



OFFICIAL

**Reemployment Services and Eligibility
Assessment (RESEA)
Program Manual**

**Prepared By:
Talent Development Division
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Table of Contents

(Click on topic below to navigate to location in document.)

1: Introduction	1
<i>Background</i>	
<i>Program Goals</i>	
<i>Definitions</i>	
<i>Acronyms</i>	
2: Claimant Selection and Notification	2
3: Timeline for Scheduling an Appointment	3
<i>Initial (first) and Mandatory Subsequent RESEA</i>	
<i>Voluntary Subsequent RESEA</i>	
<i>No Contact or Late Contact</i>	
4: Scheduling and Rescheduling in OSMIS	4
<i>Scheduling an Appointment in OSMIS</i>	
<i>Rescheduling an Appointment</i>	
5: Subsequent Appointments	6
<i>Mandatory</i>	
<i>Voluntary</i>	
6: Service Delivery	6
7: Allowable Expenditures	7
8: Required Elements of a RESEA Appointment	7
<i>First RESEA</i>	
<i>Subsequent RESEA</i>	
9: Reemployment and Training Services	8
<i>Reemployment Service</i>	
<i>Training Service</i>	
10: Reporting and Documentation	9
<i>Reporting and Documenting in OSMIS</i>	
<i>Case Noting</i>	
<i>Success Stories</i>	
11: Performance Measures	11
12: Program Monitoring	12
<i>Phase I: PY24</i>	
<i>Phase II: PY25 & PY26</i>	
<i>Phase III: PY27 & Beyond</i>	
<i>Additional Information</i>	
13: Staff Training and Technical Assistance (TA)	14
14: Fair Practices and Accessibility	14
15: References	14
16: Attachments	14
A) <i>Email and Letter Correspondence Examples</i>	
B) <i>Unemployment Insurance Agency (UIA) Eligibility Review Guide</i>	
C) <i>Michigan Reemployment Services and Eligibility Assessment (RESEA) Individual Employment Plan (IEP)</i>	
D) <i>Potential Reemployment Services</i>	

1: INTRODUCTION

BACKGROUND

In Fiscal Year 2018, amendments to the Social Security Act permanently authorized the Reemployment Services and Eligibility Assessment (RESEA) program and implemented several significant changes, including formula-based funding and a series of requirements intended to increase the use and availability of evidence-based reemployment interventions and strategies. The Unemployment Insurance Agency (UIA) submitted a proposal, developed by UIA and the Michigan Department of Labor and Economic Opportunity, Workforce Development (LEO-WD), to the United States Department of Labor (USDOL) to continue the RESEA program.

UIA is a required partner in the comprehensive, integrated workforce system. Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive Unemployment Insurance (UI) benefits if they meet initial and continuing eligibility requirements. Since 2005, USDOL and participating state UIAs have been addressing the individual reemployment needs of UI claimants to prevent and detect improper UI payments and reduce benefit duration.

PROGRAM GOALS

Early intervention with a proactive approach should result in returning unemployed individuals back to work sooner. Only claimants selected by the UIA may receive services through the RESEA program.

The four goals of RESEA are:

- 1) To improve employment outcomes of individuals who receive unemployment compensation and reduce benefit duration through employment.
- 2) To strengthen program integrity and reduce improper payments of unemployment compensation.
- 3) To promote alignment with the broader vision of the Workforce Innovation and Opportunity Act (WIOA) of increased program integration and service delivery for job seekers.
- 4) To establish RESEA as an entry point to other workforce system partner programs.

DEFINITIONS

Individual Employment Plan (IEP): A plan developed by both the claimant and the RESEA Career Coach designed to identify employment goals, barriers, and an appropriate combination of services for the claimant to achieve their employment goals.

Please Note: The term “IEP” may be used interchangeably with “Individual Service Strategy (ISS)” in RESEA, as it is with WIOA Title I Adult and Dislocated Worker programs. Additional information can be found [here](#).

Reemployment Services: Reemployment services include, but are not limited to, activities identified as career services under Section 134(c)(2), WIOA, and further detailed at 20 Code of

Federal Regulations (CFR) 678.430. Each claimant must be referred to a minimum of one reemployment service during both their first and subsequent RESEA appointment(s).

Training Services: The definition of Training Services for RESEA aligns with the definition of Training Services for WIOA Title I and can be found in WIOA Section 134(c)(3)(D) and 20 CFR 680.200. Training services are not an allowable expenditure for RESEA funding.

UIA 6360 Letter: Letter sent to UI claimants selected for an initial RESEA appointment informing them of their selection and providing additional directions.

UIA 6499 Letter: Letter sent to UI claimants selected for a mandatory subsequent RESEA appointment informing them of their selection and providing additional directions.

ACRONYMS

CFR: Code of Federal Regulations

CPR: Comprehensive Programmatic Review

DV: Data Validation

IEP: Individual Employment Plan

LEO-WD: Michigan Department of Labor and Economic Opportunity, Workforce Development

MIDAS: Michigan Integrated Data Automated System

MiWAM: Michigan Web Account Manager

MWA: Michigan Works! Agency

OSMIS: One-Stop Management Information System

PI: Policy Issuance

PMTC: Pure Michigan Talent Connect

PY: Program Year

RESEA: Reemployment Services and Eligibility Assessment

TA: Technical Assistance

TEGL: Training and Employment Guidance Letter

UI: Unemployment Insurance

UIA: Unemployment Insurance Agency

USDOL: United States Department of Labor

WIOA: Workforce Innovation and Opportunity Act

W-P: Wagner-Peyser

2: CLAIMANT SELECTION & NOTIFICATION

UIA and WD work together to deliver RESEA services in Michigan. RESEA claimants are selected through the Michigan Integrated Data Automated System (MIDAS), Michigan's UI benefit system.

