



Administrative Policy

**POLICY
NUMBER
TBD**

Title:	Reemployment Services and Eligibility Assessment (RESEA) Program Design and Framework
Policy Type	Programmatic
Program:	RESEA
Effective:	TBD

I. PURPOSE AND SCOPE

The purpose of this policy is to provide the Reemployment Services and Eligibility Assessment (RESEA) program requirements and guidance to Local Workforce Development Boards (LWDBs) and program service providers.

II. KEY OBJECTIVES

- A. Identify required services that must be provided to RESEA participants by LWDB staff.
- B. Align practice with required performance metrics described in the RESEA State Plan.

III. MEASURABLE PERFORMANCE OUTCOMES

- A. [WIOA Primary Indicators of Performance](#)
- B. [LWDB Letter Grades](#)
- C. RESEA State Plan

Florida Department of Commerce (FloridaCommerce) will use data from calendar years 2024 and 2025 to establish a baseline for RESEA performance metrics. Performance metrics will be based on RESEA appointment attendance, no-show reschedules and partner co-enrollment. Performance Outcomes for the RESEA Program are:

- A. Number of RESEA initial appointments scheduled and completed.
- B. Number of No Shows successfully rescheduled and completed.
- C. Number of customers referred to and co-enrolled in partner programs.

IV. BACKGROUND

The Unemployment Insurance (UI) program is a required partner in the public workforce system and provides unemployment benefits to individuals who have lost their employment through no fault of their own and who otherwise meet initial and continuing UI eligibility requirements. Beginning in 2005, the United States Department of Labor (USDOL), Employment and Training Administration (ETA) funded the voluntary UI Reemployment and Eligibility Assessment (REA) pilot program to address individual reemployment needs of UI claimants, and to prevent and detect improper benefit payments. RESEA replaced REA effective January 2016.

The RESEA program was permanently authorized by amendments to the Social Security Act (SSA) under the Bipartisan Budget Act (BBA) of 2018, Public Law 115-123. The RESEA provisions are contained in Section 30206 of the BBA, which enacted Section 306 of the SSA. Pursuant to Section 306 of the SSA, the RESEA program has the following four purposes:

- 1) To improve employment outcomes of Reemployment Assistance (RA) claimants and reduce the average duration of RA receipt through employment.
- 2) To strengthen program integrity and reduce improper RA payments through the detection and prevention of such payments to ineligible individuals.
- 3) To promote the alignment with the broader vision of Workforce Innovation and Opportunity Act (WIOA) of increased program integration and service delivery for job seekers, including RA claimants.
- 4) To establish RESEA as an entry point for RA claimants into other workforce system partner programs.

V. POLICIES AND PROCEDURES

LWDBs must schedule an initial RESEA appointment for all claimants selected for participation in the RESEA program. Subsequently, claimants selected for participation in the RESEA program must attend the scheduled initial appointment to avoid adverse action on their claim.

Florida's RESEA program targets services to:

- Unemployment Compensation for Ex-Service Members (UCX) and
- Claimants determined most likely to exhaust their benefits before returning to work.

Claimants are selected for RESEA through a profiling model. The profiling model is a statistical process that predicts the probability of an individual exhausting their benefits before securing employment based on the following variables:

- Separation reason,
- Primary occupation,
- Education level,
- County of residence, and
- Local unemployment rate.

Attendance is **mandatory** for claimants selected for RESEA to avoid adverse action on their claim. Failure to attend the appointment or complete the required program services will adversely affect the claimant's RA benefits, except if the participant meets one of the exemptions outlined in Section VI.A.5.c.

LWDBs must ensure that all RESEA participants have equitable access to services. This includes but is not limited to:

- Providing accessible alternatives (see section title **Service Delivery Methods**) to technological and digital tools. This includes identification and provision of logistical support needed to best serve individuals selected for RESEA participation in rural and urban communities.
- Providing reasonable accommodations, modifications, and auxiliary aids and services.
- Ensuring all communications are provided in the language the participant is most familiar with based on their selection in their profile in the state's Management Information System (MIS).

