TEXAS A&M UNIVERSITY
Public Policy
Research Institute

TEXAS WORKFORCE COMMISSION






Evaluating RESEA in Texas: Statewide Innovations, External Innovations, and Lessons Learned.

Implementation and Process Evaluation

Final Report

March 2026

Executive Summary

Background

The Reemployment Services and Eligibility Assessment (RESEA) program is a federally funded initiative designed to support unemployment insurance (UI) recipients most at risk of exhausting their benefits. In Texas, RESEA services are delivered through 28 local workforce boards across 112 offices and include outreach to eligible customers, orientation sessions, individualized employment plans, customized labor market information, and follow-up services.

The Public Policy Research Institute (PPRI) at Texas A&M University conducted an Implementation and Process Evaluation (IPE) of the Texas RESEA program, which is a critical foundation to a planned future outcome evaluation. Texas is notably the only state to have undertaken a formal IPE of the RESEA program. This report is a culmination of multiple reports including our statewide internal innovations report, our external innovations report, and our lessons learned and future studies report. The study was completed at the request of the Texas Workforce Commission and funded by the Department of Labor. The total amount of funding received to complete this study was $1,439,188.65.

Evaluation Scope and Methods

The evaluation spanned 2022–2025 and drew on a rigorous mixed-methods approach:

- Document review of thousands of pages of state, board-level, and internal program documents
- Visits to all 28 workforce boards and 112 offices across Texas
- 109 interviews and focus groups with RESEA providers and board staff
- 86 customer interactions and observations of orientations and one-on-one sessions
- A customer survey with 2,004 completed responses (including a Spanish-language version) representing all boards
- Surveys of 1,566 Texas Workforce Commission (TWC) conference attendees across three years
- Comparative interviews with RESEA administrators in Florida, Massachusetts, and Pennsylvania

Key Findings

1. Inconsistent Program Implementation

RESEA is delivered differently across — and even within — local workforce boards. Key elements such as outreach methods, orientation content, the depth of labor market information provided, and whether follow-up services are optional or mandatory vary significantly by location. As a result, a customer's experience with RESEA depends largely on which office they are assigned to.

2. Diverse Customer Needs

RESEA customers span a wide range of backgrounds, including highly skilled professionals, blue-collar and seasonal workers, and individuals with limited digital literacy. This diversity presents distinct challenges for service delivery and calls for tailored, adaptive support strategies.

3. Valued Services — Positive Reception from Staff and Customers

Both staff and customers report positive experiences with RESEA. Customers particularly valued resume assistance, interview preparation, and job search guidance. Many reported that the program provided

confidence and practical support during a vulnerable time. Staff similarly indicated that the program makes a meaningful difference by delivering personalized help at a critical moment.

4. Unclear Service Delivery Preferences

In-person, virtual, and hybrid delivery modes each have distinct advantages, and both staff and customers are divided on which is most effective. This question remains unresolved.

5. High Demands on Frontline Staff

RESEA service providers must manage extensive administrative responsibilities, demonstrate strong interpersonal and communication skills, and support customers through difficult personal circumstances — all in a fast-paced environment. Many providers have experienced labor market challenges themselves. Additional investment in staff compensation, workload management, and support is needed to reduce burnout and turnover.

6. Persistent Operational Challenges

Boards face two recurring challenges:

- Customer outreach: All boards struggle to connect with and engage assigned customers.
- Staff turnover: High rates of provider turnover disrupt service continuity. Some boards have piloted innovations such as centralized hubs, mobile outreach vans, cross-training, and flexible scheduling to address these challenges.

7. Technological Barriers for Customers

Customers with limited digital literacy create significant additional burden for service providers, derailing service flow and adding delays. Addressing digital access and literacy gaps is essential to equitable program delivery.

8. WIT System Limitations

The Work in Texas (WIT) system is widely described as slow, confusing, and difficult to use by both providers and customers. Issues include slow page load times, repetitive data entry requirements, outdated job information, and lack of pre-populated customer data. These technical constraints reduce efficiency and detract from service quality.

