

**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. 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 | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 2. | Lack of sufficient funds to rigorously verify eligibility for UI | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 3. | Lack of AJC capacity to serve enough RESEA claimants | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 4. | Claimants' failure to report to RESEA meetings | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 5. | Claimants' lack of full engagement with reemployment services | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 6. | Problems coordinating with local workforce development boards and the WIOA system | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 7. | Lack of data systems to fully support appropriate feedback loops | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 8. | Lack of funds to comply with evidence and evaluation requirements | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 9. | Lack of technical expertise to comply with evidence and evaluation requirements | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 10. | Lack of technical expertise to update profiling models | Q ₁ | Q ₂ | Q ₃ | Q ₄ |
| 11. | Lack of physical or technological capacity to serve claimants in-person or remotely | Q ₁ | Q ₂ | Q ₃ | Q ₄ |

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

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 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 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

RESEA Survey of States

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