

<b>EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210</b>	<b>CLASSIFICATION</b> UI - Reemployment
	<b>CORRESPONDENCE SYMBOL</b> OUI/DUIO
	<b>DATE</b> February 16, 2012

**ADVISORY:** UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 10-12

**TO:** STATE WORKFORCE AGENCIES

**FROM:** JANE OATES  
Assistant Secretary



**SUBJECT:** Fiscal Year (FY) 2012 Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Grants

**1. Purpose.** To invite state workforce agencies to submit proposals and funding requests to continue a UI REA program funded by a UI REA grant or to implement a UI REA program in a state, and to provide revised guidelines for UI REA programs for FY 2012 grants, including criteria governing the use of UI REA grant funds.

**2. References.**

- Unemployment Insurance Program Letter (UIPL) No. 10-11, Fiscal Year (FY) 2011 Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Grants;
- Information Collection Request for the ETA 9128, Reemployment and Eligibility Assessment Workloads Report, and the ETA 9129, Reemployment and Eligibility Assessments Outcomes Report: Extension Without Change, Comment Request, 73 Federal Register 73957 (December 4, 2008);
- Employment and Training (ET) Handbook No. 401, 4th Edition, *Revised ET Handbook No. 401, Unemployment Insurance Reports Handbook*;
- ET Handbook No. 402, 5th Edition, *Revised ET Handbook No.402, Unemployment Insurance Reports (UIR) User Manual – Web Version*;
- Training and Employment Notice No. 31-09, Cross-Program Collaboration for Reemployment and Eligibility Assessment (REA) Grants.

**3. Background.** The UI REA program is designed to address the reemployment needs of UI claimants, and to prevent and detect UI improper payments, both of which are high priorities for the U.S. Department of Labor's (Department's) Employment and Training Administration (ETA). ETA is focused on connecting UI claimants with reemployment and training services through the workforce investment system, specifically by linking them to services through the One-Stop Career Center system. The workforce system, which includes the UI program, is a single, comprehensive, integrated entity in which UI provides a core service. The UI REA program in a state provides claimants a full array of services available at One-Stop Career Centers and also ensures that claimants comply with all UI eligibility requirements. For many individuals, the UI program provides an entry point into the service delivery system. Individuals

<b>RESCISSIONS</b> None	<b>EXPIRATION DATE</b> Continuing
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filing UI claims are active job seekers who, through the state's UI REA program, are made aware of the variety of available reemployment services and referred to those that are appropriate for them. In FY 2011, forty-two states operated UI REA programs.

The Department's UI REA program guidelines, including four new requirements beginning in FY 2012, are provided in this UIPL. The changes continue to move state UI REA programs toward a more uniform UI REA delivery model. Data is collected on state UI REA workloads and activities, and on outcomes. ETA will continue working with states to improve the quality of UI REA data reported on two reports that are required for administration of the program. The collection of timely and accurate data on the effectiveness of the UI REA program in a state provides critical documentation to assess the value of the UI REA program in that state and nationally.

**4. FY 2012 Funding.** Funds are available to continue the UI REA program in FY 2012. States with current UI REA programs may apply to ETA for grants to continue or expand their programs to additional areas within the state, and/or to provide assessments to a larger number of claimants, as described below. States interested in implementing a UI REA program are also encouraged to apply for this funding.

**A. Continuing UI REA Programs.** The timetable in state proposals for a FY 2011 UI REA grant provided for all obligations to occur by March 31, 2012. The timetable in state proposals for FY 2012 UI REA grants should provide for obligations to begin on April 1, 2012 and end on March 31, 2012. Therefore, all estimated cost figures for proposals for FY 2012 UI REA grants by states continuing a UI REA program should be based on the time period beginning on April 1, 2012, and extending through March 31, 2013. In accordance with the award letter for FY 2011 UI REA grants, the obligation date specified by the Grant Officer on the Notice of Obligation for these FY 2011 funds is September 30, 2012. Therefore, any funds remaining unobligated after March 31, 2012, should be applied to the FY 2012 UI REA grant to reduce the amount the state requests to meet estimated costs to continue the UI REA program through FY 2012. States must determine if any FY 2011 UI REA funds will remain unobligated by March 31, 2011, provide this information in their FY 2012 UI REA grant application, and then ensure that all FY 2011 UI REA funds are obligated before obligating FY 2012 UI REA funds.

Proposals from states currently operating a UI REA program should provide the information requested in the "Unemployment Insurance Reemployment and Eligibility Assessment (REA) Proposal Outline for Continuing States" (Attachment C), and an abstract of the proposal with the elements listed on Attachment B, "Elements of an Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Grant Proposal Abstract." "The Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Data Concerns" (Attachment D) provides information on common data problems, which may help states currently operating a UI REA program address and write about the accuracy of their UI REA data. States must review their UI REA data with a focus on identifying inaccurate data. The state's proposal should identify the errors in the data that the state has provided on quarterly ETA 9128 reports, describe the

state's plans to correct the data, and provide a timeline and schedule of actions the state is prepared to take to correct the data. In addition, states must identify errors in outcomes data reported on the state's ETA 9129 submissions, describe steps that the state will take to address any negative outcomes, and provide a schedule for corrective action. States experiencing ongoing difficulties in reaching the workload and/or minimum comparison group level projected in their UI REA proposals for FY 2011 should request a lower level of funding in FY 2012 than was provided in FY 2011.

- B. New UI REA Programs.** States seeking to initiate a UI REA program should submit a proposal providing the information requested in the "Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Proposal Outline for First Year UI REA Grants" (Attachment A) and provide an abstract of the proposal with the elements listed on Attachment B. Such states should include in the proposal start-up costs, and costs related to the development of programs to produce the UI Required Reports, Reemployment and Eligibility Assessments Activities, ETA 9128, and Reemployment and Eligibility Assessments Outcomes, ETA 9129 (OMB approval No. 1205-0456 (for both reports)).