UIA will generate a letter (UIA 6360 for an initial RESEA selection and UIA 6499 for a mandatory subsequent RESEA selection) to each selected claimant requiring them to contact one of the Michigan Works! Agency (MWA) service center locations to schedule their RESEA appointment. This letter will be delivered electronically via the claimant's Michigan Web Account Manager (MiWAM), or by mail through the United States Postal Service, based on the claimant's preference chosen when they filed their UI claim.

Each week, the list of claimants selected for a RESEA appointment will be accessible in the One-Stop Management Information System (OSMIS). This record will include each claimant's name, address, date of birth, and email address. Each MWA can access this list of claimants in OSMIS, where they can also see whether the claimant must attend a first or second RESEA appointment.

MWAs are encouraged to email RESEA-selected claimants ahead of the deadline listed in their UI letter to introduce the MWA and RESEA program. If an email address is not provided, a letter may be sent to the claimant. Attachment A provides an example of an email and a letter that may be sent to the claimant.

3: TIMELINE FOR SCHEDULING AN APPOINTMENT

INITIAL (FIRST) AND MANDATORY SUBSEQUENT RESEA

Once selected for an initial or mandatory subsequent RESEA appointment, the claimant must contact an MWA to schedule their appointment by the date provided in their UIA letter. The date provided is ten business days from the claimant's "Letter Sent Date."

Initial and mandatory subsequent RESEA appointments must be scheduled in OSMIS by the MWA within ten business days of the "Letter Sent Date" and completed within 15 business days of the "Letter Sent Date."

VOLUNTARY SUBSEQUENT RESEA

A claimant that chooses to complete a voluntary subsequent RESEA appointment has 45 business days from the day they complete all requirements of their initial RESEA appointment to schedule and complete a voluntary subsequent RESEA appointment.

NO CONTACT OR LATE CONTACT

If the claimant does not contact the MWA, or the claimant contacts the MWA after the date provided in their letter, OSMIS will not create a RESEA activity and will automatically send a result code of "No Contact" to the UIA, in which case, no MWA action is needed. The "Weekly Claimants Report" will reflect "No Contact" in the RESEA record status for that claimant. This will occur 17 business days after the "Letter Sent Date."

If the claimant contacts the MWA after the date provided in their letter, **DO NOT** refer the claimant back to the UIA. The UIA will send a fact-finding form to the claimant requesting details on why they missed their deadline. Advise the claimant to complete the form when its received and return it to UIA.

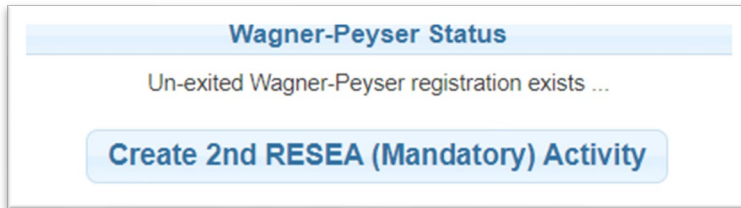
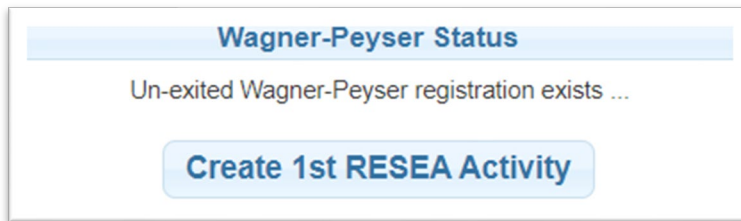
4: SCHEDULING & RESCHEDULING IN OSMIS

SCHEDULING AN APPOINTMENT IN OSMIS

When a UI claimant contacts the MWA to schedule their RESEA appointment, MWA staff shall determine the customer's OSMIS registration status by accessing the list of RESEA selected claimants that are "Pending Resolution" in the "RESEA Weekly Claimants Report." Staff shall determine which of the following applies to the claimant and take the action indicated.

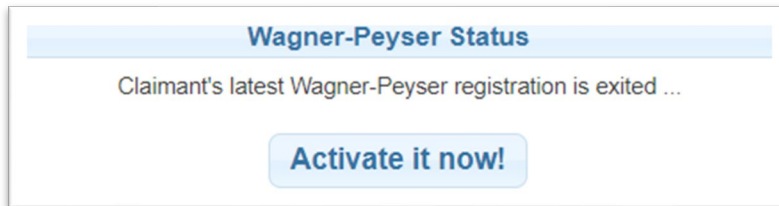
- **An un-exited Wagner-Peyser (W-P) registration exists.**

Match the claimant to an active W-P registration by creating a RESEA activity. After the RESEA activity has been created, OSMIS will change the status of the claimant from "Pending Resolution" to "Resolved" on the "RESEA Weekly Claimants Report." The RESEA appointment may then be scheduled in OSMIS.



- **Claimant's latest W-P registration is exited.**

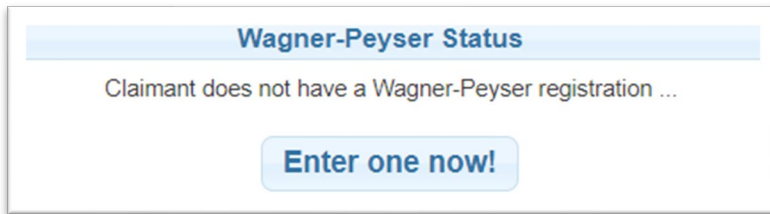
Select "Activate it now!" and update the W-P registration for the claimant. After the W-P registration is updated, the MWA can go back to the "RESEA Weekly Claimants Report" to find the claimant, create the RESEA activity, and schedule the RESEA appointment. This changes the status of the claimant on the "RESEA Weekly Claimants Report" from "Pending Resolution" to "Resolved."