A. PROGRAM OPERATIONS

The RESEA program framework design includes the initial RESEA appointment and appropriate referrals to other programs and community resources, as needed.

1. Initial RESEA Appointment

The term "initial RESEA" means the actual meeting (appointment) between career center staff and the participant where the required RESEA services are completed.

LWDB staff must ensure the services below are provided during the initial appointment. Services must be documented in Employ Florida and comply with requirements outlined in the [Employ Florida Service Code Guide for Jobseeker Services](#). Note: The Initial RESEA Appointment is considered "complete" only after the following services have been provided and recorded in Employ Florida.

a. Orientation

The first step in the initial RESEA appointment is to complete an orientation with the participant. The orientation is a session where staff provide an overview of the programs and services available in the career center to RESEA participants. During the orientation, staff must outline requirements for RESEA program participation, and provide information about available career center services, partner programs, and community resources. The orientation session may be facilitated on an individual or a group basis. Further, the manner in which orientation may be provided includes a staff-led or self-paced presentation, pre-recorded webinar, or other comparable format(s).

b. Objective Assessment Summary

The next step is the Objective Assessment Summary (OAS), which is a documented evaluation of the academic and occupational skills, career interests, personal needs, and developmental needs of the participant. It must include a review of prior work experience; aptitudes for both traditional and nontraditional careers; academic history; basic skills; work readiness, and barriers to employment. Staff must document any formal or informal assessment and/or testing used to gauge an individual's current knowledge, skills, and abilities.

The OAS wizard in Employ Florida must be fully completed by LWDB staff during the initial RESEA appointment. Should there be instances where the system is not available (i.e. system disruptions/outages), LWDBs may use other assessment tools, given the chosen assessment tool contains the same information as the system-generated OAS. Additionally, staff must update the system as soon as it is available but no later than 15 days from the date the service was provided.

When a participant completes the background wizard and/or résumé builder, some of the participant's information will automatically populate into the OAS. As a result, limited information will need to be inputted to complete the OAS. Staff must review the results of the OAS with the participant.

Participants enrolled in or receiving services from a partner program may already have a previously completed the OAS in Employ Florida. A new OAS is not required if the OAS was completed within the last six months. If the participant has an open OAS, RESEA staff must work with the partner program and update the OAS to incorporate the RESEA components.

c. Employability Development Plan

The third step is the creation of a service plan or Employability Development Plan (EDP). The information obtained from the OAS builds the foundation for creating a step-by-step guide to support the participant in returning to work as

quickly as possible. The EDP is designed to help jobseekers navigate the increasingly complex steps to their next job or a better career.

The EDP must include steps the participant must take to identify and achieve education and employment goals, as appropriate. The EDP must be unique and specific to each participant and identified goals must be based on the participant's past work experience or future desired occupation. The EDP must include at least one short-term goal (0-12 months) and the accompanying objectives to complete the goal.

An effective EDP must use the S.M.A.R.T. principle to create specific, measurable, attainable, relevant, and time-bound goals and objectives, as described below:

- **Specific** goals are easy to comprehend and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
- **Measurable** goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by establishing objectives to show progress.
- **Attainable** goals and objectives can be realistically expected to be completed within the timeframe given.
- **Relevant** goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant's work history, education, training, special skills, interests, and aptitudes.
- **Time-bound** goals and objectives should be limited to a defined period and include a specific timeline for each step of the process.

Staff must create the EDP using the wizard in Employ Florida. Staff must print the EDP and obtain the appropriate signatures (staff and participant). A copy of the signed EDP must be provided to the participant and the original must be maintained in the participant's Employ Florida file. Should there be instances where the system is not available (i.e. system disruptions/outages), LWDBs may use locally created EDPs, given the document contains the same information as the system-generated EDP. Additionally, staff must update the system as soon as it is available but no later than 15 days from the date the service was provided.

For EDPs created remotely, staff and the participant must sign the EDP electronically. Once signed, staff must provide a copy of the document to the participant electronically or via mail.

