online using websites such as: <http://www.dllr.state.md.us/lmi/wages/>.
3. I understand that I must contact a **minimum of three (3) employers** each week and keep a detailed listing of all of my contacts in the Reemployment Exchange (REX) Module of the Maryland Workforce Exchange (MWE) or in a paper version of the Work Search Log. When asked, I must provide my list of contacts. If my contacts cannot be verified, my UI benefits may be delayed or denied.
4. I am able and available to start work immediately.
5. I have access to transportation to search for work and accept work, if offered.
6. I am available, without restrictions, to work the hours and days that are customary for the type of work that I am seeking, even if I was not required to work those hours and/or days on my last job.
7. I will use the following work search methods and tools, which the RESEA Facilitator discussed with me.
 - Maintain an updated resume on the MWE and apply for appropriate job listings that are received through MWE.
 - Check job listings at least once a week at the **American Job Center** or the Internet at <https://mwejobs.maryland.gov>
 - Respond to appropriate “want ads” for work for which I am qualified. This may include ads from internet sites, newspapers, etc.
 - Prepare and send resumes and letters of application
 - Make personal contact with employers who may have suitable job openings. I will leave or send applications/resumes with them when appropriate.
 - Contact friends, family, former colleagues, classmates, neighbors and others to expand my network and obtain job leads.
 - Other work search methods: _____

I understand that if I do not comply with the requirements outlined above, my unemployment insurance benefits may be delayed or denied.

I **agree** to all of the above conditions and I certify that I have reviewed all of the information in this RESEA Work Search Agreement with a RESEA Facilitator.

Customer Signature and Date Signed: _____

RESEA Facilitator Signature and Date Signed: _____

I **do not agree** to all of the above conditions. My objections are: _____

Customer Signature and Date Signed: _____

RESEA Facilitator Signature and Date Signed: _____

Acuerdo de Búsqueda de Trabajo (WSA)
Programa de Servicios de Reempleo y Evaluación de Elegibilidad (RESEA)

Nombre _____ Número de seguro social (SSN): (últimos 4 dígitos) _____

1. Se me ha informado que, como condición para la elegibilidad del seguro de desempleo (UI), debo buscar y estar dispuesto a aceptar trabajo adecuado. Me han explicado la definición del UI de trabajo adecuado y comprendo los tipos de trabajo que debo buscar y aceptar.
2. Entiendo que debo buscar y estar preparado para aceptar un empleo que pague un salario comparable por un trabajo similar, incluso si es menos de lo que ganaba en mi último trabajo o menos del salario que me gustaría recibir. Comprendo que puedo acceder a la información del mercado laboral en línea en sitios web como <http://www.dllr.state.md.us/lmi/wages/>.
3. Entiendo que debo contactar un mínimo de tres (3) empleadores cada semana y mantener una lista detallada de todos mis contactos en el módulo de intercambio de reemplazo (REX) de Maryland Workforce Exchange (MWE) o en una versión en papel del registro de búsqueda de trabajo. Cuando se me solicite, debo proporcionar mi lista de contactos. Si no se pueden verificar mis contactos, se pueden demorar o negar mis beneficios del UI.
4. Puedo empezar a trabajar de inmediato y estoy disponible para hacerlo.
5. Tengo acceso a transporte para buscar y aceptar trabajo, si se me ofrece.
6. Estoy disponible, sin restricciones, para trabajar las horas y los días que son habituales para el tipo de trabajo que estoy buscando, incluso si no estaba obligado a trabajar esas horas o días en mi último trabajo.
7. Usaré los siguientes métodos y herramientas de búsqueda de trabajo, que el facilitador de los RESEA analizó conmigo.
 - Tener un currículum actualizado en el MWE y solicitar los trabajos apropiados que se reciben a través del MWE.
 - Controlar las ofertas de trabajo al menos una vez a la semana en American Job Center o Internet en <https://mwejobs.maryland.gov>
 - Responder a los anuncios clasificados apropiados para el trabajo para el que estoy calificado. Esto puede incluir anuncios de sitios de internet, periódicos, etc.
 - Preparar y enviar currículums y cartas de solicitud.
 - Hacer contacto personal con empleadores que puedan tener vacantes de trabajo adecuadas. Llevar o enviar solicitudes o mi currículum a ellos cuando sea apropiado.
 - Comunicarse con amigos, familiares, antiguos colegas, compañeros de clase, vecinos y otros para ampliar mi red y obtener oportunidades de empleo.
 - Otros métodos de búsqueda de trabajo:

Entiendo que, si no cumplo con los requisitos descritos anteriormente, mis beneficios de seguro de desempleo pueden demorarse o negarse.

