



Memorandum of Record 354

DATE: February 27, 2009

MEMORANDUM TO: Contractors

FROM: Charlie Moke

SUBJECT: Revisions to the Rapid Reemployment Services Program: *Update*

Workforce Solutions-Alamo adopted this process as local policy. Veterans are priority populations. Please ensure that this MR has been reviewed and is implemented as directed. Contractors must ensure that appropriate staff are aware and adhere to the information in this WD Letter.

To provide Contractors with guidance on:

- revisions to the Rapid Reemployment Services (RRES) Program;
- the Texas Workforce Commission's (Commission) establishment of parameters regarding which unemployment insurance (UI) claimants are most likely to exhaust UI benefits and, as such, be subject to RRES requirements; **and**
- **the new, individual cutoff score for each Board, effective February 1, 2009.**

CHANGES TO WD LETTER 56-07:

New information in this WD Letter is indicated by:

A strikethrough of the original language, which indicates that language has been deleted: and **Bold** typeface, which indicates new or clarifying language.

All comments and inquiries pertaining to this policy should be directed to:

Charlie Moke

Director Business Services Workforce Solutions Alamo

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TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 56-07, Change 1
Date:	January 28, 2009
Keyword:	ES, RRES, UI
Effective:	February 1, 2009

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Laurence M. Jones, Director, Workforce Development Division

Subject: **Revisions to the Rapid Reemployment Services Program: *Update***

PURPOSE:

To provide Local Workforce Development Boards (Boards) with guidance on:

- revisions to the Rapid Reemployment Services (RRES) Program;
- the Texas Workforce Commission's (Commission) establishment of parameters regarding which unemployment insurance (UI) claimants are most likely to exhaust UI benefits and, as such, be subject to RRES requirements;
- and**
- **the new, individual cutoff score for each Board, effective February 1, 2009.**

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BACKGROUND:

In 1993, Congress established requirements—now known as the Worker Profiling and Reemployment Services (WPRS) initiative—for state UI agencies to identify those claimants most likely to exhaust their UI benefits and then refer such claimants to reemployment services. Texas has operationalized the WPRS initiative through the RRES program.

In its August 28, 2007, public meeting, the Commission considered and approved several RRES program enhancements. As discussed with Boards during the August 31, 2007, conference call, these changes are designed to better align the program with statutory expectations and more fully engage profiled UI claimants

with workforce services that successfully transition them to new employment as quickly as possible.

On December 9, 2008, the Commission approved modified methodology to create an individual cutoff score for each Board based on the Board's exhaustion rate.

PROCEDURES:

Boards must ensure that Texas Workforce Center staff is aware of the following changes to the RRES program, which are effective October 1, 2007:

NLF

Claimant Profiling Cutoff Score

Identification of UI claimants likely to exhaust benefits is accomplished by assigning the claimant a score of 0.00–1.00 through the RRES statistical modeling application. A higher score indicates a greater risk of exhausting UI benefits.

~~To better target the most at risk claimants, the Commission has established a cutoff score of 0.600 for determining which profiled claimants are most appropriate for RRES call-in.~~

Boards must be aware that the Commission:

NLF

- **modified the methodology used to determine cutoff scores and established an individual cutoff score for each Board directly related to the Board's exhaustion rate; and**
- **will review quarterly and redetermine, as necessary, each Board's cutoff score.**

Boards must be aware that effective February 1, 2009, the new cutoff score for each Board will be used for determining which profiled claimants are most appropriate for RRES call-in.

NLF

Boards must be aware that only those claimants with profiling scores **equal to or higher than their individual Board's cutoff score** ~~of 0.600 or higher~~ are eligible for RRES call-in and are subject to ineligibility for UI benefits for failure to respond to this outreach.

NLF

When determining how many claimants to call in under RRES, Boards must consider available funding and other resources. Additionally, Boards must ensure that the number of claimants called in does not exceed the available resources, which must be sufficient to provide required staff-assisted services.

NLF

A Board may continue to outreach claimants whose scores are below **its individual cutoff score** ~~0.600~~ for other workforce services. A claimant whose score is below **the Board's individual cutoff score** ~~0.600~~ and who does not respond to outreach communications from a Board is not subject to ineligibility for UI benefits for failure to respond to this outreach.

LF

Staff-Assisted Services for Called-In Claimants

Boards must be aware that, in addition to an initial orientation to Texas Workforce Center services, claimants called in through the RRES system must receive at least one staff-assisted service provided on an individual basis.

NLF

Staff-assisted services include:

- Resume/Application/Interview Preparation
- Counseling
- Job Search Assistance
- Career Guidance Services
- Employability Development Plan

As a best practice, it is recommended that Boards coenroll RRES participants in Workforce Investment Act (WIA) dislocated worker services. Coenrolling these claimants in WIA dislocated worker services further assists harder-to-serve claimants in returning to meaningful, sustained employment as quickly as possible.

LF

RRES Program Evaluation

To assess the effectiveness of the recent RRES program changes as well as other UI claimant engagement initiatives, the Commission has requested that Boards provide information on their claimant outreach efforts and methods of providing RRES.

To facilitate an evaluation of the RRES system in conjunction with implementation of the enhancements set forth in this WD Letter, Boards must ensure that examples of all claimant communications (including e-mail communications) are e-mailed to rres@twc.state.tx.us by *Friday, October 19, 2007*. Examples must include the following:

NLF

- Outreach or other claimant welcome communications;
- Follow-up letters; and
- Orientation presentations.

Additionally, Boards may submit a brief narrative describing the outreach process—i.e., how claimants are selected for outreach, frequency of claimant outreach, and follow-up methods used.

LF

~~Further guidance with additional information on serving UI claimants will be issued in follow up to this WD Letter.~~

INQUIRIES:

Direct inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

RESCISSIONS:

WD Letter 56-07

REFERENCE:

Social Security Act §303(j)(1) [42 U.S.C. 503]

U.S. Department of Labor Unemployment Insurance Program Letter No. 41-94, issued August 16, 1994, and entitled "Unemployment Insurance Program Requirements for the Worker Profiling and Reemployment Services System"

Texas Unemployment Compensation Act §207.021(a)(8)

Texas Workforce Commission Unemployment Insurance Rules: 40 TAC §815.20(7)

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by "must" or "shall."

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by "may" or "recommend."

WDA	WDA Name	RRES Cutoff Score
1	Panhandle	0.386
2	South Plains	0.413
3	North Texas	0.422
4	North Central	0.409
5	Tarrant County	0.415
6	Dallas County	0.414
7	North East Texas	0.438
8	East Texas	0.444
9	West Central	0.462
10	Upper Rio Grande	0.464
11	Permian Basin	0.364
12	Concho Valley	0.438
13	Heart of Texas	0.438
14	Capital Area	0.363
15	Rural Capital	0.418
16	Brazos Valley	0.438
17	Deep East Texas	0.432
18	Southeast Texas	0.333
19	Golden Crescent	0.423
20	Alamo Area	0.398
21	South Texas	0.429
22	Coastal Bend	0.414
23	Lower Rio Grande	0.466
24	Cameron County	0.419
25	Texoma	0.380
26	Central Texas	0.428
27	Middle Rio Grande	0.526
28	Gulf Coast	0.403