



Rapid Reemployment: Back to Work Standards and Guidelines

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1. Rapid Reemployment Process

1.1. Introduction

We send a Reemployment Services and Eligibility Assessment (RESEA) outreach notice to a subset of individuals receiving Unemployment Insurance (UI), which gives them instructions for contacting us.

1. We direct individuals in the RESEA outreach notice to schedule an appointment and complete all the essential components of the initial visit.
2. *Before the scheduled appointment, individuals who have been outreached must:*
 - a. *View the RESEA video located under the Quick Menu options in WIT.*
 - b. *After clicking the link, the next page shows a message that reads “RESEA Video: This video will introduce you to programs and services provided by the Texas Workforce Commission through its local workforce development boards that will help you reach your goal”.*
 - c. *The individual must click the hyperlink and watch the entire video to receive credit.*
 - d. *Once the video is completed, WIT records the RESEA Video (RVD) service.*
3. Workforce Solutions staff must remind individuals of their scheduled appointments at least two business days before using the following communication methods:
 - a. WorkInTexas.com internal message
 - b. Email (using the claimant’s unique email address)
 - c. Phone
4. *Staff must use the [Babel Notice](#) in these communications.*
5. Workforce Solutions staff may complete the orientation and provide service:
 - a. in a career office;
 - b. in locations other than a career office;
 - c. remotely, using technology that allows face-to-face communication such as Teams, Skype, Zoom, FaceTime, or another similar product (remote technology does not include text messages; e-mails; or online messaging systems);
 - d. by phone under limited circumstances when using remote technology is not available; or
 - e. using prerecorded webinars or self-paced presentations in coordination with an arranged face-to-face component.
6. We recommend enrolling individuals who complete the back to work process as WIOA Dislocated Workers, as appropriate based on the individual’s needs.

1.2. The Reemployment Team

We have a team of staff dedicated to work with individuals receiving UI who have received an RESEA outreach notice. The Reemployment Team works primarily as a regional call center, communicating with individuals virtually, and is responsible for:

- Managing RESEA appointments
- Providing orientations for all individuals receiving the RESEA outreach notice
- Providing job search assistance to help the individual find a job
- Assessing the individual to determine if more intensive services are needed, such as training or talent development
- Entering all required services into WorkInTexas.com (WIT) for the date the orientation occurred
- Updating the individual status on the RESEA rosters in WIT
- Co-enrolling RESEA individuals into WIOA Dislocated Statewide Initiatives and/or Dislocated Worker funds, as appropriate, to leverage support services
- Managing and responding to individual surveys
- Scheduling the participant's first subsequent visit within fourteen days of the RESEA orientation

In instances where the Reemployment Team is not available, career office staff may be required to work with a reemployment participant based on the business needs of the office.

1.3. Connecting an Individual with the Reemployment Team

Oftentimes, an individual who has been outreached for a rapid reemployment orientation will call or visit a Workforce Solutions Career Office. In these instances, staff must first seek to identify the individual's needs. If the individual has specific questions related to the reemployment orientation, staff may route the individual to a member of the Reemployment Team using the phone directory in Attachment 2 or connect the individual via email to: reemployment@wrksolutions.com.

If the individual has a scheduled virtual appointment and needs assistance with accessing the Ring Central platform, staff must assist the individual by:

- identifying a workstation where they can participate in the orientation; and
- helping them access their appointment via Ring Central.

If the individual does not have a scheduled appointment, staff must assist the individual by:

- answering their questions or routing them to the Reemployment Team;
- scheduling the individual for the first available virtual appointment with the Reemployment Team; or
- scheduling the individual for an orientation with a staff person within the office if a virtual appointment is not readily available.

1.4. Our Service

We serve individuals who receive an RESEA outreach notice just like we do any other individual: we listen carefully as the individual describes their wants and needs; ask detailed questions about skills, work history, employment goals, and needs for upgrading skills; and provide sound professional advice to help the individual return to work. Additionally, staff must provide six required elements for Back to Work service.

Staff must address each of the following six elements to avoid the individual experiencing issues with receiving their UI benefits:

1.4.1. **Assess unemployment insurance eligibility.**

Staff must conduct a comprehensive assessment, review eligibility requirements for unemployment insurance provide Orientation to Complaint procedure and document the conversation in WIT Case Notes.

During the assessment, Workforce Solutions staff must:

- provide guidance and suggestions on how the individual can enhance their job match parameters in WIT to ensure the best matches with job opportunities; and
- advise the individual of the requirement to report work and earnings.

Individuals outreached for RESEA must meet the following ongoing unemployment benefits eligibility requirements:

- Actively search for full-time work and perform a minimum of three job contacts a week;
- Provide proof of job search at each appointment; and
- Be **able** to engage in and be **available** for full-time work;

Able to Work

Being able to work means the individual is physically and mentally able to perform the work they are seeking. They must have the health, endurance, and other physical and mental requirements necessary to perform suitable full-time work for which they are qualified or can readily learn to perform, and which exists in the job search area.

