**U.S. DEPARTMENT OF LABOR**

**REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS (RESEA) – STATE SURVEY**

In recent years, legislative and administrative action has given states considerable additional discretion in the design of their RESEA programs. RESEA operating guidance for FY 2019 to FY 2023 (UIPL 07-19, UIPL 08-20, UIPL 13-21, UIPL 10-22, and UIPL XX-XX) afforded states greater flexibility in targeting RESEA service delivery to claimant populations, discretion on excluding certain populations from participation, requirements to prepare annual state plans, and other provisions. In addition, waves of COVID-19 pandemic have changed the Unemployment Compensation and RESEA programs. The Bipartisan Budget Act of 2018 (Public Law 115-123), which amended the Social Security Act, authorized substantially increased funding for RESEA programs, providing states with new opportunities to rethink the types and levels of services provided to claimants through the RESEA program. The statute also introduced a requirement that the funding be used for evidence-based interventions, and requires evaluation of interventions that are not evidence based. DOL released guidance on implementation of those evidence-based requirements in UIPL 01-20.

DOL’s Chief Evaluation Office, in close collaboration with the Office of Unemployment Insurance, has contracted with Abt Associates and its partners the Urban Institute, Capital Research Corporation, and NASWA, to help implement these statutory evaluation requirements. To understand how state unemployment compensation (UC) and RESEA programs evolve, Abt Associates has conducted three waves of a survey of state RESEA. This is the fourth wave of that effort.

We are asking state RESEA program leads to complete this fourth wave of the survey to increase our understanding of state RESEA programs and efforts to evaluate those programs. The survey will ask you to reflect on current RESEA program operations and recent changes you have made to the program’s design. It also asks you to identify operational challenges you have faced and recommendations you would make to other RESEA program leads. Last, you will be asked about your state’s evaluation experience and capacity, in order to help guide DOL decisions about strategies for developing new evidence.

We value your privacy and will not share any answers related to your personal perceptions, opinions or recommendations. Those answers will be kept private and will not be shared with other staff at your program or organization, with staff from other states, or with DOL. Only the evaluation team will have access to that kind of subjective information you provide through this survey. Objective responses that you provide describing your state’s RESEA program may be used in reports that do identify your state. For example, a report may list the states that plan to change how they target claimants for selection for RESEA.

Your name will not be listed in any reports published and no comments will be attributed to you. Your responses to these questions are also completely voluntary. We hope you will choose to complete all of the questions on the survey, but you may choose to skip any question. If you are unable to answer all of these questions on your own, you may request assistance from colleagues as necessary. The email you received included a link to the web-based survey; that link can be used by others to access and complete all or portions of the survey. If you have questions about completing this survey, you can contact the study team at [resea@abtassoc.com](mailto:resea@abtassoc.com). Thank you in advance for your assistance and providing important information to the study.

## Section 1. Changes to RESEA Programs

This section asks you to identify any changes your state has made to your RESEA program since the end of March 2021 (the previous survey).

Topic 1.a. Changes Made to RESEA

1.a.1 Since the end of March 2021, which aspects of your RESEA program have you changed?

**(Select all that apply.)**

q1 Changed approach to targeting RESEA services to claimants

q2  Changed service delivery design (e.g., in-person vs. remote provision, intensity or type of services offered, number of subsequent meetings, etc.)

q3  Changed size and/or geographic coverage area of RESEA program

q4  Changed RESEA staffing or resources

q5  Changed the approach to UI eligibility and work search review

q6  Other (please specify) \_\_\_\_\_\_\_\_

q7  We have not changed the RESEA program

[IF RESPONDENT ANSWERED “1” TO 1.a.1, CONTINUE TO 1.a.2, ELSE SKIP TO 1.a.5]

1.a.2 You said your state has changed your approach to targeting RESEA services to claimants. Please identify the changes you have made:

**(Select all that apply.)**

q1  Changed profiling model (because predictors of benefit exhaustion have changed)

q2  Focused on claimants with a **lower** range of profiling scores/risk of benefit exhaustion

q3 Implemented a random selection process

q4 Changed rules for selection of veteran claimants

q5 Incorporated local labor market information and economic trends

q6 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “1” TO 1.a.2, CONTINUE TO 1.a.3, ELSE SKIP TO 1.a.4]

1.a.3 Please describe how your state adjusted your profiling model in response to the pandemic, including any new data you are using in the models.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “2” TO 1.a.1, CONTINUE TO 1.a.4, ELSE SKIP TO 1.a.5]

1.a.4 You said your state has changed your RESEA service delivery design. Please identify the changes you have made:

**(Select all that apply.)**

q1  Offered more individualized reemployment services to claimants who are selected

q2  Increased the number of RESEA meetings with claimants who are selected

q3  Assigned more staff to work on each case

q4  Made more referrals to workshops or other services for claimants who are selected

q5  Conducted more follow-up with claimants to monitor and support progress finding a job

q6 Added or expanded remote services, such as phone or videoconference meetings

q7 Added or expanded online self-service options

q8 Added a required job search or job readiness workshop

q9 Reduced the extent of services provided to each claimant because of resource limitations

q10 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “3” TO 1.a.1, CONTINUE TO 1.a.5, ELSE SKIP TO 1.a.6]

1.a.5 You said your state has changed the size and/or geographic scope of your RESEA program. Please identify the changes you have made:

**(Select all that apply.)**

q1  Expanded RESEA to new locations in your state

q2  Increased the number of participants served in existing RESEA locations

q3  Reduced the number of RESEA locations in your state

q4  Reduced the number of participants served in existing RESEA locations

q5 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “4” TO 1.a.1, CONTINUE TO 1.a.6, ELSE SKIP TO 1.a.7]

1.a.6 You said your state has changed your RESEA program’s staffing and/or resources. Please identify the changes you have made:

**(Select all that apply.)**

q1  Hired new RESEA staff

q2  Cut RESEA staffing

q3  Allocated more staff time to RESEA

q4  Allocated less staff time to RESEA

q5 Purchased new equipment

q6 Developed or revised data systems for RESEA

q7 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “5” TO 1.a.1, CONTINUE TO 1.a.7, ELSE SKIP TO 1.b.1]

1.a.7 You said your state has changed your RESEA program’s approach to UI eligibility and work search review. Please select the option that best describes your states’ current approach to UI work search requirements.

