

RESEA: QUICK START ACTION PLANNER (QSAP)

Introduction

States have a unique opportunity to rethink and reevaluate service delivery strategies in the new and growing RESEA program. This RESEA QSAP is designed help states assess their progress and posture on having a fully implemented RESEA program that is integrated into the workforce system. The scope of the QSAP is limited to RESEA operations and strategic planning and does not include RESEA evaluation and evidence requirements. Please note that additional RESEA guidance, resources, and tools, including resources devoted to RESEA’s evaluation and evidence-based requirements are available on the “RESEA landing page” that is hosted by the Employment and Training Administration’s knowledge-sharing site, [WorkforceGPS](#). The [RESEA Resource Page](#) is a comprehensive location for information to support states with all RESEA components. This QSAP will help states better align their strategies with RESEA program goals, including:

- ▶ Reducing UI duration through improved employment outcomes
- ▶ Strengthening UI program integrity
- ▶ Promoting alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA)
- ▶ Establishing RESEA as an entry point to other workforce system partners

Each state is encouraged to use this QSAP as a guide and add additional indicators that reflect the unique characteristics of the state. The QSAP has indicators at the state, local, and American Job Center level. Managers of UI and/or workforce development programs who are interested in strengthening their RESEA programs and meeting the goals above will find value in completing the QSAP.

The QSAP can be completed by any individual or group in the UI and/or Workforce Development agencies that is knowledgeable about the state’s RESEA operations. However, we recommended the completion of the QSAP include representatives from all RESEA partners when possible, to support a full assessment of RESEA implementation in the state. The main indicator categories cover the following areas: Policies, Partnerships, and Planning; Service Design & Delivery; System Capacity; and Technology Alignment.

Instructions

Each section includes a brief description and a list of indicators to consider when planning and preparing for integrating RESEA. It also provides a list of additional resources to review. For each of the indicators, states should evaluate their readiness on a five-point scale, with 1 indicating “no work has been done on this item” and 5 indicating “we have fully addressed or implemented this item.” The QSAP includes a place for notes and/or next steps. See sample table below.

Sample Table

INDICATOR	RATING	NOTES
Our system has a plan for policy alignment...	4	<i>We have aligned policy in key areas except data sharing. Need to convene partner group to discuss.</i>

POLICIES, PARTNERSHIPS, AND PLANNING

The indicators in this section focus on critical “structural” requirements and supports for RESEA integration. The indicators are organized into categories such as policy alignment, partnerships, planning (RESEA), and shared performance measures.

Policies, Partnerships, and Planning Indicators

INDICATOR	RATING	NOTES
<i>Policy Alignment</i>		
1. Our state system is based on a shared vision for an integrated workforce system, as outlined in WIOA, where RESEA serves as an entry point to other workforce system partners.		
2. We include RESEA as a key component of a fully aligned system, and we actively engage RESEA partners in WIOA planning at the state, regional, and local levels.		
3. We have clearly articulated and disseminated information on how claimants are targeted for participation in the RESEA program with other workforce system partner programs, including Wagner-Peyser/Employment Services and Workforce Innovation and Opportunity Act core and required partner programs, in state policy guidance.		
4. We have issued joint policy guidance articulating expectations for integrating RESEA into workforce system organization and operations, and for providing RESEA participants access to the full array of workforce system programs and services consistent with RESEA program alignment and system access goals.		
5. Our One-Stop Certification criteria include indicators about integrating RESEA in the One-Stop system and ease of access to other workforce system programs for RESEA participants.		
6. Our RESEA and broader workforce system leaders communicate jointly on a regular basis updating all staff on priorities, developments, and changes, as well as reinforcing expectations about integrating RESEA in workforce system operations and service delivery.		
7. As state workforce system partners, we have provided support for local areas to develop joint plans, policies, and procedures supporting cross-program connectivity and business processes that enhance reemployment service delivery to UI claimants and RESEA participants.		

