



Unemployment Insurance (UI) Benefit Operations Self-Assessment Tool:

Worker Profiling and Reemployment Services (WPRS) and Reemployment Services and Eligibility Assessment (RESEA)

REVIEW PERIOD: **Begins**

Ends

Unless otherwise noted, all questions are applicable to the review period.

1. Provide the number of claimants profiled and provided WPRS services during each quarter of the review period.

1st Quarter

Selected for WPRS:

Reported for Services:

Failed to Report:

2nd Quarter

Selected for WPRS:

Reported for Services:

Failed to Report:

3rd Quarter

Selected for WPRS:

Reported for Services:

Failed to Report:

4th Quarter

Selected for WPRS:

Reported for Services:

Failed to Report:

2. If applicable, provide the number of claimants profiled and provided RESEA services during each quarter of the review period.

1st Quarter

Selected for RESEA:

Reported for Services:

Failed to Report:

2nd Quarter

Selected for RESEA:

Reported for Services:

Failed to Report:

3rd Quarter

Selected for RESEA:

Reported for Services:

Failed to Report:

4th Quarter

Selected for RESEA:

Reported for Services:

Failed to Report:

SECTION 1: Procedures, Policies, and Confidentiality

Resources may include manuals, handbooks, desk aids, computer help screens, training guides, organized collections of procedures or policies, or other readily accessible instructions that can help staff do their work correctly. Instructions will normally include general information such as compilations of relevant laws and regulations, as well as detailed instructions for carrying out individual jobs in the agency. Reviewers may need to look in many places to examine all relevant instructions.

- 1.** Does the state operate the mandatory WPRS program?
 - 1a.** If no, explain (e.g., state operates a statewide RESEA program).

- 2.** Does the state operate an RESEA program?
 - 2a.** If no, why has the state not implemented the RESEA program?

2b. If no, does the state plan to implement an RESEA program and, if so, when?

3. Does the state have written policies and procedures for conducting WPRS, and if applicable, RESEA activities?

WPRS:

RESEA:

3a. If yes, were the policies and procedures updated or modified during the review period?

WPRS:

RESEA:

4. How are policies and procedures for WPRS and/or RESEA activities made available to staff?
(*check all that apply*)

Online

Hard-copy handbook

Training materials

Other (*explain*)

4a. Are all formats consistent and up-to-date?

4b. What practices does the state use to ensure all formats are consistent and up-to-date?

5. Were there any law or regulatory changes during the review period that affected the state's policies and procedures concerning WPRS and/or RESEA activities?

5a. If yes, what law or regulatory changes did the state implement, when were they implemented, and what was the effect on the state's WPRS and RESEA policies and procedures?

5b. If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?

5c. If no (to question 5b), explain.

6. During the review period, were there any organizational changes that affected the state's WPRS and if applicable, RESEA, policies and procedures?

6a. If yes, what organizational changes did the state implement, when were these changes implemented, and what was the effect on the state's WPRS and RESEA policies and procedures?

6b. If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?

6c. If no (to question 6b), explain.

7. Were there any automation or technology upgrades or releases during the review period that affected the state's WPRS and/or RESEA policies and procedures?

7a. If yes, what automation or technology upgrades did the state make?

7b. If yes, when were the technology upgrades made and what was the effect of the change?

7c. If yes, have the state's policies, procedures, and training materials been updated to reflect these changes?

7d. If no (to question 7c), explain.

8. What type of profiling model does the state use to determine a claimant's likelihood to exhaust UI benefits?

Statistical model Characteristic screening
Other (*explain*)

9. Does the state use any of the following claimant and labor market demographics to calculate a UI claimant's likelihood to exhaust benefits? (*check all that apply*)

Education
Industry

Question 9 check boxes continue on next page

Occupation
Job tenure
Wage replacement rate
Local unemployment rate
Other (*explain*)

Other (*explain*)

10. Does the state have an established schedule for reviewing the state's profiling model for relevance and accuracy?

10a. If yes, what is the schedule for updating the model?

11. When was the state's profiling model (e.g., coefficients) last updated?

11a. What change(s) were made to the profiling model at that time?

12. At what point does the state calculate a claimant's profiling score/ranking?

When the initial claim is filed

When the first payment is issued on a new initial claim

Other (*explain*)

13. When are claimants selected for WPRS/RESEA services (e.g., when first payment is issued to ensure active claimant status, etc.)?