Additionally, the EDP must include Work Search Activities (WSA) that support the participant finding suitable employment and are documented as an objective within the participant's plan. Each participant must be assigned to complete a

minimum of one specific work search activity¹. Although provision of work search activities is required, they are not considered a permissible use of RESEA grant funds; therefore, each RESEA participant must be co-enrolled in the Wagner-Peyser (WP) program during the initial appointment.

Note: A separate work search activity appointment is not required as a part of the RESEA initial appointment.

In addition, as part of the career planning process, staff are required to utilize tools that:

- Assist with demonstrating future financial impacts of the participant's change in income over time;
 - Focus on mitigating benefit cliffs for participants seeking employment that leads to self-sufficient employment; and
 - Better understand specific gaps and barriers faced by participants.
- d. The state approved tool is the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard. The education and employment goals identified for participants must be created using information or data obtained through the administration of the CLIFF Dashboard. Usage of the tool should be tracked in Employ Florida using the service code "CLF" as defined in the Employ Florida Service Code Guide for Jobseeker Services.

e. Labor Market Information

Labor Market Information (LMI) is the specific and unique information pertaining to the socio-economic forces which can guide participants with their job search. It provides occupational staffing and hiring patterns, wage information and labor market employment data relating to local, regional, and national labor market areas.

Labor market information must be customized to each participant and provided as a part of the initial RESEA appointment. Staff may not utilize universal or template LMI. Because the goal of LMI is to provide a general guide to jobs and the job market, staff may provide LMI as often as needed; however, staff must not duplicate previous information provided to the participant. Documentation and case note requirements must align with the Employ Florida Service Code Guide for Jobseeker Services.

f. Eligibility Review Process (ERP)

LWDB staff must conduct the Eligibility Review Process (ERP) with each RESEA participant to determine continued eligibility for reemployment

¹ Attachment A - Menu of Possible Work Search Activities provides a list of permissible work search activities.

assistance benefits. The ERP must be conducted on a one-on-one basis, and it includes the review of the individual's availability to work, work search activities and referral to the RA adjudication office if one or more issue or potential issue(s) is identified. FloridaCommerce created a standard ERP form that must be used by LWDBs to conduct the ERP. The ERP form will be a part of the standard notification letter each RESEA participant receives.

The notification letter informs individuals of their selection for and mandatory participation in the program. Participants must bring the completed ERP form and submit it to staff at the initial RESEA appointment. Staff must review the ERP form during the initial RESEA appointment with the participant to ensure completeness and accuracy. When issues are identified, the LWDB staff must submit the completed ERP form that identifies potential issues to: RESEA.ELGISS@commerce.fl.gov. The identified issues will be referred to the RA Adjudication team for handling. LWDB staff must upload the completed ERP form to the participant's case file in Employ Florida within one business day of the completed initial RESEA appointment.

2. Service Delivery Methods

LWDBs must make RESEA services available for participants via more than one alternative, which may include in-person, remote, virtual, telephonic, or a hybrid format using any two or more methods. For remote or virtual options, LWDBs may use person-to-person technologies such as Skype, Zoom, FaceTime, Teams or other similar applications.

These tools:

- a) enhance the participants' experience with RESEA services;
- b) complement the resources and services provided during the initial RESEA;
- c) significantly expand the number of RA claimants who can be served under the RESEA program; and
- d) significantly reduce the participant's burden and hurdles to participation.

The level and timeliness of these service delivery methods must be comparable to the in-person services.

3. Pool Management, Appointment Scheduling and Notification

LWDBs are required to manage their RESEA pool(s) each Monday morning. Staff must select a "number" or "percentage" of participants to be placed in their pool. On the following Tuesday, LWDB staff must print and mail RESEA appointment letters to all claimants selected for RESEA program participation. It is understood that these days may shift when there are office closures, system issues/changes or other actions beyond the state or LWDB's control.

LWDBs must use the standard notification letter provided by FloridaCommerce; however, it can be appended to include specific local processes and/or information.