Estoy de acuerdo con todas las condiciones anteriores y certifico que he revisado toda la información en este Acuerdo de Búsqueda de Trabajo de los RESEA con un facilitador de los RESEA.

Firma del cliente y fecha de la firma: _____

Firma del facilitador de los RESEA y fecha de la firma: _____

No estoy de acuerdo con todas las condiciones anteriores. Mis objeciones son: _____

Firma del cliente y fecha de la firma: _____

Firma del facilitador de los RESEA y fecha de la firma: _____

INDIVIDUAL REEMPLOYMENT PLAN (IRP)
Reemployment Services and Eligibility Assessment (RESEA)

Name _____ Date _____

Social Security Number: *(last 4 digits)* _____

Next Steps towards Employment:

A. I have been instructed to complete the following Reemployment Services delivered through the **American Job Center** or a participating partner organization:

_____	_____	_____	_____
	Date/Time		Date/Time
_____	_____	_____	_____
	Date/Time		Date/Time
_____	_____	_____	_____
	Date/Time		Date/Time

B. I received Labor Market Information (LMI) YES NO

C. In addition, I have been given referrals to the following agencies outside of the American Job Center that will help me to remove potential barriers to my employment and/or to maintain UI eligibility:

D. Other actions to be taken for my work search:

I certify that I have reviewed this information in the Individual Reemployment Plan (IRP). I agree to complete scheduled appointments and utilize appropriate resources to assist in my job search within 45 calendar days of my scheduled RESEA workshop. I understand that if I do not comply with the stated requirements, **MY UI BENEFITS MAY BE DELAYED OR DENIED.**

Customer Signature

Date

RESEA Facilitator Signature

Date

PLAN DE REEMPLIO INDIVIDUAL (IRP)
Servicios de Reemplazo y Evaluación de Elegibilidad (RESEA)

Nombre _____ Fecha _____

Número de seguro social: (últimos 4 dígitos) _____

Próximos pasos hacia el empleo:

A. Me han indicado que debo completar los siguientes Servicios de Reemplazo prestados a través del **American Job Center** o una organización asociada participante:

_____	Fecha y hora	_____	Fecha y hora
_____	Fecha y hora	_____	Fecha y hora
_____	Fecha y hora	_____	Fecha y hora

B. Recibí información sobre el mercado laboral (LMI) SÍ NO

C. Además, me han derivado a las siguientes agencias fuera del American Job Center que me ayudarán a eliminar posibles obstáculos para mi empleo o a mantener la elegibilidad del seguro de desempleo (UI):

D. Otras acciones por realizar para mi búsqueda de trabajo:

Certifico que he revisado esta información en el Plan de Reemplazo Individual (IRP). Estoy de acuerdo en completar las citas programadas y utilizar los recursos adecuados para ayudar en mi búsqueda de trabajo dentro de los 45 días desde mi taller de los RESEA programado. Entiendo que, si no cumplo con los requisitos establecidos, **MIS BENEFICIOS DEL IU PUEDEN SER DEMORADOS O NEGADOS.**

Firma del cliente

Fecha

Firma del facilitador de los RESEA

Fecha

EMAIL TEMPLATE FOR ADDITIONAL TOUCH POINTS

EMAIL #1 – Follow-Up to RESEA claimants 5 business days after sending letter

Hello my name is [NAME] from [NAME/LOCATION OF LOCAL AMERICAN JOB CENTER]. This is a friendly reminder of your upcoming Reemployment Services and Eligibility Assessment (RESEA) workshop, which is currently set for [DAY], [MONTH / DATE / YEAR] at [TIME]. The workshop will take place at [RESEA WORKSHOP LOCATION].

As noted in the letter you received on [MONTH / DATE / YEAR], you must

- (1) **Complete the enclosed Unemployment Insurance Questionnaire and Work Search Log.** You must bring these forms with you to the RESEA Workshop.
- (2) **Enroll and post your resume on the Maryland Workforce Exchange.** The Maryland Workforce Exchange is an online service that provides you with job listings, access to training opportunities, and labor market information 24 hours a day, 7 days a week. It can be accessed at <https://mwejobs.maryland.gov>.

If you do not have access to a computer, please visit your local American Job Center prior to your scheduled Workshop.

We look forward to meeting with you to provide your customized reemployment plan, and to give you the tools to quickly get you back to work. If you have any questions, please contact me, [FACILITATOR'S NAME], at [EMAIL or PHONE NUMBER].

EMAIL #2 – Follow-Up to RESEA claimants 3 business days after sending first encouragement email

Last week I sent you an email reminding you of your upcoming Reemployment Services and Eligibility Assessment (RESEA) Workshop, which is currently set for [DAY / MONTH / DATE / YEAR] at [TIME]. The workshop will take place at [RESEA WORKSHOP LOCATION].