**(Please select one.)**

q1  Claimants are exempt from conducting work search in order to maintain UI eligibility

q2  Claimants are required to conduct work search, but RESEA is not reviewing claimants’ work search

q3  RESEA is reviewing claimants’ work search but is not disqualifying claimants for any issues identified

q4 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

Topic 1.b. Changes Planned for RESEA

1.b.1 Does your state have definitive, official plans that you have not yet implemented to change your RESEA program in response to COVID-19 or other reasons, such as changes in RESEA program rules and funding?

**(Please select one.)**

q1 Yes

q2 No [SKIP TO 1.b.8]

1.b.2 Which of the following changes are you planning?

**(Select all that apply.)**

q1 Changing approach to targeting RESEA services to claimants

q2  Changing service delivery design (e.g., in-person, remote or virtual, etc.)

q3  Changing size and/or geographic coverage area of RESEA program

q4  Changing RESEA staffing or resources

q5  Other (please specify) \_\_\_\_\_\_\_\_

q6  We are not planning changes to the RESEA program

[IF RESPONDENT ANSWERED “1” TO 1.b.2, CONTINUE TO 1.b.3, ELSE SKIP TO 1.b.4]

1.b.3 You said your state plans to change your approach to targeting RESEA services to claimants. Please identify the changes you plan to make:

**(Select all that apply.)**

q1  Change profiling model (because predictors of benefit exhaustion have changed)

q2  Focus on claimants with a **lower** range of profiling scores/risk of benefit exhaustion

q3 Implement a random selection process

q4 Change rules for selection of veteran claimants

q5 Incorporate local labor market information and economic trends

q6 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “1” TO 1.b.3, CONTINUE TO 1.b.4, ELSE SKIP TO 1.b.5]

1.b.4 Please describe how your state plans to adjust your profiling model in response to the pandemic, including any new data you plan to use in the models.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “2” TO 1.b.2, CONTINUE TO 1.b.5, ELSE SKIP TO 1.b.6]

1.b.5 You said your state plans to change your RESEA service delivery design. Please identify the changes you plan to make:

**(Select all that apply.)**

q1  Offer more individualized reemployment services to claimants who are selected

q2  Increase the number of RESEA meetings with claimants who are selected

q3  Assign more staff to work on each case

q4  Make more referrals to workshops or other services for claimants who are selected

q5  Conduct more follow-up with claimants to monitor progress finding a job

q6  Make more referrals to job openings

q7 Add or expand remote services, such as phone or videoconference meetings

q8 Add or expand online self-service options

q9 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “3” TO 1.b.2, CONTINUE TO 1.b.6, ELSE SKIP TO 1.b.7]

1.b.6 You said your state plans to change the size and/or geographic scope of your RESEA program. Please identify the changes you plan to make:

**(Select all that apply.)**

q1  Expand RESEA to new locations in your state

q2  Increase the number of participants served in existing RESEA locations

q3  Reduce the number of RESEA locations in your state

q4  Reduce the number of participants served in existing RESEA locations

q5 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT ANSWERED “4” TO 1.b.2, CONTINUE TO 1.b.7, ELSE SKIP TO 1.b.8]

1.b.7 You said your state plans to change your RESEA program’s staffing and/or resources. Please identify the changes you plan to make:

**(Select all that apply.)**

q1  Hire new RESEA staff

q2  Cut RESEA staffing

q3  Allocate more staff time to RESEA

q4  Allocate less staff time to RESEA

q5 Purchase new equipment

q6 Develop or revise data systems for RESEA

q7 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_

1.b.8 Do you expect the size of your RESEA grant to increase further in the coming two-to-three years?

**(Please select one.)**

q1 Yes

q2 No

q3  I don’t know

[IF RESPONDENT ANSWERED “Yes” TO 1.b.8, CONTINUE TO 1.b.9, ELSE SKIP TO 2.a.1]

1.b.9 How do you expect to use any increased RESEA funding in the coming two-to-three years?

**(Select all that apply.)**

q1 Serve more claimants

q2 Expand RESEA to more geographic areas

q3  Hire more staff

q4  Purchase new equipment

q5  Evaluate or conduct other research on the RESEA program

q6  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q7  I don’t know

## Section 2. Approach to Selecting Claimants for RESEA and Their Participation

This section asks several questions about your state’s policies regarding selecting claimants to participate in the RESEA program. It also includes questions about selection practices at local offices.

2.a.1 Excluding UCX claimants, which of the following *most accurately* reflect the types of claimants that your state’s RESEA selection process currently targets?