Available for Work

Being available for work means the individual is ready, willing, and able to accept any suitable full-time work. The individual must:

- Have adequate transportation
- Have adequate child care arrangements to allow the individual to work, if applicable
- Be available for job interviews
- Be willing and able to work all the days and hours required for the type of work the individual is seeking; and
- Be willing to accept the usual rate of pay for a person of the individual's qualifications and experience
- Be available to Workforce Solutions staff for job search assistance, career counseling, follow up, etc.;
- Participate in required reemployment activities and complete all required RESEA services; and
- Apply for and accept suitable work (see Available for Work definition above).

If a potential unemployment benefits eligibility issue is discovered while conducting this assessment, refer to the process outlined on page 10 in the section **Reporting Potential UI Issues**.

If during the interview the individual asks an unemployment insurance question, staff must help the individual connect with the Tele-Center for answers or help the individual begin the adjudication process, if necessary.

Staff must document a summary of the assessment in WIT Case Notes.

1.4.2. **Complete an employment plan.**

During the interview with an individual, staff must develop an employment plan in WIT that includes:

- a specific employment goal
- an individual strategy to address barriers to employment
- a detailed step-by-step description of activities that the participant will perform and/or participate in, including training
- time frames for the start and completion of each activity
- specific dates for staff to follow up and evaluate each activity, provide additional assistance, and make any necessary adjustments

1.4.3. **Complete WIT registration including Wagner-Peyser (WP) eligibility.**

Workforce Solutions staff must work directly with the individual to review their Wagner-Peyser application and résumé and enroll them as a participant in the Wagner-Peyser program, to assist them with open jobs and provide job referrals.

To enroll an individual as a participant in the WP program, Workforce Solutions staff must follow these steps in WIT:

- With the individual in focus, click the Programs link and click the pencil icon.
- Follow the page prompts to review the individual's general and background information and complete all eleven (11) pages of the WIT application.
- Click the Finish button.
- When the Finish Application pop-up box is displayed, click the WP Participation box.
- Add the participation date.
- Add a job search assistance service (JSP) to complete the Wagner-Peyser enrollment.
 - Go to the Case Management Profile section under Staff Profiles and select the Programs link to verify that the individual has been successfully enrolled as a participant in WP and the Participation Date is displayed. The WP application status is displayed under the Title III—Wagner-Peyser (WP) heading on the Programs page. The Participation Date also indicates that a period of participation has been opened for the WP program.

- Verify the participant has at least one saved résumé. Online or offline résumés can be viewed on the Résumés page, which is accessed from the Employment Plan Profile under My Individual Plans.
- Once the participant's WP participation is confirmed, Workforce Solutions staff adds the other required RESEA services that have been provided to the individual to meet the RESEA program requirements.

1.4.4. **Provide current and customized labor market information (CLMI).**

Workforce Solutions staff must provide professional advice and current information about jobs and job opportunities specifically for each participant. CLMI must be tailored to the participant's specific needs and include an analysis of the participant's work history. Generic CLMI, such as a referral to a list of in-demand occupations, is not sufficient. CLMI may include, but is not limited to:

- employment numbers by occupation and industry;
- short- and long-term industry and occupational employment projections;
- information on business employment dynamics, including the number and nature of business establishments;
- local employment dynamics, including business turnover rates, new hires, job separations, and net job losses;
- identification of high growth and high demand industries, occupations, and jobs;
- information on work hours, benefits, unionization, trade disputes, conditions of employment, and retirement; and
- information on occupation-specific requirements regarding education, training, skills, knowledge, and experience.

Additional CLMI may also include, as either source data or as an analysis of source data, the following:

- population and workforce growth and decline, classified by age, sex, race, and other demographic characteristics
- identification of emerging occupations and evolving skill demands
- workforce characteristics, which can include skills, experience, education, credential attainment, and competencies
- information on regional and local economic development activity, including job creation through business start-ups and expansions
- shifts in consumer demands
- labor market information gained from interaction with businesses, industry and trade associations, education agencies, government entities, and the public.

During the development of the employment plan, Workforce Solutions staff must make sure the participant understands how this information may be used to conduct or enhance an appropriate job search. ***Staff must add a summary of the CLMI discussion to the comment section of the Individual Employment Plan (IEP).***

Staff must show the customer how to use the [Texas LMI Tools](#) and ensures the customer understands how CLMI may be used to conduct or enhance their job search.

Complete the online CLMI form in WIT and save the form to the Staff Documents tab in the customer's profile.

Enter the date the CLMI form was completed under service code 245 – Customized Labor Market Information.

1.4.5. Provide Information about Workforce Solutions.

At any time, and especially when asked by a participant, staff must discuss the range of Workforce Solutions service and how we can help the participant get back to work. Staff must document the information and resources shared with the participant in WIT Case Notes.

