

Florida Department of Commerce (FloridaCommerce)
Reemployment Services and Eligibility Assessment Program Design and Framework – Consultation Matrix

<u>Policy Section</u>	<u>Stakeholder Comment</u>	<u>Submitted by</u>	<u>Policy Language Change (Yes/No?)</u>	<u>FloridaCommerce Comments</u>	<u>Authority</u>
Section III. Key Objectives	Specify explicit performance metrics to be tracked by LWDBs, such as participation rates, outcomes, and compliance indicators, to measure program success effectively. RESEA is not a distinct component of the Letter Grades or primary indicators.	LWDB 21	Yes	FloridaCommerce will use data from calendar years 2024 and 2025 to establish a baseline for performance metrics described in the policy.	RESEA State Plan
Section III. Key Objectives	<p>Measurable Performance Outcomes it states that one of the performance measures is the “Number of RESEA initial appointments scheduled and completed.”</p> <ul style="list-style-type: none"> ○ Consideration to change the performance outcome to the percentage of initial appointments scheduled and completed rather than the actual number. There are times when the pool count reflects “zero” as a result of a system technical issue. 	LWDB 22	No	FloridaCommerce has added performance measures that align with program requirements. Using the number rather than percentage provides a direct count of services which can be more straight forward. Additionally, it creates more emphases on the importanace of attendance and the effectiveness compared to using percentages.	UIPL 08-24
Section VI. A. 1. b. Objective Assessment Summary:	<p>1) The OAS should not be reviewed with the client as many questions are invasive or potentially insulting (e.g., hygiene, attire, disabilities), instead staff should focus on collaborative discussions of the participant's strengths and the goals of the employment plan to improve participant engagement and satisfaction. The OAS is not signed, the IEP is signed.</p> <p>2) Ensure that the policy prioritizes a participant-centered approach to reduce perceived negative experiences.</p>	LWDB 21	No	<p>1) Staff and participant signatures are not included as a requirement for the OAS. The information in the OAS is provided, in part from interaction with the customer and observation. Some information is part of the overall assessment process. The customer has a right to see and know what information is placed in their file. They also should be informed of the information in the OAS. The signature is an acknowledgement of receipt of information.</p> <p>2) The policy is written to the requirements around RESEA. The human-centered</p>	RESEA Admin Policy

				approach is generally related to the one-on-one interaction of staff and customer. Staff must ensure their presentation is done in a manner that is not negative or off-putting to the customer.	
Section VI. A. 1. b. Objective Assessment Summary:	Are staff required to have the OAS signed by the participant and maintained in the client file?	LWDB 18	No	The policy does not require signatures on the OAS.	N/A
Section VI. A. 1. b. Objective Assessment Summary	Since several programs utilize the OAS feature in EF, if an existing file is in use and/or not closed by another Department or LWDB, should we update using the same open file, or should we create another file to reflect the current RESEA information?	LWDB 22	No	A new OAS is not required if there is a current OAS in the system was completed within the last six months. The OAS would need to be on a currently open application. If the participant has an open OAS, RESEA staff must work with the partner program and update the OAS to incorporate the RESEA components.	N/A
Section VI. A. 1. c. Employability Development Plan	<ol style="list-style-type: none"> 1) Will signing the EDP suffice or will a responsibility statement still be required to be signed and attached to the EDP? 2) Don't quite understand the meaning of this. Need clarification/more information. (As it refers to "A separate work search activity appointment is not required as a part of the RESEA initial appointment.") 	LWDB 20	No	<ol style="list-style-type: none"> 1) The EDP will suffice. A responsibility statement is not required. 2) In the past, a separate work search activity was required by the customer. This has been eliminated with the implementation of the new policy. 	N/A
Section VI. A. 1. c. Employability Development Plan	Considering the inclusion of the development of the EDP as a possible WSA, would this be satisfactory as a stand-alone WSA (although other activities may be included as well)?	LWDB 05	No	In the past, a separate work search activity was required by the customer. This has been eliminated with the implementation of the new policy.	N/A
Section VI. A. 1. c. Employability Development Plan	Is a long-term goal no longer required?	LWDB 18	No	Only a short-term goal with objectives is required.	N?A
Section VI. A. 1. c. Employability Development Plan	<ol style="list-style-type: none"> 1) Does the WSA have to be scheduled and resulted in the EF Event Calendar? 2) Do all the WSA's assigned to the client require an EF Service Code? We understand that some WSA's offered 	LWDB 18	No	In the past, a separate work search activity was required by the customer. This has been eliminated with the implementation of the new policy.	