INDICATOR	RATING	NOTES
Partnerships		
8. We include RESEA partners in processes to develop state, regional, and local WIOA plans, and these plans clearly address integrating RESEA in workforce system staffing, programming, and service delivery.		
9. Our WIOA memoranda of understanding and infrastructure funding agreements include RESEA as full partners, describe RESEA roles and contributions to operations and service delivery, and describe how other workforce system partners will integrate and leverage RESEA in operations and service delivery.		
10. We have data-sharing agreements in place to ensure that RESEA customer information is appropriately shared with other workforce system programs to assist RESEA participants through the intake process and to provide access to a wide range of complementary and integrated services and coordinated case management support. Also see Technology Alignment below.		
11. We include RESEA as an essential partner in regular state and local WIOA partners' meetings.		
12. We ensure that RESEA connects to services and supports available through AJC partners' industry sector strategies and career pathways efforts and initiatives.		
Planning (RESEA)		
13. We explicitly focus on UI claimants and RESEA participants as a customer base and talent pool in Wagner-Peyser/Employment Service and WIOA service planning and service delivery. We include RESEA as a full partner in developing new workforce service strategies and interventions designed to achieve RESEA program goals related to reducing UI duration through improved employment outcomes.		
14. We include RESEA in efforts to map assets as well as identifying and implementing opportunities to enhance sharing and leveraging of resources among RESEA and other workforce system programs.		
15. Co-enrollment of RESEA participants in Wager-Peyser, as required by law, and in additional workforce system programs that may benefit them, is a priority in our service planning and is articulated in our supporting policy, planning guidance,		

INDICATOR	RATING	NOTES
operational guidance, etc. Also see co-enrollment below under System Capacity indicators.		
16. We have a process in place for regularly assessing workforce system operations and service delivery processes (e.g., through customer flow mapping, customer-centered design process, or other methods) to identify and eliminate program/agency “silos,” improve cross-program staff collaboration, and enhance a seamless service experience for RESEA customers.		
17. We have mechanisms in place to ensure a strong feedback loop to UI to adjudicate issues identified through RESEA, consistent with RESEA program goals to strengthen UI program integrity.		
18. We provide regular staff training and technical assistance to RESEA, Wagner-Peyser, and WIOA program staff to build their skills in supporting the integration of RESEA and RESEA participants into broader workforce system programming, operations, and service delivery. Also see System Capacity indicators below.		
<i>Shared Performance Measures</i>		
19. Our partners from RESEA, Wagner-Peyser, and WIOA programs that serve RESEA participants have established shared, cross-program/agency performance measures on desired outcomes for RESEA participants.		
20. Our RESEA, Wagner-Peyser, and WIOA partners are committed to continuous improvement in service accessibility and integrated service delivery for RESEA participants. We regularly assess service access, coordination, and delivery and adjust as necessary to improve RESEA participants’ service experience and outcomes as well as enhance performance supporting RESEA program goals.		

Resources to Review

- ▶ WIOA has a clear vision for integrated service delivery. ETA lays out this vision in [TEGL 19-14: Vision for the Workforce System and Initial Implementation of WIOA](#).
- ▶ [RESEA Fact Sheet](#) to see basics about the program.
- ▶ ETA's [Sample MOU and Infrastructure Toolkit](#) describes hypothetical local areas and may be used as a reference guide or toolkit when developing your own MOU, including your one-stop operating budget, Infrastructure Funding Agreement (IFA), and cost allocation methodologies, pursuant to the requirements of section 121 of WIOA, its implementing regulations at 20 CFR part 678 and 34 CFR parts 361 and 463, and the relevant guidance.
- ▶ ETA's [Strategic Board Toolkit](#) is intended to assist WDBs in becoming more strategic and effective, and equip them with the knowledge and tools needed to become key players in growing and sustaining regional economies. The resources will help boards at various stages of planning, as well as those that have already implemented important changes and are seeking to adapt promising practices.
- ▶ ETA's [Call to Action for Workforce Development Boards](#) describes how board members drive the public workforce system through the development of strategy, outreach to key stakeholders, judicious stewardship of Federal workforce funds, and a commitment to continuous improvement.
- ▶ [System Alignment – Resources for Integrated Service Delivery](#) – this resource points to a number of Integrated Service Delivery Resources including: the [Integrated Service Delivery Toolkit](#), [Integrated Service Delivery Vision](#), [Integrated Service Delivery Resources Site Map](#), and other resources.
- ▶ ETA's resources around [Reenvisioning Work Search](#), including:
 - ▶ [The Pathway to Reemployment Framework](#),
 - ▶ [New Approaches for Supporting the Mature Worker: The Experience of USDOL's Aging Workforce Initiative Grants](#),
 - ▶ [The Effects of Eliminating the Work Search Requirement on Job Match Quality and Other Long Term](#), and
 - ▶ [Datasets, Tools and Approaches to Improve Reemployment Services](#).

