

## PY21 RESEA REQUIRED PROGRAM POLICIES, PROCEDURES, RCW'S, WAC'S, UIPL'S COMPREHENSIVE CHECKLIST

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ELEMENT			References

### 1. Appointment Documentation

#### 1-A SCHEDULING APPOINTMENT

A1 Appointment scheduled in RAS ☐ Yes ☐ No ☐ NA

*Source:* Appointment scheduled in RAS staff assisted or self-scheduled by claimant.

A2 Scheduled by staff documented in ETO ☐ Yes ☐ No ☐ NA

*Source:* ID Verified and documented in ETO

Case notes, service notes or RESEA TP dashboards AND RAS event history

A3 Notification of Mandatory Subsequent Appointment provided ☐ Yes ☐ No ☐ NA

*Source:* Action plan, ETO case or service notes, RAS notification, confirmation email and/or reminders to schedule, complete and attend.

[RESEA09 SOP Self-Scheduler](#)

**4. Procedures: Selection and call-in letters and Scheduling appointments.** Staff must verify identity of each claimant prior to assisting with appointment scheduling and record a detailed case note that support was provided, and that claimant identity was verified.

[UIPL 13-21 Section 8 \(c\)](#)

Once the state notifies a claimant that s/he has been selected to participate in the RESEA program, participation in RESEA is mandatory as a condition of UC eligibility.

[UIPL 13-21 Section 8 \(d\)](#)

UC Feedback Loop, Adjudication, and Due Process – Once claimants are selected to participate in the RESEA program, they are required to participate in all RESEA activities required by the state, including the initial RESEA, any subsequent RESEAs, and any reemployment services to which they are referred. Failure to report or participate in any aspect of the RESEA program must result in referral to the UI agency for adjudication under the applicable state law.

[SA 306. \[42 U.S.C. 506\] \(a\)\(ii\)\(ii\)](#) reasonable scheduling accommodations to maximize participation for eligible individuals;

[Policy 4050 Revision 1 Section 3. \(C\)](#)

Claimants will receive an invitation letter to self-schedule their RESEA appointment using the Reemployment Appointment Scheduler (RAS). Claimants have 21 calendar days from the date on the letter to schedule and attend an initial RESEA appointment. Once claimants are notified to schedule, participation is mandatory. Failure to participate in reemployment services, without justifiable cause, will jeopardize their eligibility for UI benefits. Claimants who need help scheduling or rescheduling (see rescheduling section below) their appointment can contact the local WorkSource office listed on their letter for staff assistance.

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<b>1-B ATTENDANCE</b>			
<b>B1 Attendance recorded in RAS same day as appointment</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: RAS event history.</i>		<a href="#">RESEA09 SOP Scheduling</a> <i>Attendance must be marked same day of appointment. Attendance errors must be properly corrected with details noted in UTAB and ETO case notes <a href="#">RESEA09 4 (1,2,3,4)</a></i> Recording Attendance RAS is the system of record for tracking all RESEA appointment attendance. Dates of attendance in RAS are expected to match the service dates in ETO. • Staff are required to record claimants' attendance in RAS the same day the appointment occurs to prevent a failure to report (DNR) from being sent to UTAB, which will set an issue on their claim. Correcting attendance errors: Only those in a Supervisory, WorkSource Administrator or RESEA Business Team Role Request that supervisors update DNR attendance in the scheduler if the error occurred within 5 days from the appointment date. See RAS Supervisor Checklist. 2. Enter a case note in ETO providing the reason attendance was not marked and the DNR was set in error. 3. Enter a note in UTAB explaining the reason the DNR was set in error and request the issue be cleared because the claimant attended as required. 4. Send an email to: ESD GP UI Adj Issues (ESDGPUIAdjIssues@ESD.WA.GOV). Subject Line: "DNR-Error Claimant UTAB ID, Name". Provide: Information copied from UTAB note example above. <a href="#">Policy 4050 Revision 1 Section 3 (I)</a> Entering the RESEA service in the state MIS indicates that <i>all components have been completed for that appointment</i> . <b>System documentation:</b> Documenting attendance in RAS is not the same as entering the service in the state MIS. Both steps are required for all claimants who attend initial and follow-up appointments.	
<b>B2 DNR Attendance error occurred, r corrected and recorded ETO/UTAB</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: RAS event history, ETO case notes and UTAB note.</i>			
<b>1-C RESCHEDULE</b>			
<b>C1 Staff reschedule ID verified ETO Case Note entered :</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: RAS event history, ETO case notes and UTAB note.</i>		<a href="#">RESEA11 SOP Rescheduling.</a> Staff assisted in rescheduling and documented in ETO case note that ID was verified along with rescheduling details. If appropriate RPI was issued.	
<b>C2 Appointment reschedules exceeded 2</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: RAS and ETO notes and reason for exceeding 2x's due to good cause reasons or approved for and given an exemption.</i>		<a href="#">UIPL 13-21 Section 8 (c)</a> Once the state notifies a claimant that s/he has been selected to participate in the RESEA program, participation in RESEA is mandatory as a condition of UC eligibility. A claimant who contacts the appropriate agency before the RESEA appointment and requests to	

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C-3 Total reschedules 3 4 5 6		<p>change the scheduled RESEA date or time for good reason, such as scheduled job interviews, should be accommodated within reason.  <a href="#">Policy 4050 Revision 1 Section 3 C, and D (i,ii,iii)</a></p> <p><b>C. Scheduling the initial RESEA appointment</b>            Claimants will receive an invitation letter to self-schedule their RESEA appointment using the Reemployment Appointment Scheduler (RAS). Claimants have 21 calendar days from the date on the letter to schedule and attend an initial RESEA appointment. Once claimants are notified to schedule, participation is mandatory. Failure to participate in reemployment services, without justifiable cause, will jeopardize their eligibility for UI benefits.</p> <p><b>D. Rescheduling claimants</b>            If claimants need to reschedule more than twice, they are required to contact WorkSource for scheduling assistance. If claimants contact the office prior to their appointment, staff must verify their identity, record the reason they cannot attend their appointment, and determine if they can be <b>rescheduled</b> or <b>exempted</b>. RESEA appointments, once scheduled, cannot be cancelled. If claimants do not meet the criteria for rescheduling or exemption, staff must advise them of their requirement to attend the scheduled appointment and that non-attendance or non-participation will create a question about their eligibility for benefits. Staff must document the reason claimants cannot attend their scheduled appointments in case notes in the state Management Information System (MIS) (Efforts to Outcomes/ETO or its successor) used by RESEA staff and select the appropriate reason in the RAS, following their local office procedures to reschedule RESEA appointments.</p> <p><b>i. Rescheduling timeline</b>            Rescheduled appointments must occur within the claimants' original scheduling window, as it cannot be extended. Staff can locate this date in the RAS.</p> <p><b>ii. How many times can claimants be rescheduled? a. Reports of Potential Issue</b>            Claimants can reschedule up to two times in the RAS. Rescheduling beyond that point must be done by WorkSource staff. There is no defined limit on how many times staff can reschedule appointments for justifiable cause. WorkSource staff should screen for and report any potential eligibility issues to UI.            Staff must determine if the reason is appropriate for rescheduling, if claimants are trying to avoid reporting to mandatory appointments or have underlying</p>	