9. Variable and Unmanageable Caseloads

Caseloads for individual providers vary widely. A sustainable caseload per provider is 4–5 customers per day, exceeding this threshold compromises both the quality of customer interactions and the thoroughness of required documentation.

10. Data Reporting Gaps

Current data reporting between TWC and local boards is inconsistent, not always timely, and prone to errors. A more systematic and real-time reporting infrastructure is needed to track customers reached and services delivered, and to support outcome monitoring.

11. Lessons from Other States

Comparative analysis with Florida, Massachusetts, and Pennsylvania reveals that Texas differs most notably in its decentralized structure — providers are board-contracted staff rather than state employees, and local boards retain significant autonomy. States like Pennsylvania centralize guidance and compliance, while others are exploring hybrid delivery models and expanded training. Texas can benefit from sharing and adopting practices across states.

Recommendations (Responsible Party)

Standardize critical program elements (TWC)

Establish consistent standards for outreach letters, orientation content, and core processes while preserving flexibility for local context.

Support frontline staff (Local Boards)

Invest in training, manageable workloads, and retention incentives. Consider increasing pay, expanding benefits, and hiring additional providers to reduce the burden on existing staff.

Develop effective outreach strategies (TWC)

Test and evaluate different outreach approaches to identify what best improves customer participation and engagement.

Invest in data and technology systems (TWC)

Improve statewide data reporting, enable real-time monitoring, and pursue targeted improvements to the WIT system. Examine innovations adopted in other states.

Tailor services to diverse customers (TWC + Local Boards)

Build more adaptive training programs, integrate digital literacy support, and create professional networking opportunities that reflect the diverse backgrounds of RESEA customers.

Leverage lessons from peer states (TWC)

Adopt proven practices from Florida, Massachusetts, and Pennsylvania related to compliance, communication, evaluation, and optimal caseload management (targeting 4–5 customers per provider per day).

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Optimizing RESEA in Texas: Insights from a Statewide Implementation and Process Evaluation

Implementation and Process Evaluation

Statewide Innovations Report

March 2025

Texas Workforce Commission (TWC)

c/o Suzette Robinson, Program Director

101 E 15th Street

Austin, Texas 78778

Dear TWC and Ms. Robinson,

On behalf of the Public Policy Research Institute (PPRI) at Texas A&M University, we are pleased to present the final draft, "Optimizing RESEA in Texas: Insights from a Statewide Implementation and Process Evaluation," which conducts an implementation and process evaluation (IPE) of the RESEA program in Texas. This report was developed as part of a grant supported by the Texas Workforce Commission (TWC) to assess and enhance the RESEA program in Texas.

The research team at PPRI conducted a statewide implementation and process evaluation (IPE) using multiple data collection methods. These included a review of RESEA-related documents, visits to RESEA service provider offices, surveys of RESEA customers, interviews with state and board-level RESEA stakeholders, direct observations of RESEA-related activities, and a survey conducted at the annual TWC conference. Both quantitative and qualitative methods were used to assess RESEA implementation, identify challenges, and evaluate successes in delivering services to customers across Texas. The research team visited over 100 Workforce Solutions offices, interviewed hundreds of stakeholders and providers, and analyzed thousands of survey responses. The study period spans from August 2022 to December 2024.

The PPRI was established by the Texas Legislature in 1983 to conduct research to inform policymaking in Texas and beyond. The institute currently has about 36 full-time research staff with different levels of expertise, from PhDs in economics, political science, and public health, to other applied research experience in labor markets, criminal justice, education, and other areas. Since its inception, the PPRI has secured more than $150 million in externally funded projects averaging between $4 and $6 million a year. The PPRI has conducted research on behalf of federal, state, private, and international clients such as the Department of Justice, National Science Foundation, National Institutes of Health, Texas Department of Transportation, Texas Education Agency, Texas Workforce Commission, Office of Court Administration, Texas Indigent Defense Commission, Arnold Ventures, Robert Wood Johnson Foundation, and the United Nations. Policy reports by PPRI have been featured by national news media outlets and cited by policymakers such as the Attorney General, Secretary of Education, and the President of the United States.