14. For what reasons do the WPRS policies and procedures allow a claimant to be exempted from WPRS services? (*check all that apply*)

Already has participated in orientation and other core services

Is currently participating in similar services

Has returned to work

Moved beyond reasonable commute distance from office

Moved out of state

Attending school in approved training

Union member

Job attached with a definite return-to-work date

Justifiable cause (*explain*)

Other (*explain*)

15. Do the state's policies and procedures ensure that WPRS and RESEA participation outcomes are reported to UI?

15a. If yes, how is this feedback /reporting done?

Automated:

WPRS RESEA

Manual:

WPRS RESEA

15b. Describe the mechanism(s) used to report issues such as availability, active search for work, and separation issues that are detected during the WPRS and RESEA process to the UI unit for investigation and adjudication. *(The response to this question may be addressed in the Comments at the end of this section, if more space is needed)*

16. What are the state's mandatory services for WPRS? *(check all that apply)*

- Work registration
- Assessment
- Orientation
- Employment plan
- Counseling
- Placement services
- Job Search workshop
- Job Referral
- Other *(explain)*

17. Indicate which core components are included in the state's initial RESEAs. *(check to indicate verification)*

- Registration for work with the state's job bank
- Report in-person to an American Job Center (AJC) for RESEA services
- Eligibility review
- Orientation to AJC services
- Labor market information
- Develop reemployment plan

Question 17 check boxes continue on next page

Referral to reemployment services and/or training

Other (*explain*)

N/A (not operating an RESEA program)

18. Indicate which components are included in the state's subsequent RESEAs. (*check all that apply*)

Eligibility review

Review and update the claimant's individual reemployment plan

Labor Market Information

Referral to reemployment services and/or training

Other (*explain*)

N/A (not operating an RESEA program)

18a. Since only the initial RESEA requires in-person reporting to an American Job Center, does the state conduct any subsequent RESEAs by telephone?

19. Because the goal is to provide early intervention to claimants through WPRS and RESEA, do the state's policies and procedures require that the state remove those claimants that are not provided service early in the claim (i.e., week 5 in the claim series)?

19a. If yes, at what point are claimants removed from the selection pool if not chosen to receive services?

WPRS:

3 weeks

4 weeks

5 weeks

Other (*explain*)

RESEA:

3 weeks

4 weeks

5 weeks

Other (*explain*)

N/A (not operating an RESEA program)

19b. If yes, does the state vary the length of time claimants are held in the selection pool, by locality, within the state?

20. At what point in the claim series is the claimant advised to report for the RESEA?

2 weeks

3 weeks

4 weeks

Question 20 check boxes continue on next page

5 weeks
Other (*explain*)

N/A (not operating an RESEA program)

21. Are claimants required to report in-person to the American Job Center for their WPRS services?

21a. Are claimants notified that they may be denied UI benefits for the (applicable) week if they fail to participate in WPRS?

21b. Is the claimant provided a contact number to notify the state in advance if s/he is unable to attend the WPRS as scheduled?

22. Are claimants required to report in-person to their American Job Center for their RESEA services?

22a. Are claimants notified that they may be denied UI benefits for the (applicable) week if they fail to participate in RESEA?

22b. Is the claimant provided a contact number to notify the state in advance if s/he is unable to attend the RESEA as scheduled?

23. What organization(s) has the state selected to deliver WPRS and RESEA reemployment services?
(*check all that apply*)

WPRS:

State staff

Local Workforce System Providers

Other:

Other:

Other:

Question 23 continues on next page

RESEA:

State staff

Local Workforce System Providers

Other:

Other:

Other:

24. Is there a memorandum of understanding (MOU) between the UI division and each service provider that covers all facets of service delivery for WPRS in accordance with USDOL guidance?

24a. If yes, does the MOU specify the number of claimants that are to be selected from the profiling pool for services?

24b. If there is a MOU for the delivery of WPRS services, when was it last updated, and why was it updated at that time?

25. Is there a memorandum of understanding (MOU) between the UI division and each service provider that covers all facets of service delivery for RESEA in accordance with USDOL guidance?

25a. If yes, does the MOU(s) specify the following RESEA services as minimum requirements?
(*check to indicate verification*)

Orientation to help claimants access self-service core services offered at AJCs

Registration with the state's job bank

Referrals to appropriate services offered through AJCs such as self-assessments, education and training information, interviewing techniques, networking, career exploration, and online job and occupations resources

Development of a reemployment plan

UI Eligibility assessment

N/A (not operating an RESEA program)

25b. If there is an MOU(s) for the delivery of RESEA services, when was it last updated, and why was it updated at that time?