**(Please select one.)**

q1 Claimants who are deemed **most** likely to exhaust UI benefits

q2  Claimants who are deemed somewhat more likely than average to exhaust UI benefits

q3  Claimants who are deemed somewhat less likely than average to exhaust UI benefits

q4 Claimants who are deemed **least** likely to exhaust UI benefits

q5 Claimants who have both a high risk of UI benefit exhaustion and other characteristics that make them an appropriate participant

q6  Selection for RESEA depends on other criteria, not on how likely claimants are to exhaust UI benefits

2.a.2 The logic of selecting claimants with high risk of benefit exhaustion is that RESEA can have a larger impact on the outcomes of those claimants than on other claimants. In your opinion, which of the following types of claimants would benefit most—in terms of better employment outcomes and reduced UI duration—from being selected for RESEA?

**(Please select one.)**

q1 Claimants who are **most** likely to exhaust UI benefits

q2  Claimants who are somewhat more likely than average to exhaust UI benefits

q3  Claimants who are somewhat less likely than average to exhaust UI benefits

q4 Claimants who are **least** likely to exhaust UI benefits

q5  All claimants are similarly likely to benefit, regardless of how likely they are to exhaust UI benefits

2.a.3 What elements are included in your state’s profiling model?

**(Select all that apply.)**

q1 Education

q2 Job tenure

q3  Previous industry

q4  Previous occupation

q5  Local unemployment rate

q6  Wage replacement rate

q7  Delay in filing for benefits

q8 High quarter wage rate

q9 Number of base period employers

q10  Month or season

q11  Severance pay

q12  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q13  Unable to obtain that information

2.a.4 In some states, more claimants may be referred to AJCs than they can serve right away. Does this occur in your state?

**(Please select one.)**

q1 Yes

q2 No [SKIP TO 3.a.1]

2.a.5 In your experience, which of the following most accurately characterizes how AJCs typically decide which referred claimants to schedule an initial RESEA for?

**(Please select one.)**

q1  Local offices schedule those with the highest profiling scores first

q2  Local offices schedule those with lower profiling scores first

q3  Local offices choose claimants using some approach that is not related to their background or risk of benefit exhaustion (e.g., in alphabetical order, by last four SSN digits, using a random number generator in Excel, etc.)

q4 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_

q5 I don’t know

2.a.6 In your experience, what other factors do AJCs most often use in deciding which referred claimants to schedule an initial RESEA for if they do not have the capacity to schedule all of them?

**(Select all that apply.)**

q1  Veteran status

q2  Prior participation in AJC services

q3  Geographic proximity of claimants’ residence to the AJC

q4  Claimants’ prior occupation or industry

q5 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_

q6 I am not aware of any other factors

2.a.7 In your experience, to what extent do AJCs vary in their approach to selecting participants for whom to schedule an initial RESEA meeting?

**(Please select one.)**

q1 There is no local variation. All local offices select RESEA participants in the same way. [SKIP TO 3.a.1]

q2  There is some local variation. Most local offices follow similar procedures, with slight differences.

q3  There is substantial variation. Local offices follow a wide range of selection procedures.

q4 I don’t know [SKIP TO 3.a.1]

2.a.8 In what ways do local offices vary in their approach to selecting claimants to participate in RESEA?

**(Select all that apply.)**

q1  Local offices set different policies for using likelihood of exhausting UI benefits to select claimants

q2  Local offices set different policies for selection of specific groups (e.g., Veterans)

q3  Some local offices select claimants based on arbitrary factors like alphabetical order or SSN, while other offices do not

q4  Other (please specify) \_\_\_\_\_\_\_\_\_\_

q5 I don’t know

## Section 3. Implementation of Current RESEA Program

This section asks a series of questions related to the how your RESEA program is currently implemented, including topics related to scheduling claimants, conducting RESEA meetings, and delivering in-person services.

Topic 3.a. Claimant Notification

3.a.1 How many weeks into the claim does selection for RESEA typically occur?

**(Please select one.)**

q1  Week 2

q2  Week 3

q3  Week 4

q4  Week 5

q5  Week 6 or later

3.a.2 Once selected, how are UI claimants notified of that selection and their participation requirements for RESEA?

**(Select all that apply.)**

q1  Email

q2  Telephone

q3  Mailed letter

q4  Online (UI website, mobile app)

Topic 3.b. Meeting Scheduling

3.b.1 How soon after notification does the initial meeting occur?

**(Please select one.)**

q1  1 week

q2  2 weeks

q3  3 weeks

q4  4 weeks or more

3.b.2 On average, in which claim week would you estimate that initial RESEA meetings are held?

**(Please enter an integer.)**

Week \_\_\_\_\_\_\_

3.b.3 Which of the following most closely describes your state’s method for scheduling the initial RESEA meeting?

**(Please select one.)**

q1  State or AJC staff schedule the initial meeting. Claimants can notify staff if there are extenuating circumstances that prevent them from attending at that time. Staff then reschedule the meeting for a different time. [SKIP to 3.b.5]

q2  State or AJC staff schedule the initial meeting. Claimants can reschedule the meeting for a different date/time if there are extenuating circumstances.

q3  State or AJC staff schedule the initial meeting. Claimants are invited to reschedule for a different time if another time would be more convenient.

q4  Claimants self-schedule the meeting, within a window of a week or less provided by the state.

q5  Claimants self-schedule the meeting, within a window more than a week provided by the state.

3.b.4 Which of the following options are available to claimants to schedule or reschedule the initial RESEA meeting?

**(Select all that apply.)**

q1  Online (e.g., UI website, mobile app)

q2  Telephone

q3  In-person (e.g., at AJC)

q4 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[IF ONLY ONE RESPONSE WAS CHOSEN FOR 3.B.4 THEN SKIP TO 3.C.1,

ELSE 3.B.5]

3.b.5 Which of the following options is the method that claimants most commonly use to schedule or reschedule the initial RESEA meeting?