- **The claimant does not have a W-P registration.**

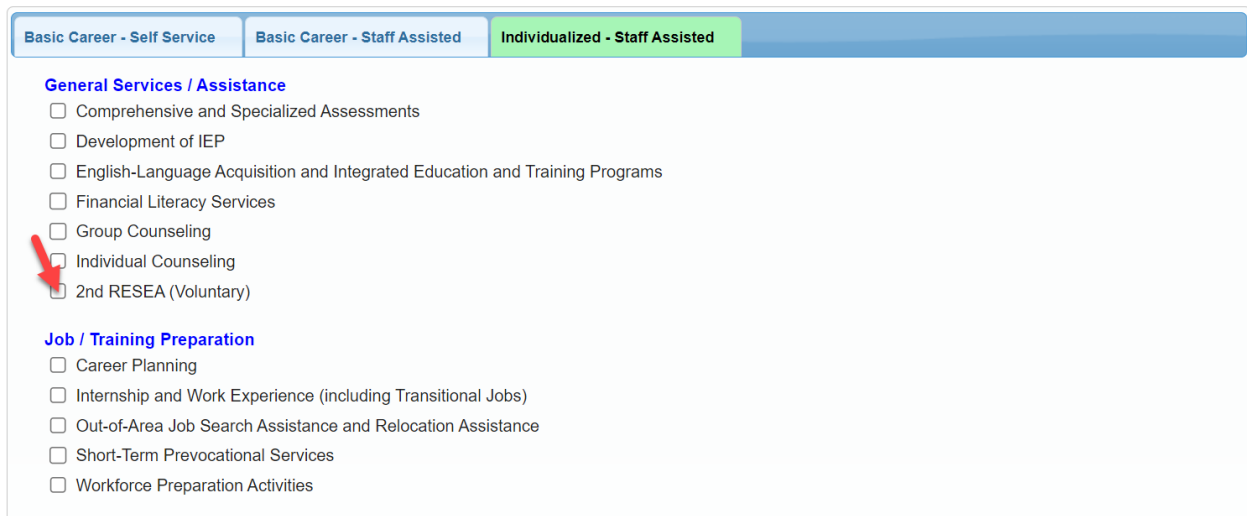
In the rare case this occurs, the MWA will make a new registration over the phone with the claimant. Once the claimant's W-P registration is active, the MWA can go back to the "RESEA Weekly Claimants Report" to find the claimant's name, then create the RESEA activity, and schedule the RESEA appointment. This changes the status of the

claimant on the “RESEA Weekly Claimants Report” from “Pending Resolution” to “Resolved.”



After the OSMIS registration is verified, the RESEA scheduling information must be completed (date, time, and location) for the RESEA appointment.

Scheduling a mandatory subsequent RESEA will follow the same process as the initial RESEA. Scheduling a voluntary subsequent RESEA can be done by accessing the “Individualized-Staff Assisted” activities screen in OSMIS.



RESCHEDULING AN APPOINTMENT

In the event the claimant needs to reschedule their first or mandatory subsequent RESEA appointment, they may do so one time. This appointment must be rescheduled within 10 business days from the claimant’s “Letter Sent Date” and may be scheduled out up to 15 business days from the “Letter Sent Date.”

The claimant should contact the MWA to reschedule prior to their originally scheduled appointment. The new appointment information should be entered into OSMIS at least one business day prior to the date of the rescheduled appointment. This occurs by selecting the claimant in the “Scheduled Participants Report” and choosing the “Scheduling” tab. The “Rescheduling Section” is just below the “Scheduling Section” in green. Each field in this section is mandatory.

In the event the claimant misses their RESEA appointment, resulting in a “No Show” as the appointment outcome, this outcome will not transmit to UIA for 17 business days after the

claimant's "Letter Sent Date". This allows the MWA to reschedule and complete the claimant's RESEA appointment if the claimant contacts the MWA with an unavoidable reason for missing their appointment without notice. The appointment must be rescheduled within the allowable time frame (ten business days from the claimant's "Letter Sent Date") and may only be rescheduled one time. This option must be reserved for emergencies and events that were not foreseeable for the claimant. The allowable emergencies and events resulting in the claimant missing their mandatory appointment without notice are at the discretion of the MWA.

If the claimant needs to reschedule their voluntary second RESEA, they may do so within 45 business days of the completed initial RESEA appointment.

5: SUBSEQUENT APPOINTMENTS

MANDATORY

Half of all claimants who are still receiving unemployment benefits five (5) weeks after completion of their first RESEA appointment will be required to attend a subsequent RESEA appointment to avoid interruption in their UI benefits. This is part of the WD/UIA evaluation in accordance with USDOL requirements.

VOLUNTARY

MWAs are encouraged to discuss the benefits of returning for a voluntary subsequent RESEA appointment, where appropriate. A voluntary subsequent RESEA may be scheduled and completed up to 45 business days from the day the claimant completes all requirements of their first RESEA appointment. The voluntary subsequent RESEA appointment must be documented in OSMIS reflecting the date and time of the appointment.

If a claimant completes a voluntary subsequent RESEA prior to five (5) weeks after completion of their first RESEA appointment and they remain unemployed five (5) weeks after completion of their first RESEA appointment, they remain subject to selection for a mandatory subsequent RESEA appointment.