The report highlights the state of the RESEA program in Texas. The research team appreciates all the support from TWC. We hope you find this report helpful in guiding the state's next steps in improving the RESEA program across Texas.

Sincerely,

Georges Naufal, PhD
Emily Naiser, PhD
Public Policy Research Institute – Texas A&M University

Report Authors

Georges Naufal, Principal Investigator (PI)

Emily Naiser, Co-PI

(in alphabetical order)

Rachel Bartolo

Erin Batta

Maddison Holder

Ronda Jackson

Ashley Myers

Christina Orzabal

Bethany Patterson

Jena Prescott

Trey Turner

The Public Policy Research Institute at Texas A&M University

4476 TAMU

College Station, TX 77843

979-845-8800

Executive Summary

The Reemployment Services and Eligibility Assessment (RESEA) Program is a federally funded initiative by the U.S. Department of Labor that supports individuals likely to exhaust their unemployment insurance benefits. RESEA program participants must complete several requirements, including an orientation, an individualized employment plan, customized labor market information, and an unemployment benefits eligibility assessment. In Texas, the provision of these services is delegated to 28 Workforce Solutions board areas who maintain offices with locally hired RESEA staff. While certain parts of service provision must follow strict guidelines, other aspects of the program allow board areas the flexibility to make decisions and implement localized strategies.

Project Overview

This report summarizes findings from an Implementation and Process Evaluation (IPE) of the Texas RESEA program. An IPE examines how a program is delivered in practice, whether it is implemented as intended, how it operates, and the factors that influence its delivery, including successes and challenges. All IPE activities occurred between August 2022 and December 2024. Although it does not assess outcomes, an IPE provides a critical foundation for future outcome evaluations.

In this evaluation, we utilize a mix of quantitative and qualitative methods, relying on understanding the perspectives of those who know the program best– the staff in each board area who are involved in the RESEA program and the RESEA customers. Some highlights of these methods include:

Visted 112 offices across all 28 board areas to observe, document, and investigate RESEA program service provision.

109 interviews/focus groups conducted with RESEA staff and administrators.

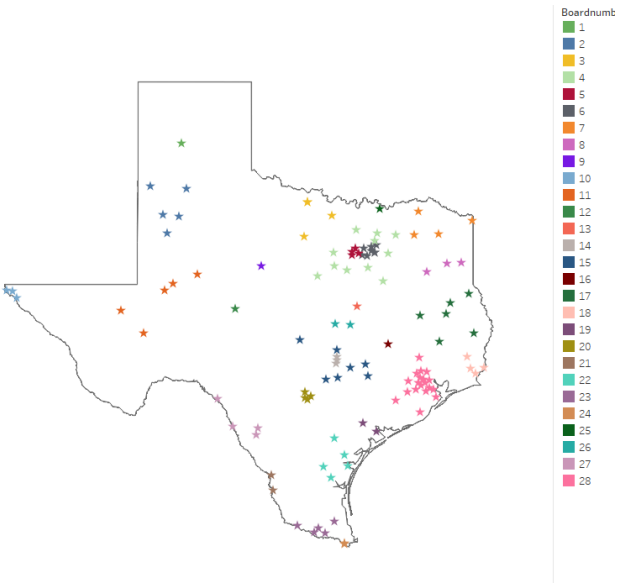
Observed 34 RESEA orientations and 52 RESEA one-on-one (1:1) meetings with RESEA customers.

Surveyed 500 TWC conference visitors each year for 3 years (a total of 1588 responses) to understand the larger Texas perspective on RESEA.

Surveyed 2209 RESEA customers to understand the "end-user" experience of the Program.

It is difficult to capture everything we learned through these approaches but have summarized the key conclusions and suggested recommendations in the following table.

In addition, we highlight internal innovations – meaning the local solutions and improvements that board areas have implemented that we believe can spread across Texas.



