**WorkforceGPS**

**Transcript of Webinar**

**Recovery Action Team: Virtual and Remote Reemployment Services and Eligibility Assessment (RESEA)**

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LAURA CASERTANO: Again, I want to welcome everyone to today's "Virtual and Remote Reemployment Services and Eligibility Assessments" webinar, and I'm going to turn things over to your moderator today, Michelle Beebe. She's a division chief for the Office of Unemployment Insurance. Michelle, take it away.

MICHELLE BEEBE: All right, Laura. Thank you so much, and hello, everyone.

First of all, I'd just like to begin by saying thank you for taking time away from your work to participate in today's important webinar. As we're working together towards reopening and reestablishing our workforce, reactivation of the RESEA program is such a key part of that effort. And as you know, RESEA serves as that entry point to the workforce.

So the program provides significant opportunities to increase the workforce system's capacity to provide reemployment services, to support UI program integrity, and to develop a continuously evolving evidence base that identifies proven program models and service interventions that can help the individuals that we serve return to work faster.

So this underscores the need to reinstate and bolster the program as the nation is recovering from the pandemic. We know the challenges that are associated with providing RESEA services during the pandemic, especially everything that we've seen over the last year, all the lessons that we've learned and the flexibilities that are authorizing remote and virtual service delivery that began with the RESEA program last year have been extended into fiscal year '21.

At this point, the ability to offer these services through remote or hybrid means is just absolutely vital to be able to continue the program. Because this program is so important, we're committed to providing you with the assistance to implement remote and hybrid services.

I do want to let you know, for those of you that might be new to the process, this webinar is one part of the overall mission. We are in our fourth session of providing information to states related to peer sharing and -- peer sharing and best practices during COVID. So watch out for another webinar coming out in April for a state roundtable.

And I just want to say thank you, again, for your ongoing commitment and your service to this vital workforce program.

So today, we have a wealth of information to share with you and a number of speakers that I'm quite excited to find out how they're doing these remote and virtual service delivery options.

We're going to start with Larry Burns from the Office of Unemployment Insurance here at the national U.S. Department of Labor office. We also have Sarah from the Rhode Island Department of Labor and Training. We have Tricia from the Minnesota Department of Employment and Economic Development and Damon and Rhonda from Georgia Department of Labor and Workforce Solutions.

As we go through today's agenda, we'll start with the background. We'll talk a little bit about RESEA within the context of COVID-19. And then we're going to hear from case studies with Rhode Island and Georgia. And then we'll have Tricia give us an overview of CareerOneStop. And then at that point, we'll go ahead and open it up for Q&A.

So wanted to start off with a polling question asking for you to let us know what is your agency/program. So I know we've had a couple of people putting it in the chat line. And if you could continue to do that, and now we've got the polling question for you to fill out.

All right. Thank you. It looks like we've got quite a few from Wagner-Peyser Employment Services.

OK. Then, Larry, I'm going to go ahead and turn this over to you to give us a background on the RESEA program.

LAWRENCE BURNS: Sure. Thanks, Michelle.

So, first of all, I'm going to keep my background somewhat brief, but based on that poll, I'm seeing that we're having people from a wide variety of backgrounds. We have UI folks, a lot of people that work on the day-to-day service level of RESEA, so providing the actual services.

So what I wanted to do in my background section really is give a high-level overview of the RESEA program to kind of set the stage for the discussions we're going to have later on. So really, this is going to be the high-level talking points, elevator speech about what RESEA, what it does.

But if you want more information, we have -- at the end of this presentation, I'll send a link to our RESEA landing page where you can find factsheets, other webinars, our operating guide. And so we have a whole wealth of information if you want to go into more detail about RESEA. But for this beginning, I just really want to set the stage for our conversation we'll have a little bit later.

So one of the key things I wanted to mention is that RESEA is based on an older program, the Reemployment Eligibility Assessment, which began in 2005 in Nevada. So this was a program that combines an eligibility assessment. So people would come into the service and we would do an assessment to see if these individuals were still eligible for UI. But we'd also combine it with reemployment services, so some assistance looking for work.

In that early days of this program and REA, it was mainly referrals to other services. So people would come in and be pointed in the direction of workshops that might be helpful to them or AJC programs that they may benefit from. So it was really kind of a lighter touch reemployment service combined with this eligibility assessment.

And this program alone, early on, when we did some evaluations of it, they found some significant benefits. So claimants had shorter UI durations and lower benefits paid. On average, they received benefits for 1.82 fewer weeks, and the benefits paid out was $536 lower.

So I know when I speak of numbers like 1.82 weeks and $536, it doesn't sound like a huge amount. But when you consider the size of the UI program and the capability and the potential for savings that would result if we bring this up to scale, the numbers are really substantial. And that's exactly what we did with the RESEA program.

So in 2015, we transitioned from REA to RESEA, Reemployment Services and Eligibility Assessments, which takes the old model of an eligibility assessment and kind of lighter touch reemployment services and amps it up a bit and allows for a greater range of assistance with reemployment search.

So we still have that eligibility assessment as a key component, but we're also providing a lot more services as part of the RESEA meeting. So I want to talk a little bit more about the big picture about what RESEA actually looks like, but I wanted to provide some historical context.

And another big thing that's really important to emphasize here is that, historically, these two programs have really focused on two target populations. So we worked with claimants that were identified as likely to exhaust their benefits and also UCX. So those were people transitioning from the military, basically, so transitioning service members. Those were the two target populations.

In the early days of RESEA, it was really a Department of Labor initiative that we funded through appropriations. So each year Congress would appropriate some funds, and we'd run this early program very much like a discretionary grant. So we would post an opportunity. States would come in with applications and identify what the funding they needed. And we'd work with states to award those funds, and it was really operated on kind of a discretionary basis.

But all that changed very recently in 2018 when we received a permanent authorization for RESEA. And that's want I'm going to talk about a little bit now because we're in the midst right now of implementing a new RESEA program.

So the new RESEA program was authorized by the Bipartisan Budget Act of 2018, which amended the Social Security Act, and it created a new section of the Social Security Act, Section 306. And this provided a permanent authorization for RESEA. So it was no longer an initiative that kind of existed in the appropriations. It was a permanent authorization.

And along with that permanent authorization, there was a major change to what the program looks like, what it does, and what it -- and more flexibility for states. And everything we do in RESEA now relates back to these four statutorily defined goals.

So the first one here is to improve employment outcomes of individuals that receive unemployment compensation and to reduce average duration of receipt of such compensation through employment.

So the key point there is we want people to get off of unemployment faster. But if you look here, this emphasis on savings, it's not related to necessarily integrity efforts. It's related to employment. There's this emphasis on that what RESEA should be doing is getting people back to work and saving UI money by improving their employment outcomes. So there's this strong emphasis in the new legislation on having really good employment outcomes.

The other thing the new legislation did is it really solidified the connection between RESEA and program integrity. So as equally important as the employment side of our RESEA is the need to make sure that we're continuing to do these eligibility assessments and making sure that the people receiving UI are eligible for UI.

So this is -- historically always been important. And as we move forward, its importance keeps increasing. So this two-fold emphasis on employment outcomes, but also maintaining the integrity of the UI program. So -- and the law now statutorily defined.

There's also these two last points, which we think has kind of broadened the range of what RESEA is. We have the alignment with the vision of the Workforce Innovation and Opportunity Act, so really trying to promote integration. And also, RESEA is an entry point to other workforce partners.

So we don't view RESEA as a substitute for what other people on this -- it's not a substitute for Wagner-Peyser. It's not a substitute for WIOA, but it is a supplement to it. It's built and designed to work on top of the other programs and help bring UI claimants in and connect them to the services they need.

So it's really we view this as an entry point. It's not a separate program that's supposed to take the place. It's really supposed to supplement and help the other programs in their operations. And as part of that integration and now that RESEA is a permanent program and it's a UI program, we do view RESEA as a partner in the workforce system.

So a couple other things that changed with the new program. We also have some evidence-based requirements as RESEA. So we're kind of on the cutting edge of new initiatives across programs to make sure that our activities are supported by evidence.

Now, we've done a lot of work on this. And I know for the people on board who are involved in RESEA, you're probably familiar with this. But one of the things we've been doing over the past two years since this legislation passed is working with states to provide technical assistance to try to get people up to speed with how to do evaluations of the RESEA program.

So at the end, when I link back to some of the RESEA resources, I just wanted to emphasize that in there, as part of this evaluation requirement, we have a whole series of about 20 webinars that are intended to bring somebody not familiar with evaluations to the point where they can be an active participant in designing and procuring an evaluation.

So I'm not going to go into a lot of detail here because that's a whole other subject matter, but I just want to emphasize that this is a big part of the program. And I knew I'd have a broader audience on this event of our partners that work with RESEA. So I just wanted to emphasize that these evaluations are really starting to pick up speed and that it's a responsibility in the statute for RESEA to be doing this. It is a requirement.

This also increased discretion in participant selection. So most states continue to target individuals that are likely to exhaust. But there's also flexibility to serve other recipients of regular UI benefits, and I'll talk a little bit about more of that later.

And the other thing, which we're right in the middle of, is submission of an annual RESEA state plan. So we've kind of transitioned a bit to a looking somewhat like the WIOA program but still a little bit different. But each year states have to submit an RESEA state plan that kind of outlines their activities. But mainly, that state plan has to explain how the state's program links back to those four objectives I discussed earlier.

And this is a new requirement that we first launched last year. We're right in the middle of the second requirement. We just received state plans last week, and we've started reviewing them this week. So we're literally in the middle of the second phase of RESEA state plans.

And it looks like I skipped number three, formula allocation. So this is another thing that's changed in RESEA. Just as an FYI, in the past, we used to be very -- operating on a discretionary basis where grant applications would come in that requested amount. But, now, we're using a formula to allocate funds, and that formula's based on the civilian labor force in each state and also the unemployment rate. So we're trying to make sure that RESEA funds are being directed to where they're needed based on both unemployment and the number of people in the state.

So those are the major substantial changes to RESEA that we're still in the middle of implementing as we speak.

What I wanted to do here, and I'm not going to go into detail about all these definitions, but as I mentioned at the very beginning, I wanted to kind of paint the picture about what RESEA looks like for those that may be new to it or also may not work with it that often.

So I wanted to paint an image of what RESEA looks like, and I thought the best way to do that would be to share the definitions. And also that way, as we get into the later presentations, we're all kind of using the same framework to speak about the RESEA program.

So in general, what an RESEA typically looks like pre-COVID -- I'll give the pre-COVID analysis -- is that there's an official notification sent to a claimant, usually within the first five weeks of their benefit claim. So they receive a notification that they have to come in and get services.

And one of the key things I sort of mentioned earlier is that everything I've been speaking to up until the last year, all of RESEA was based on in-person services. So this was bringing people physically into an AJC and providing services. And that's one of the things that's in the process of changing. But, historically, that's what it looked like.

And as these people come in, the claimants come in, they meet with an RESEA provider, and they receive these minimum level of services. They get an eligibility review to make sure they're eligible for UI. And if there is a potential issue, that issue is flagged with UI staff for adjudication and to investigate.

They receive labor market information. They get enrolled in employment service, Wagner-Peyser Employment Service. They get support with the development of a reemployment plan, and they also get information and referrals to other services.

A subsequent RESEA looks a lot like that initial RESEA, but it's a little bit lighter touch potentially. It includes an eligibility assessment and also a follow up to some of those activities that kicked off early on.

In the UI world. I think we use the term reemployment services a lot because that's what's in the Social Security Act. But just for clarification, what we have done with the new RESEA program is we've tried to align reemployment services with the definition used by our partners and WIOA. So when we say reemployment services, what we're really saying is career services. So it's used interchangeably, generally speaking.

One key point about RESEA is we may refer people to the WIOA programs or other programs for training, but we don't do training ourselves.

So that's really what it looks like. And the key thing I wanted to emphasize, again, is that these services, up until recently, were in-person services, so bringing somebody physically into the career center, which we haven't been able to do. So we've had a pretty substantial change in how RESEA operates.

And that's probably a good segue into these next couple slides where I want to talk about specifically how we changed RESEA beginning last year and moving forward into this year to take a program that's based on an in-person model and try to transition to something that can continue to operate, continue to meet all those goals and objectives that Michelle spoke about earlier, as well as those that are statutorily defined.

So just a quick, high-level summary of some of the things we've done. The big, big change is that we now allow all components of RESEA to be done either remotely or virtually. And in RESEA we use these two terms remote and virtual, and I wanted to explain a little bit about how we define those in our guidance.

So a remote service is an in-person service, but it's just done using technology like Skype, Zoom, FaceTime, or some other means of having a face-to-face, person-to-person interaction with somebody. That's what we mean when we say remote.

Usually, we -- in the past couple years, we've been experimenting with letting some of these activities happen virtually using person-to-person technology like video conferencing. One of the added flexibilities we gave under COVID in response to it is that, in addition to these virtual services -- I'm sorry -- remote services, where we're using technology to do person-to-person services, we do allow phone-based services for all parts of RESEA, where necessary.

So if a claimant doesn't have the ability to get on the computer to do a video call, you can continue to provide services phone based. I know for a lot of programs that have been doing virtual or remote services for a while, that doesn't seem like a huge change, but for a program that's built and designed around in-person service delivery, this is a substantial change for the RESEA program.

So I mentioned remote services. Now, virtual services, when we use that term, what we're saying there is it's a component of RESEA. And I'll use an example.

One of the most common services RESEA does is it gives an orientation to American Job Center services. And a lot of states have moved to making that virtual. So it could be some sort of interactive web app where states -- where participants can walk through the program. So it could be a recorded video or webinar, something along those lines. So you're still providing RESEA services, but it doesn't have that person-to-person contact. So that's how we differentiate remote and virtual.

One of the things that I just wanted to emphasize across all of our partners, since we have such a wide group of people here from all different programs, one of the things about RESEA is that in our authorization, we do have flexibility regarding what claimants we serve, but we're limited to recipients of regular UI benefits.

And one of the things that's happened over the past year and continuing into this year is that we have some expanded programs. So there's some extended benefits and there's special programs like Pandemic Unemployment Assistance, which is kind of a one-off federal temporary program.

We are still limited to participants -- recipients of regular UI. So we have this limitation. And that's why one of the things we're doing now and working on in the state plans is to make sure we're partnering across other AJC programs and workforce partners to make sure that people that aren't eligible for RESEA are getting connected to the services they need.

And it's a last two things to kind of paint the big picture about RESEA and what we're up against this year. So in addition to the transition to virtual and remote services, we're also under some timelines to get some evaluation work done on RESEA.

So we had planned to have all states do evaluations or start their evaluations last year. Due to the pandemic, they've been delayed to this year. So as partners in the workforce system and partners in RESEA, you may hear a lot about evaluations this year. And I just wanted to emphasize that the reason why is we have some very strong statutory deadlines that kick in in fiscal year 2023, where we have to be able to link a percentage of our funding to evidence and we need to build that evidence to be able to meet those future requirements.

So as you talk to your RESEA partners or if you're doing RESEA planning in the state, we just wanted to emphasize the importance of continuing on with the evaluations.

And it's also an interesting opportunity because the evaluations, now that we've had some changes to our program, may tell us a lot more about the impact of these virtual and remote services. So even though it's been a bit of a challenge for all of us to make this transition, it also opens up an opportunity to learn a lot more about what works and what doesn't.

And the last thing I wanted to just talk about, because it's come up quite a bit in the RESEA world, is work search waivers. So we know in a lot of states there have been waivers of work search, and a lot of states, what they did to implement RESEA is they built RESEA into their state legislation or state requirements, making it a work search requirement.

So a lot of questions come up about, well, how does RESEA fit if we have a temporary waiver for work search?

And our short answer is that we still think RESEA has a lot of benefit because it can help connect claimants to services. It can continue to do that, but it can also be used to explain what those work search requirements will be when they come back, because federal law does not allow a permanent waiver of work search. So at some point when the work search is reimplemented, we want to make sure claimants understand what those requirements will be, in addition to getting connected to services that could really be a benefit to them.

So that's kind of the big picture of what are you seeing looks like and how it's changed a little bit over the past year. With that, I think we have another polling question. So I'll pass it back to Michelle.

MS. BEEBE: All right. Thanks, Larry.

And so with this next polling question that's going to pop up on the screen here in a second, what RESEA components are the most challenging for you in your capacity to implement virtually and remotely? So let's take a few moments to see the responses that come in.

All right. It looks like we've got eligibility review and work search coming out as one of the forerunners, followed with support with the reemployment plan, and then a few others behind that. Thank you, everyone.

Let's go ahead and turn it over to Sarah to give us an overview of Rhode Island's Virtual Career Center.

SARAH BLUSIEWICZ: Well, good afternoon or morning for those of you on the west coast.

So here in Rhode Island, we've been struggling, as I'm sure many of our colleagues across the nation have, with how do you take a 100 percent in-person program and then convert that into a virtual based appointment center.

So in Rhode Island, all of our one stops -- and RESEA is a one stop partner in our state -- we have been historically an in-person based program for Title I, for Title III, RESEA, etc. So our state was not in a good position to pivot quickly to a virtual program delivery model.

So we partnered with Google and their subsidiary -- (inaudible) -- to build out what would be -- what we're calling a virtual career center. The idea here is that you can manage appointments, you can host the online appointment on the platform itself, and it combines the G Suite technology, so that way there's collaborative tools with the virtual career center.

So basically, what we did is we have people who are -- they come in. You don't need to have a -- you just need an email address. No special registrations or things like that. And you can come in, and you can request to meet with a job counselor from the AJC or one of our partner programs. And then you -- we have scheduling software. So you pick the date and time that you want, and then you can meet. And then while you're in the career center, you can then access Google documents and things of that nature to help facilitate working together.

Part of this project was -- Back to Work Rhode Island is our overarching initiative to get Rhode Islanders back to work out of the pandemic. So we launched Back to Work Rhode Island. The Virtual Career Center is the homepage of the Back to Work Rhode Island initiative.

So the idea here is that connecting with your job coach, connecting with looking for employment, connecting with training opportunities, or what I'll get to in a moment is a customized career options, meaning making labor market information work for you personally, is something we really saw as bringing all of these pieces together onto one platform that was easy to navigate, doesn't look like a typical government website.

You don't have to know the acronyms. You don't have to know you're asking for WIOA. You don't have to know you're asking for RESEA. The idea here was to really make it a user-friendly technology that our Rhode Islanders could come on, access, and get what they needed quickly and directly.

So part of this and where this ties into RESEA is obviously the job search. What's your next step? You've been unemployed. Where are you going from unemployment? We wanted to incorporate job search as part of the virtual career center. So the idea is pulling in -- this week, we'll be launching the ATI with the National Labor Exchange. We have local job banks on Back to Work Rhode Island.

So the idea is that, as you have logged into that appointment with your RESEA counselor, you're on the same site looking for work in real time. And so, again, partnering with Google allowed us to overlay the Google Maps technology so you can see where is the job, what's nearby that job, bus routes, train route, other transportation. So you can see is that within my commuting distance. All of that sort of technology just helping to inform that person of that career and what their options are and how that relates to other things that they might be interested in knowing about that job.

The appointment scheduling tool is something that was very critical to our state because, absent a whole call center of receptionists who can then connect individual employees with individual job seekers and knowing that we do thousands of RESEA appointments, it's very important that we could expedite the scheduling tool.

So with the scheduling tool, the -- every job counselor, including the RESEA counselors, have their own dashboard. They set the times that they're available for appointments, and then on the front end, that's how a jobseeker can then connect to a job coach. There's some built in triaging, so that way the right jobseeker is matched with the right job coach.

In our state, the RESEA counselor title, Title I(b) counselors and Wagner-Peyser counselors are all the same staff, and we cost allocate. So that makes that a little bit easier in Rhode Island. But in general, again, the idea is you don't have to call a number. You don't have to call a call center to then get an appointment scheduled with a person. You can do that online now.

In addition, we know that as we're all collectively responding to what has been the fallout of the pandemic, the need for our staff to connect with other critical staff members across our state, whether they be nonprofits that work with refugees, whether they are our TANF and food stamp providers, whether they're our child care and some of our K through 12 coaches, our higher education coaches. So there's a lot of individual who needed a place to be able to collaborate, to share their best practices, to connect with one another, to have shared resources.

So on the back side of the Virtual Career Center, we added this community of practice so that way anyone who's trying to help a Rhode Islander look for work, navigate education opportunities, navigate supportive services, could come together in a common place to share information and to connect with one another as professionals.

So that was something that we were really happy has launched and has been receiving really great feedback from our job coaches.

And then one of the really powerful tools -- so getting people online, getting them into meetings, that's all well and good. But one thing that the virtual career center and we're very, very happy about in Rhode Island is we started to figure out how do we expedite the labor market, meaning how does a jobseeker with certain talents, certain transferable skills, plug back into our economy as quickly as possible without having to go through the abyss of just looking for an infinite number of jobs on an infinite number of job boards and hoping that your resume is picked up in an infinite number of job resume readers.

And so for us, it was about using artificial intelligence. So we partnered with Research Improving People's Lives, which is a nonprofit group interested in economic research. And we are using our own administrative data, so LMI data plus the characteristics of UI claimants and job placement data to create customized career recommendations for individuals.

So here you would log in, upload your resume. This technology scrapes your resume and then will take that and compare your characteristics of your employment to others like you in the labor market to give you an idea of what your next move could be. That not only gives you an overarching industry or sector that you might be a good fit for, but then drills down to also connecting to any open and available jobs in those sectors as well.

It also provides training opportunities. So the idea is, if you are looking at, say, manufacturing and we have manufacturing training available, it would offer not only the career recommendation but also connecting to training opportunities that we are funding, both Back to Work -- our governor chose to put a substantial investment of CARES Act behind workforce training in our state. And then we also have our traditional trainings, apprenticeship, ETL training. We have a sector investment program called Real Jobs in Rhode Island. All of those trainings we're bringing online so they can be fed into this recommendation engine.

So yeah. For us, it's about we needed a technology partner. We partnered with Google. We're partnering with Amazon on our unemployment insurance front. And so for us, it was about really trying to move the needle on smarter solutions that work faster for our Rhode Islanders. And how can we connect the job programs that support those initiatives more behind the scenes so we can have one really large easy to navigate front door online that gets people what they need when they need it?

So with that, I will turn it over to the Georgia team with Damon.

DAMON WELLER: Thank you, Sarah. That's some great information coming out of Rhode Island. We appreciate that.

Good afternoon and good morning to everybody. My name is Damon Weller. I'm the performance and reporting supervisor here with the Georgia Department of Labor. I'm joined with one of my colleagues today, who you'll be hearing from, Rhonda Waite, who's one of our program supervisors who will be talking about the approach that we took to continue in the RESEA program during the beginning of and the ongoing nature of the COVID-19 pandemic.

So let's discuss some of Georgia's approach to RESEA with the impact of the pandemic.

On March 14th, our governor of Georgia declared a public health state of emergency within the state of Georgia. And upon this declaration, there were discussions that we had regarding the continuation of services, if we were to have to close our career centers to the general public in order to mitigate the spread of the virus.

Our leadership immediately began reviewing all the different programs that we have to determine what are the potential impacts, should we need to close the career centers?

At that point, Georgia reached out to our regional U.S. DOL field project officer and -- to receive approval to move RESEA into a remote delivery option. At this point, I'll turn it over to Rhonda Waite to discuss some of the details of our transition.

RHONDA WAITE: Good afternoon and good morning. I'm going to talk about some of the changes we made to switch to remote delivery.

One of the first things that we did is that we strategized to determine any changes that would be necessary to provide remote services. We reviewed the process and then identified resources that we would need for staff and jobseekers to accommodate a remote service delivery. So let's look at some of the details that we needed to work through.

In regards to what process changes that would be needed, we broke this down into two categories, what changes were needed at the state level and what changes were needed to be made by the RESEA staff in the field. Now, comparing these processes for in-person services to what we believed could be the new process to provide the services remotely.

First, let's start with the state level changes. We needed to modify our initial communication process with selected participants. We made changes to the notification letters and emails, changing our scheduling process to make all appointments as individual one-on-one appointments and not as group orientation sessions.

Previously, the initial orientation would be groups with individuals meeting with staff one on one after the orientation.

We modified our letters and emails to reflect this change so that the system would pick up each individual appointment and generate letters to participants. We also removed any language that indicated that the participant would need to report to one of our career centers, letting them know that this would be an appointment via the telephone.

Next, we needed to modify our selection criteria to ensure that we didn't erroneously select any claimants that we now were part of the UI programs that were created under the CARES Act so we weren't selecting anyone that were on PUA or PEUC or SEB.

Lastly, one of the most important steps is we needed to train staff. We conducted a series of trainings with the RESEA staff as a group and then one on one to ensure staff were comfortable and understood the remote process. Subsequent follow-ups were made to ensure no further questions or concerns came up during the new process.

Now, let's talk about staff changes. The first step in the new process for staff was to identify those individuals who were currently scheduled for in-person services prior to the emergency declaration. So we had to notify those customers to let them know that they were not required to come into the office and that we were going to be serving them remotely.

Staff called and emailed customers to notify them of their new appointments. They confirmed that the contact information for each participant was correct and that each individual had no conflicts with the new dates and times. This ensured that there were no disruptions in contacting the individuals on the day of their session.

Once customers were contacted, staff were able to transition from in-person RESEA services to one-on-one remote services.

Next, we recognize that we still needed eligibility and service needs evaluation forms to be completed by participants. But as we all know, this may be a challenge for some customers. As such, we modified the process so that staff review the forms with the customers remotely, and they assist them with completing those forms.

Another important item to note is Georgia's ES registration process, although it can be completed online, customers may still need assistance. In these cases, staff would work with the participant remotely to ensure the registration was entered and completed successfully.

That brings us to another important item, and that is resources. Georgia needed to ensure that all resources necessary to pull off remote services were available to the staff. So let's cover some of the resources that were identified and provided.

We secured laptops for all RESEA staff and ensured that they could securely connect to the network via the VPN. By doing this, it mitigated a large need to change many systems and processes because the data entry would not change. We also ensured that all of the laptops had instant messaging systems installed, such as Microsoft Teams and Cisco Java, which we have both. So this allowed for consistent communication with other colleagues and UI staff.

The computers were also configured for phones and video connections. We also secured necessary accounts for any video remote tools, such as WebEx and Teams. Every computer also had a video tutorial with instructions on how to use some of the programs, such as WebEx, should staff need an immediate resource to reference when using the program. However, state office staff were readily available to step in when needed to assist.

Georgia also made sure to have the necessary online resources available. A set of video tutorials to assist with the ES registration process was available, and information on searching for jobs on EmployGA was also made available, in addition to several other online resources. Georgia also has our online Labor Market Explorer information system that is also available for staff and for jobseekers.

So just to recap some of the items we discussed, after careful consideration and review of the RESEA process on the onset of the pandemic, we have been able to continue the RESEA program during this difficult time.

One of the key things was calming any concerns from staff that operate the program by reemphasizing that the core of the program did not change, only the service delivery platform. This included holding trainings with the staff and confirming secure connections for staff to our network, reducing the need to make many technical changes to our scheduling system or our data entry.

Based upon these things, any issues for reporting -- that the reporting staff had to gain access to any of the data for quarterly reporting or for any internal reporting, that was mitigated.

Lastly, due to the quick transition, we have seen very similar outcomes during the remote process to what we were experiencing pre-pandemic.

We want to thank you for the opportunity for us to discuss our transition to remote RESEA processes. Hopefully, we've provided some ideas for others to use. On the screen we've also provided the contact information of the state coordinator as well as Damon's contact information, should you have any questions. Thank you all, and I'll turn it back over to Michelle.

MS. BEEBE: All right. Thank you so much.

OK. We've got another polling question coming up for you. And I just want to provide a reminder to the group to please enter your questions using the chat box. Looks like we've had a couple come through already, and we'll get to those once we finish the rest of the presentation.

The polling question. What would RESEA top -- what RESEA topics should we cover in future webinars/technical assistance? So we'll pause a moment to give everybody a chance to respond.

All right. Looks like we've got a favorite being the performance measures and outcome followed by evaluations and evidence-based strategies and program reporting requirements. OK. Thank you.

I'm going to go ahead and turn this over to Tricia to walk us through the CareerOneStop.

TRICIA DAHLMAN: Great. Thanks, Michelle. I am so thankful to be here with all of you today and to learn more about all the important work that you're doing.

I am Tricia Dahlman, and I am one of the managers on the CareerOneStop team. And I'm here to give an overview of the CareerOneStop website and online tool that is available to you. So let's take a look and see what the homepage looks like.

So this is the CareerOneStop landing page, and it is available to you at CareerOneStop.org. If you're not familiar, CareerOneStop is a comprehensive career, education, and job website. It is national in scope. So it serves all 50 states and U.S. territories, and it is free for you and your customers to use. There's absolutely no cost in using CareerOneStop.

And I think the best thing to do to kind of show you what it entails is to go ahead and share my screen so that we can go out and look at the live site. So we'll just get that set up for you. OK. And that is loading.

So there. Hopefully, on your screen you are seeing the CareerOneStop website, and the best way to show you what content and tools are on the site is to go across this main navigation at the top. And if you scroll over any one of those areas, it's going to bring up this pop up with what's inside.

So in our Explore Career section, we have a lot of information about career assessments. We have an intro skills and work value assessment. We have general information about career exploration, like you can explore by career cluster, by profile. You can look at videos, and then we have that general planning your career, setting goals type of content.

The next section is find training, and there you're going to find everything from the different types of training, like high school equivalency, college programs, internships, to how do I pay for training and then that general finding your path, what's right for me type content.

The next section, job search, is where we have a lot of resources. So, again, starting with planning your job search, how do I network? Where do I find job openings? We have a really big section on resumes, including samples and templates. How do I fill out a job application? And then content on interviewing, salary negotiation, and then that general job search type content.

Now, the next two sections are where we have all of our tools on the site. So the first one, find local help, will be our -- to help find workforce services in your area. So we start off with a finder to find an American Job Center, and users can search by states or city or zip code to find the one nearest to them.

We have finder tools for employment and training programs like Job Corps centers, older workers, youth programs, as well as community services like job clubs and libraries. And then we have some specific finder tools for workforce development boards and youth committees, and then an unemployment benefits finder that links up to the state unemployment benefits office.

Our next section, the tool kit, is where we have the tools based on our content areas. So that would be everything from careers, like those interest assessments I mentioned, our career profiles and reports. We have finder tools for training and skills, a couple of different job finders, and then reports and tools on wages, industries, and some state and local finders.

And then this last section, resources for, so CareerOneStop is quite comprehensive and kind of for the general jobseeker, but then we have some specialty portals and sites for specific audiences. So if we have customized content and tools, they'd be in these sections. And that covers people like veterans, workers with a criminal conviction, older workers, young adults, et cetera.

One other thing I want to point out at the top of the page is that you can translate the site into Spanish, and all the navigation and content will translate.

And then one more thing on this general overview at the bottom of the site I want to mention is that this Contact Us link, if you have any questions about the site or something occurs to you after the presentation today, that's the best way to contact us. That is monitored daily, and your question will be routed to the person best to answer it.

So that is a really quick flyover of the types of tools and content that you would find on CareerOneStop. But we're going to focus today on just a couple key tools that you can use to support virtual and remote delivery of reemployment services.

And we're going to start with one of these specialty portals I had mentioned, and it's in our footer called Employment Recovery. Going to bring that up for us.

I'm going to spend time on this portal today because I think it's the most relevant site we have to get people back to work immediately. So it is a new portal on CareerOneStop, and it was released in May of 2020. And it was created specifically to provide critical unemployment and job search resources for those impacted by the pandemic.

And the focus is really to help people meet their short-term needs, like filing for unemployment benefits or reentering the workforce, as well as some longer-term goals like adjusting career plans in light of the evolving job market.

So the entire employment recovery portal I think is relevant, but I'm going to highlight four key pages and tools to help find employment. And the focus is going to be on four key tasks that happen in reemployment programs, determine who's hiring in your area, find job openings, update a resume, and prepare for an interview.

So my first task is to understand who is hiring in my area. And for that under Find A Job Now, there is a page called Who's Hiring. And what this has is just general information at the national level. So we know that many industries were hit hard during the pandemic, but others need additional employees to meet demand. So this is, again, what we know nationally about the industries and fields that are currently in need of employees.

So I'm guessing this has come as no surprise. It kind of covers health care, transportation, grocery stores, IT support, and other industries. And it's really just here to give people an idea of where to start. But then also what it has is some practical next steps in these bullets.

So where could I start with a short-term credential? Or if I just wanted an overview video of what this industry is like or the type of careers that it employs, this would be great beginning information for that work.

We also know that there are a lot of differences state by state. So we also encourage jobseekers to check out their state's labor market information office for state specific data in the industries that are declining and increasing in their area.

So once I have a general information -- general idea of where I want to start, my next task is to find some job openings. And I want to point out our job finder tool, which if I go to that Find A Job Now dropdown, it would be just that main navigation page. I would click on that, Find A Job Now. And this brings us to job posting data on CareerOneStop. It is updated daily and comes from three different sources.

The default is the National Learning Exchange, or NLS, which I know many of you are familiar with. And that's going to be the most comprehensive feed we have. That includes your state job bank, as well as openings sent directly from employers.

And so I'm just going to show us an example, if I were searching for dental assistant in Arizona. I have that preloaded here so we can see what the results look like.

So I find more than 5,000 jobs listed for dental assistants in Arizona. Not surprising because that's kind of a wide area to search. On the left-hand side of my results are going to be where I could filter that list. If that was just too many jobs to look at, I have some options of filtering it by company or location or how -- when that posting was posted.

I also just want to point out the filter right here, remote jobs only. So this was another request from jobseekers that came directly from the pandemic of those who were very much interested in working from home, either because they had to or they wanted to. I won't click on it today because dental assistants, they are not doing remote work, but it's definitely appropriate for a lot of different industries.

So I'm going to bring it back up top and just show you what the results page look like. I see that job title, the company that posted it, where it's located, and then when it was posted.

If I do click on the job title, I'm going to get a detailed page that gives me a little bit more information of what the employer posted about what the job is like and from core functions or qualifications. That's all provided by the employer.

And then I have this apply button, and that's going to take me back out to either the state job bank or the employer website that posted that job.

I can download this result, if I wanted to, and print it out, or I could also do the list of results on that page we were just looking at prior.

So my next task is to update my resume to target one of the new job titles I'm focused on, and that content page would be under Find A Job Now and Update Your Resume. So I'm still on the employment recovery portal.

So this we know there's -- we saw when we looked at that overview of CareerOneStop, there's just a ton of information about writing resumes. But what I love about this content is specific to how you might target your resume to a new career or industry. So, again, if I'm completely going into a new industry, what resume format would work best if I have no previous experience or I need to highlight my skills? And there's also advice about how to talk about being laid off due to the pandemic.

So very timely content to where jobseekers are right now. But then also these links are going to bring you back to CareerOneStop. Especially if you're working with someone who hasn't ever written a resume before, this resume guide link is a great step-by-step resource that covers everything from basic structure of a resume to templates and samples. So that can be a great resource.

And then my next and last task for this is to prepare for an interview, and that's going to be under Find A Job Now, again. Virtual interviews. And, again, this is the topic where there's a lot of great general information and tips. I can find common interview questions, more general interview questions.

But then what this content page digs into are specific tips for phone and video interviews. And we just know that more and more interviews are happening in this way.

So there's some tips about how -- what kind of equipment you might need or how to practice, preparing your environment, some body language tips. So, again, just specific to the phone and video interviews.

OK. So we've got those four tasks down. So switching gears just a little bit, I also want to walk us through how to help someone explore their career options. So this would be if you're working with someone who has a little bit more time to do exploration or may need some more guidance on where to start.

There are two key tasks that I want to help determine, and those -- or help the jobseeker with, and that's to determine my interests and to learn more about a specific career. So I want to show you our interest assessment. And, now, I'm going back to the CareerOneStop website, so the main CareerOneStop website that we looked at first.

And just a reminder, we have those three career assessments on the site, interests, skills, and work values. But I chose to show you the interest assessment today because I think it's the most accessible to the most people. Users find it easier a lot of times to talk about what they're interested in. So it can be really good starting point.

And I would find this tool again under the toolkit, careers, and interest assessment. And what this is is a quick 30-question tool based on the Holland Code. So if you're familiar with (MYSX score ?), that is what you'll get at the end. It is based on the O\*NET interest profiler. So if you're familiar with that tool, this is based on that same data.

And users, just for every interest statement, they indicate how much they like or dislike that activity. And then I have a set of results preloaded so you can get an idea of what they see at the end of answering those questions.

I see 69 careers that match my interest assessment, and along the left-hand side, again, are going to be options if I want to filter that list of results. But what I see here are my career matches. I see a snapshot of the employment outlook, the median hourly wages, and the education requirements for those careers.

And, now, once I have looked at this and I decide I want to explore something a little bit closer, I need to learn more about that career of interest. And I've preloaded dental assistants here in Arizona. So I could have selected one of those career titles from my result list of the interest assessment, or I could come directly to profile, again, under toolkit, careers, and occupation profile.

And what this is is a great snapshot of what that job entails. So it gives me a description. I can watch a career video, specifically what they do on the job. All of our videos on careers have been updated in the last couple of years. So they're very relevant with updated tools and technologies that's used on the job. I see a snapshot of labor market information, so -- and projected employment, employment outlook, wages. Here I'm showing a chart comparable to the national.

I get a sense of what education experience is required to get started in that career, but then also what percentage most workers in the field have by education level. I can dig deeper into some other education requirements like certifications, licenses, apprenticeship opportunities.

And then I get some more general information about the activities. What do people do during the day on this job, and then what knowledge, skills and abilities are used on the job? So, again, it's just a great first way of kind of exploring a career and what it entails.

So that is a really quick overview of CareerOneStop. But I hope you're able to spend a little bit more time exploring the site and the ways that it can help you deliver virtual and remote employment services.

And with that, I will stop sharing my screen and hand it back to Larry.

MR. BURNS: Thank you very much for sharing the CareerOneStop resources.

And one of the things we wanted to do is just emphasize that, with this transition to virtual and remote services, there are a lot of resources that are out there that you can potentially leverage. And we think this is a really great one that could be helpful for everyone. So we really wanted to highlight that. And I know on the WorkforceGPS platform, there's a lot more information about this resource and other webinars. I just wanted to emphasize that.

With that, we want to dive into some questions, and we've saved quite a bit of time for questions. So we'll try to get through as many as we can. We've received quite a few as we've been going, but feel free to continue to submit questions via the chat.

But before we dive in, I really want to emphasize working with my partners presenting here to get some state experiences with the transition. But there were a few high-level questions that I just want to address real quickly that pertain to operations and guidance.

So one of the big questions that came in was regarding performance. So -- and I also noticed in the polling question that was the number one thing that came up is we need to provide some more technical assistance and information about RESEA performance.

We had a couple of questions regarding performance and operational or program year.

So for the RESEA program, we operate on a -- we're funded on a fiscal year basis. We operate on a calendar year basis. But the legislation that authorizes us requires we look at performance on a fiscal year basis. So we have three different time scales that we use.

And one of the things we are doing, and we're putting it together now, is planning to provide some technical assistance on how we're going to handle performance. So we issued some guidance right around the holidays, I believe it went out, about how we'll be measuring the performance of the UI and RESEA system. And we are planning to do a separate event that we're going to dig down deep into that, because that does get a little bit more technical.

So just be on the lookout for some more guidance about the performance and RESEA. So more to come on that. I don't want to go too far into it on this session because we really want to focus on the virtual and remote services. But just a heads up, more information will be out soon on that.

There was also a question about -- the example that was brought up specifically was the JVSG and how that program interacts with RESEA. And I think the other partners are probably interested as well.

So one of the things that came up that I didn't address early on that I should have is RESEA staffing. Who actually does RESEA?

So RESEA can be done by any appropriately trained AJC staff member. So RESEA can be done by Wagner-Peyser employment services, WIOA staff, and in some states it's been done by JVSG staff who were trained and worked with recipients of UCX or other other veterans.

So there's a lot of flexibility. And one of the things we've encouraged starting last year and this year is for states to look at creative ways to staff their RESEA program and to try to promote the one workforce vision and integration by maybe having people cross-train quite a bit.

So I think, historically, where we had UCX as a target population for RESEA there's a lot more work with the JVSG program, but those connections can still exist. And I just thought that was a good opportunity to emphasize that there's a lot of flexibility with RESEA staffing. We don't have a merit staffing requirement for RESEA. However, when it comes to decisions about UI benefits, so if there's an issue that needs to be adjudicated, that does have to be merit staff.

So I just wanted to emphasize that on the staffing of RESEA, there's a lot of flexibility under the program.

And there's another high-level question that came in was asking about funding. So we were talking a little bit about laptops and virtual services and headsets and being able to do things virtually using technology.

One of the things we did last year, and it continues this year, is that we did some clarification about RESEA cost. So, historically, RESEA has counted all IT as admin costs and admin costs are capped in the RESEA program. But when it comes to virtual service delivery -- and some of the examples that came up, I think a good one.

So if your staff are now doing virtual services and they need a laptop or a headset or other technology like an account for video conferencing, that those can be ran against program costs, not administrative costs. So that was a flexibility we clarified last year and are continuing this year. So I just wanted to emphasize that you do have some flexibility there.

And the last big question I saw come up a lot that we've had probably a dozen questions is about signatures. So I'm going to hand it over to the team to talk about how they handle signatures. But I just wanted to provide kind of a high-level answer first before I hand it over. And this is a question we have received quite a bit, and we're developing an FAQ on it.

But regarding signatures, of course, there's definitely technology that allows for electronic signatures, and that's something you can be using. But we do know that some claimants may not have virtual signatures available to them or other limitations.

So one of the things we've allowed in some instances is where, if you're working with somebody, for example, over the phone and you're explaining to them the requirements of the program and the impact of what could happen if they don't comply with the program and you document that in case notes but then you also follow up with something via email. So you need to have something official that you go out where you summarize the agreements you reached and the potential impact of not following along with the program, that you follow up with them via something written in email that you can document in addition to the case notes.

So that's kind of a high-level summary, and we are working on an FAQ with that. But with that, regarding the signatures and also phone-based services, so people that have trouble with the virtual services, so I'm curious if others on the team presenting today want to talk a little bit about their experience with both the signatures and also using phone-based services when needed.

MS. BLUSIEWICZ: Sure. I can give an answer. This is Sarah from Rhode Island. I would say that we absolutely use phone-based services. In fact, before our virtual career center launched, that's what we were exclusively using.

And then in terms of the signatures, I would recommend, one, limiting how many signatures you need on things. So we spent a good deal of time just sort of consolidating or eliminating unnecessary signing when it wasn't critical. And for those things that did require a signature, again, following that over the phone, follow up with an email. And then also we accept documents if people want to take a picture of a document. Or they want to submit it as a photo or a picture, we allow that as well.

So we have document storage capacity both on the virtual career center and in Employ RI, which is our geographic solutions case management system. So we do both.

MS. WAITE: This is Rhonda Waite with Georgia. And just in response to that, we do the same thing in regards to I know the questions about signatures on required documents. We allow individuals to take photos of it. They can send it back to us. So we take different forms. I mean, they can email it. They can fax. They can take a picture. So we offer them various ways to submit that to us.

In addition, in regards to phone services, of course, we do know that some individuals may not have Internet access and their only ability to communicate with us is via phone. So, of course, we allow them to just specifically communicate with us via phone, and we assist them with the job search over the phone. We can assist them -- we can do the registration over the phone. We also have support staff available for Employ Georgia where they put the registration in. So support staff are also available to assist.

MR. BURNS: All right. Thank you. So yeah. Definitely a lot of different options out there. The photo one is a good one. I hadn't thought of that, but that's definitely a cool solution to that.

One of the other things that came up and I want to throw this out to all the presenters because I found this question really interesting. I haven't thought about it.

But with your experiences so far with the pivot to virtual and remote services, are you finding that the RESEA sessions take more time to do, or are they less time than what you were doing before when you were doing in-person? Is there an increased or decreased burden on the session now with this pivot?

And I'm curious if you guys have some feedback on that.

MS. BLUSIEWICZ: Yeah. This is Sarah again. I can go first. I would say it's a little early to determine one way or the other on that yet. I think that for some folks, they like hearing a live person on the end of that appointment, whether it be a phone or the on the computer. But others are -- they're not necessarily seeing the person that you're on the phone. So how much do they want to stay on?

So I would say that it's -- I feel it's a little too early to tell conclusively, but I think overall that, just like when you have an in-person appointment, those who are engaged, those that see value in the services and really want to take advantage of them, will dedicate the time. And those who are, why are you calling me and why do I have to come in and why are you preventing me from getting my UI check, are more interested in expediting that process. So I would say a very similar correlation on that front.

MS. WAITE: And then from Georgia's side of the house, we would say it really varies. It really depends on the skills and experiences of the person that you're assisting. Some people are good with electronic systems. They can go online, they can do their registration. They don't need assistance as much so as others.

Then you have some that you have to spend a little more time with those individuals. But it's just like any other appointment that we've had. If they have their registration completed prior to the process, it definitely speeds that appointment up. But when they don't have the registration complete, then it does take staff a little bit longer to assist.

MR. BURNS: Great. And just a couple other high-level questions that came in, and then I'm going to pass it off to Sarah because I know she was presenting on Rhode Island. We'll try to follow the order of the presentation as we go. She had a couple specific questions that came in that she's going to answer for you.

But before we dig into that, there was two kind of high-level questions that apply across the program I just wanted to answer real quick.

One of them is the question, when we're talking about virtual remote services, which services should -- can be virtual, and which can be remote?

So really, the key thing that really needs to be virtual, that has to have that person-to-person contact is the eligibility assessment. And we talk a little bit about that in our operating guidance, but that really should have a personal touch to it at a minimum.

But I do think there's benefit to -- even if you do some things virtually, following up with some in-person contact about labor market information where you can or just reviewing things that may have been done virtually is beneficial. But really, one of the areas to really focus on to make sure you have the remote service where you're doing person-to-person is the eligibility assessment.

And the other question that came in is, is there a preference for virtual and remote or versus in-person? So I know a lot of states are starting to open up again and, hopefully, in the not-so-distant future, things are going to start to pick up with being able to do things in person like we had in the past.

So on that question, one of the things that's really key about RESEA is we do have this evidence-based requirement, and, currently, all the evidence is based on the in-person service. So there is definitely, where it's available, safe to do so, and possible, the preference to do in-person services. And, hopefully, we will be able to return to that.

That being said, even before the pandemic, we were starting to transition to having virtual and remote services as a bit of a -- something we were starting to venture into, especially in rural areas that may not be served by an American Job Center.

So I think moving forward, we'll probably have a wider spectrum of things that RESEA can do. But I do think there's still going to be that preference for trying to bring people physically into the center when it's safe -- safe to do so and operations return back to normal.

But I do think moving forward, even though we haven't issued you any final guidance or anything, I do think what's happening this year and last year is going to have an influence on what RESEA looks like in the future. So I just wanted to emphasize that there, that just because you have been in person, that's something that we're hoping to be able to return to one day. But for the time being, the virtual and remote is definitely the way to go where needed.

So with that, Sarah, I'm going to head it back over to you because I know, while you were presenting, there were some specific Rhode Island questions that came in. So I know you've been going through them, and I'll just hand it over to you for the next couple minutes to kind of go through those, if you'd like.

MS. BLUSIEWICZ: Sure. One of them right off the bat has been this use of the term virtual. So we just named that website the Virtual Career Center. But in terms of RESEA, that would fall under the remote service category because it is person-to-person.

The career recommendations engine that we have built where it gives you that whole training and my next job and that kind of thing would be more of a virtual service that then can be leveraged in your appointment. But you don't have to be with a person to go through that and use that tool.

Also, a person was asking around sort of for me to review the partners. So all of the technology, including the appointment scheduling, was developed with Google directly. Google has a company that they work with that's called -- (inaudible) -- that is more of their -- they will assign them to a state to help work out. But they are -- it is the Google partnership that is the whole technology side of the house in terms of developing that site.

The vendor that we used that was the Research Improving People's Lives, which their website is, I believe, www.ripl.org, they are the ones who developed our algorithms and the machine learning for the algorithms that do the career recommendations and the training recommendations.

So we work with them and Google because the clear recommendation engines on the VCC website, they work in collaboration with us on making sure that that's a very seamless delivery of those two things.

In terms of pricing, how do we pay for it? The whole thing -- now, keep in mind, this is the appointment scheduling, the licenses to have the career coaches and the staff be able to access the system. We have a job fair and employers' side of the house that we're building out. It's the job board with all of the Google Map overlay and all that, in addition to the career coach community of practice and the recommendation engine and all of the building out of the AI on that front. And we have some chat box that we're building out.