A voluntary subsequent RESEA appointment may occur in addition to the claimant's mandatory subsequent RESEA appointment and should be entered into OSMIS as a 2nd RESEA (Voluntary) activity. If the claimant is a "no show" to their voluntary subsequent RESEA, this must be case noted in OSMIS, however, it will **not** result in adjudication.

6: SERVICE DELIVERY

RESEA services may be delivered in-person or remotely, based on the needs of the claimant. Phone appointments are an allowable alternative.

MWAs may serve RESEA claimants that are outside of their MWA region, if the claimant prefers to utilize services from that MWA. When a claimant contacts an MWA to schedule a RESEA appointment from a different region, the MWA can locate and schedule their appointment in OSMIS. The MWA providing the services will be reimbursed for that claimant's RESEA service. All data entry requirements are the responsibility of the MWA that provides the RESEA services, along with case notes that document the out-of-region RESEA service.

7: ALLOWABLE EXPENDITURES

MWAs are encouraged to utilize RESEA funding to design and support service delivery in a way that will be most effective for their region. This may include, but is not limited to, allowable expenditures such as:

- **Dedicated RESEA Staff:** Full- or part-time, permanent staff focused primarily on the delivery of RESEA services.
- **Staff Training:** RESEA-relevant training for staff that provides RESEA services.
- **Infrastructure Costs:** The RESEA proportionate share of infrastructure cost at each Michigan Works! Service Center.
- **Mobile or “Pop-Up” RESEA Services:** Temporary designated locations to provide RESEA services in rural settings or areas where UI claimants historically struggle with accessing an MWA.
- **RESEA Focused Job Fairs:** Job fairs or employment events targeted for RESEA participants. These can also be hosted concurrently with scheduled RESEA sessions.
- **Information Technology System Improvements:** Improvements that will support the expansion and permanent authorization of RESEA at the local level.

8: REQUIRED ELEMENTS OF A RESEA APPOINTMENT

It is strongly encouraged that all claimants who attend a RESEA appointment be screened for Trade Adjustment Act eligibility, and if found to be potentially eligible, are referred appropriately.

FIRST RESEA

During a first RESEA appointment, at a minimum, the following elements must occur:

1) UI Eligibility Assessment:

- A meeting between staff and claimant where the claimant is asked a set of questions to evaluate their eligibility for UI benefits (Attachment B), and the claimant’s completed work search activities are reviewed.
 - Answering “No” to any questions one (1) through three (3), or, “Yes” to any questions four (4) through six (6), indicates an eligibility issue and must be reported to UIA.

The UI Eligibility Assessment must take place in a confidential setting to provide the claimant privacy.

2) Discussion of the UI [Work Search](#) Requirement.

3) Discussion of Labor Market Information and career information specific to the claimant’s needs.

4) Orientation to all potential MWA services available to the claimant.

5) Confirmation of an Active Profile on [Pure Michigan Talent Connect \(PMTTC\)](#).

6) Development of an Individual Employment Plan (IEP): The IEP should be developed with the claimant, and it should be specific to the claimant's needs as they seek reemployment. MWAs may utilize their own IEP or use the template included as Attachment C. The IEP must include, at a minimum:

- A specific reemployment goal or goals;
- Barriers preventing the claimant from achieving their goal(s);
- Action step(s) the claimant can take, or the Career Coach can assist with, to address the claimant's barriers and achieve their goals; and
- An assessment of the claimant's skills and interests.

Please Note: [My Reemployment Plan](#) is a USDOL provided tool that may be utilized with the claimant as the IEP is being developed.

7) Referral to an appropriate Reemployment Service. A minimum of one reemployment service, which may be provided the same day or within 20 business days of the RESEA appointment.

SUBSEQUENT RESEA

During the mandated and voluntary second RESEA appointment, at a minimum, the following elements must occur:

1) UI Eligibility Assessment:

- A meeting between staff and claimant where the claimant is asked a set of questions to evaluate their eligibility for a benefits review (Attachment B), and the claimant's completed work search activities are reviewed.
 - Answering "No" to any questions one (1) through three (3), or, "Yes" to any questions four (4) through six (6), indicates an eligibility issue and must be reported to UIA.

The UI Eligibility Assessment must take place in a confidential setting to provide the claimant privacy.

2) Review and update the claimant's IEP.

3) Referral to an Appropriate Reemployment Service. A minimum of one reemployment service, which may be provided the same day or within 20 business days of the RESEA appointment.

9: REEMPLOYMENT AND TRAINING SERVICES

REEMPLOYMENT SERVICES

Reemployment Services are services included in, but are not limited to, activities identified as career services under Section 134(c)(2) of WIOA and further detailed at [20 CFR 678.430](#). Each claimant must be referred to a minimum of one reemployment service during their first RESEA appointment, and a minimum of one reemployment service during any subsequent RESEA appointment(s). The reemployment service(s) should be relevant to the claimant and their needs. Many reemployment services may potentially be utilized as the claimant's weekly UI

[Work Search Activity](#). Examples of potential reemployment services can be found in Attachment D.

Claimants must attend and complete all reemployment service(s) to which they are referred to avoid a disruption in UI compensation benefits. Failure to complete any reemployment service(s) the claimant is referred to, is an eligibility issue and must be reported in OSMIS.

MWAs may choose to provide a reemployment service(s) at the same time as the claimant's RESEA appointment. The MWA must ensure that the reemployment service(s) is documented as completed in OSMIS so that the claimant's UI benefits are not interrupted, and the reemployment service(s) should be relevant to the claimant and their needs.

