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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QUESTIONS:

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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. 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.

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\(^2\) 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.

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\(^5\) 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:

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\(^6\) 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. §§-902(a) (2008) and COMAR 09.32.0202B(12).

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 exceptions);
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.

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:

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Letter</td>
<td>The appointment letter includes information on:</td>
</tr>
<tr>
<td></td>
<td>1. The date, time, and location of the workshop the individual must attend;</td>
</tr>
<tr>
<td></td>
<td>2. Instructions for completing MWE registration;</td>
</tr>
<tr>
<td></td>
<td>3. Contact information for the RESEA facilitator;</td>
</tr>
<tr>
<td></td>
<td>4. Information on cancellations due to inclement weather;</td>
</tr>
<tr>
<td></td>
<td>5. Instructions for requesting a workshop delivered in Spanish;</td>
</tr>
<tr>
<td></td>
<td>6. Instructions for requesting accommodations for individuals with disabilities; and</td>
</tr>
<tr>
<td></td>
<td>7. Childcare expectations.</td>
</tr>
<tr>
<td></td>
<td>Both English and Spanish versions of the appointment letter must be included in the packet. RESEA facilitators should contact the Reemployment Program Manager for the most updated version of the Appointment Letter.</td>
</tr>
<tr>
<td>UI Questionnaire and Work Search Log</td>
<td>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</td>
</tr>
</tbody>
</table>

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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.
<table>
<thead>
<tr>
<th>Document Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>one-on-one eligibility assessment. The RESEA facilitator must collect completed UI Questionnaires and Work Search Logs on the day of the workshop. 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 <a href="http://www.dllr.state.md.us/employment/uirex.pdf">www.dllr.state.md.us/employment/uirex.pdf</a>. 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: 1. Attachment B – UI Questionnaire and Work Search Log – English; and 2. Attachment C – UI Questionnaire and Work Search Log – Spanish.</td>
</tr>
<tr>
<td>Individual Reemployment Plan (IRP)</td>
<td>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: 1. Attachment F – Individual Reemployment Plan – English; and 2. Attachment G – Individual Reemployment Plan – Spanish.</td>
</tr>
</tbody>
</table>

**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.\(^\text{14}\) 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

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\(^{14}\) 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 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:

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

<table>
<thead>
<tr>
<th>Allowable Circumstances and Support Documentation for Rescheduling RESEA Workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Circumstances to Allow Reschedules</strong></td>
</tr>
<tr>
<td>Job Interview</td>
</tr>
<tr>
<td>Jury Duty</td>
</tr>
<tr>
<td>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</td>
</tr>
<tr>
<td>Need for an interpreter or disability-related assistance</td>
</tr>
<tr>
<td>Death of an immediate family member (i.e. parent, sibling, spouse, or child)</td>
</tr>
<tr>
<td>Inclement weather (e.g., schools are closed in the area of the workshop)</td>
</tr>
</tbody>
</table>

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:

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

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.

<table>
<thead>
<tr>
<th>Name of Form</th>
<th>Who submits the form to USDOL?</th>
<th>Submission Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETA 9128 – Reemployment Services and Eligibility Assessments Workload</td>
<td>DUI</td>
<td>On the 20th day of the second month following the end of the reporting quarter</td>
</tr>
<tr>
<td>ETA 9129 – Reemployment Services and Eligibility Assessments Outcomes</td>
<td>DUI</td>
<td>On the 20th day of the second month following the end of the reporting quarter</td>
</tr>
<tr>
<td>ETA 9178 – Quarterly Narrative Progress Report15</td>
<td>DUI</td>
<td>45 days following the end of the quarter</td>
</tr>
<tr>
<td>ETA 9130 – Quarterly Financial Report</td>
<td>Office of Administration</td>
<td>45 days following the end of the quarter</td>
</tr>
</tbody>
</table>

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.

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\(^{15}\) UIPL 5-19, “Form ETA 9178 for Employment and Training Supplemental Grant Reporting,” dated December 19, 2018

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 Plan\(^\text{17}\) 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](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

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

• 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;
• 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

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
DUI determines claimant eligibility for UI benefits.

DUI provides guidance to Claim Center Staff, including Claim Takers and Adjudicators.

DUI engages with DWDAL to jointly plan, administer and oversee Maryland’s RESEA program.

DUI collaborates with DWDAL to ensure staff are appropriately trained on UI eligibility requirements.

DUI participates in RESEA workshops to conduct Q & A sessions.

DUI engages in the RESEA reporting process.

DUI provides technical and procedural support for the RESEA program.

DUI processes UI referrals and fulfilled obligations from local RESEA facilitators.

DUI Verify/Adjudicates ongoing UI eligibility of RESEA participants.

DUI works in concert with DWDAL to prepare the annual RESEA proposal.

Office of Workforce Development (OWD) oversees state AJC system and implementation of Title III Wagner-Peyser, Reemployment Services and a wide range of other programs and discretionary grants.