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		<p>issues that need to be addressed. In some cases, the individual's inability to work or lack of availability for work causes a potential issue. If the reason causes a question about eligibility for benefits, staff must follow procedures to report it to the claims center immediately using the Report of Potential Issue (RPI) form.</p> <p><b>iii. Rescheduling after issue is set</b></p> <p>An issue automatically sets when a claimant misses their appointment. Once an issue is set RESEA claimants cannot be rescheduled for another appointment. Although these individuals are still entitled to and should be encouraged to use reemployment services available through WorkSource, those services and staff time cannot be charged to the RESEA program.</p>	
<b>1-D EXEMPTION</b>			
D1 Staff Exemption entered in RAS with accompanying ETO case notes <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO case note documenting RAS exemption of Last initial service 12 months. ETO case note entered, . Return to FT work prior to appointment scheduled appointment.</i>		<p><a href="#">RESEA10 Exemption V2 Section 4.1</a></p> <p><b>Return to work</b></p> <p>1.To exempt claimants who have returned to work the following information is required:</p> <ul style="list-style-type: none"> <li>a. Employer name</li> <li>b. Work start date</li> <li>c. Phone number</li> <li>d. Address</li> </ul> <p>2 .Enter a detailed case note in ETO.</p> <p><a href="#">RESEA10 SOP Exemptions V2 Section 4.2</a></p> <p><b>ETO Last initial service 12 months</b> case note entered ETO. Return to FT work prior to appointment and case note entered in ETO.</p> <ul style="list-style-type: none"> <li>d. Address</li> </ul> <p>2.Enter a detailed case note in ETO.</p> <p><a href="#">Policy 4050 Revision 1 Section 3 E (a, b)</a></p> <p>WorkSource RESEA staff can exempt a claimant for two reasons: (1) the claimant has returned to full-time work, or (2) the claimant has attended a RESEA initial appointment within the previous 12 months (see below).</p> <p><b>a. Return to work</b></p> <p>Claimants who've returned to work may be exempted from participation in the RAS if they contact us in time. They must contact WorkSource on or before the date of their scheduled RESEA appointment or the last day of their scheduling window. They must also have returned to full-time work and no longer be claiming benefits. WorkSource staff can</p>	

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		<p><i>exempt claimants after the return-to-work information has been obtained and documented in RAS and in the state MIS used by RESEA staff. At a minimum, staff must document the employer's name, return to work date, position, and wages.</i></p> <p><b>b. Similar service within 12 months</b>  <i>Staff verify in the state MIS or RAS that a RESEA initial appointment service was provided within the previous 12 months. Staff then enter a case note in the state MIS and exempt the claimant in the RAS.</i>  <i>Claimants who contact WorkSource prior to their scheduling deadline to request an exemption for any reason other than the two listed above must be directed to the claims center or eServices.</i></p>	
2. RESEA Required Components Meeting Documentation (MIS)			
2-A IDENTITY VERIFIED AT APPOINTMENT			
A1 ID Verification documented <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: ETO service note and/or drop down in RESEA TP and/or noted in the basic service TP service note.</i>		<a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3</a> (How ID was verified) Other information confirmed by claimant can come from UTAB record using address, SSN, last employer, DOB, Phone number on file or email address on file.	
2-B UI ELIGIBILITY REVIEW			
B1 UI basic eligibility assessment conducted to detect, report eligibility questions and determine if able, available and actively seeking work <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: : ETO Service Notes/Detailed Summary notes in TouchPoint, documentation in record that includes evidence the assessment was conducted to determine if no issues reported (Examples: claimant responses, work search or ENA review, UI Work Test ).</i>		<a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 Section 4-B.1 UI Eligibility Tab</a> a. Able to accept suitable work. b. Available for work. c. Actively seeking work. d. If required, select if RPI or RPI with WSD request will be completed. e. Enter detailed notes summary examples include relevant details. i. Provide a summary of the UI eligibility assessment if issues were detected provided details of the issue if presented. If there are no issues detected provide elements of the assessment used to determine no reportable UI issues were detected.	

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			<p><a href="#">UIPL 13-21 5. (a)1</a> A UC eligibility review that is conducted on a one-on-one basis, including review of work search activities if such activities have not been waived and referral to adjudication if an issue or potential issue(s) is identified.</p> <p><a href="#">Policy 4050 Revision 1 Section 3(ii)</a>  <b>(ii) Potential Issues</b> An issue is an act, circumstance, or condition that is potentially disqualifying under state law. Issues arise when staff discover information that causes the department to question claimants' eligibility for benefits. Claimants must be immediately able and available for suitable work in their labor market during their customary days and hours each week they claim benefits. If potentially disqualifying information is discovered, staff must confirm the details with the claimant and document the specific information in a Report of Potential Issue (RPI) form. Staff should take this opportunity to explain the eligibility requirements for benefits. Then submit a completed RPI to the claims center. Claims center staff will investigate further and resolve the issue accordingly. Depending on the nature of the information discovered, staff should consider referrals to other resources when available to help claimants resolve underlying reasons for the issues or barriers to employment. RPI's must be submitted the same day the issue was discovered and a detailed case note explaining the issue(s) and staff's action taken entered in both UTAB and the state MIS system.</p> <p><a href="#">RCW 50.20.010 Benefits eligibility</a>  <a href="#">RCW 50.20.080 Refusing to apply for or accept suitable work as directed</a>  <a href="#">RCW 50.20.100 Suitable work factors</a>  <a href="#">WAC 192-170-010 Availability for work</a>  <a href="#">WAC 192-180-010(6) Job Search Requirements</a>  <a href="#">Benefits Resource Manual - 5460</a></p>
<b>2-C REVIEW OF WORK SEARCH</b>			
C1 Claimant provided the requested job search records and were reviewed as part of the RESEA meeting. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO case notes with details of the review; records were provided for requested weeks. How records were provided (verbal, UTAB, email, in person).</i>			<a href="#">RESEA01-SOP Review of Work Search Activities and UI Eligibility Assessment V3</a> UI claimants are required to keep a record or log of work search activities and contacts, including approved in-person or virtual work search activities. <b>Section 3. (1)(2)</b>