	<p>will meet the definition of the EF Service Codes however, is the service code a requirement?</p> <p>3) Is the Responsibility Statement no longer required?</p>			The Responsibility Statement is no longer required.	
Section VI. A. 1. c. Employability Development Plan:	<p>1) Rename the "Employability Development Plan" to "Individual Employment Plan" for consistency with other workforce programs such as WIOA and JVSG.</p> <p>2) Simplify goal setting by focusing on one clear employment goal, supported by actionable steps, rather than separating goals into "short-term" and "long-term" categories and creating tick mark services. RESEA is a supplemental program and is not intended to provide services extending months or years into the participant's future. Long-term goals (12+ months) are not aligned with the program's intent and often result in superficial service plans. Goals should be concise and actionable, such as securing employment within 90 days or enrolling in WIOA within 90 days to enhance employability.</p>	LWDB 21	No	<p>1) FloridaCommerce may explore the name change at a later date. We have previously used the term Employability Development Plan to signify the plan is associated with the Wagner Peyser program.</p> <p>2) Language updated to required only one short-term goal.</p>	N/A
Section VI. A. 1. c. Employability Development Plan	<p>1) The policy refers to the EDP (Employability Development Plan), which should be referred to as the IEP (Individual Employment Plan) as stated in EF.</p> <p>2) Will training be provided on the usage of the CLIFF dashboard?</p>	LWDB 28	No	<p>1) FloridaCommerce may explore the name change at a later date. We have previously used the term Employability Development Plan to signify the plan is associated with the Wagner Peyser program.</p> <p>2) The use of CLIFF dashboard will be the same as other programs. The request for training is being relayed to CareerSource Florida.</p>	N/A
Section VI. A. 1. c. Employability Development Plan	<p>1) LWDB 8 does not believe that the CLIFF Dashboard is the correct tool to utilize with the RESEA customers for two reasons: 1) its application to RESEA participants does not seem to align with the intended purpose of the CLIFF tool which is designed to assess the financial impact of</p>	LWDB 08		FloridaCommerce agrees and will remove the CLIFF Dashboard and focus on the Labor Market Information that is currently identified in the Administrative Policy	RESEA Admin Policy

	<p>employment changes on individuals receiving public assistance (e.g., TANF, SNAP). 2) It will take a substantial amount of time to administer the tool to RESEA participants with minimal benefit.</p> <p>2) The goal of RESEA is to rapidly reconnect individuals to employment through job placement, career services, and training—not long-term financial planning which is our understanding of the intention of the CLIFF.</p>				
Section VI. A. 1. d. Employability Development Plan	<p>CSPBC recommends removing the mandatory use of the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard from RESEA service delivery requirements.</p> <p>The CLIFF Dashboard is a tool for long-term career planning, particularly for individuals receiving public assistance who may experience benefit cliffs when transitioning to higher wages. However, RESEA’s statutory purpose and program model do not align with the CLIFF tool’s intended use. Per Section 306 of the Social Security Act (SSA), as enacted under the Bipartisan Budget Act of 2018, RESEA has four core goals:</p> <p>1. Improve employment outcomes of UI claimants and reduce the average duration of benefits through timely reemployment.</p> <p>2. Strengthen UI integrity by reducing improper payments.</p> <p>3. Promote alignment with WIOA through service integration and co-enrollment.</p> <p>4. Serve as an entry point to the broader workforce system.</p>	LWDB 21		FloridaCommerce agrees to remove the CLIFF from this section.	N/A

