2019 NASWA Workforce Summit & UI Director’s Conference

WORKSHOP:
“Create your own FREEDOM TRAIL - Inspiring Changes in RESEA”
RESEA Discussion Points

- Initial Implementation (as REA) 2015-2016
- Communication Tactics
- UI Eligibility Review
- Re-Employment Strategies
- Best Practices
- Designing a Permanent Program
- Preparing for the Evaluation Model
Initial Implementation
2015-2016

- Five Workforce Regions – Statewide
- UI Adjudicators Assigned to Each Region (American Job Centers / AJCs)
- Orientation Three Days per Week, PowerPoint Classroom Setting
- In-person one-on-one meeting with both ReEmployment Specialist and UI Adjudicator
- Scheduled and required to participate in Additional Re-Employment Activity
Communication Tactics

- RESEA Invitation Letter, USPS
- Reminder Telephone Calls
- Email Reminder, Source = CTHires
- Text Message Reminder, Source = UI Initial Claim
- Check-In process, day of orientation
- RESEA Document Review, CTHires Complete Registration, and UI Eligibility Review
UI Eligibility Review

- Validate Two UI Documents, “Eligibility Questionnaire” and “Work Search Log”
- One-on-One Discussion with UI Adjudicator
- Review UI Documentation for Issue Detection
- Schedule Eligibility Hearing for any Detected Issue
- Conduct Eligibility Hearing, Issue Decision, and Afford Due Process
Re-Employment Strategies

- Introduce Re-Employment and Training Services / Programs available in AJCs through Group Orientation
- Provide Specific Employer Recruitment Opportunities, Job Fairs, and Micro Career Fairs
- Provide Specific “College / University” Training Programs, Some at No / Low Cost, including Apprenticeship Opportunities
- Orientation or Additional Re-Employment Activity to Coincide with Employer Recruitments
- Veteran Preference, Priority of Services
Best Practices

- Adjudicator Assignment
- Training and Monitoring Review for Improvement
- Weekly / Monthly Review of Metrics / Performance (for Improvement)
- Orientation / Additional Re-Employment Activity coincides with Employer Recruitment(s)
- Excellent Collaboration between Unemployment Insurance and Employment Services Staff
Designing a Permanent Program

- Create Positions for Permanent UI Adjudication Staff in each AJC
- Training New Staff by Utilizing Classroom and OJT concepts
- Updating Profiling Model to Lower Weighted Score on (Repeated) Seasonal Employment
Preparing for the Evaluation Model

- Discussions with ABT Services and (Boston) Regional Office
- Verifying All Work Search Efforts with Employers
- Collaboration with other States on Shared Strategies
Reminder: Include your Staff!

- Communicate
- Provide updates
- Get their input and ideas
- Follow through on directives and concepts
- Measure performance
- Continuous adjustment and change
- Support your staff