When an MWA enters a RESEA appointment outcome as "Completed All Requirements," OSMIS will mandate that a "Scheduled Date" in the "Reemployment Service Outcome" tab be entered. If a claimant is scheduled for their reemployment service(s) and no outcome is entered within 22 business days from the date the claimant completed their mandatory RESEA appointment, a "No Show" outcome will automatically transmit from OSMIS to MIDAS.

TRAINING SERVICES

The definition of Training Services for RESEA aligns with the definition of Training Services for WIOA Title I and can be found in WIOA Section 134(c)(3) and [20 CFR 680.200](#).

RESEA funding may not be utilized for training activities. Referrals to appropriate partner programs are strongly encouraged for claimants that may benefit from training services. If a claimant enrolls into a partner program and enters a training service, the scheduled date and outcome of that training service may be entered under the "Training Service Outcome" tab in the RESEA activity. This reporting element is not required.

The screenshot shows a software interface with a horizontal menu bar containing the following tabs: 'Scheduling', 'Elig. Assessment', 'Outcome', 'Reempl. Svc Outcome', 'Training Svc Outcome' (highlighted in green), 'UI Elig. Issue', and 'Comments'. Below the menu, there are three input fields: 'Scheduled Date:' with a calendar icon, 'Outcome:' with a dropdown arrow, and 'Outcome Date:' with a calendar icon. A yellow arrow points from the 'Outcome' dropdown to the 'Training Svc Outcome' tab.

10: REPORTING AND DOCUMENTATION

REPORTING AND DOCUMENTING IN OSMIS

Reporting for RESEA is done in OSMIS and can be found by accessing a claimant's RESEA appointment activity.

The screenshot shows a software interface with a horizontal menu bar containing the following tabs: 'Scheduling' (highlighted in green), 'Elig. Assessment', 'Outcome', 'Reempl. Svc Outcome', 'Training Svc Outcome', 'UI Elig. Issue', and 'Comments'.

Eligibility Assessment: Consists of the RESEA elements identified in section eight of this program manual. Each element offers a "Yes/No" indicator which allows the MWA to document whether the claimant has completed each element.

Outcome: Allows documentation of the overall status of the RESEA activity.

The three available values are:

- 1) **Completed all requirements,**
- 2) **Attended but failed to complete, or**
- 3) **No show.**

Please Note: “Completed All Requirements” can only be selected if “Yes” has been selected on all indicators for the Eligibility Assessment.” A date of completion is also required in this section.

Reemployment Service Outcome: Allows the MWA to document a reemployment service. The three fields available in the Reemployment Service outcome section are:

- 1) **The scheduled date of the reemployment service.**
- 2) **The outcome of the reemployment service:**
 - Completed all requirements,
 - Attended but failed to complete, or
 - No show.
- 3) **The outcome date of the reemployment service.**

Each reemployment service must also be documented in OSMIS as its own activity.

UI Eligibility Issue: The MWA must report a UI Eligibility Issue in OSMIS if the claimant is a “No Show” or “Attended but Failed to Complete” for their mandatory RESEA appointment or Reemployment Service activity(ies), or if a claimant has indicated they are unable, unavailable, not seeking, or have refused any job offers of [suitable work](#). The UI Eligibility Issue date must be on or after the “Letter Sent Date.”

If a claimant is scheduled for a mandatory RESEA appointment and no outcome is entered within 17 business days from the claimant’s “Letter Sent Date”, a “No Show” outcome will automatically transmit from OSMIS to MIDAS. Anytime a “No Show” is the outcome for a claimant, the comment section will automatically generate language to transmit to MIDAS.

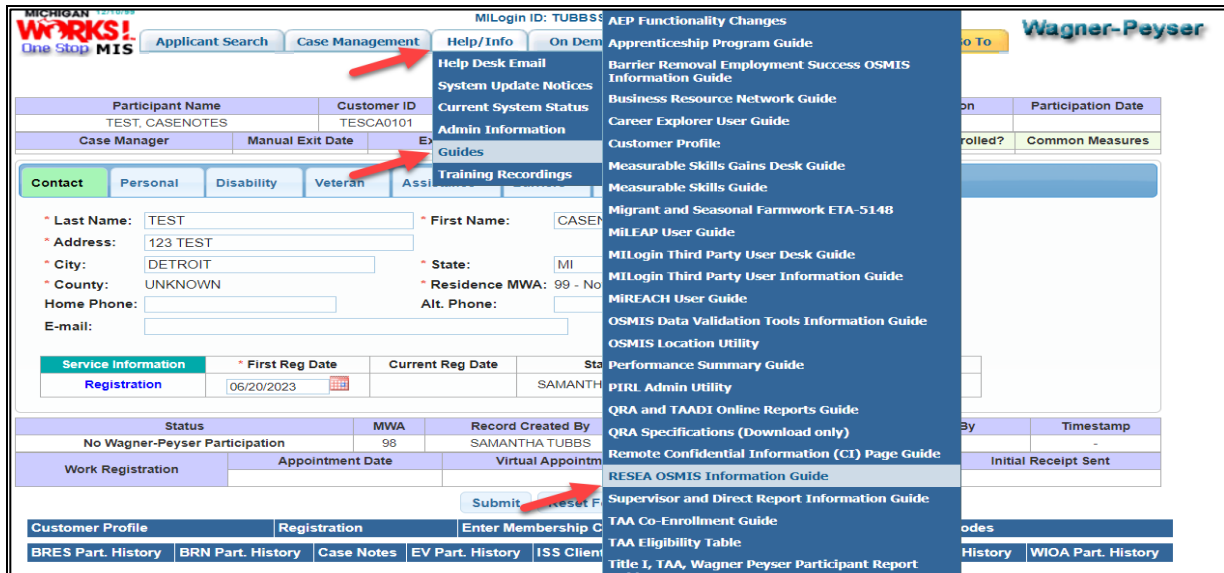
Optional Reporting

Training Service Outcome: Allows the MWA to document training services that the claimant was referred to through partner programs. The three fields available in the Training Services Outcome section are:

- 1) **The scheduled date of the training service.**
- 2) **The outcome of the training service:**
 - Completed all requirements,
 - Attended but failed to complete, or
 - No show.
- 3) **The outcome date of the training service.**

Data entry into this section is not required.