26. Which staff conducts WPRS and RESEA services in the state? (*check all that apply*)

WPRS:

- Wagner-Peyser Staff
- WIOA Staff
- Other AJC Staff
- UI Staff
- Other (*explain*)

N/A

RESEA:

- Wagner-Peyser Staff
- WIOA Staff
- Other AJC Staff
- UI Staff
- Other (*explain*)

N/A

27. How is each component of the RESEA normally conducted?

Eligibility reviews:

Individual Group

Labor market information:

Individual Group

Development or update of the reemployment plan:

Individual Group

Referral to reemployment services, as appropriate:

Individual Group

N/A:

28. Does the state schedule single or multiple RESEAs for each claimant?

Single

Multiple

N/A

28a. If multiple, at what intervals are they scheduled?

4 weeks

5 weeks

Other (*explain*)

N/A

29. How has the state implemented RESEA?

- Statewide
- In selected area(s)
- N/A

29a. If RESEA was implemented in selected areas, describe the areas selected and explain why they were selected.

29b. If the state doesn't operate the RESEA program statewide, does it operate the WPRS program in geographic areas that are not served by the RESEA program?

30. Does UI staff meet regularly with the WPRS and RESEA service providers to negotiate program expectations, facilitate cooperation between all parties, and resolve issues as they arise?

WPRS:

RESEA:

30a. If yes, how often do UI staff meet with the WPRS and RESEA service providers?

WPRS:

- Monthly
- Quarterly
- Semi-annually
- Annually
- Other (*explain*)

N/A

Question 30a continues on next page

RESEA:

Monthly Quarterly Semi-annually Annually
Other (*explain*)

N/A

SECTION 1: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 2: Training

Managers/employees should possess and maintain a level of expertise that enables them to accomplish their assigned duties. Training systems should be sufficient to ensure that personnel understand and perform their duties properly. When reviewing training systems, reviewers must look for formal training procedures (e.g., the training is conducted using an established schedule and using set guidelines to make judgments about the quality of work being produced). There should be procedures for identifying general and specific training needs and for delivering training as needed.

- 1.** Does the state have a dedicated training staff or unit to deliver training on WPRS and/or RESEA processes?

WPRS:

RESEA:

- 1a.** Has all staff that provides WPRS and/or RESEA services completed a defined training program?

WPRS:

RESEA:

- 1b.** If WPRS and/or RESEA services are provided by American Job Center (One-Stop) staff or other providers, has the UI agency verified that policies and procedures are in place to ensure staff of the provider(s) have completed training?

WPRS:

RESEA:

- 2.** Does the state have a formal training plan for new staff that provides WPRS and/or RESEA services?

WPRS:

RESEA:

2a. If yes, what is the total time required for the formal training?

WPRS:

Less than one week:

One to two weeks:

More than two weeks:

Total training time (in hours):

RESEA:

Less than one week:

One to two weeks:

More than two weeks:

Total training time (in hours):

3. Does the state have a “refresher” training plan to provide continuing training to WPRS and/or RESEA staff?

WPRS:

RESEA:

3a. If yes, how often is the continuing training conducted?

WPRS:

Monthly

Quarterly

Annually

On an as-needed basis

Other (*explain*)

Question 3a continues on next page

RESEA:

Monthly Quarterly Annually On an as-needed basis
Other (*explain*)

4. How does the state deliver staff training? (*check all that apply*)

WPRS:

Classroom setting
On-the-job training
Self-guided online course
One-on-one training
Other (*explain*)

RESEA:

Classroom setting
On-the-job training
Self-guided online course
One-on-one training
Other (*explain*)

- 5.** Describe any policy or operational changes that were made during the review period which affected the WPRS and/or RESEA processes.
 - 5a.** Were all affected staff trained on these policy or operational changes prior to implementation of the changes?

- 6.** Describe any new laws or program implementations that were made during the review period that affected WPRS and/or RESEA processes.
 - 6a.** Were all affected staff trained on the new laws or program implementations before they were implemented?

- 7.** Is there a method to obtain feedback from staff that provides WPRS and/or RESEA services regarding the effectiveness of the training they received?
 - 7a.** If yes, how is feedback obtained from participants?

8. Is there a means to obtain feedback from management staff that oversees delivery of WPRS and/or RESEA services on the effectiveness of the training, based upon staff performance and service delivery following training?