UI REA program funds for new states should be budgeted for obligation within one year of the date of program implementation. The date of program implementation is the date that the first UI REA participant in the state is scheduled to report to a One-Stop Career Center for a UI REA. States should notify the appropriate ETA Regional Office when the program has been implemented, as this date is needed for monitoring purposes.

**5. New UI REA Guidelines for FY 2012.** For FY 2012, there are four additional guidelines for UI REA programs: 1) a maximum of two hours of staff time may be funded to conduct each UI REA; 2) all states that operated a UI REA program in FY 2011 must provide a narrative about their UI REA data in their proposals for FY 2012 UI REA grants; 3) all claimants selected for a UI REA must attend the UI REA; and 4) each completed UI REA must include a referral to a reemployment service and/or training.

- A.** Funding for each individual UI REA in FY 2012 may not exceed two hours of staff time. This time includes all activities that are a part of the delivery of the UI REA and the associated documentation of claims records and correspondence. If a portion of the UI REA is provided in a group setting, the staff time for that activity should be divided by the number of UI REA participants that are likely to be a part of the group activity. For example, if two staff members conduct a group orientation session that lasts one and one half hours and ten UI REA participants are expected to attend, the staff time devoted to each UI REA participant for this activity would be 18 minutes. This is calculated as follows:

$$90 \text{ minutes} \times 2 \text{ staff members} = 180 \text{ minutes} / 10 \text{ participants} = 18 \text{ minutes}$$

- B.** States currently operating a UI REA program have been submitting the required UI REA quarterly reports, and the ETA National Office provides a quarterly summary of the

reported data to each state UI REA lead with a copy to the appropriate ETA Regional Office. UI REA activities are reported on the ETA 9128. The outcomes of the UI REA program are measured on the ETA 9129 reports where the outcomes of the comparison group are compared to outcomes of the UI REA group. States must review their reported data for the most recent four-quarter period and confirm the accuracy of the data in a narrative attached to the FY 2012 UI REA grant proposal. The narrative should explain the steps the state is taking to correct any errors in the data identified by ETA and the state. It should also address results that do not reflect positive outcomes in measurements of average duration, benefits per claimant, percent exhausting, and percent reemployed over multiple reporting periods. The narrative also should address planned changes that will be implemented to improve the data quality. Attachment D has been developed to help states identify reporting problems. The quarterly summary of data includes comparisons of the workload activities and of the outcomes. States should use these summaries in preparing the narratives for their proposals, and the National Office will use these summaries to evaluate the state's proposal for a FY 2012 UI REA grant.

- C. All claimants selected for a UI REA must attend the UI REA. Participation in a UI REA is mandatory once the state notifies a claimant that s/he has been selected for a UI REA. Therefore, if a claimant fails to report for the UI REA without notifying the state beforehand, the state must refer the issue of the claimant's non-reporting to adjudication under state law.
- D. In addition to the required UI REA core activities (see item 6A), each UI REA, including subsequent UI REAs for an individual, must include a referral to a reemployment service and/or training.

**6. Basic UI REA Guidelines.** UI REA funds must be used to assess the continued eligibility and reemployment needs of UI claimants. They are not intended to supplant ongoing UI grant funds devoted to eligibility reviews for claimants who are not selected for a UI REA. States do not have to implement the UI REA program statewide. Assessments are to be conducted only for UI claimants who do not have a definite return-to-work date. Claimants who are selected for participation in the Worker Profiling and Reemployment Services Program should be excluded from the UI REA treatment group consisting of claimants selected for a UI REA and the comparison group, as discussed in Attachment A and Attachment B.

The requirement that reemployment services be provided to UI REA participants through the One-Stop Career Center and the actions to be taken when claimants fail to report as directed are explained below. By applying for UI REA funding, states are agreeing to meet this requirement for the provision of reemployment services. Reemployment services such as resume writing or interviewing techniques workshops and job placement activities should be an extension of the UI REA program, but they must be funded through other sources such as Workforce Investment Act (WIA) funds. These costs must not be included in the state's proposed use of UI REA grant funds.

UI REA programs should be an integral part of states' strategies for delivering reemployment services. ETA has encouraged states to develop a comprehensive and integrated service delivery model to ensure that UI claimants receive an enhanced level of services. The following guidelines also apply:

- A. Each UI REA must include the following minimum core components:
  - UI eligibility assessment and referral to adjudication, as appropriate, if a potential issue is identified;
  - Requirement for the claimant to report to the One-Stop Career Center to receive the services identified in section C below;
  - The provision of Labor Market Information; and
  - Development or review of a reemployment plan that includes work search activities, accessing services provided through the One-Stop Career Center, and/or approved training.
  
- B. UI claimants must be required to report in person to the One-Stop Career Center for staff-assisted services as a part of the initial UI REA. Subsequent UI REAs for the same individual may be conducted by telephone, if appropriate. If a telephone UI REA is conducted, state UI REA staff should ensure that both they and the claimant have access to the claimant's reemployment plan for review. The claimant's activities must be reviewed, and any proposed changes along with the concurrence of the claimant must be documented.
  
- C. States are required to establish or renew an agreement or Memorandum of Understanding (MOU) to address the requirements of the UI REA program in FY 2012. The MOU must identify reemployment service needs and provide, at a minimum, the following services:
  - Orientation to help claimants access self-service core services offered in One-Stop Career Centers through the resource room or virtually, with particular emphasis on accessing available labor market and career information;
  - Registration with the state's job bank;
  - Referrals to appropriate services offered through One-Stop Career Centers such as self assessments, education and training information, interviewing techniques, networking, career exploration, and on-line job and occupations resources; and
  - Support in the development of the claimant's reemployment plan that must include work search activities, appropriate workshops on topics such as resume writing and job search strategies and/or approved training.

Each state workforce agency provides a plethora of reemployment services which change as new services are offered and others are discontinued. The MOU should be written so as to ensure that UI REA participants do not receive only minimal services but can be referred to any reemployment service that is deemed necessary to help the claimant return to suitable employment. Such services may include referrals to job clubs, career counseling, interviewing techniques workshops, and many other valuable services.