Additional information may be found in the RESEA OSMIS Information Guide available in OSMIS under the “Help/Info” tab.



CASE NOTING

Staff are required to case note claimants’ RESEA-relevant communication and activities. All case noting and activities must be entered in OSMIS within two business days (48 hours) of completion of the service or outcome. This includes the completion of a reemployment service.

SUCCESS STORIES

The MWAs will submit one RESEA success story each quarter for USDOL reporting purposes by using guidance provided in Policy Issuance (PI) 18-27, Change 2, issued on May 20, 2021, and all subsequent changes. The stories shall be sent to WD at LEO-TSDIV@michigan.gov.

11: PERFORMANCE MEASURES

RESEA program participants are subject to the following performance measures and will be tracked in OSMIS:

- Reemployment rate in the 2nd quarter after program exit quarter.
- Median earnings in the 2nd quarter after program exit quarter.

The reemployment rate for all UI Eligible participants in the 2nd quarter after program exit quarter is also reported to USDOL.

The first two measures above are designed to focus on RESEA program performance. The third measure will evaluate the reemployment rate for all UI eligible participants receiving reemployment services, which are not limited to RESEA services.

For OSMIS data errors and issues, please contact the Enterprise Information Management team at LEO-MIS@michigan.gov.

12: PROGRAM MONITORING

State of Michigan RESEA program monitoring will be delivered in a phased implementation process beginning in Program Year (PY) 2024 and will include monitoring of the previous PY.

During all phases, WD will review a randomized sample of electronic records. This will consist of a minimum of 25 RESEA participants per MWA. Eighty percent of participants selected will be first RESEA appointments and 20 percent selected will be subsequent RESEA appointments (a combination of mandatory and voluntary).

PHASE I: PY24

Phase I of program monitoring is designed to determine a baseline for RESEA services in each local area, while making technical assistance (TA) and support readily available. This phase of program monitoring will not result in any findings or corrective action requirements. During the PY24 program monitoring, WD may select claimants from PY23 dates January 18, 2024 through June 30, 2024.

MWAs will be notified that their RESEA program is going to be monitored by WD no less than 30 days prior to beginning monitoring. One virtual program monitoring will take place per MWA for PY24.

During Phase I of program monitoring, WD will verify all elements of appointments listed in section eight of this manual are completed and documented where required, including but not limited to:

- UI Eligibility issues are entered into OSMIS, where appropriate.
- Confirming claimants have an active profile on PMTC.
- An IEP that is specific to the claimant and contains all required elements.
- Claimants are being referred to a minimum of one appropriate reemployment service.
- Case notes are entered for claimants that have a RESEA activity in OSMIS.

There is no minimum percentage of RESEA files that need to pass in Phase I. WD will deliver the results electronically and meet virtually with RESEA Administrative staff to discuss the results, if desired by the MWA. WD may recommend, or the MWA may request, TA. WD and the MWA will coordinate TA delivery in a manner that best suits the MWA.

PHASE II: PY25 & PY26

Phase II of program monitoring is designed to provide TA and additional support where it is identified as a need and will not result in any findings or corrective action requirements.

During Phase II, RESEA program monitoring will be incorporated into each MWA's WIOA Title I and Title III Data Validation (DV) and Comprehensive Program Review (CPR), whenever feasible, and will occur on a biennial basis (every other year). Additionally, WD may request to view the in-person or virtual delivery of RESEA appointment(s) during the MWA's DV and CPR monitoring. The virtual file review portion will occur separately from, but within 30 days prior to, the DV and CPR monitoring.

During the same year that each MWA conducts internal DV for WIOA Title I and Title III programming, WD will conduct a virtual program monitoring for RESEA, similar to Phase I.

MWAs that do not pass a minimum of 70 percent of RESEA files in PY25 and PY26 will receive TA from WD.

WD will verify all elements of appointments listed in section eight of this manual are completed and documented where required, as in Phase I.

PHASE III: PY27 AND BEYOND

Phase III is the final phase of program monitoring implementation and may include findings and corrective action requirements.

During this final phase, WD will conduct program monitoring biennially, at a minimum. The MWA RESEA program monitoring will align with the MWA's WIOA Title I and Title III DV and CPR monitoring, whenever feasible.

WD will verify that all elements of appointments listed in section eight of this manual are being completed and documented where required, as in Phases I and II.

WD may request to view the in-person delivery of RESEA appointment(s) during the MWA's DV and CPR monitoring, or the virtual delivery of RESEA appointment(s) around the time of the DV and CPR monitoring. The virtual file review portion will occur separately from, but within 30 days prior to, the DV and CPR monitoring.

MWAs that do not pass a minimum of 80 percent of RESEA files in PY27 and beyond will receive TA from WD.

During the same year that each MWA conducts internal DV for WIOA Title I and Title III programming, it shall also conduct internal monitoring on a minimum of 25 RESEA participants. Eighty percent of participants selected shall be first RESEA appointments and 20 percent shall be subsequent RESEA appointments (may be a combination of mandatory and voluntary).