	<p>RESEA participants are actively receiving Unemployment Insurance—not public assistance benefits like TANF or SNAP. Data from Florida’s RESEA program in PY 2023 shows that only 3.34% of RESEA participants were also enrolled in public assistance programs (TANF, SNAP, RCA, GA, or SSI), and less than 1.5% were single parents—another common CLIFF target demographic. The CLIFF Dashboard’s core premise—to show how wage progression impacts public benefits—is largely irrelevant to 96%+ of RESEA participants.</p> <p>Further, RESEA services are intended to be rapid, action-based, and geared toward immediate reemployment or, in some cases, transitioning individuals into WIOA Dislocated Worker services. Staff already use tools integrated within Employ Florida and O*NET LMI to align participant skills with available jobs and to determine training needs. Requiring staff to operate an additional, non-integrated tool like CLIFF introduces complexity, extends appointment duration, and dilutes focus from core RESEA objectives.</p> <p>The U.S. Department of Labor’s Unemployment Insurance Program Letter (UIPL) 08-24 emphasizes that RESEA services should be tailored to reduce claim duration while ensuring program integrity—not long-term financial planning. National best practices, such as those in states like Texas and Georgia, show success through job matching, career counseling, and eligibility reviews—not financial forecasting.</p> <p>We urge FloridaCommerce to reconsider the CLIFF requirement for RESEA and instead allow Local Workforce Development Boards to utilize the tool selectively, where appropriate, such as during co-enrollment into WIOA programs or for participants identified as needing in-depth career planning beyond RESEA’s scope.</p>				
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	Removing this requirement would ensure that RESEA remains focused, efficient, and consistent with both federal guidance and the needs of our local claimants.				
Section VI. A. 1. e. Eligibility Review Process (ERP)	Recommend updating the time requirement to upload the completed ERP form to the case file- from 24 hours to 1-2 business days.	LWDB 05	Yes	The requirement has been updated to “one business day.”	N/A
	May we assume that weekends and holidays are excluded from the 24 hour time frame calculation?	LWDB 19	No		
	Should this state business hours? (As it refers to “LWDB staff must upload the completed ERP form to the participant’s case file in Employ Florida within 24 hours of the completed initial RESEA appointment”)	LWDB 20	Yes		
Section VI. A. 1. e. Eligibility Review Process (ERP)	<ol style="list-style-type: none"> 1) Add a clear explanation of the Eligibility Review Process (ERP) to ensure participants understand its purpose and role in compliance. 2) The policy should allow for the Eligibility Review Process (ERP) to be delivered digitally. A digital option aligns with modern service delivery practices and ensures efficient completion of the process. 	LWDB 21	No	<ol style="list-style-type: none"> 1) The ERP process is one of several activities conducted by career center staff as a part of the initial appointment. Participants are advised that the appointment is mandatory, and the ERP is the part of the appointment where staff ask eligibility questions of the participant. At the time of the appointment, it is expected that the staff will explain the steps taken and articulate the questions in a clear and concise manner. 2) FloridaCommerce is exploring the possibility of an ERP wizard within Employ Florida. 	N/A
Section VI. A. 1. e. Eligibility Review Process (ERP)	Implementing the ERP into a structured, step-by-step wizard in Employ Florida would align with our ongoing efforts to improve service delivery and overall process efficiency. LWDBs could ensure consistency, reduce the risk of errors, and provide participants with more user-friendly experience. This approach would allow for real-time validation, better tracking of the information, and automatic submission of relevant data,	LWDB 08	No	FloridaCommerce is working with Geographic Solutions to develop and implement an ERP wizard.	N/A

	all within the Employ Florida system. Additionally, it would eliminate the need for email submissions and provide a seamless transition for uploading the completed ERP form directly to the participant's case file with electronic signatures.				
Section VI. A. 1. e. Eligibility Review Process (ERP)	Where do staff access the ERP letter? Will it be available in Spanish and Creole as well?	LWDB 22	No	The ERP form will be a part of the standard notification letter each RESEA participant receives. 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.	N/A
Section VI. A. 1. e. Eligibility Review Process (ERP)	LWDB 23 recommends providing clear guidance and training for staff on key processes related to reviewing work search records and identifying issues on the ERP form. Specifically, staff should receive training on accessing and reviewing work search information in systems like Employ Florida and ReConnect, if applicable. This training should include system navigation, data verification, and best practices to ensure compliance with program requirements. Additionally, concise definitions and examples of the specific types of issues staff should identify on the ERP form should be provided. Technical assistance from the Reemployment Assistance department should also be made available to help staff determine which issues require reporting, enhancing understanding, ensuring consistency, and promoting compliance with program guidelines.	LWDB 23	No	FloridaCommerce's RA team has conducted two trainings on the ERP process and will continue to provide training on the ERP process on a regular basis. FloridaCommerce will incorporate other topics listed into a separate training session and make it available to local staff.	N/A
Section VI. A. 1. e. Eligibility Review Process (ERP)	<ol style="list-style-type: none"> 1) When the final ERP is available, will FloridaCommerce provide training to correctly identify potential claimant issues? 2) At what point is the ERP mailed? Currently, we assign claimants to a mandatory work search activity (workshop). Would this change reduce the number of workshop participants? Note: A separate work search 	LWDB 28	No	<ol style="list-style-type: none"> 1) FloridaCommerce's RA team has conducted two trainings on the ERP process and will continue to provide training on the ERP process on a regular basis. 2) The ERP form will be a part of the standard notification letter each RESEA participant receives and will be made 	N/A

	activity appointment is not required as a part of the RESEA initial appointment.			available for staff to download and complete. The separate work search activity will no longer be required once this policy is effective. The number of workshops will be at the discretion of the local area.	
Section VI. A. 3. Pool Management, Appointment Scheduling and Notification.	LWDB 23 recommends establishing a minimum requirement for the number or percentage of participants selected from the pool to ensure adequate service delivery, tailored to the size of each assigned pool. Additionally, to promote inclusivity and effective communication, the notification letter should be expanded to include additional languages beyond English, Spanish, and Haitian Creole, accommodating individuals with diverse language needs.	LWDB 23	No	Local areas may translate the letters to other languages to accommodate customer needs.	N/A
Section VI. A. 3. Pool Management, Appointment Scheduling and Notification.	Is there a mechanism that allows LWDBs to know the language selected if the individual's EF registration is not complete?	LWDB 19	No	Customers may select their language preference from the login page of the Employ Florida.	
Section VI. 5. RESEA Documentation Requirements	The policy states, "When this happens, those services must be manually attached to the event calendar" Please provide guidance on how to attach services to the event calendar or cite the exact Staff User Guide.	LWDB 21	No	FloridaCommerce has provided and will continue to provide training call on this process during the monthly RESEA workgroup. FloridaCommerce will provide training to the local areas on manually attaching services to the event calendar.	N/A
Section VI. 5. RESEA Documentation Requirements	The OAS and EDP are not hard-coded into the system, but rather, they are automatically generated when the appropriate actions are taken by staff during the RESEA appointment. When staff click on OAS and fill out the fields the system automatically generates a 203. When staff click on Create Plan the system automatically generates a 205. If it were hard-coded into the system, it would result in a duplicative entry of the 203 and 205	LWDB 08	No	The current practice is for the code to automatically generate with the completion of the wizards. This ensures that the code is assigned to the case file.	
Section VI. A. 5. a. Resulting Attendance	Should a timeframe be stated to result attendance?	LWDB 20	No	Pursuant to the policy: RESEA appointments must be resulted to reflect the participant's	

				attendance or non-attendance on the appointment date.	
Section VI. 5. b. Rescheduling Appointments	<ol style="list-style-type: none"> 1) Provide detailed guidance on how staff should manually attach additional activities to the event calendar, ensuring consistency in documentation and case management. 2) Implement Limits on Rescheduling Frequency: <ol style="list-style-type: none"> a) Establish a policy limiting participants to one or two rescheduling opportunities per appointment cycle. For example: <ol style="list-style-type: none"> i) Michigan allows participants to reschedule only once per appointment cycle to ensure accountability. ii) Texas limits rescheduling to two occurrences within a 30-day period, ensuring participants remain engaged without overburdening staff. 3) Reduce Long-Term Extensions: <ol style="list-style-type: none"> a) Add guidance that prevents participants from rescheduling appointments months after the original date. For example: Participants must complete all rescheduled appointments within 30-45 days of the initial appointment to remain eligible for services or benefits. 4) Enforce Clear Documentation Procedures: <ol style="list-style-type: none"> a) Require staff to document each rescheduling request in case files, including the reason for the request, the new appointment date, and any supporting details. This ensures traceability and accountability. 5) Establish Consequences for Non-Compliance: <ol style="list-style-type: none"> a) Clearly state that failure to reschedule within the established timeframe or exceeding the rescheduling limit will result in a “no-show” designation and potential adverse action, such as loss of benefits or removal from the program. 	LWDB 21	<p>No</p> <p>Yes</p> <p>TBD TBD</p> <p>No</p> <p>No</p>	<ol style="list-style-type: none"> 1) FloridaCommerce has provided and will continue to provide training call on this process during the monthly RESEA workgroup. FloridaCommerce will distribute a guidance document on this process to the local areas. 2) The goal is to provide the services outlined in the mandated initial appointment. Participants must be allowed to reschedule their appointment to meet the RESEA requirements. 3) Language updated in policy to reflect a 30-day limit. 4) Language updated in policy. Also, the rescheduling feature in Employ Florida identifies the date and time of rescheduled appointments. The policy language was updated to require a reason and to allow for other supporting information/documentation. 5) The letter that participants receive states that the initial appointment is mandatory. Participants marked as “no show” will become disqualified until they attend their appointment. 6) This is covered by the overall section and doesn’t requirement staff to distinguish exceptions. If the ERP identifies that the participant is unable to work/look for work, an eligibility issue may be identified, which may lead to disqualification for a period of time. 	N/A

	6) Consider Emergency Exceptions: a) Allow limited exceptions for documented emergencies (e.g., medical issues, family crises) that extend beyond the standard rescheduling limits, subject to supervisor approval.				
Section VI. A. 5. b. Rescheduling Appointments	It is not clear if there is a limit to how many times a customer can reschedule their appointment. Is there a way for EF to reflect the rescheduled appointment so that the customers don't show on the Yellow Flag Report?	LWDB 22	No	When participants are rescheduled, a note is automatically attached to their account to reflect the reschedule.	N/A
Section VI. A. 5. b. Rescheduling Appointments	Is this 'notification' the document received by the client? If so, must it be included in the email as an attachment or screenshot?	LWDB 18	No	The "notification" is an explanation of why the customer rescheduled their appointment. There is not a document to attach to the email.	N/A
Section VI. A. 5. b. Rescheduling Appointments	Rescheduling Appointments states, "The appointment must be rescheduled in the event calendar in Employ Florida and completed within 30 calendar days of the originally scheduled date." ○ Will exceptions to the 30-day requirement be made in circumstances where the region receives a notification to see a customer outside the 30-day window? For example, a customer had an initial appointment in Dec 2024, and they were seen during the month of March for RESEA assessment.	LWDB 22	No	Customers will receive the notification letter of their mandatory attendance at the RESEA appointment, with a statement that the lack of attendance can adversely affect their benefits.	N/A
Section VI. A. 5. b. Rescheduling Appointments	LWDB 23 recommends implementing a definitive limit on reschedule attempts to encourage participants to prioritize and attend their appointments. Specifically, it is recommended to permit only one reschedule before recording a no-show.	LWDB 23		A limit on the reschedule attempts is not outlined in policy. 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.	