- D.** UI REA claimants are required to participate fully in all components of the UI REA. Failure to report or failure to participate in any aspect of the UI REA should result in referral of the issues to adjudication of these issues under applicable state law. Claimants who contact the appropriate agency before their UI REA appointment and request to change the scheduled UI REA date or time for reasons such as scheduled job interviews may be accommodated. They should be counted on the ETA 9128 as a “scheduled UI REA” rather than as a “rescheduled UI REA,” as explained in ET Handbook No. 401. States must include in their proposals, as explained in Attachment A and Attachment B, the processes for:
- A feedback loop to the UI system as to whether the claimants reported to the One-Stop Career Center as directed and participated in the minimum activities outlined in their reemployment plan; and
  - A process for referring to adjudication UI claimants selected for UI REAs who fail to report for them without contacting the agency.
- E.** A measure of program effectiveness is derived by comparing outcomes of UI REA program participants with outcomes from a similar group of claimants who did not participate in the UI REA program. Therefore, states receiving UI REA grant funds must develop a statistically valid methodology for identifying a comparison group, such as a random assignment methodology. A description of the methodology to be used is not required to be included in the state’s UI REA proposal. As needed, ETA will provide states with technical assistance in developing an appropriate comparison group methodology to ensure that the comparison group will provide an accurate population for assessing the results of the state’s UI REA program. States may contact their ETA Regional Office to request that a conference call be conducted with ETA National Office staff for assistance. Once the design has been identified, new states should submit a description of the process to the ETA Regional and National offices.
- F.** The state must submit timely UI REA required reports, ETA 9128 and ETA 9129 (OMB approval No. 1205-0456). These reports are due on the 20<sup>th</sup> day of the second month following the end of the reporting quarter. Schedules for the submission of each report are provided in ET Handbook No. 401. These reports capture specific data about the UI REA program participants and the comparison group. States are expected to create methods that provide the necessary cross-program coordination that ensures data quality. States submitting UI REA proposals for the first time should request funds to develop these required reports. States that currently operate a UI REA program have previously received funds for the development of these reports.
- G.** The state must agree to participate in any ETA funded studies of the effectiveness of the UI REA program. Results may be used for a report(s) to Congress. States are also expected to participate in periodic UI REA conference calls and webinars to facilitate information sharing and technical assistance.

Furthermore, in FY 2011, ETA initiated several significant changes in the UI REA program to require that states fully integrate their UI REA program with WIA-funded workforce investment services and to move towards a more uniform UI REA program nationally, as explained in UIPL No. 10-11. These additional guidelines are:

- H.** States must provide each UI REA participant one-on-one service in the initial UI REA and any subsequent UI REA for the eligibility review and the development of an individual reemployment plan.
- I.** States must provide a breakout of all proposed UI REA activities by either group or individual service and must designate any activities that will be conducted by telephone.
- J.** States must contact UI REA participants no later than the fifth week of the claim and promptly schedule them for a UI REA. The fifth week in the claim series means the fourth week after the week in which the claimant files an initial claim. If the claimant has not yet established monetary eligibility for benefits or is not yet eligible because, for example, a nonmonetary issue is pending adjudication, the claimant should be selected during the first week that s/he claims benefits after being determined eligible for benefits.
- K.** After completing an initial UI REA in person at the One-Stop Career Center, states that conduct subsequent UI REAs for the same individual(s) may conduct these subsequent UI REAs by telephone, if appropriate. The proposal must identify activities that are conducted by telephone and provide the associated costs.
- L.** Up to three UI REAs for each individual claimant may be funded by the UI REA grant. Multiple UI REAs that exceed the initial UI REA and two subsequent UI REAs per individual may not be funded.
- M.** States must address the new ETA vision of reemploying UI claimants through an integrated/interconnected workforce system in their UI REA grant proposals.
- N.** States must submit a copy of the MOU or other agreement that is developed with service partners for the UI REA program. The agreement or MOU must confirm that the UI and workforce service providers, including state and local service partners, have agreed to collaborate to ensure that the requirements of the UI REA program have been met.
- O.** States must include cost estimates for completed UI REAs and for scheduled UI REAs that are not completed, for example, as when claimants fail to report for scheduled UI REAs.
- P.** If a UI REA is not completed, claimants may be rescheduled. Eligibility issues must be adjudicated if the claimant fails to report and claims UI payment for the week in which the UI REA was scheduled.

- Q. States that conduct multiple UI REAs for the same individual(s) must include all of the required UI REA activities in each UI REA and must provide cost estimates for both the initial and the subsequent UI REAs. In general, subsequent UI REAs are expected to require less time and resources to complete as it is not necessary to repeat the orientation session. Subsequent UI REAs must include an eligibility review, review and updating of the claimant's individual reemployment plan, the provision of labor market information if changes so dictate, and referral to reemployment services or training.

**7. UI REA Required Reports.** Accurate reporting is critical to the success of the UI REA program. Funding is based upon the number of UI REAs scheduled; activities related to these UI REAs are reported on the ETA 9128. The outcomes report measures the results of both the UI REA treatment group and the comparison group and the outcomes are reported on the ETA 9129. This measurement quantifies the differences between claimants who have been selected to participate in a UI REA and a group of claimants who have similar characteristics but have not been selected to participate. This crucial data is used for reports to Congress on the UI REA program and for budgeting purposes. States submit both reports on a quarterly basis and are responsible for ensuring that the data reported is accurate and the reports are submitted timely. These data are entered into the UI Web-based reporting system. Reporting instructions for both reports are contained in ET Handbook No. 401, and the edits for these reports are contained in ET Handbook No. 402.

**8. Proposal Format and Instructions.** The format and instructions for preparing the UI REA grant proposals are provided in the attachments to this UIPL. Attachment A provides the guidance for states that have not received a UI REA grant before this fiscal year. Attachment B contains the elements that must be included in an abstract that must accompany all proposals. Attachment C is the information required from states currently operating a UI REA program. All pages in the state's proposal should be numbered.