**(Please select one.)**

q1  Online (e.g., UI website, mobile app)

q2  Telephone

q3  In-person (e.g., at AJC)

q4 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Topic 3.c. Initial Meeting Details

3.c.1 Where do initial RESEA meetings typically occur?

**(Select all that apply.)**

q1  In-person at an AJC

q2  In-person at a location other than an AJC (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q3  Remotely by phone call (audio, not video)

q4  Remotely by videoconference

q5 Other remote option (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[IF ONLY OPTIONS 1 OR 2 ARE SELECTED FOR 3.c.1, THEN SKIP to 3.c.4;

ELSE CONTINUE TO 3.c.2]

3.c.2 Is the option to hold the initial RESEA meeting remotely, rather than in-person, an option for all claimants or only some?

**(Please select one.)**

q1  All claimants [SKIP to 3.c.4]

q2  Only some claimants

3.c.3 Which types of clients have the option to hold the initial RESEA meeting remotely?

**(Please select one.)**

q1  Claimants who live far from an in-person meeting location

q2  Claimants who live within travelling distance of an in-person location, but who have some other type of barrier to attending (please specify acceptable barriers) \_\_\_\_\_\_\_\_

q3 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.c.4 Which of the following types of staff participate in the initial RESEA meeting?

**(Select all that apply.)**

q1  RESEA grant-funded staff

q2  UI staff (e.g., UI adjudicators)

q3  Wagner-Peyser staff

q4  WIOA staff

q5  Other staff (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.c.5 Which of the following must occur as part of the initial RESEA meeting?

**(Select all that apply.)**

q1  Assess compliance with UI requirements (e.g., work search, able and available)

q2  Schedule (but do not conduct) orientation to AJC services

q3  Conduct orientation to AJC services

q4  Register with Employment Service (if claimant has not done so already)

q5  Conduct assessments (of skills, barriers, interests, etc.)

q6  Provide general labor market information

q7  Provide individualized labor market information

q8  Create reemployment plan

q9  Review and, if necessary, create or revise a résumé

q10  Refer to any appropriate employment workshops

q11  Refer to any appropriate individualized career services

q12  Make employment matches and job referrals

q13 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[IF RESPONDENT SELECTS ONLY “1” (UI STAFF ONLY), NOT ANY OTHER OPTION FOR 3.c.4 THEN CONTINUE TO 3.c.6, ELSE SKIP TO 3.d.1]

3.c.6 How are referrals typically made to staff who provide reemployment services?

**(Please select one.)**

q1  UI staff contact reemployment services staff via an online system.

q2  UI staff contact reemployment services staff by phone.

q3  UI staff contact reemployment services staff through some other means. (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q4  UI staff do not contact reemployment services staff, but rather tell RESEA participants how to contact them.

Topic 3.d. AJC Services

3.d.1 How are AJC orientations most commonly conducted?

**(Please select one.)**

q1  One-on-one

q2  Group, including RESEA claimants only

q3  Group, including UI claimants, whether RESEA or non-RESEA

q4  Group, both UI and general AJC populations

q5  Independently, via online orientation

3.d.2 Beyond the basic information and resources, in which ***individualized***career services does your state make *particular efforts* to engage RESEA participants?

**(Select all that apply.)**

q1  Assessments of job-related qualifications and interests

q2  Individualized reemployment plan

q3 Career planning assistance

q4  Individualized labor market information

q5 Information on occupational training opportunities

q6 Referrals to particular job openings

q7 Other individualized employment service: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.d.3 Which RESEA participants typically receive ***individualized*** career services?

**(Please select one.)**

q1 All RESEA participants

q2 Only RESEA participants identified through assessments as needing individualized services

q3 Few or no RESEA participants

q4 I don’t know

3.d.4 After helping the claimant create an individual reemployment plan, how often do staff follow up with claimants to check on their progress carrying out the plan and provide further help that the claimant might need?

**(Please select one.)**

q1  Regularly, every week or two

q2  Regularly, every month or so

q3  Once or twice, but not on a regular, on-going basis

q4  This type of staff follow-up is not a specific part of RESEA

3.d.5 After helping the claimant create an individual reemployment plan, does your state use any automated methods (e.g., automated emails or text messages) to check with claimants about their job search progress?

**(Please select one.)**

q1  Yes

q2  No

q3  I don’t know

3.d.6 If AJC staff who provide employment services become aware of potential claimant non-compliance with eligibility requirements, what feedback mechanisms have been set up to communicate non-compliance to the UI system?

**(Select all that apply.)**

q1  There is an online portal for those AJC staff to report UI compliance issues.

q2  There is a dedicated email address for those AJC staff to use to report UI compliance issues.

q3  There is a dedicated telephone number for those AJC staff to use to report UI compliance issues.

q4  None of the above dedicated mechanisms exist for those AJC staff to report UI compliance issues. Communication occurs through less formal channels.

Topic 3.e. Subsequent RESEA Meetings

3.e.1 Are subsequent RESEA meetings a feature of your RESEA program? A subsequent meeting is defined as one that includes a one-on-one unemployment compensation (UC) review (including review of work search requirements, if not waived, and referral to adjudication if issues are identified) and review of claimant’s activities to determine if additional assistance is needed to support the claimant’s return to suitable work (see Unemployment Insurance Program Letter No. 10-22)

**(Please select one.)**

q1  No, we do not conduct subsequent RESEAs [SKIP to 4.a.1]

q2  Yes, for at least some claimants we conduct a second RESEA, but never a third

q3  Yes, we conduct a third RESEA for at least some claimants

q4  Yes, we conduct four or more RESEAs for at least some claimants

3.e.2 At what point does the second RESEA typically occur since the initial claim?