8a. If yes, how is feedback obtained from management staff?

9. What means are used by the state to determine training topics and content? (*check all that apply*)

WPRS:

- ETA 9048 & 9049 WPRS Activity Data
- Error review monitoring
- U.S. Department of Labor guidance
- State law/policy changes
- Supervisor feedback/input
- Claimant Feedback/complaints
- Other (*explain*)

RESEA:

- ETA 9128 & 9129 RESEA Workloads and Outcomes Data
- Error review monitoring
- U.S. Department of Labor guidance
- State law/policy changes
- Supervisor feedback/input

Question 9 check boxes continue on next page

Claimant Feedback/complaints

Other (*explain*)

- 10.** Is there a standard process for staff that provides WPRS and RESEA services to access appropriate program subject matter experts or other resources, as needed, to answer questions regarding procedures, policies, laws, and regulations?

SECTION 2: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 3: Workload Analysis / Management Controls

The state's ability to manage its WPRS and RESEA programs, particularly through periods of unforeseen spikes in workload, is analyzed. Monitoring program outcomes is required and essential to ensure program integrity. Methods used to improve service delivery are reviewed. Reviewers will address process-improvement initiatives aimed at increasing the number of claimants referred for services.

1. Does the state's UI division monitor the following reports to track program performance?

ETA 9048 – WPRS Activity Report:

ETA 9049 – WPRS Outcomes Report:

ETA 9128 – RESEA Activity Report:

ETA 9129 – RESEA Outcomes Report:

2. What action can the UI division take if service provider(s) are not meeting agreed-upon service levels in regards to the number of claimants selected for services?

3. If the state tracks reemployment service activities, how often are these agency reports generated?

WPRS:

Real-time Daily Weekly Monthly Quarterly
Other (*explain*)

N/A

RESEA:

Real-time Daily Weekly Monthly Quarterly
Other (*explain*)

N/A

4. During the review period, did the state's service providers experience an inability to provide WPRS or RESEA reemployment services, as agreed?

WPRS:

If N/A, explain.

Question 4 continues on next page

RESEA:

If N/A, explain.

4a. If yes, indicate the reason(s): *(check all that apply)*

Operational issues related to facilities, budget, or staffing *(explain)*

Information Technology hardware or software issues *(explain)*

Economic downturn, localized or statewide *(explain)*

Question 4a check boxes continue on next page

Law or policy changes (*explain*)

Other (*explain*)

5. During the review period, did the state conduct any business process analysis efforts to improve WPRS service delivery and increase efficiency?

5a. If yes, what changes have been made and what was the result of those changes?

5b. If yes, what (if any) changes were recommended but not made? (*explain why*)

6. During the review period, did the state conduct any business process analysis efforts to improve RESEA service delivery and increase efficiency?

6a. If yes, what changes have been made and what was the result of those changes?

6b. If yes, what (if any) changes were recommended but not made? (*explain why*)

SECTION 3: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

2. During the review period did the state implement any initiatives focused on improving program performance in regards to better service delivery through improved reemployment services for claimants?

2a. If yes, explain.

2b. If not, what initiatives have not been implemented and why?

2c. If remaining initiatives will be implemented in the future, when will this occur?

- 3.** What unit or office is responsible for monitoring the performance of the state’s WPRS and RESEA operations?

WPRS:

RESEA:

- 3a.** What methods are used to monitor the WPRS and RESEA operations to ensure the program is operated in accordance with Federal and state law and regulations?

WPRS:

Question 3a continues on next page

RESEA:

4. How frequently are the WPRS and RESEA program reviews conducted to ensure compliance and operational integrity?

WPRS:

Quarterly Semi-annually Annually
Other (*explain*)

N/A

RESEA:

Quarterly Semi-annually Annually
Other (*explain*)

N/A

5. Does UI and American Job Center staff receive RESEA data for analysis of program performance?

5a. To what unit(s) or office(s) are these data/reports provided in the UI division? *(list all that apply)*

5b. To what unit(s) or office(s) are these reports provided in the American Job Centers?
(list all that apply)

SECTION 4: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 5: Information Technology (IT)

The IT projects relating to WPRS and RESEA operations completed during the review period and planned for the future are addressed. The reviewer will assess the IT department's delivery of programming and technical support to these programs, as well as the necessary integration between UI and the service providers.