Each proposal should contain the name and telephone number of the state Administrator who is to be notified of approval of the grant. Proposals should also include the name, telephone number and e-mail address of the individual who can respond to questions about the proposal.

Standard Form (SF)-424 (OMB 4040-0004) and SF-424A (OMB 4040-006) must be submitted for all UI REA grants. The SF-424A requires a breakout of object class categories in item 6 of section B - Budget Categories. The breakouts must match the proposed expenditures.

**9. Funding Priority.** Funds will be awarded in the following sequence:

- A. Fund new states at the minimum level (see Attachment A, Section 2.A.),
- B. Fund ongoing states at 10,000 or below to expand to a higher level in increments of 10,000, and
- C. Fund new states to implement at a level greater than 10,000 in increments of 10,000.

Expansions will be based upon the state's percentage of the national initial claims workload. States may be denied an expansion of funding if they have:

- A. Not implemented the program as required,
- B. Significant reporting errors and/or an incorrect control group, or
- C. Not demonstrated positive results for multiple reporting periods.

**10. UI REA Grant Scoring Criteria for New UI REA Programs.** The UI REA scoring criteria are explained in Attachment A and apply to states that have not previously operated a UI REA program. The highest scoring proposal will be funded first followed in sequence by those with lower scores until all available funds are exhausted. States must follow the proposal outline in Attachment A and submit an abstract containing the information in Attachment B. Each element of the proposal is important and should be addressed completely. Proposals should explain how the proposed program will work and include complete names and titles rather than acronyms and form numbers. Proposals scoring fewer than 80 points will not be funded.

**11. UI REA Grant Awards to States to Continue UI REA Programs.** As described in section 4, states currently operating a UI REA program should submit an abstract containing the information in Attachment B and provide the information requested in Attachment C. These proposals will not be scored but will be evaluated under the guidelines provided and funded after review and consultations with the states, if needed.

**12. UI REA Proposal Procedures.** States are encouraged to work with ETA Regional Office staff while they are developing their proposals and should ensure that:

- A. The UI REA program design meets the needs of UI claimants;
- B. UI and One-Stop Career Center staff work cooperatively in planning, developing, testing, and implementing this program;
- C. The proposed expenditures are justified and appropriate; and
- D. The state is prepared to develop systems for collecting data for the required reports.

**13. Timelines.**

- A. States must submit proposals to the National Office by March 19, 2012.
- B. Award notifications will be issued by April 13, 2012.
- C. States must submit an SF-424 signed by the Agency Administrator and a SF-424A with the proposal. If any changes are required after review of the proposal, revised forms or proposals will be required before award of the grant funds.

**14. Action Requested.** State Administrators are requested to:

- A. Provide information contained in this UIPL to appropriate staff.
- B. Send, via e-mail, an electronic copy of the proposal and a summary of the UI REA Grant proposal to [ows.sbr@dol.gov](mailto:ows.sbr@dol.gov).

**15. Inquiries.** Questions should be directed to the appropriate Regional Office.

**16. Attachments.**

- 1. Attachment A - Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Proposal Outline for First Year UI REA Grants
- 2. Attachment B - Elements of an Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Grant Proposal Abstract
- 3. Attachment C - Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Proposal Outline for Continuing States
- 4. Attachment D – The Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Data Concerns

**UNEMPLOYMENT INSURANCE (UI) REEMPLOYMENT AND ELIGIBILITY ASSESSMENT (REA) PROPOSAL OUTLINE FOR FIRST YEAR UI REA GRANTS**

1. **UI REA Grant Project Summary.** States must use this outline to develop their proposal to implement the UI REA program. All proposals must include an abstract of the UI REA grant proposal containing the elements described in Attachment B, “Elements of an Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Grant Proposal Abstract.”
  
2. **Project Costs.** Proposals must include a description of all proposed expenditures and a projected schedule for significant project activities. The costs should be identified separately as start-up costs and the projected costs for one year of operation. The expenditures for the startup activities are part of the grant and are subject to its rules. Start-up costs would include the costs of staff training, program implementation, automation costs related to the delivery and records keeping necessary for the UI REA program, and the costs of completing the ETA 9128 and the ETA 9129 (OMB approval No. 1205-0456). ETA will not fund any proposal until the state has provided all of the required cost information to support its proposed expenditures.
  - A. **Fixed Minimum Costs:** The proposal should include fixed minimum costs. As a part of the fixed minimum costs, the proposal should describe the costs to implement the UI REA program and to conduct the first 10,000 assessments. States may propose to conduct fewer than 10,000 assessments and should calculate costs accordingly. Fixed costs should also include the projected costs for programming the ETA 9128 and ETA 9129 reports as a one-time cost. Reporting instructions can be found in Employment and Training (ET) Handbook No. 401, 4<sup>th</sup> Edition and edits for these two reports can be found in ET Handbook No. 402, 5<sup>th</sup> Edition. These instructions should assist in determining the approximate programming time needed to develop these required reports. The costs for programming these reports should be clearly identified in the project costs.
  
  - B. **Incremental Costs:** If the state proposes to conduct more than 10,000 UI REAs, the proposal should also include incremental costs. These costs should be expressed as costs per 10,000 UI REAs. States that do not wish to perform more than 10,000 UI REAs do not need to submit this information. Incremental costs consist primarily of costs related to conducting the UI REA rather than costs such as development of management information systems. Regardless of the total number of proposed UI REAs, states should ensure that costs are provided in increments of 10,000 UI REAs or less. It may be possible to fund a partial increase but not possible to fund a very large increase in the number of UI REAs. For example, a state proposing to raise the number of UI REAs from 10,000 to 40,000 in Fiscal Year 2012, must provide costs associated with providing 10,000, 20,000, 30,000 and 40,000 UI REAs.

**C. Initial and Subsequent UI REAs:** The total projected number of individual initial and subsequent (if any) UI REAs should be provided along with the projected cost for each type of UI REA. In addition, states should provide the number of projected UI REAs for which the claimant does not report along with the cost of rescheduling the UI REA. Claimants who do not report as scheduled must be referred to adjudication and they may be rescheduled for a UI REA.

**3. Scoring Elements.** The following elements are used to score the proposal. Proposals must have a score of 80 points or more to be recommended for funding. Therefore, each element is important and should be addressed fully in the proposal. Proposals should use the following format.

**A. Project Costs (15 percent of total score):**

**a. Staff Costs.** The proposal should identify both state staffing needs (in excess of base staff) and any contract staff needs. Staff needs should include the type of position, the expected number of staff hours, and the projected hourly cost. Staff cost estimates should reflect only actual hours to be worked. Staff costs for new UI REA programs may include costs to conduct the UI REA, staff training, and development of procedures. States should identify, separately, all staff costs for developing UI REA reports and programming requirements separate from the costs for providing UI REAs to claimants. States should include information in the following format for all staff requests.

Position Title	# Hours	Cost Per Hour	Total Cost
UI REA Interviewer	120	\$50	\$6,000

States must charge all staff time used for the UI REA program to a UI REA project code. Both management and other staff may be working on the UI REA program on a part-time basis while assuming other duties. Only the portion of work that accrues to the UI REA initiative may be funded under this grant. Thus, the proposal should identify only the project time that will be devoted solely to the UI REA project for all staff hours for which funding is requested.

If contract staff is requested, documentation should include the type of position, estimated contract staff hours, anticipated costs per hour, and total cost.

- b. Other.** The proposal should include costs for other activities and/or equipment not identified above. Each cost should be broken down to the specific cost item with a description of each cost and the associated costs for each item requested. All costs must be related to providing UI REAs to claimants.
- c. Total Costs.** The proposal should include the total funding request. Spreadsheets used to calculate and total these costs should be included.

**B. Project Design (45 percent of total score):**

The description of the UI REA program should address in detail the processes that will be put in place to ensure that all core components described in the Guidelines (section 5 and 6 of this Unemployment Insurance Program Letter (UIPL)) are met. Proposals should include a narrative that is responsive to the following project design elements:

- a. A description of the collaborative process used to develop the UI REA design and/or to adapt the design to meet the new requirements and the types of partners engaged.
- b. The geographic locations where the UI REA program will be implemented.
- c. The process for selecting UI claimants to be assessed. The proposal should identify the target group for the UI REA program. For example, states have tried various methods including focusing on those claimants most likely to exhaust their benefits, focusing on claimants with a lower profiling score who might be likely to return to work more quickly, and focusing on claimants who have job skills that are in high demand.
- d. The point(s) in time in the claims series when the claimants will be notified of their scheduled UI REA(s).
- e. A description of whether the state will conduct single or multiple UI REAs for individual claimants. If multiple UI REAs are conducted for claimants, provide the projected schedule and the number of UI REAs the state anticipates scheduling for each claimant who remains unemployed.
- f. An explanation of how claimants from the target group will be assigned to the UI REA treatment group and how they will be assigned to the comparison group.
- g. A description of how the various UI REA components will be staffed. States should ensure that proposed staffing arrangements have been agreed upon by all parties before submitting the UI REA proposal.
- h. A description of how the state will leverage UI REA funds with funding under the Workforce Investment Act (WIA) to better serve the UI claimants.
- i. An explanation of how One-Stop Career Centers will provide the services identified in the Guidelines section (Section 5 of this UIPL), including triage to identify reemployment needs, orientation to help claimants access self-service core services offered through the One-Stop (including labor market and career information), ensure registration in the state's job bank, make other referrals to One-Stop services, and support the development of the claimant's reemployment plan.

- j. An explanation of how the state will secure a written agreement or Memorandum of Understanding (MOU) with participating One-Stop Career Centers. A copy of the agreement or MOU must be submitted with the proposal. In the event that the MOU is under development and has not yet been finalized, states should provide the anticipated date of completion and should submit a copy of the MOU soon after that date. The requirements for MOUs are discussed in more detail in paragraph F below.
- k. A description of how eligibility issues will be referred to UI adjudication staff.
- l. A description of how eligibility assessments will be structured.
- m. A description of how information will be shared among UI, Wagner-Peyser, and WIA staff and workforce staff and how the work search plan and related activities will be documented.
- n. A description of the processes that will make up the feedback loop that will provide information to the UI program staff about the results of referrals to reemployment services.
- o. A description of any additional factors not covered in this list that will be a part of the project.

In addition, states are asked to provide brief answers to the elements below. This information will be shared with states seeking assistance to implement or change a UI REA project. It will also be used to provide information, as needed, for UI management staff. The information will be compiled and will be available to all states. This information is not used for scoring purposes and an extensive narrative is not needed.

Identify which staff will conduct each of the UI REA key components on the initial UI REA, whether UI REAs will be conducted on an individual basis or in a group setting, and the average time required for each activity. Staff identification should contain the program office in which the staff works such as UI, Employment Service (ES), or other. Any additional activities should be included in the table. The sum of the average time for each activity below should be equal to the time for the complete initial UI REA.

Activity	Staff	Individual/ Group
Eligibility Review		
Labor Market Information		
Individual Service Plan		
Orientation		
Referral to Reemployment Services		

If the state plans to conduct multiple UI REAs for individual claimants it should provide the activities, type of staff involved, whether an individual or group service(s), and the average time for a subsequent UI REA(s). Staff identification should contain the program office in which the staff works such as UI, ES, or other. Any additional activities should be included in the table. The sum of the average time for each activity below should be equal to the time needed to complete a subsequent UI REA.

Activity	Staff	Individual or Group	Check if by Telephone
Eligibility Review			
Labor Market Information			
Individual Service Plan			
Orientation			
Referral to Reemployment Services			

**C. Performance Accountability and Reporting (15 percent of total score):**

The proposal should identify areas in which UI program performance is expected to improve as a result of the UI REA program, such as increasing the numbers of UI claimants receiving workforce services, improved employment outcomes, reductions in average benefit duration, and reductions in improper payments. The proposal should also explain how expected performance improvements will be measured. In addition, the narrative should contain an affirmation that the state will comply with the UI REA reporting requirements as described in section 7 of this UIPL (See Handbook No. 401, 4<sup>th</sup> Edition).