The results of this report shall contain, at a minimum, the MWA name, date(s) of the monitoring, lead reviewer contact name and information, file sample size, error rate, and specific areas of concern, including any technical assistance requested. A copy of this report must be provided to WD by the end of the PY.

A copy of this report and the participant list and worksheets must also be retained in-house, in accordance with federal record retention requirements. The requested report shall be submitted electronically to the Talent Development Division at LEO-TSDIV@michigan.gov. Please copy Ms. Samantha Tubbs at Tubbss1@michigan.gov on the email submission.

ADDITIONAL INFORMATION

This monitoring implementation plan is subject to change based on USDOL guidance and requirements, and/or to best meet RESEA programmatic needs for the State of Michigan.

13: STAFF TRAINING AND TECHNICAL ASSISTANCE (TA)

Statewide quarterly RESEA meetings are offered to provide relevant trainings, address questions, share best practices, etc.

MWAs may request TA from WD, to be delivered electronically or in-person, at any time. TA is not required to correlate with program monitoring.

To request additional TA regarding service delivery of the RESEA program, or to update service center information on the UIA 6360 and UIA 6499 for your region, please contact Ms. Samantha Tubbs at Tubbss1@michigan.gov.

For Unemployment Insurance TA related to RESEA, please contact Ms. Krystal Hill at Hillk9@michigan.gov.

14: FAIR PRACTICES AND ACCESSIBILITY

WD is an equal opportunity employer/program. Auxiliary aids, services, and other reasonable accommodations are available upon request to individuals with disabilities.

Department of Labor and Economic Opportunity
Workforce Development
P.O. BOX 30805
Lansing, MI 48909
michigan.gov/workforce
517-335-5858

15: REFERENCES

Training and Employment Guidance Letter (TEGL) 09-20, issued December 17, 2020
TEGL 05-21, issued January 21, 2022
TEGL 08-22, issued February 23, 2023
PI 18-27, Change 2, issued May 20, 2021
PI 21-28, Change 1, issued December 27, 2022
RESEA OSMIS Information Guide, June 2021
WIOA of 2014, Public Law 134
WIOA Final Rule 20 CFR 680.200

16: ATTACHMENTS

Email and Letter Correspondence Examples – Attachment A
UIA Eligibility Review Guide – Attachment B
Optional IEP Template – Attachment C
Potential Reemployment Services – Attachment D

Email and Letter Correspondence Examples

Email Correspondence Example

Hi! My name is Jane, and I work at _____ Michigan Works!.

You may have received a letter from the Unemployment Insurance Agency asking you to schedule a Reemployment Services and Eligibility Assessment (RESEA) by a given date. This is mandatory to avoid interruption in your Unemployment Insurance benefits, and the staff at Michigan Works! want to help. I am here to personally assist you in scheduling this appointment.

Please contact me at XXX-XXX-XXXX or email@email.com so we can schedule your appointment at a convenient time for you and I can answer any questions you may have about this program.

Thank you, and I am looking forward to hearing from you.

Jane Jones, RESEA Coordinator

Letter Correspondence Example

Dear [Claimant Name],

My name is Jane, and I work at _____ Michigan Works!.

You may have received a letter from the Unemployment Insurance Agency asking you to schedule a Reemployment Services and Eligibility Assessment (RESEA) by a given date. This is mandatory to avoid interruption in your Unemployment Insurance benefits, and the staff at Michigan Works! want to help.

This RESEA appointment will cover:

- An overview of the services available at Michigan Works!
- A review of local job market conditions.
- Guidance on registration with Pure Michigan Talent Connect (PMTC).
- Development of an individual employment plan.
- Referral to specific reemployment services.

We want your job search to be successful, and we have many ways to help.

Please contact me at XXX-XXX-XXXX or email@email.com so we can schedule your appointment at a convenient time for you. I will be happy to answer any questions you may have about this program.

In order to be prepared for this appointment, please bring the following with you:

- Your government issued photo identification.
- A complete record of your submitted UI Work Search.
- A record of your job search over the past four weeks.
- Your most recent resume.

We look forward to meeting you and working with you!

Sincerely,

(RESEA Coordinator's Signature)

Jane Jones, RESEA Coordinator

Unemployment Insurance Agency (UIA) Eligibility Review Guide

Answering “NO” to any question one (1) through three (3) and/or “YES” to any question four (4) through six (6) indicates a possible eligibility issue. Any eligibility issue(s) must be immediately reported to the UIA in the One-Stop Management Information System. Michigan Works! does not make any determinations. Determinations are the responsibility of UIA.

Questions	YES	NO
1. Are you able to work?		
2. Are you available to work?		
3. Are you currently seeking work?		
4. Have you refused any job offers?		
5. Did you begin attending school or a training program?		
6. Did you begin receiving a pension?		

All Unemployment Insurance claimants must be able, available, seeking work, and not refusing any offers of suitable work.

Any of the following may indicate a potential eligibility issue:

- Ability
- Availability – childcare, out-of-town, school, transportation, jail/incarceration, generic/other reason
- Officially Not Unemployed – leave of absence, working full-time
- Declined Work
- Failed to Apply for Work
- Refused an Interview
- Neglected to Seek Work
- Failed to Report

Michigan Reemployment Services and Eligibility Assessment (RESEA) Individual Employment Plan (IEP)

- Initial
 Subsequent: mandatory
 Subsequent: voluntary

Name:	Phone:
Email:	Date:

GOALS

What goals do you have as it relates to reemployment?

Try using SMART goals: **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-Bound.