We want to make sure you don't lose this opportunity to work with our team to make your job search as easy as possible. **If you don't attend, your unemployment benefits may be delayed or denied.**

We look forward to meeting you soon.

Sincerely,

PLANTILLA DE CORREO ELECTRÓNICO PARA CONTACTOS ADICIONALES**CORREO ELECTRÓNICO N.º 1: Seguimiento recomendado a los reclamantes de los RESEA 5 días hábiles después de enviar la carta**

Hola. Mi nombre es [NAME] de [NAME/LOCATION OF LOCAL AMERICAN JOB CENTER]. Este es un recordatorio amistoso de su próximo taller de los Servicios de Reempleo y Evaluación de Elegibilidad (RESEA), que actualmente está programado para el [DAY] de [MONTH] de [YEAR] a las [TIME]. El taller se llevará a cabo en [RESEA WORKSHOP LOCATION].

Como se indica en la carta que recibió el [DAY] de [MONTH] de [YEAR], debe:

- (1) **Completar el cuestionario de seguro de desempleo y el registro de búsqueda de trabajo adjuntos.** Debe llevar estos formularios al taller de los RESEA.
- (2) **Inscribirse y publicar su currículum en el Maryland Workforce Exchange (Intercambio de Fuerza Laboral de Maryland).** Maryland Workforce Exchange es un servicio en línea que le brinda listados de trabajo, acceso a oportunidades de capacitación e información sobre el mercado laboral las 24 horas del día, los 7 días de la semana. Se puede acceder en <https://mwejobs.maryland.gov>.

Si no tiene acceso a una computadora, visite el American Job Center local antes del taller programado.

Esperamos reunirnos con usted para brindarle su plan de reempleo personalizado y brindarle las herramientas para que pueda volver a trabajar rápidamente. Si tiene alguna pregunta, comuníquese conmigo, [FACILITATOR'S NAME], a [EMAIL or PHONE NUMBER].

CORREO ELECTRÓNICO N.º 2: Seguimiento recomendado a los reclamantes de los RESEA 3 días hábiles después del primer correo de aliento

La semana pasada, le envié un correo electrónico para recordarle sobre el próximo Taller de los Servicios de Reempleo y Evaluación de Elegibilidad (RESEA), que actualmente está programado para el [DAY] de [MONTH] de [YEAR] a las [TIME]. El taller se llevará a cabo en [RESEA WORKSHOP LOCATION].

Queremos asegurarnos de que no pierda esta oportunidad de trabajar con nuestro equipo para que su búsqueda de trabajo sea lo más fácil posible. **Si no asiste, sus beneficios de desempleo pueden retrasarse o negarse.**

Esperamos reunirnos con usted pronto.

Atentamente.

RESEA SITE VISIT

LOCATION: _____ **DATE:** _____

ORIENTATION

- | | |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Orientation to American Job Center (AJC)
Claimants are introduced to AJC services. | <input type="checkbox"/> Provision of Labor Market Information
Based on current and/or desired occupational information provided by claimants, research utilizing the Maryland Workforce Exchange (MWE) and current LMI, which includes state and national wage and trend information, future projections for both salary and growth in field, a full description of general duties for the desired position, the level of education required, as well as any information regarding related fields. |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ONE-ON-ONE INTERVIEW

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Unemployment Insurance Eligibility Questionnaire <ul style="list-style-type: none">• Assure completion of required UI Eligibility Form• Thorough interview for potential UI overpayment or fraud. <input type="checkbox"/> Work Search Agreement Review | <input type="checkbox"/> Work Search Log Review <ul style="list-style-type: none">• Collect and review Work Search Agreement records to ensure claimants have remained in compliance with the required (three or more) weekly work searches. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

TECHNOLOGY USED

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Power Point
<input type="checkbox"/> Smart Board
<input type="checkbox"/> Videos
<input type="checkbox"/> Other: _____

<input type="checkbox"/> Services: _____

_____ | <input type="checkbox"/> IRP, Registration for two SERVICES <ul style="list-style-type: none">• Screen each claimant using a universal approach and interview for barriers to reemployment.• Assess claimant for job search readiness and true employment related barriers such as:<ul style="list-style-type: none">○ Verify resume quality○ Identify hindrances to successful interviewing○ Assess computer and literacy skills○ Identify educational needs○ Educate claimant on effective job search techniques• Refer to needed services |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

FILE REVIEW

- | | |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Files are in date order
<input type="checkbox"/> Documents have signatures | <input type="checkbox"/> Files contain all documents needed to be compliant
<input type="checkbox"/> Files are kept in a secure location |
|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|

Comments:

Completed By: _____ Date: _____