SERVICE DESIGN & DELIVERY

The indicators in this section focus on service design and delivery for RESEA integration. The indicators are organized into categories such as targeting/selecting/enrolling participants, customer scheduling and communication, labor market information (LMI), customer flow, case management, job seeker services, and business services.

Service Delivery & Design Indicators

INDICATOR	RATING	NOTES
<i>Targeting/Selecting/Enrolling Participants</i>		
21. We target UI claimants for RESEA services based on local labor market information, economic trends, and other available data.		
22. To identify a methodology targeting claimants for RESESA, we have considered how RESEA may interface with the Worker Profiling Reemployment Service (WPRS) requirement.		
23. Our local area has procedures in place to ensure enrollment of RESEA customers in Wagner-Peyer and encourage co-enrollment of RESEA customers in additional core programs as appropriate.		
24. Intake, case management, and data systems are integrated between RESEA and other partners to allow more efficient access to services.		
<i>Customer Scheduling & Communications</i>		
25. We have developed a comprehensive communication strategy to ensure targeted UI claimants understand all RESEA and AJC services available and how those services can help them return to work.		
26. We have established a process ensuring communication between RESEA and Wagner-Peyser staff allows timely appointment scheduling for customers to learn more about RESEA services and to begin the development of a customized reemployment plan.		
27. We use social media and other communication media (email, texts, etc.) to provide RESEA Customers updated and targeted information, other reemployment services, and job opportunities to drive their reemployment efforts.		

INDICATOR	RATING	NOTES
<i>LMI</i>		
28. We use up to date LMI and automated tools that highlight transferable skills matches providing RESEA customers with real time information about available jobs, training, and related services that inform development of their reemployment plan and their ongoing reemployment efforts.		
29. RESEA customers are connected to labor market intelligence customized to their abilities and interests relative to target sectors and occupations.		
30. Our real time triage is continuous: if the RESEA customer is actively engaged with our system it will continuously assess the claimant's individual circumstances and link the claimant to relevant career information (particularly, current job listings).		
<i>Customer Flow</i>		
31. Our UI, RESEA, Wagner-Peyser and WIOA partners at the state and local level have collaboratively identified and implemented innovative, evidence-based service strategies to support reemployment efforts.		
32. Our local partners have engaged in customer flow mapping to ensure a customer-centered, evidence-based service design. The mapping included identifying opportunities to ensure efficient in-take, seamless handoffs, and integrated service delivery between RESEA and other system programs.		
33. The improvements identified through that mapping process have been implemented, and the process is regularly reassessed to ensure continuous improvement.		
34. We have a defined process for supporting RESEA customers' completion of a reemployment plan that is followed by career counseling and connections to other AJC services, including training, as appropriate, to support the customers' return to work.		
<i>Case Management</i>		
35. RESEA participants who are co-enrolled across programs experience streamlined, and collaborative case management designed to meet the customer'-s' needs (as opposed to the organization's needs).		
36. Our state has considered how we will encourage RESEA customers to use the re-employment plan and how RESEA activities may count as allowable work search activities.		

INDICATOR	RATING	NOTES
37. We have established a process for RESEA and other case managers to identify and communicate information regarding potential client eligibility issues back to appropriate UI staff for adjudication.		
38. Information technology systems support integrated case management and management of common customers across RESEA and other programs.		
<i>Job Seeker Services</i>		
39. We use RESEA to help UI claimants comply with work search requirements including documentation.		
40. RESEA customers receive career coaching and career development services supporting the goals identified in their reemployment plan which are designed to drive reemployment by meeting the needs of key industries and occupational targets in the local area.		
41. Our AJCs offer all customers, including those in the RESEA program, robust training services (ITAs, customized training, work-based learning, etc.) leading to industry-recognized credentials in in-demand career fields.		
<i>Business Services</i>		
42. Business services representatives communicate regularly with RESEA staff and/or customers to both inform job seekers of high-growth opportunities and to better understand the available pool of RESEA job seekers to meet key industry needs.		