Section VI. A. 5. b. Rescheduling Appointments	Is there a time limit for a customer to reschedule their appointment after receiving a disqualification through the RA process? Additionally, how can we confirm that the customer has received a disqualification through RA?"	LWDB 08	No	<p>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.</p> <p>Confirmation of disqualification can be done through review of the case file in Reconnect.</p>	RESEA Admin Policy
Section VI. 5. c. Exemptions	The policy should explicitly state that MSFWs who are detached from employment due to seasonality and intend to migrate to areas where their seasonal work is available are exempt from RESEA participation. FloridaCommerce previously advised that MSFWs were exempt.	LWDB 21	No	The new policy lists the exemptions explicitly outlined in Florida Administrative Code.	
Section VI. 5. c. Exemptions	Based on the paragraph provided, does this indicate that LWDBs will now be responsible for determining exemptions for RA, or will there be further guidance on this process?	LWDB 08		No, the RA Unit has responsibility for making decisions on claims for determining exemptions. However, local areas may potentially identify one or more exemptions through the RESEA initial appointment. When this happens, staff must notify FloridaCommerce in writing to the RESEA email box.	
Section VI. 5. c. Exemptions	Is this six weeks from the clients scheduled appointment?	LWDB 18	No	Yes.	
Section VI. 5. c. Exemptions	LWDB 26 Question: Will parameters be given for what to do with a start date? For example, if the RESEA appointment is scheduled for 03/20/2025, but the participant states they will	LWDB 26	No	Based on RA exemption requirements, if the customer has a return-to-work date that falls within six-weeks, they are exempted from	

	return to work on 04/20/2025 (4 weeks out) what will the protocol be? In this period, they are not working, but they do have a hire date. In the past we were told the start date could not exceed 6 weeks from the appointment. If provided a start date within that time frame, participants were exempt from having to complete the appointment.			attending the RESEA initial appointment. The customer should have an official hire date documented from the employer.	
Section VI. 5. c. Exemptions	What about medical exemptions, or are they covered under “physical or mental impairment”?	LWDB 05	No	Any medical exemption that meets the definition of “physical or mental impairment” will be covered. If staff are unsure, they may send a written inquiry to the RESEA email box for assistance.	
Section VI. 7. Staffing Requirement	The policy lists several services under Wagner-Peyser that extend beyond the core services defined in the Merit Staffing Rule, including career counseling, reemployment assistance services, and training referrals. The 2023 Merit Staffing Rule specifically requires state merit staff for the delivery of core Wagner-Peyser services such as job search assistance, job placement, and labor exchange activities. However, services like career counseling, recruitment assistance, and training referrals overlap with WIOA program activities and are not explicitly mandated to be provided by state merit staff. Clarification is needed to distinguish which services fall strictly under the merit staffing requirement versus those that can be delivered by local workforce staff under WIOA or other workforce programs, ensuring proper allocation of resources and compliance with federal guidelines.	LWDB 21	No	FloridaCommerce requested and received guidance from USDOL. Specifically, USDOL wrote: <i>The following is a distinct list of ES services offered at the American Job Centers:</i> <ul style="list-style-type: none"> • <i>Job search assistance</i> • <i>Career Counseling</i> • <i>Job listings</i> • <i>Placement assistance</i> • <i>Re-employment services (UI)</i> • <i>Recruitment services</i> • <i>Labor market Information</i> • <i>Training referrals.</i> 	N/A
Section VI. 7. Staffing Requirement	The first paragraph of this section states that LWDBs must use state merit staff to provide Wagner-Peyser Act Employment Service (ES) services, including reemployment assistance services. However, the second paragraph indicates there is no merit staffing requirement for RESEA services. This section requires clarification.	LWDB 08	No	The merit staffing requirement is based on Employment Services provided by Wagner Peyser. There is no requirement to use merit staff to conduct the RESEA appointment; however, the services listed in the policy must be conducted by merit staff.	TEN 10-23
Section VI. A. 7. Staffing Requirement	One of the services listed as being provided by state merit staff is “labor market information”, labor market information is also listed on page 6 as a part of the Initial RESEA Appointment,	LWDB 22	No	Labor market information is consisted as an employment services and must be provided by merit staff.	20 CFR 652: TEGL 16-16

	which is conducted by non-state merit staff. It is not clear if this is allowable.				
Section. VIII. Attachments	Menu of possible Work Search Activities- Regarding #1, Creating a reemployment plan (EDP/ISS/IEP), considering this is a required element as part of the 4-pack, if appropriate, would this activity automatically count as the participant's Work Search Activity (a minimum of 1 is required per this policy)?	LWDB 05	No	Yes.	N/A
Section. VIII. Attachments	RESEA Notification Letter - Link error message	LWDB 28	No	Link updated in final policy.	N/A