**D. Estimated Time and Cost for Each Assessment (15 percent of total score):**

The proposal must include an estimate of the time and the cost requirements for each UI REA. The total time funded for an individual UI REA cannot exceed two hours. If appropriate, varying levels of service may be specified in conjunction with varying costs, e.g., it may cost less to serve claimants who are determined to be "job ready." Sufficient information should be provided to illustrate how the state determined the projected staff costs and projected staff time for the various components of the assessment that were used to determine the maximum number of UI REAs that could be accomplished based upon the grant amount requested.

**E. Project Timeline (10 percent of total score):**

A timeline of the project must be included that identifies significant milestones in implementing the program, including project design, and any staff training. The timeline should include a projected date for completion of programming the selection of participants and tracking of participants. It should also include the projected completion

date of the UI REA required reports (the ETA 9128 and the ETA 9129), and the date that the first UI REAs will be offered. Scoring will be based upon the timeline provided by the state.

**F. Collaboration with Service Providers:** An agreement or MOU must be developed by UI and appropriate service providers who partner with UI for the UI REA program. This ensures that the necessary partners commit to providing reemployment services as required by the grant. In addition, states in which the UI partner has entered into an agreement with One-Stop Career Center staff to provide the UI REA must gain a commitment of staff to perform the necessary tasks. States must submit a copy of the agreement or MOU. If the agreement/MOU has not been finalized, the state must provide the estimated date of submission. In addition, the agreement or MOU must contain:

- Names of all parties to the agreement;
- A brief description of the collaborative process jointly developed;
- Identification of those who will provide the specific services;
- Description(s) of how feedback will be provided; and
- Description(s) of the role of the service providers.

**G. Supporting Materials:** States may attach additional materials that will support the proposal.

**ELEMENTS of an UNEMPLOYMENT INSURANCE (UI)  
REEMPLOYMENT and ELIGIBILITY ASSESSMENT (REA) GRANT PROPOSAL  
ABSTRACT**

State Name:	
Name and Title of the State Agency Administrator: Name: Title: Address:	
UI REA Program Lead/Contact <i>The person who can answer questions about the UI REA proposal.</i>	Name:
	Telephone:
	E-mail:
Total UI REA Funds Projected to Remain after March 31, 2011 <i>The total amount of funds projected to remain from FY 2011 (if applicable).</i>	\$
Total UI REA Project Cost <i>The total amount of funds requested.</i>	\$
Total Service Delivery Staff Cost <i>The total amount of funds requested for staff to conduct the UI REAs excluding management costs.</i>	\$
Total Management Costs <i>The total amount of funds requested for administrative/management costs excluding cost of staff who will conduct the UI REAs.</i>	\$
Staff and Management Costs for a Single Initial UI REA <i>The sum of service delivery staff costs and management costs divided by the number of planned initial UI REAs.</i>	\$
Staff and Management Costs for a Single Subsequent UI REA <i>The sum of service delivery staff costs and management costs divided by the number of planned subsequent UI REAs, not to exceed 2 subsequent UI REAs per claimant.</i>	\$

<p>Staff Training Costs</p> <p><i>The total amount of funds requested for staff training to conduct UI REAs.</i></p>	\$
<p>Projected Time for a Single Initial UI REA, Including Paperwork</p> <p><i>The total time spent preparing for and conducting a single initial UI REA, recording results and other documentation. The funded time cannot exceed 2 hours.</i></p>	
<p>Projected Time for a Single Subsequent UI REA, Including Paperwork</p> <p><i>The total time spent preparing for and conducting a single subsequent UI REA, recording results and other documentation.</i></p>	
<p>Projected Costs for a Single UI REA for which the Claimant Fails to Report</p> <p><i>The total costs spent preparing for a single UI REA for which the claimant subsequently fails to report. This estimate should not include the costs of adjudication which are separately funded.</i></p>	
<p>Total Number of UI REAs</p> <p><i>The total number of UI REAs the state will schedule during the grant period.</i></p>	
<p>Total Number of UI REA Sites</p> <p><i>The total number of sites where UI REAs will be conducted. States requesting funds to expand the numbers of UI REAs should provide the number of sites at both the current and the expanded levels.</i></p>	
<p>Type of Staff Conducting UI REAs</p> <p><i>Description of the staff that will conduct the UI REAs (e.g., UI, One-Stop, Contract, or a combination).</i></p>	
<p>Memorandum of Understanding</p> <p><i>Is the document attached? (Yes or No)</i>  <i>If no, provide the estimated date of submittal.</i></p>	
<p>UI REA Required Reports</p> <p><i>If a state does not include a narrative regarding how it will address any data problems, the SBR will not be funded. Please confirm that this was done by indicating "yes."</i></p>	

**UNEMPLOYMENT INSURANCE (UI) REEMPLOYMENT AND ELIGIBILITY  
ASSESSMENT (REA) PROPOSAL OUTLINE FOR STATES CONTINUING A UI REA  
PROGRAM**

**1. UI REA Grant Project Summary.** States should follow this outline to develop proposals to continue the UI REA program. All proposals must include an abstract of the UI REA grant proposal containing the elements listed in Attachment B, “Elements of the Unemployment Insurance (UI) Reemployment and Eligibility Assessments Proposal Abstract.” The project summary should describe how the state will change its current service delivery design and processes to implement the new requirements outlined in this Unemployment Insurance Program Letter (UIPL). In addition, the state should include a transition timeline.

Proposals from continuing UI REA states are not scored. Requests to expand a state’s UI REA program will be subject to funding availability.

**2. Project Costs.** Proposals must include a description of all proposed expenditures and a projected schedule for significant project activities. States may elect to provide UI REAs at the same level as the prior year or they may elect to expand the UI REA program. If the state is implementing at the current level, incremental costs are not needed.

**A. Fixed Costs:** Include fixed costs related to conducting an equal number of UI REAs as funded in Fiscal Year 2011.

**B. Incremental Costs:** If the state proposes to increase the number of UI REAs, the proposal should also include incremental costs. These costs should be expressed as costs per 10,000 assessments or less.