1. During the review period, were there any IT projects that impacted the state's reemployment programs?

WPRS:

RESEA:

- 1a. If yes, describe the projects and indicate whether they completed or on-going. If on-going, what is the expected completion date for each?

2. Are procedures in place to ensure that staff providing WPRS and/or RESEA services has been fully trained on any technology changes that were implemented during the review period?

- 2a. Has staff attended any of the USDOL training on profiling models?

3. During the review period, were there IT needs for the UI computer systems that were not met that affected program performance?

3a. If yes, describe what IT needs were not met, the reason they were not met, what effect it had on the program, and the state's plans to meet these needs?

4. Are the UI agency's and the service providers' computer systems on the same computer platform or integrated to exchange data seamlessly regarding service delivery and reports, etc.?

4a. If not, what obstacles, if any, does the state face in transmitting or receiving data from its service providers and how does the state mitigate these issues?

5. What IT system(s) does the state use for WPRS and RESEA services? (*check all that apply*)

WPRS:

Internet systems

Interactive Voice Response (IVR)

Mainframe computer systems

Other (*explain*)

Question 5 continues on next page

RESEA:

- Internet systems
- Interactive Voice Response (IVR)
- Mainframe computer systems
- Other (*explain*)

6. How are the state's WPRS and RESEA activity and outcomes reports generated?

WPRS:

- Automated
- Manual

RESEA:

- Automated
- Manual

6a. Which staff is responsible for generating data to include in the following WPRS and RESEA reports (e.g., UI, AJC, service provider, etc.)?

ETA 9048 – WPRS Services Activity:

ETA 9049 – WPRS Services Outcomes:

ETA 9128 – RESEA Workloads Report:

ETA 9129 – RESEA Outcomes Report:

ETA 9047 Reemployment of UI Benefit Recipients:

7. Does the state use Interactive Voice Response (IVR) technology or other similar telephony systems in its WPRS and RESEA service delivery?

7a. If yes, how is an IVR used for service delivery?

8. Do the WPRS and RESEA service providers' computer systems integrate real-time with the UI Legacy or operating system?

8a. If not, what is the schedule for batch processing?

9. Do the WPRS and RESEA service providers' systems automatically generate a report if a claimant fails to participate in scheduled services?

WPRS:

RESEA:

9a. If yes, explain how the automated reporting system functions.

9b. If yes, who receives these reports? (*check all that apply*)

WPRS:

Service provider

UI division

Other (*explain*)

N/A

RESEA:

Service provider

UI division

Other (*explain*)

N/A

9c. If reporting is not automated, describe the method(s) that the state uses?

SECTION 5: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 6: Claimant Access & Communication

The state’s methods for delivering WPRS and RESEA services must comply with requirements set forth in Federal law. User-friendly, customer-facing systems and integrated operating systems provide the best customer experience and efficient operations.

1. What methods does the state use to provide the following services? *(check all that apply)*

WPRS

Orientation:

Internet Telephone In-person

Assessment:

Internet Telephone In-person

Counseling:

Internet Telephone In-person

Job placement services/referral to employers:

Internet Telephone In-person

Job search workshop/job clubs:

Internet Telephone In-person

Education and training:

Internet Telephone In-person

Self-employment program:

Internet Telephone In-person

Other *(explain)*:

Internet Telephone In-person

Question 1 continues on next page

RESEA

UI continued eligibility reviews:

Internet Telephone In-person

Orientation to AJC services:

Internet Telephone In-person

Work registration:

Internet Telephone In-person

Develop employment plan:

Internet Telephone In-person

Labor market information:

Internet Telephone In-person

Referral to reemployment service:

Internet Telephone In-person

Referral to training:

Internet Telephone In-person

Job referral:

Internet Telephone In-person

Other (*explain*):

Internet Telephone In-person

- 2.** Indicate the RESEA services provided during the initial and subsequent appointments.
(*check all that apply*)

UI continued eligibility reviews:

Initial Subsequent

Orientation to AJC Services:

Initial Subsequent

Question 2 check boxes continue on next page

Work Registration:

Initial Subsequent

Develop Employment Plan:

Initial Subsequent

Labor Market Information:

Initial Subsequent

Referral to Reemployment Service:

Initial Subsequent

Referral to Training:

Initial Subsequent

Job Referral:

Initial Subsequent

- 3.** Does the state offer an alternate means for providing WPRS and RESEA services if a claimant is unable to report in-person due to a hardship or unavoidable circumstances (e.g., commute to office over 50 miles one-way, having local transportation but lacking transportation from home to AJC, etc.)?