That whole family of programing together cost us around $3 million dollars and we used CARES Act for it. So part of that substantial investment of corona relief funds that our governor dedicated to workforce, we built the virtual career center with all of its appendages, including the AI and machine learning components out of that fund.

And I'm just trying to check and see if I have any more questions. I think they were the most that were Rhode Island specific. Yeah. So I'll turn it back over to you, Larry.

MR. BURNS: Thanks. Rhonda, we did have a couple come in specific to Georgia, and I was wondering if you could take those. There was one question about self-selecting appointments or scheduling and a little bit more clarification there. So I'll hand it over to you for that one.

MS. WAITE: OK. So in regards to whether we use self-selecting appointments or we schedule them, we actually schedule the individual on the next available appointment that we have. We have a scheduler that we have in-house that we put them on.

Now, if the person receives the email and the letter and tells us that they are unable to make that specific appointment, they notify us, and that is in the letter to let them know that they need to go ahead and notify us that they're not able to make the appointment. And, of course, with good cause, we will reschedule them to the next available one. But we do initially choose the appointment.

MR. BURNS: Great. Thank you. And, Tricia, on the CareerOneStop, I noticed you had a couple questions that just came in specific to your presentation. So can I hand it over to you to to take those?

MS. DAHLMAN: Yeah. Absolutely. Thanks.

There was a question about where the employment recovery portal was located, and that I think it's best to go to our main site, which is that CareerOneStop.org. And that was on your slide in the presentation. And if you go all the way down in the footer under our site, employment recovery is going to be one of those links. So that's how you can get back to that portal.

And then there was other -- the other question I saw was, "Are there linkages to rapid response services located within the CareerOneStop site?"

So thanks for that question. Right now, the answer would be no. What we have in that unemployment benefits finder tool would be links directly to each state of how to file for unemployment, so the best link to do that online or if it's by phone in your state. But we don't have anything specific to rapid response, but that's a great idea and something that we can definitely look into.

MR. BURNS: Great. Thank you.

So we just had another batch of questions coming in. If you can just give us a few seconds, we're going to take a look through, and we'll be right back.

MS. CASERTANO: And while the presenters are reviewing your questions that came in, I just want to give a reminder to everybody that you can download the PowerPoint from the file share window located at the bottom right-hand corner of the screen.

You can also download the PowerPoint, as well as the transcript and the recording of today's session on WorkforceGPS in about three businesses. But for now, you can download the PowerPoint right from the file share window at the bottom right-hand side of your screen.

MR. BURNS: And I did receive a question, kind of, big picture for RESEA. There's a lot of interest in how we can better integrate with more partners and this JVSG, trade, a few other programs for -- who are listed as potential areas where more technical assistance about integration would be helpful.

And I will say before the pandemic that was a direction we were working on was to try to do some more technical technical assistance around RESEA program integration. And as we're addressing the pivot to the virtual and remote services and the new state plans, we've kind of scheduled those a little bit later on. But that is something on our radar that we're really interested in talking about is how to work more on integration with the RESEA program.

And I do know in some previous trainings we've done on RESEA, we've talked a little bit at a very high level, but we haven't dug into some specifics. So one of the things we are trying to do with this latest round of RESEA state plans is we're reviewing the state plans and we're also going to be working with some technical assistance people to try to identify some promising practices both around virtual and remote services, but also around integration and try to do some case studies that could start us at a starting point for maybe a webinar very similar to this, where we will bring in some actual states to present their real-world experience with integration.

So thanks for flagging that. It is definitely something that's on our radar. And we were working on some things that have -- that are still in the process and we'll hopefully be able to pick back up on those shortly. And what we'll do is I know we're coming up on 2:30. So I'm going to take a quick skim. We have maybe another two minutes for questions, and then we'll do some wrap up, because we do want to do -- link you to some other resources before we head off.

So I'll turn it to the group. Is anything -- any questions? And I know we've received a lot of questions, and we're trying to go through as many as we can. We'll try to follow up in writing later after this to written questions, if we can, but --

MS. BLUSIEWICZ: And this is Sarah. I see a lot of questions regarding security of documentation over email and sort of how do you handle sort of that influx of e-communication, if you will?

I would say that what was helpful to us is, one, obviously, use your legal department. That's what they're there for. And figure out what your state tools and technology procedures are for that. One thing that we use in conjunction is direct uploads. So there's -- it's not as much emailing of an attachment, but more so you can just directly upload into our case management system from your phone or from your computer or other device.

Other things is I see there's a lot of questions around mailing, if people do not have a cell phone or they don't have the computer.

We try -- I mean, some folks do drop off documents. We try to discourage that as much as possible just because that's a hassle for the person, hassle for us. So we try really hard that they -- again, goes back to why are you collecting the signature to begin with? And is it something that's super, super necessary, or is it just something that's a habit of government?

So we really have minimized the amount of blue ink on the dotted line that we have required for these programs to really move into having it more of that interview with the appointment and letting that -- the counselor really take over a lot of that planning. And then there's those building out your reemployment plan in your case management system where the person can access that.

So, again, it's not so much of here's your homework packet and off you go and sign a physical read receipt. Rather, it should be a dynamic thing that the person can log into -- the career counselors logging into it and we can do that together or over the phone and then the career counselor's being the scribe.

And, again, we can do physical mailings, but we are trying really hard to minimize the amount of documentation that needs to go back and forth between our agency and our public. So just wanted to flag that as, if you don't absolutely need it, it might be a good time to reassess why we're collecting it to begin with.

MR. BURNS: All right. Thank you. I think with that, since we're running a little bit low on time, we'll start -- we'll wrap up the questions now. But I just wanted to emphasize one of the things we are working on, and I'll be pulling the questions from this event as well, is that we are working on an FAQ, given all the changes to RESEA. And we've received a lot of more technical questions that kind of get into the weeds a little bit that would require a more researched and written out answer.

So we are going to pull some of these questions. And I have a current set of FAQs in development, and I'll add some of the feedback from this event to that as well so we can try to answer more questions that may not have got to today. But -- and, again, we also had a lot of questions come in that weren't related really to the virtual and remote services but just generally other administrative activities with RESEA.

So we will -- please be on the lookout for an FAQ, and to find that FAQ, it's a good segue into some resources I wanted to highlight here. And I emphasize this during each of the RESEA events, but just wanted to remind everybody that on WorkforceGPS we have an RESEA -- we refer to it as the landing page where you can get all of our technical assistance, our operating guidance, and we -- we're currently in the process of making a bunch of updates with some new resources there.

So I mentioned early on, if you're curious about learning more about RESEA, this is your starting point. So you can use this link to directly access everything you need to know about RESEA. And it will link you to the technical assistance we did around evaluations, our operating guidance, our forthcoming performance training and technical assistance, and also any other products we develop as we go, such as case studies and also the FAQ.

So this is a great starting point, if you want to learn a little bit more about RESEA, and I encourage you to visit and check it out.

And also following the event, if you have any questions, feel free to reach out to myself or also Marisol Lopez in the Northeast Regional Office is helping me coordinate some of the responses to this. I wanted to provide that info there.

But with that, I know we're getting really close to time. So I'll pass it back to Laura to do the final wrap-up. Thank you, everyone.

(END)