The letters must include the date, time, manner by which services will be delivered, location of the appointment and contact information for the RESEA staff. FloridaCommerce has translated the standard letter from English to Spanish and Haitian Creole. LWDBs may print the letter based on the language selected by the RESEA participant in Employ Florida from the login page.

LWDBs must develop a process that will take place after the notification letter is mailed, but prior to the appointment, to engage participants and cause an increase in attendance and completion of the Initial RESEA Appointment. Staff should engage participants in a manner deemed appropriate as defined in the LWDB's local operating procedures, to reiterate the mandatory participation requirements and consequences for non-participation. LWDBs are encouraged to use technological tools and resources to automate this process.

4. The Wagner-Peyser Application

The RESEA participant's WP application must be completed prior to, or during the initial RESEA appointment. Failure to complete the application could adversely impact benefits due to the current system configuration which will not allow staff to result the participant as "Attended" until the WP application is complete.

5. RESEA Documentation Requirements

All services provided by LWDB staff during any RESEA appointment must be documented in Employ Florida. The four-pack of services (Orientation, OAS, EDP, and LMI), are automatically generated in the system's event calendar. Once staff results the participant's attendance, the four-pack of services will automatically attach to the participant's service plan. LWDBs may require additional actions or services beyond the four-pack of services during the RESEA appointments. When this happens, those services must be manually attached to the event calendar by LWDB staff, and appropriate case notes must be entered in accordance with the Employ Florida Service Code Guide for Jobseeker Services. To attach services to a case file manually, staff must:

- a. Select "Manage Activities"
- b. Select "Individual Services"
- c. Select the appropriate activity to attach

a. Resulting Attendance

RESEA appointments must be resulted to reflect the participant's attendance or non-attendance on the appointment date. A participant's benefits may be adversely impacted if staff does not result their non-attendance timely. Adverse impacts may include:

- 1) The participant could erroneously lose benefits.
- 2) The participant could receive a payment during the period of ineligibility, e.g., they were a no-show, but staff did not result the participant's attendance timely, potentially creating an overpayment.

LWDB staff must document the failure of a participant to engage in or complete any of the required RESEA services in the case file.

Any participants who fail to report for their initial RESEA appointment must be resulted as a "no show." Note: Pursuant to UIPL 08-24, Section d.ii.: An individual may not be found ineligible for RA for failure to report for any [week] time in which no RESEA services were available. FloridaCommerce is aware that certain instances may preclude services, such as a natural disaster, planned office closures, holidays, etc.

When disasters or other situations occur that are beyond the control of the LWDB, the LWDB must notify FloridaCommerce via email at RESEA@commerce.fl.gov within one business day of the occurrence. The notification must include the reason services are not available, and a date by which the LWDB expects to restart services. The LWDB must provide a list of participants affected by the lack of services so that FloridaCommerce can ensure there is not an adverse impact to benefits.

If the LWDB permanently closes or inactivates an office that usually holds RESEA services, then the LWDB must notify FloridaCommerce via the above email at least two weeks prior to the planned closure/inactivation. The LWDB must submit to FloridaCommerce a statement on how it plans to provide services to RA claimants selected for RESEA in the impacted area and explain how it will maintain its current performance.

b. Rescheduling Appointments

Participants who make a request to reschedule their initial appointment must be allowed to do so. The appointment must be rescheduled in the event calendar in Employ Florida and completed within 30 calendar days of the originally scheduled date. LWDB staff must advise participants that failure to complete the appointment within the allotted 30 days may adversely impact their benefits. LWDB staff must also advise participants that they will not be permitted to reschedule their appointment after the 30-day period has passed, unless extenuating circumstance² occur, and approval is granted by FloridaCommerce staff.

LWDBs must allow customers who receive a disqualification through the RA process to reschedule their appointment. Once those customers complete the

² An extenuating circumstance is an action that is beyond the participant's control, e.g. death in the immediate family, natural disaster, unexpected office closure, etc.

rescheduled appointment, LWDB staff must submit an email to: RESEA@commerce.fl.gov to notify FloridaCommerce of the completion. The email must include the participant's name, state ID, date appointment was completed and notification that the participant was disqualified and rescheduled due to the disqualification.