1.4.6. Offer additional services.

At the participant's request and/or in our professional judgement, we offer:

- Job search assistance including referrals to open jobs, job development and placement, and access to Workforce Solutions job search seminars;
- Comprehensive assessment of the participant's skill levels and needs;
- Career readiness such as creating or updating a resume, interview preparation, completing job applications; and/or
- Career counseling, planning and information about and help obtaining financial aid, including scholarships for basic education, upskill training, or education to change careers.

1.5. Outreach & Response

1.5.1. Service Delivery Timeline

It is very important that RESEA participants are provided services timely. The following table contains the timeline for RESEA services.

Requirement	Deadline
Individual is added to RESEA outreach pool	Every Friday night
RESEA auto-scheduler runs	Every Tuesday
RESEA orientation date	Up to 7 to 21 days from the date the auto-scheduler runs after the claimant has been added to the outreach pool
All RESEA services must be provided	Within 7 calendar days from the scheduled RESEA orientation date
All RESEA services must be entered in WIT	Within 7 calendar days from the scheduled RESEA orientation date

The process for outreaching RESEA individuals is outlined below:

- a. On Friday night, individuals who received their first UI payment are profiled in WIT and assigned a profile score. WIT includes a feature that allows Workforce Solutions staff to schedule events with openings for RESEA individuals to attend an orientation.
- b. On Tuesday, WIT begins **automatically scheduling profiled individuals for orientations in available slots for RESEA events.**
- c. Due to the lag between when the profiler runs on Friday night and the auto-scheduler begins to fill appointments on Tuesday, staff must review the outreach pool on Monday to ensure enough openings have been created to accommodate the number of individuals whose profile scores make them mandatory for RESEA service.
- d. All mandatory individuals must be scheduled for an RESEA orientation that is within seven (7) and twenty-one (21) calendar days from the date the scheduler ran (Tuesday) after the Friday the individual was added to the outreach pool. Workforce Solutions staff must make sure enough events or openings are created so that all mandatory RESEA individuals are scheduled for an appointment within the allowable time limit. If there are not enough openings, the individual will be pushed to the next available opening, potentially creating a backlog that may prevent timely delivery of service.
- e. RESEA staff must provide required services and update the individual's WIT record within seven (7) calendar days from the date of the RESEA Orientation (RSO) and twenty-one (21) calendar days from date the auto-scheduler runs after the individual has been added to the outreach pool. In WIT, staff must:
 - (1) Enter all RESEA services (see list on page 15).
 - (2) Update the individual's registration status as follow:
 - i. **Registered** – default setting. Must be updated after the scheduled orientation date.
 - ii. **Attended** – Must be entered if an individual attends an RESEA orientation and receives all the required services.
 - iii. **Cancelled** – Select only when there is a problem with the automated process or a delay in mailing the RESEA orientation letters. Staff must provide an explanation for the canceled status in case notes in WIT. Workforce Solutions staff must reschedule the individual for a RESEA appointment.
 - iv. **Exempted** – TWC has resumed exemption authority and the designated exemption drop-down menu in WorkInTexas.com has been disabled. Workforce Solutions staff cannot make a determination regarding a individual's exemption. See section 1.5.6 for more information on exemptions.
 - v. **No Show** – Select for the following reasons: (1) if the individual is under consideration to receive an exemption from UI staff; (2) the individual becomes reemployed prior to their scheduled appointment and (3) if the individual did not attend the RESEA orientation as scheduled, and staff made at least one unsuccessful attempt to contact the individual to reschedule. When the No Show Reason drop-down menu appears, staff must select an appropriate reason and provide justification for the selection in case notes in WIT.

- Workforce Solutions staff must limit the use of “No Show” reasons to only those reasons that can be verified and documented with a detailed explanation in WIT Case Notes.
- A “No Show” status automatically sends a notification to the Unemployment Benefits System, which alerts UI staff of the individual’s noncompliance and may cause the individual’s benefits to be suspended or delayed.
- Once the Registration Status has been changed to “No Show,” staff can only select “Attended”. Every change made by staff to an individual’s Registration Status will appear on the Programs page (Activities/Enrollment/Service).
- If an individual fails to respond to the outreach letter by the orientation date, the Reemployment team must outreach the individual within two business days and take one of the following actions:
 1. Enter all required services and mark as “Attended” on the roster, if the individual attends the rescheduled appointment; or
 2. Mark as “No Show” on the roster in WIT
 - a. If we are unable to reach the individual, or
 - b. If the individual is rescheduled but misses the second appointment

Note: If an RESEA individual contacts Workforce Solutions after seven calendar days from their scheduled RESEA orientation date, staff must **not refuse or deny** service to the individual. Workforce Solutions staff must provide and enter into WIT the required services for the date the individual attended the orientation.

1.5.2. **Outreach Letters**

Career office tracking units generate outreach letters created by scheduled events in WIT. These letters give the individual instructions for contacting us to receive service. The individual must complete the following steps to satisfy their orientation requirements:

- a. Watch the RESEA video in WIT;
- b. Schedule an appointment to meet with Workforce Solutions staff; and
- c. Provide proof of job search

1.5.3. **Rescheduling**

Sometimes individuals have extenuating situations or circumstances that inhibit their ability to report to us as required. An individual can reschedule if they contact Workforce Solutions before the RSO orientation date on their letter. Workforce Solutions staff may reschedule the individual with or without good cause no more than two times in WIT. Staff must document the reschedule request in WIT case notes.

Career office staff must have a process to respond quickly to an individual requesting to reschedule an appointment.

Example:

Mary Sue received an RESEA orientation letter telling her she must schedule and complete her orientation by 09/02/22. Ms. Sue calls the office on 09/01/22 and tells staff that she will not be able to attend an orientation until 09/07/22. In this instance, staff must take the following actions:

1. If the individual's Registration Status is Registered or Canceled, select "Reschedule" in the Action column and select an RESEA orientation event for 09/07/22 from the drop-down menu.
2. Document the action in Case Notes in WIT;
3. Schedule the appointment for 09/07/22.

If an individual fails to respond or attend a scheduled orientation three times, the following consequences occur:

- UI staff will suspend the individual's eligibility for unemployment benefits until the individual completes all required services and reports compliance to UI staff.
- The individual can no longer be rescheduled for an orientation in WIT.
- If the individual contacts Workforce Solutions for help in completing the rapid reemployment Back to Work service, including an orientation, staff must **manually** schedule the orientation and allow the individual to participate in all other required RESEA services.
- Workforce Solutions staff must help all individuals who are willing to engage in and complete the Back to Work service. **Staff must not refuse to serve the individual!**

Note: To assist an individual who has been rescheduled three or more times, Workforce Solutions staff must manually enter the RESEA Orientation (RSO) service once the individual successfully attends a manually scheduled orientation event. This is the only reason a staff person should manually enter an RSO service in WIT.

1.5.4. **Reporting Potential UI Issues**

While working with an individual, either to reschedule an orientation or conducting the UI eligibility assessment, an individual may report issues that indicate they may not be able and/or available to work. These issues must be reported to UI staff at Texas Workforce Commission (TWC).

Potential issues include, but are not limited to:

- Failure to participate in all required RESEA services, including follow-up appointments (Workforce Solutions staff must include details about the required services in which the individual failed to participate using the Comments section of the Potential UI Eligibility Reporting Template (WF-42) [form in WIT](#));
- Unable to work full-time or unwilling to engage in and be available for full-time work;

- Unable, unavailable, or unwilling to search for work or accept suitable employment; and/or
- Travel or vacation that makes an individual unavailable for work.

Note: If the individual is not able to work or is not available for work for only one day during a week but is able and available during the rest of the benefit week, the individual cannot be determined ineligible for unemployment benefits. Potential unemployment benefits eligibility issues that affect the individual for only one day are not required to be reported using [Potential UI Eligibility Reporting Template \(WF-42\)](#) form in WIT.

To report a potential issue to TWC, staff must:

- Document details related to a potential unemployment benefits eligibility issue, which may include any of the following:
 - Unable to work full-time
 - Unwilling to engage in and be available for full-time work
 - Illness or injury for multiple days or weeks;
- Document an individual’s failure to complete all required services and provide specific details about the required services the individual failed to participate in using the *Comments* section of the WF-42 form;
 - To access the WF-42, go to:
 - Staff Profiles (Log in as staff and (“Manage an individual”))
 - General Profile
 - Documents (Staff)
 - Scroll to the bottom of the page and select “Complete Online Form”. Staff will enter the following:
 - Board Name: Gulf Coast
 - Board Number: 28
 - Office Name: Entered as four-digit office number
- Complete the [Potential UI Eligibility Reporting Template \(WF-42\)](#) via WIT after you have selected “Assist an Individual”;
- Document actions in WIT Case Notes. Include the following:
 - Employer Name
 - Start Date
 - Position
 - Salary
 - Whether or not the individual continues to receive UI payments

If an RESEA individual contacts a local Workforce Solutions office for assistance to report completion of a rescheduled RESEA orientation to UI during the COVID-19 pandemic, local staff must use the WF-42 to report the completion.

Staff must select the *RESEA* checkbox and enter the following statement into the *Comments* section: “Rescheduled orientation completed on [date]. Unable to contact Tele-Center to report.” The WF-42 must be completed and submitted in accordance

with local procedures in place and in a manner that protects personal-identifiable information (PII).

1.5.5. **Exemptions**

There may be cases where an RESEA individual is exempt from participating in reemployment services. An individual may be exempt for the following reasons:

- The individual has secured employment or returned to work;
- The individual is attending TWC-approved training;
- The individual lives in or has moved to another state; or
- The distance from the individual's residence to the nearest Workforce Solutions office creates a travel hardship.
- TWC-established emergency exemptions because of urgent, nonroutine circumstances.

If an individual informs Workforce Solutions staff, they have obtained employment prior to their scheduled appointment, staff must submit a WF-42 via WIT and document the following in case notes:

- Employment start date
- Employer name
- Hourly wage or salary

TWC will decide to either remove an individual from the RESEA pool or return them to the pool to reschedule an appointment.

Out-of-State Individuals

If an individual moves out of state after being profiled and assigned an RESEA score, the individual must call UI Tele-Center staff or Workforce Solutions staff to provide the appropriate information about their relocation.

Distance Exemption

Individuals may also be exempted from RESEA participation if the distance to the closest Workforce Solutions is great enough to make travel an undue hardship and remote technologies are not readily available. The individual's residence is 50 or more miles from the nearest Workforce Solutions office and remote technologies, such as Teams, Skype, Zoom, FaceTime, and other similar products are not readily available. Individuals who meet any of the above exemptions may be exempted from participating in the RESEA program. ***Staff must submit a WF-42 via WorkInTexas.com for an exemption determination by TWC. Workforce Solutions staff must update the individual's registration status to "No Show" on the event roster and add a case note with the reason in WIT.***

2. Recording the Services

Regardless of how a profiled individual contacts Workforce Solutions and staff completes the required services, staff must record services in WIT.

Note: If the RVD service is missing, it means the customer has not watched the full RESEA video. Staff cannot record services until the RVD service displays.

Following are the steps for recording rapid reemployment service. These steps are *in addition* to the regular and usual information we include in an individual's record.

2.1. Required Service

2.1.1. WorkInTexas.com (WIT)

RESEA #	Adult/DW/ES Service Type	WIT Service Code	WorkInTexas.com Service Name
1	RESEA Orientation, Outreach	RSA	RESEA Icon Added (Automatically added for any individual who falls into the outreach pool)
	Self-Service/Registered Individual Only	RSO	RESEA Orientation (Automatically added when a individual is scheduled for an RESEA Orientation) Note: An RSO service must be manually entered <i>only</i> when a individual completes a manually scheduled orientation outside of WIT.
		RSX	RESEA Exemption
2	UI eligibility assessment and WF-42 submission if an issue is identified	UEA	UI Eligibility Assessment
3	Individualized labor market information customized and tailored to meet each individual's individual needs	CLM	Customized Labor Market Information
4	Referral to One Scheduled Job Readiness Workshop Service or Reemployment Service	IJR	Job Readiness
5	Development of individual employment plan	IEP/EDP	Individual Reemployment Plan 205-Develop Service Strategies (IEP/ISS/EDP) (auto-posts)

2.1.2. Additional Service

- Tag the profiled individual as a WIOA Dislocated Worker. *Staff must confirm selective service registration, if applicable, schedule the individual with a career advisor for WIOA enrollment and enter case notes in WIT.*
- *Upload the Orientation to Complaint form, and any supporting documents for Dislocated Worker eligibility in WorkInTexas Documents (Staff).*
- Individuals who have received an RESEA outreach letter within the last 10 weeks qualify for expedited eligibility for Dislocated Worker status. Staff may use a copy of the RESEA outreach letter dated within the past 10 weeks to help the individual meet eligibility criteria.

3. Guidance for the Rapid Reemployment Interview

When conducting the rapid reemployment interview, staff should make sure to:

1. Assess an individual's wants and needs, develop an employment plan, ask about any unemployment insurance issues, and offer referrals to open jobs, job search seminars, career planning, education and training opportunities, and support services, including child care assistance.
2. Update and/or complete the individual's WIT application, including Wagner-Peyser, before ending the interview.
3. Review job search logs with the customer and upload into WIT.
4. Enter the employment plan in WIT, including clear next steps and follow-up/return dates with interim goals and actions to achieve overall employment goal.
5. Advise the individual that failure to participate in all required RESEA services, including any subsequent meetings may impact the individual's UI benefits.
 - Use the Comments section of the [Potential UI Eligibility Reporting Template \(WF-42\) form](#) to include details about the required services in which the individual failed to participate.
6. Deliver the required six (6) elements for individuals.
7. Give the individual your contact information and encourage them to call you with any questions or concerns.

Career offices may adjust the sequence, timing, and scheduling of an interview depending upon the individual's wants and needs and the staff's judgement.

Attachment 1

Unemployment Benefit Information

Individuals can get unemployment benefits information, file a claim, or find the status of an existing claim by using:

- **TWC website:** Log on to ui.texasworkforce.org to apply for benefits or get claim-specific status and payment information. For general [eligibility](#) and [appeals](#) information, go to www.texasworkforce.org/unemploymentbenefits.
- **Tele-Center:** Call 800-939-6631, 8:00 a.m. to 6:00 p.m. weekdays, to speak with an **individual service representative**.
- **Tele-Serv:** Call 800-558-8321, the **automated phone system**, from 7:00 a.m. to 6:00 p.m. to get claim-specific status and payment information.
- Staff with a TWC email address can use the following link to submit requests for assistance: <https://online.twc.state.tx.us/services/telecenter/contactrequest>.

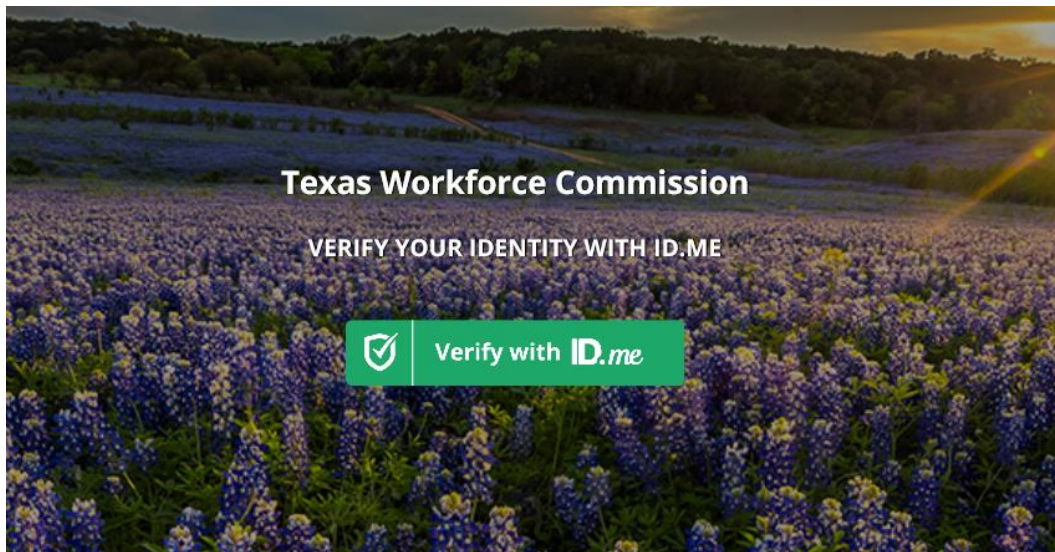
Verify Identity

As part of TWC’s fraud prevention initiative, individuals who apply for unemployment benefits may be required to verify their ID. In cases of suspected identity fraud, this process helps TWC ensure imposters are not able to receive another person’s unemployment benefits.

TWC is responsible for taking all available steps to identify and stop fraudulent unemployment benefit claims. Unemployment Insurance (UI) staff use enhanced screening processes to verify the identity of individuals contacting the Tele-Center. In cases where UI staff is unsure of a caller’s identity, they will direct the individual to the Texas Workforce Commission’s landing page on the [ID.me](#) website:

- For English: <https://hosted-pages.id.me/texas-twc-identity-proofing>
- For Spanish: <https://hosted-pages.id.me/texas-twc-identity-proofing-spanish>

[ID.me](#) is a federally certified online identity network that specializes in digital identity verification and protection and is a trusted partner of the Texas Workforce Commission (TWC).



Note: An individual can also access [ID.me](https://twc.texas.gov/reporting-fraud) from the TWC website by going to <https://twc.texas.gov/reporting-fraud>, selecting **Identity Theft Fraud** and then selecting [ID.me](https://twc.texas.gov/reporting-fraud).

Individuals with limited access to a computer may utilize a Workforce Solutions office to access the ID.me website to verify their identity.

The Texas Workforce Commission (TWC) has partnered with the U.S. Department of Labor (DOL) and the United States Postal Service (USPS) to offer statewide in-person identity (ID) verification for unemployment benefit claims. Unemployment claimants who were notified by TWC to verify their ID after July 1, 2024, now have the option to go to a participating USPS location to complete the ID verification.

Individuals can verify their identity at participating USPS locations using a state driver license, state ID card, U.S. Armed Forces or uniformed service ID card, or a U.S. Passport. Individuals will need to visit the [Unemployment Benefits Identity Verification](#) web page and follow all instructions to indicate they will be verifying in person at a USPS location. Upon registering to use the USPS option and receiving an Enrollment Code, users are given a list of participating USPS office locations near them. Claimants must report to the participating USPS location within seven (7) days of registering and show their documents to USPS staff, who will verify their identity. The USPS will automatically notify TWC after the ID verification is complete.

Attachment 2 - Workforce Solutions Reemployment Team Phone Directory

For scheduling: <https://wrksolutions-booking.appointy.com/resea>

Staff	Career Office	Email	Phone
Angelica Vargas	Humble	angelica.vargas@wrksolutions.com	346.589.5908, ext. 2532
Ashley Goodall	Conroe	ashley.goodall@wrksolutions.com	346.651.3355, ext. 2520
Blanca Hernandez	East End	blanca.hernandez@wrksolutions.com	346.601.9065, ext. 2503
Cheryl Sumbler	Acres Home	cheryl.sumbler@wrksolutions.com	281.937.2207
Darrell Raymond	Northshore	darrell.raymond@wrksolutions.com	346.601.9029
Derwin Youngblood	Conroe	derwin.youngblood@wrksolutions.com	346.601.8987
Edwin Ducos	Northline	edwin.ducos@wrksolutions.com	346.601.8313
Graciela Santoyo	Pearland	graciela.santoyo@wrksolutions.com	832.919.6568
Henry Hubbard	Cypress Station	henry.hubbard@wrksolutions.com	346.601.8546
Iris Knighton	Lake Jackson	iris.knighton@wrksolutions.com	346.601.8433, ext. 2502
Jasmine Cooper	Cypress Station	jasmine.cooper@wrksolutions.com	346.651.3355, ext. 2526
Jenny Monterrosa	Cypress Station	jenny.monterrosa@wrksolutions.com	346.601.9309, ext. 2515
Kaitlyn Owens	Wharton	kaitlyn.owens@wrksolutions.com	346.601.9077, ext. 2521
Karina Guerrero	Katy	karina.guerrero@wrksolutions.com	346.299.1959, ext. 2511
Kendall Hays	Astrodome	Kendall.hays@wrksolutions.com	346.601.8615, ext. 2506
Latrell Odems	Southeast	latrell.odems@wrksolutions.com	832.919.8161, ext. 9009
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Attachment 3

Babel Notice

IMPORTANT! This letter contains information about your rights and responsibilities regarding your required participation in reemployment services, which could affect your unemployment benefits. It is critical that you understand the information in this document. We will provide the information in your preferred language at no cost to you. To request an interpreter, please contact your local Workforce Solutions Office at the number listed in this notification letter.

IMPORTANTE. Esta carta contiene información sobre sus derechos y responsabilidades relacionados con su participación necesaria en los servicios de reemplazo, que podría afectar sus beneficios por desempleo. Es importante que comprenda la información que está en este documento. Le daremos la información en el idioma que prefiera sin costo alguno para usted. Para pedir un intérprete, comuníquese con la oficina local de Workforce Solutions al número que se indica en esta carta de aviso.

QUAN TRỌNG! Thư này chứa thông tin về các quyền cũng như trách nhiệm của quý vị, liên quan đến việc quý vị được yêu cầu tham gia vào dịch vụ tìm việc mới có thể ảnh hưởng đến trợ cấp thất nghiệp. Quan trọng là quý vị phải hiểu rõ thông tin trong tài liệu này. Chúng tôi sẽ cung cấp miễn phí thông tin bằng ngôn ngữ ưu tiên của quý vị cho quý vị. Đề yêu cầu thông dịch viên, vui lòng liên hệ Workforce Solutions Office tại địa phương theo số điện thoại ghi trong thư thông báo này.

重要提醒！ 此信函中的部分信息是关于您在必须参加的再就业服务方面的权利和责任，而这可能会影响您的失业救济金。请务必阅读并理解本文档中的信息。我们会免费提供以您的首选语言书写的信息。如需口译服务，请拨打此通知函中列出的号码，联系您当地的劳动力解决方案办公室 (Workforce Solutions Office)。

مهم! تحتوي هذه الرسالة على معلومات تخص حقوقك ومسؤولياتك فيما يتعلق بمشاركتك الإلزامية في خدمات إعادة التوظيف، التي قد يؤثر عدم استيفائها في إعانات البطالة التي تتلقاها. ومن الضروري أن تفهم المعلومات المذكورة في هذه الوثيقة. سنوفر المعلومات لك باللغة التي تفضلها مجاناً. ولطلب مترجم فوري، يرجى التواصل مع مكتب حلول القوى العاملة المحلي على الرقم المدرج في رسالة الإخطار هذه.

IMPORTANT ! Cette lettre contient des informations sur vos droits et responsabilités concernant votre participation obligatoire aux services de réemploi, qui pourrait avoir

une incidence sur vos allocations chômage. Il est essentiel que vous compreniez les informations contenues dans ce document. Nous vous fournirons gratuitement les informations dans la langue de votre choix. Pour demander un(e) interprète, veuillez contacter votre bureau local Workforce Solutions au numéro indiqué dans cette lettre de notification.

MUHIMU! Barua hii ina maelezo kuhusu haki na wajibu wako kuhusiana na hali yako ya kutakiwa kushiriki katika huduma za kuajiriwa upya, ambazo zinaweza kuathiri manufaa yako ya kutokuwa na ajira. Ni muhimu uelewe maelezo yaliyo kwenye barua hii. Tutatoa maelezo kwa lugha unayopendelea bila kukutoza gharama yoyote. Ili uombe huduma ya mkalimani, tafadhali wasiliana na ofisi ya Workforce Solutions Office iliyo karibu nawe kwa nambari iliyowekwa kwenye barua hii ya taarifa.