- 3a.** If yes, what alternate means does the state use to provide WPRS and RESEA services?

WPRS:

Internet Telephone Mail Email
Other (*explain*)

Question 3a continues on next page

RESEA:

Internet Telephone Mail Email

Other (*explain*):

3b. If no, what guidelines does the state use for exempting claimants from reporting for services?

4. Does the state have a means to collect feedback from claimants regarding the WPRS and RESEA services?

4a. If yes, explain the process to collect feedback.

SECTION 6: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 7: Operational Efficiency / Resource Allocation

What, if any, efficiencies and automation did the state deploy during the review period to improve performance and provide better services to its customers? If the state's WPRS and RESEA service providers experienced any downtime during the review period that affected service delivery, the reviewer will document each instance.

1. How does UI handle forms and documents that are sent in as paper hard-copies?

WPRS:

They are kept and archived as hard-copy forms

They are imaged and stored as electronic forms/data

Other (*explain*)

N/A

RESEA:

They are kept and archived as hard-copy forms

They are imaged and stored as electronic forms/data

Other (*explain*)

N/A

SECTION 7: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 8: Staffing

Staffing levels, retirements, temporary or permanent staff reductions, and organizational changes all can affect the state's ability to manage its WPRS and RESEA operations. The use of merit and non-merit staff is also reviewed in this section.

1. What is the percentage of state UI staff that is allotted (FTE allocation) for WPRS and RESEA operations?

WPRS: %

RESEA: %

2. Does the state use any non-merit staff in its WPRS and/or RESEA operations?

WPRS:

RESEA:

- 2a. If yes, what activities do these staff complete and are the activities they are performing in compliance with merit staffing requirements?

WPRS:

RESEA:

3. How many FTEs were charged to WPRS and RESEA functions during the review period?

WPRS:

RESEA:

4. Did personnel actions occur that impacted staffing levels of WPRS and RESEA staff during the review period? (*check all that apply*)

WPRS:

Hiring freeze(s)

Temporary or permanent staff reductions

Retirement/buyouts

Other (*explain*)

N/A

RESEA:

Hiring freeze(s)

Temporary or permanent staff reductions

Retirement/buyouts

Other (*explain*)

N/A

4a. If the state implemented a hiring freeze, when did it occur and how long did it last?

4b. What negative impact, if any, did the hiring freeze have on WPRS and/or RESEA operations?

4c. If the state underwent temporary or permanent staff reductions, how many WPRS and RESEA staff were affected, when did the action occur, and how long did it last?

WPRS:

RESEA:

- 4d.** If the state experienced retirements in its WPRS and RESEA staff or had a retirement buyout during the review period, provide the number of staff that left due to retirement.

WPRS:

RESEA:

- 4e.** What percentage of the overall WPRS and RESEA staff was impacted as a result of a temporary or permanent staff reduction and/or retirement?

WPRS: %

RESEA: %

- 4f.** If the state experienced turnover, what percentage of the WPRS and RESEA positions remain vacant?

WPRS: %

RESEA: %

SECTION 8: Comments

Document any issues that were identified when completing this section. This comment section may also be used to provide additional information relating to any specific question(s) in this section.

SECTION 9: Concluding Summary Comments for Worker Profiling and Reemployment Services and Reemployment Services and Eligibility Assessments

For the following sets of questions, consider the overall operations related to Worker Profiling and Reemployment Services and Reemployment Services and Eligibility Assessments. This is an opportunity to identify successful practices and/or any needed corrective action measures along with any other general comments or observations concerning this functional area of UI Benefits. Additional space for comments and reviewer notes is available on pages [62](#) and [63](#).

- 1.** Provide any observations of good and/or exemplary performance in the state's practices related to its WPRS and RESEA operations that would constitute successful practice to share with other states.

2. Document any issues detected in the state's WPRS and RESEA programs that adversely affects the state's performance, its ability to meet performance standards/measures, or customer service. Identify any corrective action measures that should be taken to improve the state's performance in regards to any weaknesses identified.

3. Add any additional comments or observations regarding the state's performance or operations in this area that have not been addressed elsewhere and should be noted.

Additional Comments and Reviewer Notes:

Reviewer Information:

REVIEWER

Name:

Title:

Email:

Phone No.:

ADDITIONAL REVIEW TEAM MEMBER

Name:

Title:

Email:

Phone No.: