

Washington State Reemployment Services and Eligibility Assessment Policy

Policy Number: 2005

To: Washington WorkSource System

Effective Date: April 11, 2024

Subject: Reemployment Services and Eligibility Assessment (RESEA) Monitoring

1. Purpose:

To establish monitoring standards for the Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) program.

2. Background:

The Unemployment Insurance (UI) program is a required partner in the broader public workforce system and provides unemployment benefits to individuals who have lost their employment through no fault of their own and who otherwise meet initial and continuing UI eligibility requirements.

In Fiscal Year (FY) 2018, amendments to the Social Security Act (SSA) permanently authorized the RESEA program. The permanent RESEA program has four purposes:

- Reduce UI duration through improved employment outcomes;
- Strengthen UI program integrity;
- Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and
- Establish RESEA as an entry point to other workforce system partners.

Individuals who file UI claims and are required to search for work are referred to the RESEA program. Claimants are introduced to the wide array of re-employment services that are available to them through WorkSource and are referred to re-employment services appropriate for their individual needs.

The Workforce Monitoring Unit is the agency's principal monitor for WIOA programs and RESEA. It performs annual monitoring of RESEA services at WorkSource offices statewide. This process fulfills ESD's compliance-monitoring requirements under 2 CFR part 200 and satisfies Section 183 of WIOA.

ESD performs monitoring activities to:

1. Ensure programs achieve intended results;
2. Ensure resources are efficiently and effectively used for authorized purposes and are protected from waste, fraud, and abuse; and

The WorkSource System is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Language assistance services for limited English proficient individuals are available free of charge.

3. Ensure reliable and timely information is captured and reported to serve as the basis to improve decision-making.

3. Policy:

ESD, on behalf of the Governor, is responsible for the oversight of the programmatic activities as the state grantee to ensure proper stewardship of federal funds. One way the agency exercises oversight is through monitoring.

a. Local Office Monitoring

Each local office must conduct and report RESEA self-monitoring, overseen by regional leadership and the RESEA program operator on at least a quarterly basis. Self-monitoring will be conducted by staff delegated by regional leadership or the program operator to do so. This must be done using tools and instructions provided by the program operator and approved by the UI RESEA Grant Managers. Workforce Monitoring Unit will receive copies of the local area's quarterly reports in advance of the state-level monitoring on-site visit.

b. State Level Monitoring

i. Frequency of Monitoring Reviews

ESD's Workforce Monitoring Unit will conduct RESEA monitoring on an annual basis. The Monitoring Unit will also work with the EC Divisional Leadership, Regional Directors, Administrators and Program Operators to establish an annual schedule of state level monitoring prior to the start of each program year. The initial schedule, subject to modification, will list annual review dates and will be posted in the "Monitoring" tab of the [Workforce Professionals Center](#). The Workforce Monitoring Unit is not limited to the initial schedule and may conduct unannounced or unscheduled for cause reviews at their discretion.

ii. Scope of Monitoring Reviews

Monitoring activities will encompass programmatic monitoring. Program monitoring activities can include remote and on-site visits, off-site desk-level reviews, and analyses of program deliverables to help identify potential weaknesses before such weaknesses result in substandard compliance and performance. RESEA Monitoring Tools and the companion recorded training sessions are updated annually and can be found in the Monitoring section of the Workforce Professional Center [website](#).

During each monitoring cycle, ESD will monitor RESEA program year activities-to-date. Key areas of review may include:

1. Appointment scheduling, rescheduling, attendance, and exemption documentation
2. UI Feedback Loop documentation
 - Request for Work Search Directive
 - Report of Potential Issue
3. Required components of appointments documentation

- Identity Verification at Appointment
 - Unemployment Insurance (UI) eligibility review and the UI work test
 - Review of Work Search
 - Customized Labor market Information
 - Employability Needs Assessment
 - Reemployment Action Plan
4. Management Information System Data Integrity
 - Recording of required Basic Services in the MIS
 - Required Elements and Action Plan dashboards
 5. Detailed claimant specific case note documentation that supports services provided in the completion of the Initial and Subsequent appointments

iii. Access to Records

Program administrators and staff are required to provide ESD's Workforce Monitoring Unit access to local area quarterly monitoring reports, records, financial statements, facilities, and participants.

c. Additional Review / Technical Assistance

In addition to the annual review, which may be conducted on-site or remotely, some monitoring activities may be conducted by phone, through desk reviews of documents and reports, and by such other means as deemed necessary by ESD's Workforce Monitoring Unit. If an area of concern or practice is identified at any point, ESD's Workforce Monitoring Unit may offer or coordinate technical assistance as needed. Technical assistance may include additional on-site or remote visits.

d. RESEA Monitoring Reports

ESD's Workforce Monitoring Unit will issue the following documents summarizing the results of monitoring activities. The documents may include the observations, items to address, findings, and recommendations of the monitoring team.

i. Office Monitoring Summary

A monitoring summary is issued following each monitoring visit describing the scope of the visit and whether items to address have been identified for the office. The Monitoring Summary is issued to the designated local leadership identified at exit along with designated Divisional Leadership and UI RESEA Grant Managers. The summary may also contain items that may need to be addressed at a broader level than the office.

ii. Annual Monitoring Report

An annual monitoring report includes a summary of the monitoring visits that occurred during a specific period. The purpose of this report is to provide information about trends that were identified across the offices that were monitored. These trends may result in Items to Address at ESD Divisional Leadership levels. It also identifies any

findings and noted practices. The report will be sent to designated Division leadership and UI RESEA Grant Managers to provide cross-divisional information.

4. **Definitions:**

ANNUAL MONITORING REPORT - A summary of the monitoring visit that occurred during a specific period. The purpose of this report is to provide information about trends that were identified across the offices that were monitored. These trends may result in Items to Address at ESD Divisional Leadership levels. It also identifies any findings, unresolved questioned costs, disallowed costs and noted practices.

AT-RISK ITEM/AREA - Items or areas that while not a clear and direct violation of state or federal law or regulation could lead to such a violation if not addressed. At-Risk Elements/Items are identified in the Office Monitoring Summary and the Annual Monitoring Report.

CORRECTIVE ACTION - Action taken that corrects identified deficiencies, produces recommended improvements, or demonstrates that findings or items to address are either invalid or do not warrant action.

CORRECTIVE ACTION PLAN - A plan developed and imposed by the Agency (ESD) that requires a Board or Agency grantee to take Agency-identified actions within a specified time frame designed to correct specific instances of noncompliance or other failures.

EMPLOYMENT SERVICE (ES) OFFICE – A WorkSource office that provides Wagner-Peyser Act services as a one-stop partner program. A site must be co-located in a one-stop center consistent with the requirements of 20 CFR 678.305 through 678.315.

ITEMS TO ADDRESS - Items to Address include clear and direct areas of non-compliance with federal, state and local law and regulations. Items to Address are identified in the Office Monitoring Summary and the Annual Monitoring Report.

NOTED PRACTICE - Any approach to service delivery or process that is identified as being a unique or effective approach that offers increased services to customers or greater efficiency and effectiveness in service delivery or administration. These will be identified in the Office Monitoring Summary and Annual Monitoring Report.

OFFICE MONITORING SUMMARY – A monitoring summary issued following each monitoring visit describing the scope of the visit and whether items to address have been identified for the office. The Office Monitoring Summary is issued to the designated local leadership identified at exit along with designated divisional leadership. The summary may also contain items that may need to be addressed at a broader level than the office.

TECHNICAL ASSISTANCE - To identify areas for improvement in the program operations during monitoring and compliance review visits. May include assistance in developing a performance improvement plan.