LWDB staff must reschedule customers through the event calendar in Employ Florida. LWDB staff must enter a case note into Employ Florida to document the reason for the reschedule, and any additional details to support the rescheduling. Note: Participants may access other career services at any time, regardless to whether they complete their RESEA appointment.

c. Exemptions

If a participant fails to attend an RESEA appointment or notify the LWDB of an exemption prior to an appointment, then staff must record "no show" in Employ Florida and document the exemption in the event calendar. If an exemption is recognized after an appointment, then staff must case note the exemption. Following are exemption reasons that may be applied to RA claimants selected for RESEA:

- 1) Persons who are attached to regular jobs.
- 2) Persons who are temporarily unemployed due to lack of work and have a fixed or approximate return-to-work date within six weeks.
- 3) Persons who are non-Florida residents.
- 4) Persons who are in training approved by FloridaCommerce RA staff, including WIOA.
- 5) Persons who have to appear for jury duty screening and/or performing the service of jury duty, as evidenced by documentation from the court.
- 6) Persons who are union members who customarily obtain employment through a union hiring hall. The career center staff must obtain from the participant and document the union hiring hall local number.
- 7) Persons who are unemployed as a result of a temporary layoff or who are claiming benefits under an approved short-time compensation plan.
- 8) Persons who are unable to complete the online work registration due to illiteracy, physical or mental impairment, a legal prohibition from using a computer, or a language impediment. If a person is exempted from the online work registration, then the filing of his or her claim constitutes registration for work.

d. Reporting Employment

When a participant reports employment before, during or after any RESEA appointment, the LWDB must verify and record the employment in Employ Florida with the service code for Obtained Employment. LWDB staff must not require a participant who is working full time to participate in an RESEA appointment. The participant must be marked as a “no show” with reason of “employment.”

6. Integration With Other Workforce Programs

One of the statutory goals of the RESEA program is to serve as an entry point for individuals receiving RA into other workforce system partner programs. LWDBs must support this goal by ensuring that the RESEA program is integrated into the workforce system broadly to enable participants’ access to the full range of services offered through the one-stop delivery system. RESEA must supplement rather than supplant current reemployment activities provided by the workforce system.

Participants who are deemed unlikely to return to a previous industry or occupation indicated as declining are also qualified to receive WIOA Dislocated Worker (DW) services.

7. Staffing Requirement

LWDBs must use state merit staff to provide Wagner-Peyser Act Employment Service (ES) services. Employment Services include, but are not limited to:

- a. Job search assistance;
- b. Career counseling;
- c. Job listings;
- d. Job placement assistance;
- e. Reemployment assistance services;
- f. Recruitment services;
- g. Labor market information;
- h. Training referrals.

There is no merit staffing requirement for providing RESEA services. RESEA may be provided by any appropriately trained staff. The RESEA services may be delivered by qualified and trained merit staff, WIOA staff or other career center staff. However, LWDBs must ensure that staff providing RESEA services have attended and received sufficient training from RA staff before conducting the eligibility review and making referrals to RA merit staff for adjudication. Training will be provided no less than annually by FloridaCommerce, and LWDBs will receive advance notification of training dates to allow time to plan for staff attendance.

Decisions regarding RA eligibility determinations and redeterminations resulting from issues identified through RESEA participation must be made by RA merit staff only.

8. Local Operating Procedures (LOPs)

Local Operating Procedures (LOPs) help local areas further define and clarify how programs will operate locally and are unique to each LWDB and must be publicly posted. LOPs govern approaches to the implementation of the RESEA program and must specifically address the roles and responsibilities of the LWDB staff required for the successful outcome of the program. LOPs guide how LWDBs operationalize policies related to the services required for the RESEA program, and it must align with this policy. Each LWDB must develop LOPs that at a minimum:

- 1) Establish standardized procedures on the method the local area will use to conduct the initial appointment, e.g., remote, in person, telephonic, virtual, and/or hybrid. Procedures must be customer focused.
- 2) Provide comprehensive, customer-driven, and seamless services that offers services to the participants.
- 3) Establish a process to identify better strategies and practices for successful outcomes of participants.
- 4) Outline the local process for rescheduling customers who missed their initial appointment and were subsequently disqualified for benefits by RA.
- 5) Outline the strategies for programmatic implementation and usage tracking of the CLIFF Dashboard as a component of the local area's case management model. Additional guidance specific to the CLIFF Dashboard is provided in [Policy 2023.06.07.A.5](#).

