

UI/TAA/RESEA

Making the System Better



UI and WIOA

- Must provide “assistance” to help claimants file claims in One-Stop Centers
- UI as Mandatory One-Stop Partner
- New language emphasizing the role of Wagner-Peyser in providing reemployment services to UI claimants
- Alignment of data systems
- Increased demand for wage record data for performance

WIOA Opportunities

- Ensuring that UI is an integral part of the workforce system
- Opportunities to leverage UI programs: RESEA, SEA, STC
- Opportunities to better link UI IT infrastructure to workforce system infrastructure in ways that support reemployment and ensure UI claimant eligibility

Re-envisioning State UI Work Search Requirements

- DOL Sponsored/NASWA Supported Workgroup
- Goal to Bring Work Search Requirements into 21st Century With Focus on Successful Reemployment
- Adaptable Framework for States Consideration
- “My Reemployment Plan” Coming Soon

2015 -Trade Adjustment Assistance Reauthorization

- Authorizes the operation of the TAARA of 2015 Program and continuation of the TAARA of 2002, TAAGA of 2009 and TAAEA of 2011 Programs through June 30, 2021.
- Restores the worker group coverage and benefits and eligibility requirements provided under the TAAEA 2011 Program to include service sector workers and “all-country” coverage.
- Requires reconsideration of negative determinations on petitions filed since January 1, 2014 and before the date of enactment under 2015 Act certification requirements.

2015 -Trade Adjustment Assistance Reauthorization

- Reauthorizes the HCTC program benefit for eligible TAA participants.
- Contains retroactive provisions for individual benefits and services for participants under Reversion 2014 program
- Adds new requirements to align performance reporting for the TAA Program with the requirements of the WIOA.
- Program Funds will not exceed \$450M cap for each of fiscal years 2015 through 2021.

Reemployment and Eligibility Assessments (REA)

- UI eligibility assessment and referral to adjudication, as appropriate, if a potential issue is identified;
- Orientation to help claimants access self-service core services offered at AJCs through the resource room or virtually, with particular emphasis on accessing available labor market and career information;-Labor market and career information should be specific to the claimant's needs;
- Registration with the state's job bank ;

Reemployment and Eligibility Assessments (REA)

- Referrals to appropriate services offered through AJCs
- Development or review of the claimant's reemployment
- Referral to at least one reemployment service and/or training;

States must provide each UI REA participant one-on-one service for the eligibility review and the development of an individual reemployment plan during the initial UI REA and any subsequent UI REA.

REA → RESEA

March 2015-the REA program changed to the Reemployment Services and Eligibility Assessment (RESEA) program.

The new RESEA program:

- Requires states to change their profiling model from least likely to exhaust, to most likely to exhaust and include all transitioning veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX claimants)
- Required all states to transition to the new model by January 2016
- Allows states to use RESEA funds to pay for Career Services






“ I’m copying a friend’s resume, but putting my words to it because I don’t know how to make one.”

David, 18



MEET THEM WHERE THEY ARE: Using Empathy and Emotion

EMOTIONAL MODES - UPDATED POSTER

{EMOTIONAL STATE}	{CORE NEED}	{NUDGES & INTERVENTIONS}		
 <p>STALLED Behaviors: take a break, deny, procrastinate, feel overconfident</p>	<i>Inspiration</i>	<p>Force engagement Create plan A/B/C Prioritize approach: skill building vs. job searching Provide achievable tasks Create milestones and concrete deadlines</p>	<p>Initiate contact—and check back later Provide relatable examples of similar situations. Story night. Communicate the value of acting now Provide work assignments—even if unpaid—for focus.</p>	<p>Communicate the monetary value of a college education Create alumni corps Create options to assist others in the job search Give a reality check</p>
 <p>DISCOURAGED Behaviors: withdraw, turn to vices, lie to friends & family</p>	<i>Emotional Support</i>	<p>Find new ways to reach these people—they don't come into the job centers! Connect people to cohorts and support systems. Connect with like associations—e.g. veterans, unions, blue collar Provide mental health referrals</p>	<p>Share relatable success stories Get people to articulate goals Guard against vices Structure small successes to build confidence Volunteer internship to re-engage in the 'working world'</p>	<p>Establish volunteerism: heal through helping others Provide a sense of 'agency' in the search Provide a place to go, dressed like you're going to work Build an incubator experience</p>
 <p>PANICKED Behaviors: file for bankruptcy, accept lower jobs, sell things</p>	<i>Address emergencies</i>	<p>Provide emotional support. Build support networks. Provide onsite mental health services Reduce job search demands... but remind folks about maintaining unemployment insurance requirements</p>	<p>Connect to social services (rent assistance, homelessness prevention, bankruptcy advisors, car sales programs) Provide 3-1-1 type support in the moment Switch out the service providers for a fresh approach</p>	<p>Ask people to rate their situation on a pain scale Physical activity: partner with a gym or YMCA</p>
 <p>ELATED Behaviors: relax, rest on false hopes</p>	<i>Channel momentum</i>	<p>Channel energy to next steps forward Expand network Create short/long term plan Test assumptions positively Build self-awareness through coaching</p>	<p>Identify potential roadblocks, and preemptively problem solve them Ensure time-sensitive check-ins Build employer job clubs</p>	
 <p>EXPLORING Behaviors: simultaneously apply, explore many directions, do busy work, get pregnant</p>	<i>Structure and guidance</i>	<p>Create plan A/B/C Prioritize approach: skill building vs. job searching Create milestones and concrete deadlines Give responsibility Match job seekers with mentors Coach on dreams and realities</p>	<p>Ensure that offerings are truly intensive and robust Create affinity groups and cohort activities that resonate Help people explore desires and learn about options Provide work experience Look at application to response</p>	<p>ratio, and discuss how to improve it Ask what an ideal job would be Host a self-discovery workshop Provide mentorship, mentor office hours, 'someone like me' mentor volunteers Give industry-specific support</p>

Other emotional states: Clueless, Angry, Severe mental health problems



- Be self-aware
- Get access to information
- Clarify priorities
- Get a reality check
- Upgrade skills
- Know how to tell your story
- Prepare materials
- Make connections
- Submit focused applications
- Be ready to receive call-backs
- Follow up on leads
- Track real progress

how might we ...

Meet UI RESEA
Customers where they are

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