**C. Initial and Subsequent UI REAs:** The total projected number of individual initial and subsequent (if any) UI REAs should be provided along with the projected cost for each type of UI REA. In addition, states should provide the number of projected UI REAs for which the claimant does not report along with the estimated cost of rescheduling the UI REA. Claimants who do not report as scheduled must be referred to UI adjudication. They may also be rescheduled, as appropriate.

**a. Staff Costs.** The proposal should identify both state staffing needs (in excess of base staff) and any contract staff needs. Staff needs should include the type of position, the expected number of staff hours, and the projected hourly cost. Staff cost estimates should reflect only actual hours to be worked. Staff costs for continuing states should primarily include costs for conducting the UI REA and should not exceed two hours for an individual UI REA. States should include information in the following format for all staff requests:

Position Title	# Hours	Cost Per Hour	Total Cost
UI REA Interviewer	120	\$50	\$6,000

States must charge all staff time used for the UI REA program to a UI REA project code. Both management and other staff may be working on the UI REA program on a part-time basis while assuming other duties. Only the portion of work that accrues to the UI REA initiative may be funded under this grant. Thus, the proposal should identify only the project time that will be devoted solely to the UI REA project for all staff hours for which funding is requested.

If contract staff is involved, documentation should include the type of position, estimated contract staff hours, anticipated costs per hour, and total cost.

- b. **Other.** The proposal should include costs for other activities and/or equipment, not identified above. Each cost should be broken down to the specific cost item with a description of each cost and the associated costs for each item requested. All costs must be related to conducting UI REAs for UI claimants.
- c. **Total Costs.** The proposal should include the total funding request. Spreadsheets used to calculate and total these costs should be included.

3. **Information about the UI REA program.** States should provide brief answers to the elements below. This information will be shared with states seeking assistance to implement or change a UI REA program. It will also be used to provide information, as needed, for UI management staff. The information will be compiled and will be available to all states. An extensive narrative is not needed.

A. **UI REA Staffing and Time.** Identify the following: 1) which staff conducts each of the UI REA key components for the initial UI REA; 2) whether the UI REA is conducted on an individual basis or in a group setting; and 3) the average time required for each UI REA activity. Staff identification should contain the name of the program office for these staff such as UI, the Employment Service (ES), or other. Any additional key activities should be included in the table. The sum of the average time for each activity below should be equal to the time required to complete the initial UI REA.

Activity	Staff	Individual/ Group
Eligibility Review		
Labor Market Information		
Individual Service Plan		
Orientation		
Referral to Reemployment Services		

If the state conducts multiple UI REAs for individual claimants provide the following: 1) staff conducting the subsequent UI REA; 2) whether it is conducted on an individual basis or in a group setting; and 3) the average time required for each UI REA activity. Staff identification should contain the name of the program office for these staff such as UI, the ES, or other. Any additional key activities should be included in the table. The sum of the average time for each activity below should be equal to the time required to complete the subsequent UI REA.

Activity	Staff	Individual/ Group	Check if by Telephone
Eligibility Review			
Labor Market Information			
Individual Service Plan			
Orientation			
Referral to Reemployment Services			

- B. Service Delivery Staff.** Provide information about the type of staff conducting the UI REA; e.g., UI staff, Wagner-Peyser staff, Workforce Investment Act (WIA) staff, or some combination. If Wagner-Peyser or WIA One-Stop Career Center staff members conduct the UI REA, briefly describe how they are trained to conduct the UI eligibility review.
- C. Selection of UI REA Participants.** Identify the pool from which both UI REA participants and the comparison group are selected. Describe how claimants are assigned to these two groups and at what point in the claims series these selections are made. If the Worker Profiling and Reemployment Services (WPRS) program is utilized, states must explain which claimants in the WPRS pool are selected for the UI REA treatment group and comparison groups. Note that claimants selected for the WPRS program cannot be selected for the UI REA treatment group or the comparison group for the UI REA program.
- D. Description of a UI REA.** Provide a brief description of the state's UI REA, including the elements of the UI REA and how the key components identified in section 5 of this UIPL are implemented. In addition, please describe the type of staff that will provide each of the components of the UI REA (provision of labor market information, development of the reemployment plan) and what format is used (group or individual).
- E. Scheduling the UI REA in the Claims Series.** Claimants must be contacted and notification must be sent to the claimant advising of a scheduled UI REA by the fifth week in the individual's claim series. The fifth week in the claim series means the fourth week after the week in which the claimant files an initial claim. If the claimant has not yet established monetary eligibility for benefits or is not yet eligible because a

nonmonetary issue is pending adjudication, the claimant should be selected during the first week that s/he claims after being determined eligible for benefits.

- F. Single or Multiple UI REAs.** Identify whether the state plans to conduct single or multiple UI REAs for each claimant and indicate the timing within the claim series when the UI REA and any subsequent UI REA(s) will be conducted. Multiple UI REAs that exceed one initial UI REA and two subsequent UI REAs per individual claimant will not be funded.
- G. Failure to Report for a UI REA.** Describe actions taken when claimants fail to report for UI REAs, including how claimants will be notified of the potential consequences of their failure to report as scheduled and/or failure to participate in the UI REA. Also, states must describe how it provides claimants information such as a contact number to notify the state in advance that s/he will be unable to attend the scheduled UI REA. Describe the feedback system that is in place to notify appropriate UI adjudication staff when claimants fail to report for scheduled UI REAs. In addition, describe the states rescheduling policy and processes.
- H. Collaboration with Service Providers.** An agreement or Memorandum of Understanding (MOU) must be developed or renewed by UI and appropriate service providers who partner with UI for the UI REA program. This ensures that the necessary partners commit to providing reemployment services as required by the grant. In addition, states in which the UI partner has entered into an agreement with One-Stop Career Center staff to provide the UI REA must gain a commitment of staff to perform the necessary tasks. States must submit a copy of the agreement or MOU. If the agreement/MOU has not been finalized, the state must provide the estimated date of submission. In addition, the agreement or MOU must contain:
- Names of all parties to the agreement;
  - A brief description of the collaborative process jointly developed;
  - Identification of those who will provide the specific services;
  - Description(s) of how feedback will be provided; and
  - Description(s) of the role of the service providers.
- I. UI REA Required Reports.** States must review both the ETA 9128s and the ETA 9129s focusing primarily on the most recent four calendar quarters to address the accuracy of the reports. Attachment D, “The Unemployment Insurance (UI) Reemployment and Eligibility Assessment (REA) Data Concerns,” provides some guidelines for detecting problems and states have been provided a quarterly summary that includes calculations of some of the relationships between the data elements and the probable outcomes. In addition, the National Office sends a quarterly summary of UI REA data to each state and the ETA Regional Offices, which includes some calculations of outcomes and data relationships. This quarterly summary will be used during the review of the proposal.