**(Please select one.)**

q1  4 weeks or less

q2  5-6 weeks

q3  7-9 weeks

q4  10 weeks or more

3.e.3 Which RESEA participants are required to attend a second RESEA?

**(Select all that apply.)**

q1  All RESEA participants

q2  RESEA participants who staff deem to be in need of more help in finding a job (e.g., based on assessment results at the first RESEA)

q3  RESEA participants who have had some non-compliance with eligibility requirements during the claim

q4 RESEA participants who request a follow-up meeting

q5 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section 4. Other Features of RESEA Programs

This section asks a variety of questions related to other aspects of your RESEA program, including claimant noncompliance with program requirements and integration with other workforce programs in your state.

Topic 4.a. Failure to Report

4.a.1 Which of the following most accurately reflects what occurs after a claimant fails to report to a scheduled RESEA meeting?

**(Please select one.)**

q1 Benefits are immediately and indefinitely suspended until the failure to report is remedied or until an adjudication shows that the failure to report was for cause.

q2 Benefits are immediately suspended for a week.

q3  The case is adjudicated. If the adjudication finds that the failure to report was not for cause, then benefits are suspended indefinitely until the failure to report is remedied.

q4  The case is adjudicated. If the adjudication finds that the failure to report was not for cause, then benefits are suspended for a week.

q5  No adjudication or suspension because of COVID-19.

q6  Other (please describe)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4.a.2 What steps does your state take to reduce rates of failure to report?

**(Select all that apply.)**

q1 Remind claimants by letter

q2 Remind claimants by phone

q3  Remind claimants by email

q4  Remind claimants by text

q5  In RESEA notification communications, highlight penalties for failure to report

q6  Increase the consequences of failure to report (e.g., lengthier suspensions of benefits)

q7  Give claimants greater flexibility to schedule or reschedule meetings

q8 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q9  No steps have been taken to reduce failure to report

Topic 4.b. Eligibility Enforcement

4.b.1 Which of the following most accurately describes your state’s primary motivation when reviewing work search through the RESEA program?

**(Please select one.)**

q1 The work search review is intended to help claimants understand and comply with work search requirements.

q2 The work search review is intended to identify and penalize those claimants who are not complying with work search requirements.

q3 The work search review is intended to improve claimants’ work search practices and help them return to work more quickly.

4.b.2 Which of the following most accurately characterizes the work search review efforts that occur as part of the eligibility assessments?

**(Select all that apply.)**

q1  Staff review claimants’ log of reported work search contacts

q2  Staff may ask about how many contacts were made, but do not review specific reported contacts

q3  Work search review is handled by online system

q4  No review—work search currently waived

q5  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4.b.3 For claimants who, during the initial eligibility assessment, are found to not have met work search or able and available requirements, which of the following is the most common outcome?

**(Please select one.)**

q1 Claimants are found ineligible for benefits for the period(s) covered and benefits are suspended indefinitely until the claimant is shown to be in compliance

q2 Claimants are found ineligible for benefits for the period(s) covered and benefits are suspended for a definite period (e.g., a week)

q3 Claimants may be warned, but after adjudication do not lose benefits

Topic 4.c. WIOA and Wagner-Peyser Integration

4.c.1 Current RESEA program guidance requires enrollment in Wagner-Peyser Act-funded Employment Services as a core component of RESEA. When does your state’s program complete enrollment for each claimant?

**(Please select one.)**

q1 Before the end of the first week of the UI claim

q2 When claimants are notified of the requirement to attend an RESEA meeting

q3 During the initial RESEA meeting

q4 As a follow-up activity after completion of the RESEA meeting

q5 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q6  I don’t know

4.c.2 How does your state enroll each RESEA claimant into Wagner-Peyser Act-funded Employment Services?

**(Please select one.)**

q1 An automated system conducts Wagner-Peyser enrollment

q2 An RESEA staff member – who does not meet with the claimant – manually completes enrollment

q3 The RESEA staff member who meets with the claimant manually completes enrollment

q4 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q5  I don’t know

4.c.3 What steps does your state take to more fully integrate RESEA programs with WIOA and Wagner-Peyser-funded services?

**(Select all that apply.)**

q1 Include WIOA or Wagner-Peyser staff in the RESEA meeting where eligibility assessment occurs

q2 Work with the State Workforce Board to promote integration

q3 Work through the WIOA State Plan to promote RESEA integration

q4 Integrate data systems to allow staff access to both UI and workforce data

q5 Train WIOA or Wagner-Peyser staff on RESEA procedures and requirements

q6 Work with local workforce development boards to create or implement an AJC orientation tailored to RESEA claimants

q7 Align internal RESEA reporting with WIOA performance measures

q8 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q9  No significant steps have been taken to integrate programs

Topic 4.d. Using Behavioral Insights

4.d.1 Which of the following features does your program use to alter claimants’ behavior?

**(Select all that apply.)**

q1 Use positively themed messaging in communications with claimants

q2 Invoke social norms to motivate claimants

q3 Simplify communications with claimants due to limited attention

q4 Send automated reminders (emails, letters, calls, texts, etc.) to claimants about upcoming meetings

q5 Have staff contact claimants to remind them about upcoming meetings

q6 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q7  No, we have not explicitly incorporated behavioral insights into our RESEA program

## Section 5. Challenges and Promising Practices

The questions in this section ask you to identify challenges your state faces with RESEA program operation and what recommendations you would make to other states to improve operation of their programs.