5. **References:**

- [Public Law 113-128, Section 183](#) – The Workforce Innovation and Opportunity Act (WIOA)
- [Bipartisan Budget Act of 2018, Pub. L. 115-123](#), Section 30206

- [Social Security Act \(SSA\) Sec 306, Grants to States for Reemployment Services and Eligibility Assessments](#)
- [Social Security Act Sec 303 \(42-U.S.C. 503\), Provision of State Laws](#)
- [Federal Register, Volume 81, No. 161](#)
- [20 CFR 651 – 654, 658](#) – The Wagner-Peyser Act Employment Service System
- [20 CFR 683.400](#) – What are the Federal and State monitoring and oversight responsibilities?
- [20 CFR 683.410](#) - What are the oversight roles and responsibilities of recipients and subrecipients of Federal financial assistance awarded under title I of the Workforce Innovation and Opportunity Act and the Wagner-Peyser Act?
- [2 CFR 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#)
- [ETA Handbook 401 5th](#), Unemployment Insurance Reports Handbook
- [Unemployment Insurance Program Letter \(UIPL\) 08-24, UI RESEA Fiscal Year \(FY\) 2024 Operating Guidance \(Joint TEGL 11-23\)](#)
- [UIPL 02-23, UI RESEA FY 2023 Operating Guidance \(Joint TEGL 08-22\)](#)
- [Training and Employment Notice \(TEN\) 22-22, RESEA Outcome Payments for FY 2022](#)
- [UIPL 10-22, UI RESEA FY 2022 Operating Guidance \(Joint TEGL 05-21\)](#)
- [UIPL 06-22, Announcing RESEA Program Outcome Payments for FY 2021](#)
- [UIPL 13-21, UI RESEA FY 2021 Operating Guidance \(Joint TEGL 12-20\)](#)
- [UIPL 07-21, Performance Measures for RESEA and Unemployment Insurance \(UI\) participants](#)
- [UIPL 08-20, UI RESEA FY 2020 Operating Guidance](#)
- [UIPL 07-19, UI RESEA FY 2019 Operating Guidance](#)
- [UIPL 08-18, UI RESEA FY 2018 Operating Guidance](#)
- [UIPL 03-17, UI RESEA FY 2017 Operating Guidance](#)
- [UIPL 12-01, Change 1, Outsourcing of Unemployment Compensation Administrative Functions – Claims Taking](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act \(WIOA\) and the Wagner-Peyser Act Employment Service \(ES\), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules](#)
- [TEGL 16-16, Change 1, One-Stop Operations Guidance for the American Job Center Network](#)
- [TEGL 10-16, Change 2, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Core Programs](#)
- [WorkSource Information Notice \(WIN\) 0090 Rev. 2, Assisting UI Claimants in WorkSource](#)
- [WIN 0023 Rev. 2, Management of Medical and Disability Related Information](#)
- [WorkSource System Policy 1020, Revision 1, Data Integrity and Performance Policy and Handbook](#)
- [WIOA Title I Policy 5414 Revision 1, WIOA Title I-B Monitoring](#)
- [Policy 1003, Revision 5](#) – Data Element Validation
- [RCW 50.20.010](#), Benefits eligibility
- [RCW 50.20.011](#), Worker profiling
- [RCW 50.20.080](#), Disqualification for refusal to work
- [RCW 50.20.100](#), Suitable work factors

- [WAC 192-170-010](#), Availability for work
- [WAC 192-170-050](#), Suitable work factors
- [WAC 192-170-060](#), Suitable work factors under domestic violence or stalking
- [WAC 192-170-065](#), Suitable work factors agricultural labor
- [WAC 192-170-090](#), Incarceration
- [WAC 192-180-005](#), Registration for work
- [WAC 192-180-010](#), Job search requirements
- [WAC 192-180-013](#), Job search requirements for individuals who work less than full-time
- [WAC 192-180-014](#), Individuals who leave work due to domestic violence or stalking
- [WAC 192-180-015](#), Tracking job search activities
- [WAC 192-180-020](#), Job search monitoring activities
- [WAC 192-180-040](#), Directive to attend workshop

6. Supersedes:

None

7. Website:

<https://wpc.wa.gov/policy/state/labor>

8. Action:

Employment Security Regional Directors and WorkSource Administrators must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

Workforce Professionals Center – [Monitoring Tools](#)

Direct Policy Inquiries To:

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