OWD provides general oversight of the RESEA program as one of multiple special programs.

OWD develops, implements and evaluates reemployment services; manages reemployment programs including RESEA and ROW; serves as the liaison between DUI and DWDAL.

OWD delivers quarterly staff training and collaborates with the DUI to ensure staff are appropriately trained on UI eligibility requirements.

OWD ensures timely data entry.

OWD prepares the annual RESEA grant proposal.

OWD supervises local RESEA facilitators.

OWD ensures successful local implementation of RESEA.

OWD mail information packets to RESEA participants; schedule RESEA sessions.

OWD delivers workshops; work individually with RESEA participants to develop Individual Reemployment Plans.

OWD enters required data in MWE.
# 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

<table>
<thead>
<tr>
<th>Last Employer:</th>
<th>Dates Worked: ______ to ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
<td></td>
</tr>
<tr>
<td>Pay Rate: _____ Hr/Wk/Mo</td>
<td>Reason for Separation: Lack of Work ___ Discharge ___ Quit ___ Other________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Next to Last Employer:</th>
<th>Dates Worked: ______ to ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
<td></td>
</tr>
<tr>
<td>Pay Rate: _____ Hr/Wk/Mo</td>
<td>Reason for Separation: Lack of Work ___ Discharge ___ Quit ___ Other________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1. Are you seeking and willing to accept full time work?</th>
<th>Yes ___ No ___</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Are you willing to work all shifts normal to your occupation?</td>
<td>Yes ___ No ___</td>
</tr>
<tr>
<td>3. Do you have access to transportation to seek and accept work?</td>
<td>Yes ___ No ___</td>
</tr>
<tr>
<td>4. How many miles are you willing to travel to and from work?</td>
<td>____________________</td>
</tr>
<tr>
<td>5. In what areas/localities are you willing to accept work?</td>
<td>____________________</td>
</tr>
<tr>
<td>6. Are there any days during the week you will not or cannot work?</td>
<td>Yes ___ No ___</td>
</tr>
<tr>
<td>If yes, list the days and the reason(s) you cannot work</td>
<td>__________________________________________</td>
</tr>
</tbody>
</table>

7. Do you have any responsibilities that interfere with you seeking or accepting full-time work (care of children, parents, etc.)? If yes, explain: __________________________________________

<table>
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<tr>
<th>8. Lowest wage you will accept to start work:</th>
<th>Hourly: ____ Weekly: ____ Monthly: ____</th>
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<tbody>
<tr>
<td>9. What is your highest level of Education?</td>
<td>Highest Grade____ OR Degree/Diploma: H/S___ AA___ BA/BS___ MA___</td>
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<td>--------------------------------------</td>
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<tr>
<td>10. Are you enrolled in school or training?</td>
<td>Yes ___ No ___</td>
</tr>
<tr>
<td>11. How many employers do you usually contact each week?</td>
<td>____________________</td>
</tr>
</tbody>
</table>

**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.**

<table>
<thead>
<tr>
<th>Date Mo/Day/Yr</th>
<th>Employer Name, Address, Phone Number, E-mail Address or Website</th>
<th>How Contacted</th>
<th>Person Contacted and Title</th>
<th>Type of Work Sought</th>
<th>Results</th>
<th>Application or Resume Submitted?</th>
<th>E-mail or Website Confirmation Number</th>
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<td>No</td>
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</tr>
</tbody>
</table>

Customer/Claimant Signature ________________________________ Date __________________

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 ______ O 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.
**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.

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

X ___________________________ ____________ X ___________________________ ____________
Firma del cliente/reclamante  Fecha                             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 reempleo (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 currículos 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 REEMPLEO INDIVIDUAL (IRP)
Servicios de Reempleo 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 Reempleo prestados a través del American Job Center o una organización asociada participante:

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 Reempleo 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](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

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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](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].

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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

☐ Orientation to American Job Center (AJC)
  Claimants are introduced to AJC services.

☐ 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

☐ Unemployment Insurance Eligibility Questionnaire
  • Assure completion of required UI Eligibility Form
  • Thorough interview for potential UI overpayment or fraud.

☐ Work Search Agreement Review

☐ Work Search Log Review
  • Collect and review Work Search Agreement records to ensure claimants have remained in compliance with the required (three or more) weekly work searches.

☐ IRP, Registration for two SERVICES
  • 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:
    ○ 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

TECHNOLOGY USED

☐ Power Point

☐ Smart Board

☐ Videos

☐ Other: ___________________________

☐ Services: ___________________________
  ___________________________
  ___________________________

FILE REVIEW

☐ Files are in date order

☐ Files contain all documents needed to be compliant

☐ Documents have signatures

☐ Files are kept in a secure location

Comments:
________________________________________________________________________________________________

Completed By: _____________________________________________    Date: ___________________________