Topic 5.a. Operational Challenges

5.a Based on your experience, to what extent is each of the following currently a challenge to your state in operating your RESEA program?

(READ EACH ITEM FOLLOWED BY ANSWER CATEGORIES)

|  |  | Major Challenge | Moderate challenge | Slight challenge | Not a challenge |
| --- | --- | --- | --- | --- | --- |
| 1. | Lack of sufficient funds to provide appropriate reemployment services | q1 | q2 | q3 | q4 |
| 2. | Lack of sufficient funds to rigorously verify eligibility for UI | q1 | q2 | q3 | q4 |
| 3. | Lack of AJC capacity to serve enough RESEA claimants | q1 | q2 | q3 | q4 |
| 4. | Claimants’ failure to report to RESEA meetings | q1 | q2 | q3 | q4 |
| 5. | Claimants’ lack of full engagement with reemployment services | q1 | q2 | q3 | q4 |
| 6. | Problems coordinating with local workforce development boards and the WIOA system | q1 | q2 | q3 | q4 |
| 7. | Lack of data systems to fully support appropriate feedback loops | q1 | q2 | q3 | q4 |
| 8. | Lack of funds to comply with evidence and evaluation requirements | q1 | q2 | q3 | q4 |
| 9. | Lack of technical expertise to comply with evidence and evaluation requirements | q1 | q2 | q3 | q4 |
| 10. | Lack of technical expertise to update profiling models | q1 | q2 | q3 | q4 |
| 11. | Lack of physical or technological capacity to serve claimants in-person or remotely | q1 | q2 | q3 | q4 |

5.a.12 Please list any other challenges to your state in operating an RESEA program, beyond those listed previously.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Topic 5.b. Recommendations

5.b How strongly would you recommend each of the following to other states and DOL as ways to make RESEA programs more effective? Some options may include increasing emphasis on existing program activities.

(READ EACH ITEM FOLLOWED BY ANSWER CATEGORIES)

|  |  | Strongly recommend | Somewhat Recommend | Do not recommend | Recommend against |
| --- | --- | --- | --- | --- | --- |
| 1. | Increasing the use of individualized career services | q1 | q2 | q3 | q4 |
| 2. | Increasing the provision of customized labor market information to inform claimants’ decisions | q1 | q2 | q3 | q4 |
| 3. | Increasing the use of earn-while-you-learn training (e.g., on-the-job training, apprenticeship) | q1 | q2 | q3 | q4 |
| 4. | Using a broader range of assessments to identify claimants’ reemployment needs | q1 | q2 | q3 | q4 |
| 5. | Using more intensive case management | q1 | q2 | q3 | q4 |
| 6. | Increasing the use of behavioral nudges to support behaviors that will help claimants meet employment goals and increase compliance with UI requirements | q1 | q2 | q3 | q4 |
| 7. | Selecting claimants other than those who are most likely to exhaust UI benefits | q1 | q2 | q3 | q4 |
| 8. | More intensively verifying eligibility | q1 | q2 | q3 | q4 |
| 9. | Strengthening penalties for failure to report or comply with UI eligibility requirements | q1 | q2 | q3 | q4 |
| 10. | Conducting more RESEA follow-up meetings per claimant | q1 | q2 | q3 | q4 |
| 11. | Improving the feedback loops between UI and AJC staff | q1 | q2 | q3 | q4 |

5.b.12 What other changes would you recommend to other states and DOL to make RESEA programs more effective in reducing UI duration by improving employment outcomes for program participants?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[IF 5.b.4 = 1 or 5.b.4 = 2, ASK 5.b.13;**

**ELSE, SKIP TO 5.b.14]**

5.b.13 You said you would recommend using a broader range of assessments to identify claimants’ reemployment needs. Which kinds of assessments would you recommend be more commonly used with RESEA claimants?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[IF 5.b.7 = 1 or 5.b.7 = 2, ASK 5.b.14**

**ELSE, SKIP TO 6.a.1]**

5.b.14 You said you would recommend selecting claimants other than those who are most likely to exhaust UI benefits. States are no longer required to select RESEA claimants based on profiling scores. Please list any other factors that you personally would recommend using to select claimants. Which claimants would you recommend selecting, rather than focusing solely on those with the highest profiling scores?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section 6. Evidence and Evaluation

This section covers a range of topics related to evaluating RESEA programs. It includes questions related to any evaluation completed and/or underway by your state, your state’s plans for future evaluations, and capacity to carry-out evaluations of your RESEA program.

Topic 6.a. RESEA Funding Requirements for Evidence of Effectiveness and Performance

6.a.1 How well do you feel your state understands the current RESEA requirements for evidence of effectiveness and performance?

**(Please select one.)**

q1 Very well

q2 Somewhat well

q3 Not well at all

6.a.2 What suggestions, if any, do you have to improve support for states implementing these new requirements?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Topic 6.b. Completed Evaluation Experience

6.b.1 To your knowledge, has your office completed an evaluation of any kind since January 2019?

**(Please select one.)**

q1 Yes

q2 No [skip to 6.c.1]

q3 I don’t know [skip to 6.c.1]

6.b.2 What kind of evaluations have you completed?

**(Select all that apply.)**

q1 Impact evaluation using random assignment (aka, an experimental impact evaluation)

q2 Impact study with a comparison group that did not use random assignment (aka, a quasi-experimental impact evaluation)

q3 Outcomes study (e.g., program performance study)

q4 Implementation study

q5 Cost study (i.e., a systematic disaggregation of the costs of different program elements)

q6 Other \_\_\_\_\_\_\_\_\_\_

6.b.3 How were these evaluations conducted?