1. _____ Target Date: _____ Completed: _____
2. _____ Target Date: _____ Completed: _____
3. _____ Target Date: _____ Completed: _____

BARRIERS

What barrier(s) to reemployment are you facing? (Check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Lack of High School Diploma or Equivalency
<input type="checkbox"/> Justice-Involved Citizen
<input type="checkbox"/> Basic Skills Deficient
<input type="checkbox"/> Lack of Certification, Licensing, or Postsecondary Training
<input type="checkbox"/> Lack of Marketable Skills
<input type="checkbox"/> Lack of In-Demand Preferred Occupation
<input type="checkbox"/> Wage Expectations Above Wages in Local Area
<input type="checkbox"/> Lack of Reliable Childcare
<input type="checkbox"/> Lack of Job Search Skills | <input type="checkbox"/> Lack of Resources: _____
<input type="checkbox"/> High Wage Expectation
<input type="checkbox"/> Homeless (or At-Risk of Homelessness)
<input type="checkbox"/> Transportation
<input type="checkbox"/> Lack of Relevant Experience
<input type="checkbox"/> Individual with a Disability
<input type="checkbox"/> Older Worker (55+)
<input type="checkbox"/> English as a Second Language: _____
<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other: _____ |
|---|--|

ACTION STEPS

What action steps can you take to address these barriers and get closer to your goals?

1. _____
2. _____
3. _____

REEMPLOYMENT SERVICES

Reemployment services are recommended by your RESEA Career Coach based on your circumstances. These are the reemployment services you are being referred to:

Workshop: _____ Location: _____ Date & Time: _____

Workshop: _____ Location: _____ Date & Time: _____

Resume: _____ Location: _____ Date & Time: _____

Career Assessment: _____ Location: _____ Date & Time: _____

Interview Prep: _____ Location: _____ Date & Time: _____

Job Fair/Hiring Event: _____ Location: _____ Date & Time: _____

Workforce Innovation and
Opportunity Act Intake: _____ Location: _____ Date & Time: _____

Veteran Services: _____ Location: _____ Date & Time: _____

Michigan Rehabilitation Services: _____ Location: _____ Date & Time: _____

Other Partner: _____ Location: _____ Date & Time: _____

Other: _____ Location: _____ Date & Time: _____

CAREER INTERESTS

What type of employment are you interested in? Does this line of work have a bright outlook? What is the average salary for this career where you live? If you're not sure (or just curious) check out the following sites:
[O*NET OnLine \(onetonline.org\)](http://onetonline.org): Find detailed career information, including job descriptions and average wages.

[My Next Move](#): Take a career interest assessment.

My Employment-Related Interest(s):

Ending Wage with Your Most Recent Employer: _____ Your Desired Starting Wage: _____

SKILLS & ASSETS

List any certifications, skills, and assets you already have that make you a great hire.

MY SKILLS/ASSETS	DATE ACQUIRED	CERTIFIED? (Y/N)

EMPLOYMENT & EDUCATION

Provide your RESEA Career Coach a copy of your resume to reflect Employment and Education history. At a minimum, include:

- Employment history (employer, start date, end date, job title, wage, summary of duties)
- Education history (institution name, start date, end date, program/class, degree/certification)

If your resume is missing any of the above information, such as wages earned at each employer, please add that information below:

ADDITIONAL INFORMATION

My Michigan Works! Career Coach is: _____

Email _____ **Phone number:** _____

Next scheduled appointment at Michigan Works! (if applicable): _____

Is the claimant Trade Adjustment Assistance eligible?

Yes ___ No ___

Discussed Loan Repayment Counseling:

Yes ___ No ___

Discussed Non-Traditional Opportunities for Women/Men:

Yes ___ No ___

Discussed Self-Sufficiency Planning:

Yes ___ No ___

Understanding and Agreement

I understand that completing this IEP with a RESEA Career Coach is required to remain eligible for Unemployment Insurance (UI) benefits. Failing to comply with this, or any portion of my RESEA appointment, will result in loss of UI benefits.

If I remain unemployed five (5) weeks from today's date, I may be selected by the Unemployment Insurance Agency for a second RESEA appointment. If selected, participation is required to avoid loss in UI benefits.

Customer Name (Print)

Date

Customer Signature

Date

RESEA Facilitator Signature

Date

Potential Reemployment Services

REEMPLOYMENT SERVICE	DESCRIPTION
Completion of a Career Assessment	Such as MyNextMove, etc.
Interview prep and/or completion of a mock interview	Work with Michigan Works! Agency (MWA) staff to prepare for a job interview or attend an MWA Mock Interview.
Attend an MWA Workshop	Attend a virtual or in-person MWA workshop to improve skills for finding employment.
Revise or update resume with MWA staff	Work with MWA staff to revise/update resume.
Attend a virtual or in-person job fair or hiring event	Participate in a virtual or in-person job fair or hiring event.
Create or update a professional account	MiTalent, LinkedIn, Monster, etc.
Participate in relevant course(s) to assist with employment barriers, such as digital literacy or soft skills	Course relevant to the claimant's barriers, such as courses offered at GCF Learn Free or The Open University OpenLearn Soft Skills Training .
Personal Career Coaching Session	Completed by Employment Services staff, individual resume attention, reference, cover letter, interview, etc. (MW! Southwest best practice)
Veterans' Employment Service Outreach Appointment	Completion of appointment with a Veterans' Employment Service representative, if applicable.
Other relevant partner referral	Completion of an appointment with a partner agency that would benefit the claimant in their journey to reemployment.
Completion of a one-on-one appointment and/or intake with a Workforce Innovation and Opportunity Act (WIOA) Career Counselor	Completion of intake with a WIOA Career Counselor or other relevant partner program, if suitable and applicable.