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<p><i>Reason of failure to provide records, RPI or WSD discussed or completed notes in ETO.</i></p> <p><b>C2 Keeping adequate records</b>  <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i>Source: ETO Service or TP Notes. Number of required contacts were made, record held complete required details, notes reflect if eservices record was used, if records were recreated, claimant is maintaining required records, details provided verbally or in written record.</i></p> <p><b>C3 Clarification of work search requirements were provided for inadequate or missing records</b>  <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i>Source: ETO service note, TouchPoint detailed note summary, RPI summary/record.</i></p>			<p>1. Conduct a UI eligibility assessment during the appointment and review work search records. The assessment must include whether the claimant is actively seeking suitable work, keeping adequate records and is able and available.</p> <p>2. Report any potential issues or work search directives if needed to adjudication.</p> <p><b>Section 4.</b> In the initial appointment letter claimants are instructed to bring their two most recent weeks of job search logs or records to their appointment. For the follow-up appointment(s), claimants are instructed in their Reemployment Action Plan to provide their job search log or record for the most recent one week claimed.</p> <p><a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 Section 4-B.1 Work Search Tab</a></p> <p>a. Record outcome of work search records reviewed.</p> <p>b. If required, select if a Report of Potential Issue (RPI) or RPI with request for Work Search Directive (WSD) will be completed.</p> <p>c. Enter required detailed notes summary include relevant details.</p> <p style="padding-left: 40px;">i. Detail information related to the review, number of weeks requested and reviewed, dates of contacts, summary of work search efforts, employer contacts, work search activities and include any additional information relevant to the RPI or WSD.</p> <p><a href="#">UIPL 13-21 5. (a)1</a> A UC eligibility review that is conducted on a one-on-one basis, including review of work search activities if such activities have not been waived and referral to adjudication if an issue or potential issue(s) is identified.</p> <p><a href="#">Policy 4050 Revision 1 Section 3,(I) Minimum components of an appointment</a></p> <p><b>Eligibility review, to include a review of the claimant's work search activities and referrals to adjudication, as appropriate, if an issue or potential issue(s) is identified.[Required at both initial and follow-up appointments and must be provided in a one-on-one setting.]</b> This element isn't necessarily a specific step or action but, rather, something that occurs throughout the process. The focus of the eligibility review is to identify eligibility issues that would prevent claimants from returning to work as quickly as possible. When reviewing work search activities, staff must ensure claimants understand the job search expectations of the UI program and are meeting the continued UI eligibility requirements of being fully ready, able and immediately available for all suitable work customary for their occupation and job market. During the work search</p>



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		<p>activity review, staff may learn information that requires clarifying what claimants said. This clarification will help to know when to report claimants who did not or are not meeting eligibility requirements. Staff may need to provide a <b>work search directive</b>, submit a <b>report of potential issue</b>, or both.</p> <p><a href="#">WAC 192-180-010 Job search requirements</a>  <a href="#">WAC 192-180-015 Tracking job search activities 0121-WIN– Reinstatement of UI Work Search Requirements</a>  <a href="#">0123–WIN New ETO services to support expanded approved in-person WorkSource job search activities RCW 50.20.080 Refusing to apply for or accept suitable work as directed</a></p>	
<b>2-D CUSTOMIZED LABOR MARKET CAREER INFORMATION</b>			
<p><b>D1 Staff presented customized labor market information and discussed with claimant.</b> <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i>Source: ETO service note or TP list:</i>  <i>Name of customary/secondary occupation.</i>  <i>Demand/decline details.</i>  <i>Career information related to occupation provided, Details of how the claimant will use the information or complete additional LM research. Information uploaded to ETO record including any assessment results.</i></p> <p><b>D2 Reviewed during follow up and new information provided.</b> <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i>Source: ETO service note, or TP notes indicate the need for updated information to be shared (example: interested in career change, researching new industry or occupation or consider training).</i></p>		<p><a href="#">RESESA06-SOP Providing Customized LMI V3 Section 4 Procedures</a>          Staff must provide labor market information that is customized to align with the results of validated assessment instruments completed by claimants as well as claimants' customary occupations, occupational goals, skills, abilities, education and credentials.  <a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 Section 4-B.1 Labor Market Tab</a></p> <p>a. Customary occupation in demand, declined or balanced.          b. Detailed notes summary, customized information provided.              i. Name of occupation, information that represents the claimant's interest, goals, skills and abilities. Labor market and career information details that are reviewed and shared including steps the claimant will take to find work and addition research necessary if current occupation is not in demand or declining.              ii. Complete secondary occupation (Optional) to record interest and customized LMI provided outside of their customary occupation.</p> <p><a href="#">UIPL13-21 5(a)2</a> Customized labor market and career information based on an assessment of the claimants needs.  <a href="#">Policy 4050 Revision 1 Section 3, I Minimum components of an appointment Individualized labor market and career information.</a> This is information geared toward an individual's specific needs. Occupational information should be accurate and up to date for better employment opportunities. Staff must ensure claimants understand their</p>	



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		labor market and where they fit into it. This includes how to use labor market information in job search activities and how to research suitable work and potential employers.	
<b>2-E EMPLOYABILITY NEEDS ASSESSMENT</b>			
<b>E1 Staff completed the standardized employability assessment</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: ETO service note or RESEA TP ENA Tab</i>		<a href="#">RESEA05-SOP Employability Needs assessment and Service Referrals V3 Section 4 Responsibilities</a> WorkSource staff will complete the standardized required elements TouchPoint during the initial and follow up (subsequent) appointments. 2) review completed assessment and identify customer needs based on results 3) Refer or connect o appropriate WIOA service or community resources 4)Enter appropriate details about identified needs and service referrals in ETO. Complete detailed notes summary for each topic covered in the standardized assessment.	
<b>E2 Documented needs assessments with detailed notes summary for each area of the required assessment</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: ETO service note or RESEA TP ENA Tabs.</i>		<a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 Section 4-B.1 Employability Needs Assessment Tab</a> Record claimant responses for each of the topics below. Rephrasing of the questions is allowed if each topic is covered to fully assess a claimant's current needs. Detailed notes summary responses are required at the end of each topic.	
<i>Financial Concerns</i> <i>Employment Goals</i> <i>Education training needs</i> <i>Job search needs</i> <i>Use of WorkSource Services or Resources</i>		a. Current Employment Goals b. Finances c. Next Employment Opportunity d. Education and Training e. Job Search f. Use of WorkSource Services and Resources	
<b>Summary Note Detail</b> <input type="checkbox"/> Very detailed <input type="checkbox"/> Somewhat detailed <input type="checkbox"/> No notes available		<a href="#">UIPL13-21 5(a)</a> Information and referral to additional reemployment services and other AJC services, resources, and training as appropriate.	
<b>E3 Information and referrals provided</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO service note or RESEA TP</i>			
<b>2-F REEMPLOYMENT ACTION PLAN</b>			

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<p><b>F1 Approved action plan used</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: Plan-upload in ETO or RESEA Action Plan TP completed.</i></p> <p><b>Employment goal defined</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: ETO RESEA Action Plan TP or uploaded plan entered.</i></p> <p><b>F2 Detailed activities listed related to the claimant's employment goal</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Missing elements:</i></p> <p><input type="checkbox"/> Employment/Occupation listed</p> <p><input type="checkbox"/> Who: name of contact, WS partner or employer job referral details</p> <p><input type="checkbox"/> What: activity will be completed</p> <p><input type="checkbox"/> When: (date)</p> <p><input type="checkbox"/> Where: (How) will claimant complete tasks (location)?</p> <p><input type="checkbox"/> Why: How will the activity being done assist in the job search?</p> <p><b>F3 Follow up (subsequent) details entered.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: RAS history indicates appointment scheduled or required to be scheduled within 30 days from last follow up. ETO Action Plan Initial/Follow up TP service notes entered.</i></p> <p><b>F4 Signature obtained, consequences acknowledged, claimant received copy of plan</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO Action Plan TP, Uploaded Action plan, service or case note, copy of email sent and received by claimant when provided remotely.</i></p> <p><b>F5 Plan reviewed during follow up</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO Action Plan TP, Uploaded Action plan, service or case note.</i></p>		<p><a href="#">RESEA03-SOP Reemployment Action PlansV3 3. (4) Procedures</a> Staff must use the approved Reemployment Action Plan. Activities must be relevant to the job seekers employment goal and include. <b>WHO</b> the claimant will meet with for services, or who the claimant is referred to as an employer contact. <b>What</b> or how the contact or activity will be completed. <b>Where</b> will the claimant complete these tasks? Details must include location, address, website, or other details necessary to clearly state where the activity will occur. <b>When</b> the tasks will be completed. Must be a clear deadline to include exact dates and times as appropriate. <b>Why</b> is the activity being done? How will it assist in the job search? Review of action plan during follow up Update action plan created (Optional) Document ETO the RESEA Action Plan and the outcome of activities with completion dates.</p> <p><a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO (UI Eligibility) V3</a> 2. RESEA Action Plan Initial TouchPoints Dashboard 1.2 RESEA Action Plan Follow up TouchPoint Dashboard ▪ See RESEA03 SOP - Action Plan for detailed instructions ▪ See ETO RESEA Desk Aid.</p> <p><a href="#">UIPL 13-21 5 (a)</a> Support, to the extent needed, for the claimant in the development of an individual reemployment plan tailored to the claimant's needs; and (5) information and referral to additional reemployment services and other AJC (WorkSource) services, resources and training as appropriate.</p> <p><a href="#">Policy 4050 Revision 1 Section 3, I Minimum components of an appointment Providing support to the claimant to develop and implement an individual reemployment plan (Reemployment Action Plan). [Required at both the initial and follow-up appointments and must be provided in a one-on-one setting.]</a> This is a written plan for documenting the steps necessary to achieve reemployment. Staff must develop a plan in collaboration with claimants tailored to fit claimants' individual needs. All parties must keep a copy and have it available during future appointments. Claimants agree to follow the specific activities in the plan. Select necessary activities that will result in an outcome of reemployment or a referral to career-related training. ▪ Claimants can participate in or be referred to other ESD or one-stop partner staff for job referrals or other reemployment services such as workshops, skills assessments, or retraining</p>	

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			<p>activities. Individual reemployment plans serve multiple purposes. They are reference guides for staff and claimants to follow up on information, such as referrals. The action plans are used as foundations to build upon for follow-up RESEA appointments. They are also used to ensure the state meets federal compliance standards. Action plans should be reviewed and updated at follow-up appointments to include new activities that would further assist claimants’ timely return to work.</p> <p>Reemployment Action Plans must be attached to the service taken in the state MIS.</p> <p><a href="#">Link: COVID 19 Conducting Remote Services Guidance 12-17-2020</a> <b>Email Verification: For Customers with Email Accounts &amp; Access</b> When completing virtual appointments, the Reemployment Action Plan can be completed utilizing a fillable PDF and in DocuSign. If not utilizing DocuSign, the Reemployment Action Plan is emailed to the customer for printing and signature and then emailed back to the WorkSource Specialist. An electronic signature can be used if the claimant and WorkSource staff have the technology to do so.</p> <ul style="list-style-type: none"><li>• If a customer does not have the ability to print or the technology to electronically sign, they can reply to the email stating “I agree to the activities on my Reemployment Action Plan”. The WorkSource Specialist will use this as the acknowledgement, as opposed to a signature. The email acknowledgement must be uploaded into ETO with the Reemployment Action Plan. The date on the email will serve as documentation of the date of acknowledgement.</li></ul> <p><b>For customers without Email Accounts &amp; Access</b></p> <p><u>The claimant is instructed to record the agreed upon activities and read the activities back to the WorkSource Specialist to ensure accuracy and obtain verbal agreement to the activities. Rev. 12/14/2020 v2</u> • Schedule the follow-up appointment. Inform claimant the appointment is mandatory and will require they provide their most recent one (1) week of job search activity. • Clearly explain consequences for failure to complete action plan activities and follow-up appointment requirements (as referenced above) • <u>Finalize the plan by indicating “verbally agreed” in the customer signature line on the plan, initial and date.</u> • <u>The WorkSource Specialist will mail the paper copy of the Reemployment Action Plan to the claimant at the address provided by the claimant within 2 business days if possible.</u> • <u>Upload the Action Plan (and email if applicable) to ETO, attach to the RESEA TouchPoint.</u></p>
			2-G Components of Appointments

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<p>G1 All required elements of the RESEA meetings are properly recorded in ETO.  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA  <b>Source:</b> <i>ETO Service Notes or required elements TouchPoints and Action Plan Touchpoint both initial and follow up meetings, <b>elements met or not met during review in items listed above.</b></i>  <u><b>MISSING REQUIRED ELEMENTS</b></u>  <input type="checkbox"/> <b>2-B UI Eligibility Review</b>              <input type="checkbox"/> Initial <input type="checkbox"/> Subsequent  <input type="checkbox"/> <b>2-C Review of Work Search Records</b>              <input type="checkbox"/> Initial <input type="checkbox"/> Subsequent  <input type="checkbox"/> <b>2-D Customized LMI</b>              <input type="checkbox"/> Initial <input type="checkbox"/> Subsequent  <input type="checkbox"/> <b>2-E Employability Needs Assessment</b>              <input type="checkbox"/> Initial <input type="checkbox"/> Subsequent  <input type="checkbox"/> <b>2-F Reemployment action plan</b>              <input type="checkbox"/> Initial <input type="checkbox"/> Subsequent  <input type="checkbox"/> Proper Enrollment in ES/Wagner Peyser <input type="checkbox"/> Yes <input type="checkbox"/> No  <u>Basic Services Missing</u>  <input type="checkbox"/> RESEA Initial-Follow up Scheduled  <input type="checkbox"/> RESEA Initial-No follow up  <input type="checkbox"/> RESEA Follow up  <input type="checkbox"/> RESEA Only Referral to         </p>		<p><a href="#">Policy 4050 Revision 1 Section 3 (I)</a> <b>Minimum Components of an appointment: (J) RESEA Follow up</b>          Entering the RESEA service in the state MIS indicates that all components have been completed for that appointment. <b>System documentation:</b> Documenting attendance in RAS is not the same as entering the service in the state MIS. Both steps are required for all claimants who attend initial and follow-up appointments.  <b>Components of an appointment: (J) RESEA Follow up</b>          Entering the RESEA service in the state MIS indicates that all components have been completed for that appointment. <b>System documentation:</b> Documenting attendance in RAS is not the same as entering the service in the state MIS. Both steps are required for all claimants who attend initial and follow-up appointments.  <b>Policy 4050-Revision 1 I. RESEA Appointments Minimum components of an appointment:</b>  <b>Enrollment into Wagner-Peyser Employment Services.</b> This automatically occurs when an appropriate RESEA service is entered in the state MIS. All claimants must be registered for and receive Wagner-Peyser employment services. The federal mandate furthers the mission to help job seekers find employment and employers find qualified workers. Staff must: <b>Ensure claimants meet the (UI) work test.</b> The purpose of the work test is to determine if claimants are meeting continued eligibility requirements and are fully ready to work.  <b>Section 4.c definitions C. Work Test</b>          The (UI) work test consists of:          i. Referring or attempting to refer claimants to jobs for which they are qualified or other career services that will lead to reemployment.          ii. Detecting possible issues that affect claimants' eligibility to receive benefits and promptly reporting them according to established procedures.          iii. Monitoring the accepted referral using regular verification procedures and determining whether claimants reported to and participated in the referred career service activity.          If it was a referral to a job, determine if claimants contacted the employers and reported for the interviews; their conduct during the interview; whether they accepted job offers, and whether they, if hired, actually went to work.         </p>	

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		<ul style="list-style-type: none"> <li>Staff must complete the work test by routing any information that could affect the claim to appropriate staff and record information in job seekers' records.</li> </ul> <a href="#">UIPL 13-21 5(a)</a> The initial RESEA session is "completed" when all the following components exist" A UC eligibility review that is conducted on a one-on-one basis, including review of work search activities if such activities have not been waived and referral to adjudication if an issue or potential issue(s) is identified; 2. Customized labor market and career information based on an assessment of the claimant's needs; 3. Enrollment in the ES program; 4. Support, to the extent needed, for the claimant in the development of an individual reemployment plan tailored to the claimant's needs; and 5. Information and referral to additional reemployment services and other AJC services, resources, and training, as appropriate. <a href="#">RESEA05-SOP Employability Needs assessment and Service Referrals V3 Section 4</a> <b>Responsibilities:</b> Refer or connect o appropriate WIOA service or community resources. Enter appropriate details about identified needs and service referrals in ETO. <a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO (UI Eligibility)</a> Enter (RESEA only) Referral to Reemployment Training Basic Service Touchpoint when claimant is referral to any WorkSource employment and training services such services.	
3. UI Feedback Loop			
3-A REPORT OF POTENTIAL ISSUE REQUEST FOR WORK SEARCH DIRECTIVE			
A1 Copy of RPI form uploaded in ETO, UTAB along with any supporting documents UTAB notes entered <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <i>Source: ETO service note, case note or RESEA TP, UTAB claimant notes.</i>  A2 RPI form complete with details relevant to the claimant's circumstance <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA		<a href="#">RESEA04-SOP Required Elements TouchPoint Documentation in ETO (UI Eligibility) V3 1(a)</a> Upload required RPI with any supporting records or other relevant documents.  <a href="#">RESEA02 Version 3 Report of Potential Issues and Work Search Directives 3.0 Responsibilities</a> 1. Conduct a thorough UI eligibility assessment, including a review of work search activity log or records. 2. Report any potential issue(s) to adjudication. 3. Inform claimants when a Report of Potential Issue (RPI) is submitted and of the need to respond to the questionnaire within the timeframe specified. Customers will get the	

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<p><i><b>Source:</b> ETO service note, case note or RESEA TP. Uploaded RPI form includes; Claimant information, issue type, comments, dates, who completed by and documentation that information was submitted for adjudication to UI same day.</i></p> <p><b>A3 WSD requested using RPI form</b>  <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i><b>Source:</b> WSD section of RPI form used along with ETO service notes or RESEA TP notes, ETO case note, UTAB notes.</i></p> <p><b>A5 RPI discussed with claimant</b>  <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA  <i><b>Source:</b> ETO service note, case note or RESEA TP. Uploaded RPI form includes; Comments, dates., details.</i></p> <p><b>Claimant referred to services or resources as appropriate</b> <input type="checkbox"/>Yes <input type="checkbox"/>No <input type="checkbox"/>NA</p>		<p>questionnaire either through eServices or US postal mail 2 based on the preference they've selected in UTAB.</p> <p>4. Request the issuance of a Work Search Directive (located in the RPI form) if appropriate; and</p> <p>5. Consider referring to other resources when available to help claimants resolve underlying reasons for the issue(s) or barrier(s) to employment. The Report of Potential Issue/Work Search Directive is one of many tools used to help identify and investigate eligibility questions to ensure benefits are being paid appropriately. Fact-finding and determinations are made by the UI adjudication staff.</p> <p><a href="#">UIPL 13-21(d)</a>  Once claimants are selected to participate in the RESEA program, they are required to participate in all RESEA activities required by the state, including the initial RESEA, any subsequent RESEAs, and any reemployment services to which they are referred. Failure to report or participate in any aspect of the RESEA program must result in referral to the UI agency for adjudication under the applicable state law.</p> <p><a href="#">Policy 4050 Revision 1 Section 3, I (i) Work Search Directives (ii.) Potential Issues</a>  (i) A directive is a written notice the department issues to claimants advising them of what specific aspects of their job search activities they need to change in order to comply with the job search requirements. <a href="#">WAC 192-180-010(6)</a> Examples include, but are not limited to:</p> <ul style="list-style-type: none"> <li>Increase the number of contacts per week.</li> <li>Change method of looking for work.</li> <li>Expand the geographical area in which they are looking for work.</li> <li>Lower wage demands.</li> <li>Participate in activities needed to meet job ready standards.</li> </ul> <p>Directives must not be arbitrary or issued prematurely.  Arbitrary directives are those that direct claimants to take extraordinary measures to maintain eligibility.  Premature directives are those issued before claimants have a chance to seek work:</p> <ul style="list-style-type: none"> <li>In their usual occupation.</li> </ul>	

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		<ul style="list-style-type: none"> <li>Through customary trade practices.</li> </ul> <p>(ii) Potential Issues An issue is an act, circumstance, or condition that is potentially disqualifying under state law. Issues arise when staff discover information that causes the department to question claimants' eligibility for benefits. Claimants must be immediately able and available for suitable work in their labor market during their customary days and hours each week they claim benefits. If potentially disqualifying information is discovered, staff must confirm the details with the claimant and document the specific information in a Report of Potential Issue (RPI) form. Staff should take this opportunity to explain the eligibility requirements for benefits. Then submit a completed RPI to the claims center. Claims center staff will investigate further and resolve the issue accordingly. Depending on the nature of the information discovered, staff should consider referrals to other resources when available to help claimants resolve underlying reasons for the issues or barriers to employment. RPI's must be submitted the same day the issue was discovered and a detailed case note explaining the issue(s) and staff's action taken entered in both UTAB and the state MIS system.</p>	
<b>4. ETO Data Integrity RESEA TouchPoints Implemented 8-23-2021</b>			
<b>4-A ETO RESEA BASIC SERVICE TP</b>			
<b>A1 Date of ETO service matches attendance date in RAS</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Source: ETO Basic Service, Initial or Follow up TP dashboards, service notes, case notes. RAS event history.</i>		<a href="#">RESEA04 Required Elements TouchPoint documentation in ETO Section 4 (A)</a> Service TouchPoints and accompanying notes must be entered into ETO on the same day services are provided for both the initial and follow-up appointments. Staff that provide RESEA services at remote locations without internet or system access must enter TouchPoints on the business day following the appointment date. <b>Required ETO RESEA TouchPoints (TP)</b> A. RESEA Basic Service: One of these basic services must be entered for all completed appointments. (Service notes and uploading of action plan or other documents will be completed under the RESEA Dashboard Required Elements and RESEA Action Plan Touchpoints):	



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		<p>1. RESEA Initial-Follow up Scheduled                  2. RESEA Initial-No Follow up                  3. RESEA Follow up                      a) Select the method of contact: in-person, telephone, or video conference.                      b) Enter Activity Date of the RESEA Service.                  ⇒ (RESEA only) Referral to Reemployment/Training: Enter a separate Basic Service Touchpoint in addition to the above when Claimant is referred to any WorkSource employment and training services such as workshops, referrals to community college partners and strategies for success classes                  **8-23-2021 Revisions moving RESEA documentation <b>from Basic Service TP for all initial and follow up meetings scheduled after 8-23-2021 implementation.</b></p> <p><a href="#">Policy 4050 Revision 1 Section 3 (I)</a>                  Entering the RESEA service in the state MIS indicates that all components have been completed for that appointment, <b>System documentation:</b> Documenting attendance in RAS is not the same as entering the service in the state MIS. Both steps are required for all claimants who attend initial and follow-up appointments,  <a href="#">UIPL 13-21 5(a)</a>                  The initial RESEA session is “completed” when all the following components exist” A UC eligibility review that is conducted on a one-on-one basis, including review of work search activities if such activities have not been waived and referral to adjudication if an issue or potential issue(s) is identified; 2. Customized labor market and career information based on an assessment of the claimant’s needs; 3. Enrollment in the ES program; 4. Support, to the extent needed, for the claimant in the development of an individual reemployment plan tailored to the claimant’s needs; and 5. Information and referral to additional reemployment services and other AJC services, resources, and training, as appropriate.</p>	
<b>4-B RESEA REQUIRED ELEMENTS AND ACTION PLAN TOUCHPOINT DASHBOARDS</b>			
<b>B1 RESEA Required Elements Initial TouchPoint Dashboard completed</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA		<a href="#">RESEA04 Required Elements TouchPoint documentation in ETO Section 4 (B)(1)(1.1) (2)(1.2)</a> RESEA Customer Dashboard. The Initial Meeting TouchPoint once entered will create a dashboard. All follow up meeting TouchPoints will be taken within the Initial meeting	

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<p><b>Source:</b> ETO RESEA dashboard for initial and record saved and not in draft format for all initial appointments completed beginning on 8-23-2021.</p> <p><b>B2 RESEA Action Plan Initial TouchPoint Dashboard completed</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p> <p><b>Source:</b> ETO Action Initial dashboard has the completed, not in draft form.</p> <p><b>B3 RESEA Required Elements Follow up TouchPoint completed</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p> <p><b>Source:</b> ETO RESEA Follow up required elements completed, not in draft form.</p> <p><b>B4 RESEA Action Plan Follow up TouchPoint entered</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p> <p><b>Source:</b> ETO RESEA Action Plan Follow up completed, not in draft form when additional follow up meetings scheduled.</p>		<p>dashboard: 1. RESEA Required Elements Initial TouchPoint Dashboard o 1.1 RESEA Required Elements Follow up (The follow-up appointment will cover all the same elements of the initial meeting) 2. RESEA Action Plan Initial TouchPoints Dashboard o 1.2 RESEA Action Plan Follow up TouchPoint Dashboard.</p> <p><b>**8-23-2021 Revisions moving RESEA documentation from Basic Service TP for all initial and follow up meetings scheduled after 8-23-2021 implementation.</b></p>	
<b>ON-SITE OBERSEVATION &amp; INTERVIEW Checklist</b> Includes Items listed in "Participant Record Checklist"		<b>OBSERVATION EVIDENCE &amp; INDICATORS</b>	<b>Monitor Interview Questions</b>
<p><b>1-A Scheduling Appointment</b>  <b>(Staff assisting claimant in scheduling an appointment)</b>  <b>RESEA09-Self-Scheduler 4. Procedures: Selection and call-in letters and Scheduling appointments.</b> "Staff must verify identity of each claimant prior to assisting with appointment scheduling and record a detailed case note that support was provided, and that claimant identity was verified.  Claimants who wait until the end of their scheduling deadline to contact WorkSource for assistance in scheduling their appointment may have difficulty finding an opening. If there are no more appointment slots available, it is the WorkSource office's discretion whether the claimant can be accommodated. Schedulers can add a new opening and schedule the claimant. If a claimant cannot be accommodated for last-minute scheduling, WorkSource staff must document this in both ETO <b>and</b> UTAB case notes.  <b>Policy 4050 Revision 1 Section 3. (C)</b></p>		<p><b>Claimant identity verified.</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Case note entered in ETO?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Unable to schedule day of deadline?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/></p> <p><b>Notes entered ETO/UTAB?</b></p>	<p>1. Describe how claimant identity is verified and documented when assisting in scheduling an RESEA appointment?</p> <p>2. Describe process for accommodating a claimant in need of rescheduling an RESEA appointment prior their deadline when unable to find an opening?</p>

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<b>1-C RESCHEDULE</b> <i>(Staff assisting claimant in <b>rescheduling</b> of appointment)</i>  <b>RESEA11 SOP Rescheduling</b> <i>Staff assisted in rescheduling and documented in ETO case note that ID was verified along with rescheduling details.</i>  <b>Policy 4050 Revision 1 Section 3 C, and D (i,ii,iii)</b> <b>D. Rescheduling claimants</b> <i>If claimants need to reschedule more than twice, they are required to contact WorkSource for scheduling assistance. If claimants contact the office prior to their appointment, staff must verify their identity, record the reason they cannot attend their appointment, and determine if they can reschedule or be exempted.</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No NA <input type="checkbox"/>  <b>Claimant identity verified.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Case note entered in ETO?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Unable to schedule day of deadline?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No NA <input type="checkbox"/> <b>Notes entered ETO/UTAB?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No NA <input type="checkbox"/> <b>Advised of UI AA issue prior to reschedule?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No NA <input type="checkbox"/> <b>Reason selected in RAS was agreed to and chosen by claimant?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No NA <input type="checkbox"/>	1. Describe the process for assisting claimants requesting assistance in rescheduling an appointment?  2. How do you determine if the claimant can reschedule more than 2 times?  3. Describe how you advise the claimant of the report of potential issue that will occur when the appointment is rescheduled?  4. Describe the process used to select the Reschedule Reasons in RAS when completing the reschedule for the claimant?
<b>1-D Exemption</b> <i>Staff assisting claimant with determination of exemption from scheduling or attending either an initial or follow up appointment.</i>		<b>Similar Service in last 12 months correctly verified in ETO/RAS and documented in ETO case notes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA <b>Notes entered in ETO</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	1. Describe the steps required to Exempt using "Similar service in last 12-mons"?  2. Describe the steps required to use RTW exemption?

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		<b>RTW on or before scheduled appointment or end of 21-day scheduling window.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA  <b>Referred to UI staff for determination of exemption eligibility (i.e.; standby, union)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	3. Describe the steps taken to refer a claimant to UI for exemption determination?
<b>2-A Claimant Identity Verification</b>  <i>Staff assisting claimant scheduling an RESEA appointment either initial or follow-up meeting.</i>  <b>RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 (How ID was verified)</b> Other information confirmed by claimant can come from UTAB record using address, SSN, last employer, DOB, Phone number on file or email address on file.		<b>Requested Photo ID or accessed PII from UI Claimant account in UTAB.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	1. Describe what information is used to verify the claimants Identity at the beginning of the RESEA meetings?
<b>2-B UI Eligibility Review</b> <i>Questions of UI eligibility were addressed and properly reported to UI for adjudication if detected during the RESEA meeting.</i> <b>RESEA01-SOP Review of Work Search Activities and UI Eligibility Assessment V3</b> <b>RESEA04-SOP Required Elements TouchPoint Documentation in ETO V3 Section 4-B.1 UI Eligibility Tab</b> <i>a. Able to accept suitable work</i> <i>b. Available for work</i>		<b>UI Eligibility was assessed?</b> <input type="checkbox"/> Able <input type="checkbox"/> Available <input type="checkbox"/> Actively Seeking Suitable Work	1. Describe how UI eligibility is assessed and if detected reported to UI?  2. Describe how and when the report of potential issue is completed?

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<p>c. <i>Actively seeking work presented. If there are no issues detected provide elements of the assessment used to determine no reportable UI issues were detected.</i></p> <p><b>Policy 4050 Revision 1 Section 3(ii)</b></p> <p><b>(ii) Potential Issues</b> An issue is an act, circumstance, or condition that is potentially disqualifying under state law. Issues arise when staff discover information that causes the department to question claimants' eligibility for benefits.</p>		<p><b>Report of potential issue identified, discussed with claimant?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p>	
<p><b>2-C Work Search Review</b></p> <p><i>(The review of requested work search records reviewed during the UI eligibility review to include if submitted prior or during the meeting.)</i></p> <p><b>RESEA01-SOP Review of Work Search Activities and UI Eligibility Assessment V3</b></p> <p><i>RCW 50.20.080 Refusing to apply for or accept suitable work as directed</i></p> <p><i>RCW 50.20.100 Suitable work factors</i></p> <p><i>WAC 192-170-010 Availability for work</i></p> <p><b>5460 Able and Available Non-Mon Definitions</b></p> <p><i>Benefits Resource Manual - 5460</i></p> <p><b>Policy 4050 Revision 1.</b></p>		<p><b>Claimant presented job search logs/records for weeks requested prior to or during meeting as required?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Job search logs were missing or inadequate?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>UTAB or Verbal review of records reviewed as last resort?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA</p> <p>Clarification of work search requirements were provided for inadequate or missing records, RPI completed with request for WSD.</p>	<p>1. Describe how job search records are reviewed at the meeting?</p> <p>2. Describe the steps taken when claimants have missing or inadequate job search records?</p> <p>3. Describe the steps taken to request a WSD when job search records are missing or incomplete?</p>

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		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
<b>2-D Customized Labor Market Information</b> <i>(Labor Market information was based on claimant's primary occupation and was relevant to claimants' goals, experience and education and discussed during the RESEA meeting.)</i> <b>RESESA06-SOP Providing Customized LMI V3 Section 4 Procedures</b> <i>Staff must provide labor market information that is customized to align with the results of validated assessment instruments completed by claimants as well as claimants' customary occupations, occupational goals, skills, abilities, education and credentials.</i> <i>Policy 4050 Revision 1. Customized labor market and career information based on an assessment of the claimants needs.</i>		<b>Labor market information was reviewed with claimant for customary occupation</b> <input type="checkbox"/> Yes <input type="checkbox"/> No  Information shared included review of <b>claimants work history, skills, education and goals</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	1. How is labor market information reviewed with the claimant?  2. Describe how labor market information is customized the claimant's employment goal
<b>2-E Employability Needs Assessment</b> <i>appointment to complete the required assessment of needs for or service referrals)</i> <b>RESEA05-SOP Employability Needs assessment and Service Referrals V3 Section 4 Responsibilities.</b> <i>WorkSource staff will complete the standardized required elements TouchPoint during the initial and follow up (subsequent) appointments.</i> <b>UIPL13-21 5(a)</b> Information and referral to additional reemployment services and other AJC services, resources, and training as appropriate.		<b>Standardized needs assessment completed using customer responses.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Areas of ENA covered: <input type="checkbox"/> Financial Concerns <input type="checkbox"/> Employment Goals <input type="checkbox"/> Education training needs <input type="checkbox"/> Job search needs <input type="checkbox"/> Use of WorkSource Services or Resources	1. Describe how claimant responses are recorded in ETO during the assessment?