**(Select all that apply.)**

q1 Part of larger national or multi-state evaluation

q2 Our office contracted or partnered with a local evaluator

q3 Our office conducted the evaluation using a third-party evaluator

q4 I don’t know

6.b.4 How would you rate those experiences participating in evaluations?

**(Please select one.)**

q1 Mostly positive

q2 Somewhat positive

q3 Not at all positive

q4 I don’t know

6.b.5 Have you released one or more reports of the evaluation’s findings?

**(Please select one.)**

q1 Yes, an interim report has been released.

q2 Yes, a final report has been released.

q3 No

q4 Maybe

q5 I don’t know

6.b.6 Did you use any RESEA grant funds for any evaluation of your RESEA program?

**(Please select one.)**

q1 Yes, we used the full 10 percent that is allowed by statute

q2 Yes, we used some funds, but less than 10 percent of our grant

q3 Yes, we intend to use the full l 10 percent that is allowed by statute

q4 Yes, we intend to use some funds, but less than 10 percent of our grant

q5 No

q6 I don’t know

Topic 6.c. Ongoing Evaluation Experience

6.c.1 Are you currently conducting any evaluations of your RESEA program?

**(Please select one.)**

q1 Yes— and the evaluation is still in planning stages (no Statement of Work has been developed) [Skip to question 6.c.3]

q2 Yes— and a Statement of Work (or similar planning document) is complete, but we do not yet have an evaluator [Skip to question 6.c.3]

q3 Yes— and we have an evaluator, but have not begun data collection or analysis [Skip to question 6 c.3]

q4 Yes— and we have begun data collection (e.g., on randomly assigned claimants) or analysis [Skip to question 6.c.3]

q5 Yes—and an interim report has been released. [Skip to question 6.c.3]

q7 No

q8 Maybe [Skip to 6.c.3]

q9 I don’t know [Skip to question 6. c.3]

6.c.2 Why not? [Skip to 6.d.1]

**(Select all that apply.)**

q1 Evaluations require too much staff time to conduct or contract out

q2 Staff do not have the expertise needed to conduct or oversee evaluations

q3 Evaluations are too expensive

q4 The state’s RESEA program already has a sufficient evidence base

q5 High staff turnover

q6 COVID-19 has left us with too few resources

q7 Other reasons \_\_\_\_\_\_\_\_\_\_

q8 I don’t know

6.c.3 What kind of evaluations are underway or ongoing?

**(Select all that apply.)**

q1 Impact evaluation using random assignment (aka, an experimental impact evaluation)

q2 Impact study with a comparison group that did not use random assignment (aka, a quasi-experimental impact evaluation)

q3 Outcomes study (e.g., program performance study)

q4 Implementation study

q5 Cost study (i.e., a systematic disaggregation of the costs of different program elements)

q6 Other \_\_\_\_\_\_\_\_\_\_

6.c.4 How are these evaluations being conducted?

**(Select all that apply.)**

q1 Part of larger national or multi-state evaluation

q2 Our office contracted or partnered with a local evaluator

q3 Our office conducted the evaluation using a third-party evaluator

q4 I don’t know

6.c.5 How would you rate your experiences participating in these evaluations?

**(Please select one.)**

q1 Mostly positive

q2 Somewhat positive

q3 Not at all positive

q4 I don’t know

6.c.6 Are you using any RESEA grant funds for any evaluation of your RESEA program?

**(Please select one.)**

q1 Yes, we used the full 10 percent that is allowed by statute

q2 Yes, we used some funds, but less than 10 percent of our grant

q3 Yes, we intend to use the full l 10 percent that is allowed by statute

q4 Yes, we intend to use some funds, but less than 10 percent of our grant

q5 No

q6 I don’t know

Topic 6.d. Future Evaluation Plans

6.d.1 What has your state done to plan for future RESEA program evaluation and evidence requirements?

**(Select all that apply.)**

q1 Held internal discussions with RESEA staff

q2 Discussed with State ES, UI, WIOA, or LMI office

q3 Consulted other states one-to-one or through regional, NASWA, or other national meetings

q4 Consulted with outside partners or consultants

q5 Attended USDOL’s evaluation technical assistance webinars or viewed them through WorkforceGPS

q6 Reviewed evaluation technical assistance resources on WorkforceGPS

q7 Reviewed resources on RESEA evidence standards and/or reviews of existing studies, available on USDOL’s CLEAR

q8 Contacted the RESEA Evaluation Technical Assistance Helpline (RESEA@abtassoc.com)

q9 Initiated or completed procurement of third-party evaluation services

q10 Other activity \_\_\_\_\_\_\_\_\_\_\_

q11 None of the above

q12 I don’t know

6.d.2 Are you currently planning to conduct any additional evaluations of your RESEA program?