Resources to Review

- ▶ [Outreach and Recruitment Strategies to Identify the Long-term Unemployed](#) – These resources emphasize the importance of proactive outreach activities to maximize the opportunities to effectively serve and place long term unemployed individuals seeking gainful employment.
- ▶ [The Customer-Centered Service Design and Delivery Initiative](#) - Access webinars, videos, and podcast here to learn more about customer-focused service delivery and customer-centered designs and interventions.
- ▶ [Evidence-based Practices and Process Mapping – What Works for Innovation](#) – WIOA places a new focus on pursuing evidence-based practices in workforce development and these resources look at evidence-based practices and process mapping.
- ▶ ETA's [Customer Flow Scenarios](#), which provide scenarios and examples that demonstrate the characteristics of a high-quality one-stop center, as described in [TEGL 04-15](#).
- ▶ Visit [LMI Central](#), ETA's Labor Market Information Community of Practice to see resources around LMI including [Fine-Tuning Your Strategic Planning Using Labor Market Analysis and Informed Decision-Making](#).
- ▶ ETA's [Integrated Service Delivery Toolkit](#) looks at integrated service design and delivery, specifically in the second section that details specific program elements of an Integrated Service Delivery System.
- ▶ ETA's [Business Engagement Collaborative](#), the Community of Practice that houses information about business services, including business engagement, sector strategies and career pathways.
- ▶ ETA's [Career Pathways Community of Practice](#) which helps workforce development leaders, practitioners, and policymakers expand state and local career pathways efforts currently underway or being planned.
- ▶ [RESEA Promising Practices](#) resource page on the [Reemployment Connections Community of Practice](#).
- ▶ [Wagner-Peyser, ES and UI – Supporting the Reemployment of UI Claimants](#) resource page that identifies strategies, research, and resources that can be linked and braided together to provide UI beneficiaries, dislocated workers, and other ES participants with pathways to reemployment.
- ▶ ETA's [My Reemployment Plan](#) – a generic, interactive job search guide, i.e., a “road map” of sorts, that can be adapted to the specific requirements and various economies of states and regions. It outlines proven steps to successful reemployment in a 21st century job market and may be used by jobseekers directly or as a case management tool for professional workforce development staff. The tool also has companion videos for each section.

SYSTEM CAPACITY

The indicators in this section focus on system capacity for RESEA integration. The indicators are organized into categories such as co-location, team-based case management, communication, training development, and continuous improvement.

System Capacity Indicators

INDICATOR	RATING	NOTES
<i>Co-location</i>		
43. Our workforce system has all core and required one-stop partners, including RESEA, supporting development and implementation of the area's one-stop policies and processes, service delivery design, and infrastructure and certification criteria.		
44. In our AJCs, RESEA serves as the entry point to other partners and services within the system.		
<i>Team-Based Case Management</i>		
45. Intake, case management, and data systems are integrated between partners to allow for more efficient access to employment and re-employment services.		
46. Our team-based case management partners have a process in place to share placement data (including with RESEA) ensuring UI claimant's employment date is properly noted to reduce the number of improper payments.		
47. RESEA participant reemployment plans emphasize return to work as quickly as possible.		
48. Our AJCs have at least one career coach specializing in reemployment strategies and who is a part of the case management team for RESEA participants.		
49. Our workforce system partners, including RESEA, actively implement a team-based case management approach to ensure the most effective barrier reduction strategies are in place for customers.		
50. AJC partners work collaboratively to meet the needs of the individual customer and seek innovative solutions to ensure successful employment or reemployment for each customer.		

INDICATOR	RATING	NOTES
<i>Communication</i>		
51. Our One Stop Operator convenes regular meetings of the one stop partners, including RESEA, which provides a meaningful forum for communication and collaboration.		
52. Our AJCs have an established process whereby the business services team can effectively communicate the needs of businesses to the service delivery staff		
53. Our business services team(s) consistently promotes the re-employment of customers enrolled in RESEA to employer customers.		
54. All AJC staff receive regular updates on decisions made by the partner leadership team and the information exchanged during the partner meetings.		
55. Partner staff have a central location to access policies, procedures, and forms needed to execute their duties.		
<i>Training Development</i>		
56. The role of RESEA has been incorporated into the workflow in our AJCs, and staff have been trained appropriately.		
57. When new policies and/or procedures for the AJCs are developed, all staff are trained on the change.		
58. AJC staff are regularly trained, at a minimum, on the services of all partner staff to ensure understanding and are cross trained, when appropriate, to share duties, as needed and as allowable.		
59. Our AJC staff have a professional development plan to ensure their personal growth and skill attainment.		
60. Our AJC staff are regularly trained on labor market information including how to use it, new sources, and updates to existing data.		
<i>Continuous Improvement</i>		
61. Our local workforce board has established evaluation metrics supporting reemployment, which go beyond the metrics required by the funding stream and holds all core partners to the metrics.		
62. Our AJCs make customer satisfaction surveys available in a variety of formats to all employment seeking customers.		