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<b>ELEMENT</b>		<b>References</b>	
<b>2-F REEMPLOYMENT ACTION PLAN</b> <input type="checkbox"/> <b>Observation</b> <input type="checkbox"/> <b>Monitor Interview</b> <i>(Claimant participated in development of the action plan, agreed, acknowledged requirements signature obtained Claimant received a copy of the plan.)</i> <b>RESEA03-SOP Reemployment Action PlansV3</b> <i>Staff must use the approved Reemployment Action Plan. All plans must be tailored to the claimant's individual needs and developed in collaboration with the claimant as part of the one-on-one interaction of the RESEA meeting.</i> <b>UIPL13-21 5 (a) 4</b> <i>Support, to the extent needed, for the claimant in the development of an individual reemployment plan tailored to the claimant's needs; and (5) information and referral to additional reemployment services and other AJC (WorkSource) services, resources and training as appropriate.</i>		<div style="display: flex;"> <div style="flex: 1; border-right: 1px solid black; padding-right: 10px;"> <p><b>Approved action plan created with claimant</b>  <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Employment/Career Goal defined:</b>  <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Claimant agreed to activities and signature, verbal acknowledgement obtained</b>  <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Copy provided to claimant</b>  <input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>During follow up action plan was reviewed with claimant and updated when appropriate</b>  <input type="checkbox"/> Yes   <input type="checkbox"/> No   <input type="checkbox"/> NA</p> </div> <div style="flex: 1; padding-left: 10px;"> <ol style="list-style-type: none"> <li>1. Describe how a claimant participates in the development of the reemployment action plan.</li> <li>2. Describe how claimant agreement to the plan is acknowledged and signature obtained.</li> <li>3. How does a claimant receive a copy of their action plan?</li> <li>4. Describe how the action plan is reviewed and if needed updated during a follow up meeting.</li> </ol> </div> </div>	
<b>On-Site Operational Monitoring Interviews with Staff and Office Supervisor</b>			
<b>5. REASONABLE SCHEDULING ACCOMMODATION Element &amp; Reference</b>		<b>Monitor Interviews Questions</b>	



## 2021 RESEA REQUIRED PROGRAM POLICIES, PROCEDURES, RCW'S, WAC'S, UIPL'S COMPREHENSIVE CHECKLIST

RESEA Grant Year 2021 January 1, 2021 to December 30, 2021	Date of Citation Review 1-22-2022	Monitor name Kimberly Metcalf	
<b>ELEMENT</b>		<b>References</b>	
<p><b>4. REASONABLE SCHEDULING ACCOMMODATION</b>  <a href="#">SA 306. [42 U.S.C. 506] (a)(ii)(iii)</a> Reasonable scheduling accommodations to maximize participation for eligible individuals;  <a href="#">RESEA09 SOP Self-Scheduler</a>  <b>4. Procedures: Selection and call-in letters and Scheduling appointments.</b> Staff must verify identity of each claimant prior to assisting with appointment scheduling and record a detailed case note that support was provided, and that claimant identity was verified.  <a href="#">Policy 4050 Revision 1 Section 3. (C)</a>  <i>Claimants will receive an invitation letter to self-schedule their RESEA appointment using the Reemployment Appointment Scheduler (RAS). Claimants have 21 calendar days from the date on the letter to schedule and attend an initial RESEA appointment. Once claimants are notified to schedule, participation is mandatory. Failure to participate in reemployment services, without justifiable cause, will jeopardize their eligibility for UI benefits. Claimants who need help scheduling or rescheduling (see rescheduling section below) their appointment can contact the local WorkSource office listed on their letter for staff assistance.</i></p>		<p><b>5. REASONABLE SCHEDULING ACCOMMODATION</b>  <a href="#">SA 306. [42 U.S.C. 506] (a)(ii)(iii)</a> Reasonable scheduling accommodations to maximize participation for eligible individuals.</p> <p>1. Describe how the local office prepares RAS initial appointment openings each week to select new claimants?  Response:</p> <p>2. How does the local offices manage open available appointments to assure claimants can locate available openings to self-schedule or to allow staff to schedule when claimant is nearing the 21-day deadline?  Response:</p> <p>3. Describe how the Selection Projection Report is used to manage open available openings in RAS.  Response:</p> <p>4. Are claimants offered all choices in RAS when scheduling an appointment (in-person, Virtual and Phone)? <input type="checkbox"/> Yes <input type="checkbox"/> No  Response:</p> <p><u>If NO</u>, why are appointment method choices limited?</p>	
<b>6. Local Office Monitoring Element &amp; Reference</b>		<b>Monitor Interviews Questions</b>	
RESEA Program Monitoring Manual - Location (RESEA EC Programs One Stop) 9-14-2021.		1. Is the local office conducting local monitoring of RESEA service delivery including proper MIS documentation? <input type="checkbox"/> Yes <input type="checkbox"/> No	

## 2021 RESEA REQUIRED PROGRAM POLICIES, PROCEDURES, RCW'S, WAC'S, UIPL'S COMPREHENSIVE CHECKLIST

RESEA Grant Year 2021 January 1, 2021 to December 30, 2021	Date of Citation Review 1-22-2022	Monitor name Kimberly Metcalf	
<b>ELEMENT</b>	<b>References</b>		
		<p>a. If <u>YES</u>, do you have records to share and/or describe the process your using?</p> <p>b. If <u>NO</u>, why and what support is needed to conduct local monitoring. Response:</p>	
<b>7. RESEA Staff Required Training Element &amp; Reference</b>		<b>References</b>	
<p><a href="#">UIPL 13-21</a>  <a href="#">Policy 4050 Revision 1 A</a>. Staff training requirement for RESEA services          A. Staff training requirement for RESEA services Staff working in the RESEA program must, at a minimum, be trained in the program's requirements, including state laws, rules, and agency policies related to job search, reporting requirements and UI eligibility assessments, prior to providing direct services to claimants and then receive annual refresher training thereafter. All staff working with RESEA participants must be trained to detect and report potential issues to the unemployment insurance claims centers. To support integrated service delivery approaches and the goals of the Workforce Innovation and Opportunity Act (WIOA), in coordination with RESEA grant managers, the state can consider models that use properly trained local partner staff to assist in providing RESEA services.  <a href="#">State Plan 2021</a></p>		<p>1. Have all RESEA staff received formal required training? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure</p> <p>a. If, <u>YES</u>, does the office have a list to verify formal staff training, names and dates? Response:</p> <p>b. If, <u>NO</u>, how have staff received RESEA training prior to providing RESEA Services?</p>	