**(Please select one.)**

q1 Yes— and the evaluation is still in planning stages (no Statement of Work has been developed) [Skip to question 6.d.4]

q2 Yes— and a Statement of Work (or similar planning document) is complete, but we do not yet have an evaluator [Skip to question 6.d.4]

q3 Yes— and we have an evaluator, but have not begun data collection or analysis [Skip to question 6.d.4]

q4 Yes— and we have begun data collection (e.g., on randomly assigned claimants) or analysis [Skip to question 6.d.4]

q5 No

q6 Maybe [Skip to 6.d.4]

q7 I don’t know [Skip to question 6.e.1]

6.d.3 Why not? [Skip to 6.e.1]

**(Select all that apply.)**

q1 Evaluations require too much staff time to conduct or contract out

q2 Staff do not have the expertise needed to conduct or oversee evaluations

q3 Evaluations are too expensive

q4 Evaluation is not necessary at this time

q5 The state’s RESEA program already has a sufficient evidence base

q6 COVID-19 has left us with too few resources

q7 Other reasons \_\_\_\_\_\_\_\_\_\_

q8 I don’t know

6.d.4 Which type of evaluations do you plan to conduct? (Select all that apply)

**(Select all that apply.)**

q1 Random assignment impact evaluation (aka, an experimental impact evaluation)

q2 Impact evaluation with a comparison group that does not use random assignment (aka, quasi-experimental impact evaluation)

q3 Outcomes study (e.g., program performance study)

q4 Process study

q5 Implementation study

q6 Cost study (i.e., a systematic disaggregation of the costs of different program elements)

q7 Other \_\_\_\_\_\_\_\_\_\_

q8 I don’t know

6.d.5 Which aspects of the RESEA program do you plan to evaluate?

**(Select all that apply.)**

q1 Program as a whole

q2 Career and labor market information

q3 Criteria used to select RESEA claimants (e.g., likelihood of exhaustion)

q4 Ways to develop a reemployment plan

q5 Job search assistance

q6 Approaches to reduce failure to report

q7 Penalties for non-compliance/failure to report

q8 Adding or removing subsequent RESEA meetings

q9 Providing more individualized or intensive career services

q10 Required workshop (on job readiness or job search)

q11 Remote vs in-person services

q12 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q13 I don’t know

6.d.6 In federal fiscal year 2023 (FY23), do you plan to use any RESEA grant funds for any evaluation of your RESEA program?

**(Please select one.)**

q1 Yes, we intend to use the full 10 percent that is allowed by statute

q2 Yes, we intend to use some funds, but less than 10 percent of our grant

q3 No

q4 I don’t know

Topic 6.e. Thoughts on Pooled Evaluations

6.e.1 States may choose to cooperate on their evaluations with other states to pool grant funds and conduct larger evaluations. Does your state plan on participating in a multi-state evaluation?

**(Please select one.)**

q1 Yes [Skip to 6.e.3]

q2 Maybe

q3 No

q4 I don’t know

6.e.2 How interested would your state be in participating in a multi-state evaluation like this?

**(Please select one.)**

q1 Very interested

q2 Somewhat interested

q3 Not at all interested [Skip to 6.e.4]

q4 I don’t know

6.e.3 What do you see as the most important benefits of participating in a multi-state evaluation?

**(Please select up to three.)**

q1 Opportunity to work with a lead administrative organization (USDOL or other)

q2 Opportunity to pool evaluation to get a larger sample

q3 Access to the expertise of other states UI and WIOA offices

q4 Access to a larger pool of external evaluators

q5 Opportunity to learn about successes in other states

q6 Opportunity to take advantage of existing state data partnerships

q7 Other (please specify) \_\_\_\_\_\_\_\_\_\_

q8 I don’t know

6.e.4 Beyond any reservations you might have about participating in evaluations in general, what reservations, if any, do you have about participating in evaluation that involves multiple states?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6.e.5 How interested would your state be in participating in future DOL-sponsored studies of RESEA programs?

**(Please select one.)**

q1 Very interested

q2 Somewhat interested

q3 Not at all interested

q4 I don’t know

6.e.6 What do you see as the most important benefits of participating in future DOL-sponsored studies of RESEA programs?

**(Select all that apply.)**

The opportunity to:

q1 improve the state’s RESEA program

q2 help other states improve their RESEA program

q3 develop the state’s evaluation capacity

q4 learn from other states’ experiences with RESEA

q5 reduce the logistical and technical challenges involved in designing an evaluation

q6 get assistance with covering the cost of evaluation

q7 Other \_\_\_\_\_\_\_\_\_\_

q8 I don’t know

6.e.7 Beyond any reservations you might have about participating in evaluations in general, what reservations, if any, do you have about participating in DOL-sponsored studies?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Topic 6.f. In-house Evaluation Capacity

6.f.1 How would you rate your staff’s expertise in designing formal evaluations?

**(Please select one.)**

q1 Excellent

q2 Good

q3 Satisfactory

q4 Needs improvement

q5 I don’t know

6.f.2 How would you rate your staff’s expertise in contracting with research partners and overseeing evaluations?

**(Please select one.)**

q1 Excellent

q2 Good

q3 Satisfactory

q4 Needs improvement

q5 I don’t know

6.f.3 How much does your office currently use and analyze the data it already collects on individual RESEA participants to assess how the program is working?

**(Please select one.)**

q1 A lot

q2 Some

q3 A little

q4 Not at all

q5 I don’t know

6.f.4 How would you rate the quality of your state’s data on individual RESEA participants?

**(Please select one.)**

q1 Excellent

q2 Good

q3 Satisfactory

q4 Needs improvement

q5 I don’t know

6.f.5 How would you rate your state’s technical ability to link RESEA participant data (i.e., UI claims data) to wage records, workforce data, and any other important data?

**(Please select one.)**

q1 Excellent

q2 Good

q3 Satisfactory

q4 Needs improvement

q5 I don’t know

6.f.6 What methods do you find most effective for receiving evaluation technical assistance?

**(Select all that apply.)**

q1 Webinars

q2 Conferences, workshops, or other in-person group meetings

q3 One-on-one coaching and support

q4 Written guidance (e.g., toolkits, checklists, etc.)

q5 Other (please specify) \_­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q6 I don’t know