MAHALAGA! Naglalaman ang liham na ito ng impormasyon tungkol sa iyong mga karapatan at responsibilidad tungkol sa iyong kinakailangang pakikilahok sa mga serbisyo sa muling pagtatrabaho, na maaaring makaapekto sa iyong mga benepisyo sa kawalan ng trabaho. Mahalagang maunawaan mo ang impormasyon sa dokumentong ito. Ibibigay namin ang impormasyon sa iyong ginustong wika nang wala kang babayaran. Para humiling ng interpreter, mangyaring makipag-ugnayan sa iyong lokal na Tanggapan ng Workforce Solutions sa numerong nakalista sa abisong sulat na ito.

중요 사항! 이 서신에는 실업 급여에 영향을 미칠 수 있는 재취업 서비스에 대한 필수적인 참여와 관련된 귀하의 권리와 책임에 관한 정보가 포함되어 있습니다. 이 문서의 정보를 이해하는 것이 중요합니다. 귀하가 선호하는 언어로 정보를 무료로 제공해 드립니다. 통역사를 요청하려면 이 통지서에 기재된 번호로 귀하가 있는 지역의 Workforce Solutions Office에 문의하십시오.

WICHTIG! Dieser Brief enthält Informationen über Ihre Rechte und Pflichten in Bezug auf Ihre erforderliche Teilnahme an Maßnahmen zur Wiederbeschäftigung mit möglichen Auswirkungen auf Ihre Arbeitslosenunterstützung. Es ist wichtig, dass Sie die Informationen in diesem Dokument verstehen. Wir stellen Ihnen die Informationen in Ihrer bevorzugten Sprache kostenlos zur Verfügung. Um einen Dolmetscher anzufordern, kontaktieren Sie bitte Ihr örtliches Arbeitsvermittlungsbüro (Workforce Solutions Office) unter der in diesem Informationsschreiben angegebenen Nummer.

महत्वपूर्ण! इस पत्र में पुनर्रोज़गार सेवाओं में आपकी अनिवार्य भागीदारी के संबंध में आपके अधिकारों और ज़िम्मेदारियों के बारे में जानकारी दी गई है, जो आपके

बेरोज़गारी संबंधी लाभों को प्रभावित कर सकती है। यह महत्वपूर्ण है कि आप इस दस्तावेज़ में दी गई जानकारी को समझें। हम आपको मुफ्त में आपकी पसंदीदा भाषा में जानकारी प्रदान करेंगे। दुभाषिए का अनुरोध करने के लिए, कृपया इस अधिसूचना पत्र में सूचीबद्ध नंबर पर अपने स्थानीय कार्यबल समाधान कार्यालय (Workforce Solutions Office) से संपर्क करें।

LIST OF REVISIONS

Note: Significant changes to our RESEA guidance are indicated below.

Table 1: August 2024 Revisions

Section	Revision
1.1 Introduction	Requirements for outreached individuals to watch the full RESEA video prior to scheduled appointment with Workforce Solutions staff
1.4.4 Customized Labor Market Information (CLMI)	Staff must complete the CLMI form in WIT; add CLMI discussion comments on IEP and enter case notes
Attachment 3 Babel Notice	Staff must include the babel notice when contacting customers using WIT internal message, the customer's unique email and phone.

Table 2: April 2024 Revisions

Section	Revision
1.4.1 UI Eligibility Assessment	Staff must complete UI Eligibility Review Form in WIT

Table 3: October 2023 Revisions

SECTION	REVISION
1.1 Introduction	Added information for required contact by Workforce Solutions staff to contact individuals prior to their orientation
1.5.1. (e) Exemptions	The designated exemption drop-down menu in WorkInTexas.com has been disabled. Workforce Solutions staff cannot make an exemption determination
1.5.2 -1.5.6 Outreach and Response	Staff must document activities and details with RESEA individuals in WIT case notes.
2.1.3.1 Korn Ferry	Requirement removed as of January 27, 2023
2.1.5.1 Dislocated Worker	Staff must use the Financial Aid Intake Form for WIOA Dislocated Worker eligibility

Table 4: **March 2023 REVISIONS**

SECTION	REVISION
1.2-1.3 Reemployment Team	<p>Added information about the role of the reemployment team and how to connect with them</p> <p>Added guidelines for continuation of service to workers listed on a certified petition</p>
2.1.1 WorkInTexas	Added service plan must be entered in WIT (EDP <i>service 205-Develop Service Strategies</i>) auto posts in WIT
2.1.2 TWIST	Added if appropriate, create WIOA program detail and fund streams individual may be eligible for
2.1.3.1 Korn Ferry	Added Korn Ferry Services enrollment no longer required; deadline was January 27, 2023
5 Reemployment Team Directory	Added Appointy link and contact information for the Reemployment team