INDICATOR	RATING	NOTES
63. Our AJCs make customer satisfaction surveys available in a variety of formats to all employer customers.		
64. Our local workforce system partners, including RESEA, share performance data and engage in joint goal setting.		

Resources to Review

- ▶ [Effective Case Management and Counseling - the Role of Triage and Documentation](#) resource page that focuses on case management around topics such as Customer-Centered Case Management Training, Documenting Progress through Case Management, Counseling and Case Management, Integrated Service Delivery, and other Effective Case Management Resources.
- ▶ [Case Management Training: Four Indicators of Effective Case Management](#) resource page that includes a four-part training series for case managers that covers topics including:
 - ▶ Keeping Precise and Effective Case Notes,
 - ▶ Understanding Basic, Individualized and Follow-Up Career Services,
 - ▶ Improving Time Management, and
 - ▶ Knowing What Employers Want.
- ▶ Mathematica’s [Issue Brief on Integrating Intake](#) which provides a review of what several States have done to consolidate, coordinate, and integrate the customer intake process.
- ▶ ETA’s [Guide to State and Local Workforce Data](#) that is designed for finding data for analysis and informed decision-making.
- ▶ [One-Stop Center Certification and Quality Control for Enhanced Efficiency in Customer Flow](#) resource page that includes to links in several areas, including:
 - ▶ One-Stop Career Center Fact Sheet,
 - ▶ Workforce System Certification Toolkit from Oklahoma,
 - ▶ Strength-Based Customer Service: Opening the Door for Everyone, and
 - ▶ Integrated Resource Team Flow Chart and Resource Guide.

TECHNOLOGY ALIGNMENT

The indicators in this section focus on technology alignment for RESEA integration, and more broadly – aligning UI and Workforce Investment Tools & Technology.

Technology Alignment Indicators

INDICATOR	RATING	NOTES
65. We have jointly examined our workforce investment and unemployment insurance information technology resources and capacity, identified opportunities for building connections that will enhance reemployment, and a plan is in place to build those connections.		
66. We have established the goal of (or, have begun work on) creating a common “front door” for job seeker customers (including UI claimants), supported by a common registration interface for customers across our workforce system.		
67. We are fully leveraging national electronic tools like CareerOneStop , mySkills myFuture , and My Next Move .		
68. We have jointly planned (or have work underway) to implement a “single sign-on” process for all UI and workforce services.		
69. We have explored ways to reduce costs and boost efficiencies in developing and implementing technologies necessary to a comprehensive reemployment system (e.g., creating/joining consortia of states, applying for ETA funding opportunities, etc.).		
70. We have jointly explored or are using electronic tools to provide up-to-date labor market, skills match, training, and job opportunity information on a continual basis to registered customers.		

Resources to Review

- ▶ The third section of ETA's [Integrated Service Delivery Toolkit](#) looks at technology alignment to ensure that IT Infrastructure Supports Integrated Service Delivery.
- ▶ In the paper [Improving Case Management and Increasing Workforce System Integration in the Trade Adjustment Assistance \(TAA\) Program](#), readers can see how California, Illinois, Iowa, Kentucky, Minnesota, Missouri, New York, Oklahoma, Pennsylvania, South Carolina, and Utah, as well as 14 local workforce investment areas within those States have shared data as they worked to improve the quality of and access to case management in the Trade Adjustment Assistance (TAA) program.
- ▶ [Workforce Connect](#) is a software suite that helps states implement WIOA by connecting partners and providing a seamless experience for job seekers. By acting as the “common front door” for workforce agencies’ programs and systems – including UI, employment services and workforce/training - states can transform how they deliver services under WIOA. Workforce Connect was designed by ITSC and three pilot states – New York, Mississippi, and Oregon – through a grant from the US Department of Labor Employment and Training Administration. The result is a customizable software suite available to all states that enhances the overall user experience while providing agencies with the necessary information. Currently, New Jersey and Texas are implementing the software suite in their respective states. Workforce Connect is a three-module software suite. The modules can operate on their own or work together as one application. Workforce Connect does not replace the existing systems in place at the state level but augments the system with a single view for the job seeker. The modules include single sign-on, integrated registration, and a workforce profile dashboard.