- J. Narrative Description of Data Reporting Problems.** In a narrative, states should identify problems that they are having with any of the required reports and provide a plan to improve their reporting accuracy and timeliness. If in the past the state made significant corrections to these required reports, the date the corrections were made and the date after which the state's data was correct/valid as a result of the changes should be included.
- 4. UI REA Activities to Share with Other States.** If the state has implemented practices that would be helpful to share with other states, the state is requested to provide a brief summary of the practice. This information will be compiled and shared with other states.

**THE UNEMPLOYMENT INSURANCE (UI) REEMPLOYMENT AND ELIGIBILITY  
ASSESSMENT (REA) DATA CONCERNS**

The list below has been developed to help states in reviewing their Employment and Training Administration (ETA) UI REA required reports. The list identifies data problems that have occurred in some states and that must be corrected. Each quarter, the National Office provides states and Regional Offices a spreadsheet that summarizes the UI REA data. States should use the spreadsheets and the list below to assess whether they have data problems. Proposals by states must address in the narrative description of data reporting problems, all problems identified in these data spreadsheets and the state response to these concerns will be evaluated before funding UI REA grants for Fiscal Year 2012. States must describe their plans to implement corrections and include a projected timeline for completion in the supplemental budget request.

**ETA 9128 UI REA Workloads Report**

UI REAs Scheduled (Item 2)

This number should be compared to the number of UI REAs for which the state received funding. States should be scheduling quarterly UI REAs at a sufficient level to ensure that they will reach their funded level at the end of the year.

UI REAs Scheduled should be approximately the sum of item #3 *UI REAs Completed* and item #15 *No-shows*. **Note:** Although there is some variation between quarters, this difference should even out over the year.

Reemployment Services or Training (Item 4)

All UI REAs must include referral to a reemployment service. If the count in this item (item #4) is significantly less than the count in item #3 (UI REAs Completed), claimants may not be reporting as directed, they may not be referred as required, or the reemployment service providers may not be providing the appropriate workload count.

Disqualifications or Overpayments (Item 7)

If this number is large compared to the number of UI REAs completed it is possible that the state is counting disqualifications or overpayments that are not a part of the UI REA. Both disqualifications and overpayments must be based on issues that were discovered as a result of the UI REA.

#### Separation Issues (Item 8)

If this number is large compared to the number of UI REAs completed, it is possible that the state is counting disqualifications that are not a part of the UI REA. If the number is correct the state should evaluate the initial claims process to determine if questions asked are not sufficient to identify separation issues.

#### Other Disqualifications (Item 12)

If this number is large compared to the number of UI REAs completed, the state should review the disqualification codes to ensure that these issues should not instead be counted in items 8, 9, 10 or 11. The category Other should be used only when the disqualification does not fit in these other categories.

#### No-Shows (Item 15)

Each claimant who fails to report for a UI REA should be referred to adjudication to determine if they had good cause for failing to report and if they were able and available for work. This item should be approximately equal to the sum of items 16, 17, 18 and 21.

#### Disqualifications for Failure to Report (Item 17)

If the count is significantly lower than the number of no-shows, the state should ensure that those claimants who fail to report are being referred to adjudication.

#### No Disqualification (Item 21)

All claimants who both failed to report and were not disqualified and not rescheduled should be counted.

#### Returned to Work (Item 22)

The Social Security Number of claimants counted in #21 should be matched to the National Directory of New Hires to determine if they have returned to work.

### **ETA 9129 UI REA Outcomes Report**

#### Establishing a Comparison Group of Sufficient Size

The number of claimants who established a UI benefit year in the report quarter is provided for the Comparison Group in item 1a and for the UI REA group in item 2a. The number in Item 1a should not be less than 10 percent of the number in item 2a, as the comparison group must, at a minimum, be 10 percent of the UI REA treatment group to provide a reasonable measurement.

The average duration is calculated by dividing the Total Weeks Compensated by the Number Who Established a UI Benefit Year in the Report Quarter. These elements are located in items 1a and 1b for the Comparison Group and in items 2a and 2b for the UI REA Treatment Group. The exhaustion rate is calculated by dividing the Number Exhausting Benefits by the Number Who Established a Benefit Year in the Report Quarter. These elements are located in items 1a and 1e for the Comparison Group and in items 2a and 2e for the UI REA Treatment Group. Both the average duration and exhaustion rate should be reasonably similar to the state's average duration and exhaustion rate for the report quarter. If the duration is higher than the maximum number of regular UI weeks, the program may be incorrectly including Extended Benefit payments. If the duration and exhaustion rate are very low, the program may be incorrectly including only one calendar quarter rather than the complete benefit year. If the difference of the average duration between the Comparison Group and the UI REA treatment group is two weeks or greater there may be programming problems, as on average it is anticipated that the UI REA program may reduce benefit duration by up to one week.

There should be some correlation between the average duration and the benefits per claimant. For example, if the average duration differs between the two groups by one week, then the benefits per claimant should differ by an amount approximately equal to the average weekly benefit amount for the state. If not, it is likely that there are programming problems.

If there are very large variances in the percentages between quarters, it is likely that there are programming problems.