VI. IMPLEMENTATION

Services and activities provided under WIOA must be monitored no less than annually for compliance with WIOA requirements by FloridaCommerce pursuant to WIOA sec. 185(c). FloridaCommerce will monitor the requirements outlined in this policy and LOPs. Additionally, LWDBs must establish local monitoring policies and procedures that include monitoring of eligibility and enrollment activities, to include the adult statutory priority to ensure that all parties are, and remain in, compliance with federal and state laws, as well as state and local policies and procedures.

LWDBs must ensure service providers agree to cooperate with monitoring requirements conducted by the state and/or LWDB and adhere to all other applicable local, state, and federal rules and regulations.

VII. DEFINITIONS

1. **No Show** – Means a participant selected for RESEA participation did not attend or reschedule their appointment.
2. **Participant** - An individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location (CareerSource Florida Network Career Center or affiliate site) or remotely through electronic technologies.

3. **Pool** – The complete list of RA participants per career center in each local area who available to be placed on the RESEA roster for participation in the RESEA program.
4. **Result** – Means to enter the outcome of a participant as attended or no show for a RESEA appointment.

VIII. AUTHORITIES

[Public Law 103-152](#)

[Public Law 115-123 Bipartisan Budget Act of 2018](#)

[Social Security Act \(SSA\) Title 03; Section 306](#)

[Unemployment Insurance Program Letter \(UIPL\) 13-94, UIPL No. 13-21., UIPL 10-22, UIPL 02-23, UIPL 08-24](#)

[Training and Employment Guidance Letter \(TEGL\) 08-22, TEGL 11-23](#)

[Training and Employment Notice 10-23 - Release of WP Staffing Final Rule](#)

[Florida Statutes, Chapter 443](#)

IX. ATTACHMENTS

RESEA Notification Letter

Menu of Possible Work Search Activities

X. RESOURCES

[Reemployment Services and Eligibility Assessment RESEA Fact Sheet](#)

[Reemployment Services and Eligibility Assessment RESEA Grants](#)

[Worker Profiling and Reemployment Services WPRS](#)

Attachment One

Menu of Possible Work Search Activities	
1. Creating a reemployment plan (EDP/ISS/IEP).	2. Creating a resume and/or uploading resumes to an online job board.
3. Registering for work with: - State's labor exchange system, currently Employ Florida - Placement firms, - Temporary work agencies, or - Educational institutions that have placement offices.	4. Using online career tools, such as: - Job match advisors, - Other national job boards, or MySkills MyFuture.
5. Logging on and looking for work: - In the state's labor exchange, currently Employ Florida or - In any other online job matching system, e.g. Monster, Indeed, USAjobs.	6. Using reemployment services in one-stop career centers, such as: - Obtaining and using labor market and career information, - Participating in RESEA, when selected, - Participating in skills assessment for occupational matching, - Participating in instructional workshops (resume, interviewing, job searching, etc.), or - Participating in other activities/specialized services (e.g., job clubs, job fairs, etc.).
7. Completing job applications for employers that have (or are reasonably expected to have) job openings or following through on job referrals or job development attempts, as directed by workforce center staff.	8. Applying for and/or participating in: - Partner-sponsored reemployment services, or - Non-WIOA-related/sponsored training. Example: Digital literacy, GED, or ESL training. - The following conditions must be met: - Must be job-related, and - Participants must remain available for work.
9. Creating a personal user profile on a professional networking site.	10. Participating in work-related networking events. (i.e. job clubs, industry association events).
11. Making in-person visits to employers that have or are reasonably expected to have job openings.	12. Going on interviews with employers (virtually or in-person).