Findings and Recommendations

#	Conclusion	*Recommendation*
1	**The RESEA program is different across the state** – Variations in outreach, orientation, follow-ups, and customer experiences.	***Standardize the RESEA customer experience***
2	**RESEA customers are different across the state** – Diverse customer backgrounds present different challenges.	***Track customer types across the state to understand who is being served and tailor support to their individual needs***
3	**Not clear what the best customer outreach strategy is** – Various methods show inconsistent success on customer response and attendance	***Study the most effective outreach strategies***
4	**The initial letter to the customer is confusing** – Customers misunderstand meeting requirements and may not receive the letter due to outdated addresses.	***Update the letter for tone and method and test impact of changes***
5	**Customers lack computer skills** – Many struggle with digital tools required for the program.	***Require a basic computer literacy course***
6	**RESEA providers are special** – They require strong skills, empathy, and knowledge of labor markets.	***Support RESEA providers by looking at compensation, incentives, and work-life balance***
7	**High turnover rates among RESEA providers** – Work pressures and performance targets contribute to attrition.	
8	**WIT is slow, confusing, and not easy to use** – System inefficiencies hinder productivity.	***Further investments in WIT***
9	**Customers are satisfied with the RESEA program** – Surveyed customers find the program effective.	***Continue collecting customer feedback***
10	**RESEA program awareness is increasing among TWC staff**	***Continue marketing RESEA program***
11	**Customers miss their appointments for a variety of reasons** – Issues include not receiving notices, securing jobs, or logistical conflicts.	***Use customer feedback database to address issues –***
12	**Face-to-Face or Screen-to-Screen: the ultimate debate** – The most effective interaction method is unclear.	***Study the effectiveness of in-person and virtual interactions***
13	**4 or 5 customers per day per provider** – This workload appears optimal for service quality.	***Conduct a RESEA program staffing study***
14	**Data reporting needs to be better** – Boards lack real-time reporting capabilities that match performance measures	***Invest in a data-driven environment***
15	**Texas RESEA shares similarities with other states but has distinct differences** – Different administrative models and follow-up structures exist.	***Continue conversation with other states to identify additional best practices and innovations***

Internal Innovations

This section highlights key innovations documented by the research team throughout the study. The following list is extracted from the current report and is presented in no particular order.

1. **Centralized or hub-based RESEA services** – Some boards have streamlined service delivery by centralizing RESEA operations.
2. **Dedicated outreach staff** – A team dedicated solely to initial customer engagement, improving attendance and communication.
3. **Shadowing other providers and cross-training with other roles** – to ensure quality training for new staff.
4. **Regular check-ins with staff** – Implemented to reduce burnout and improve retention.
5. **Rotating provider duties** – Helps alleviate workload stress and improves cross-training.
6. **4-day work week** – Considered as a strategy to retain high-quality staff.
7. **Developed custom materials** – Boards created their own scripts, PowerPoints, desk-aids to ensure consistency in service delivery.
8. **Microsoft Teams for communication** – Used for real-time updates and staff coordination.
9. **Celebrating when customer gets job** – Even simple virtual acknowledgement helps recognize team efforts and bring the team together.
10. **Custom data tracking spreadsheets** – Some boards developed their own systems to evaluate program outcomes more effectively.
11. **Appointment scheduling software** – Installed to improve scheduling efficiency.
12. **Providing additional laptops for customers** – Improves efficiency during meetings.
13. **Mobile units and public spaces for outreach** – Bringing services to rural areas and hard-to-reach customers.
14. **Incentivizing RESEA participation** – Includes exclusive job fairs, special virtual employer events, and priority service.

Customers also had innovative ideas. The distinction here is that these have not been implemented in board areas but they align with other feedback and could be worthy recommendations to consider.

15. **Offer the mock interview earlier in the process.**
16. **Train on informational interviews and provide guidance and feedback on Curriculum Vitae writing –** to support customers with more professional experience.
17. **Partner with local networking groups** – to make better professional connections.
18. **Have a basic computer class and a class on scams or fraud job attempts** – to minimize frustrations in those areas.
19. **Integrate mental health well-being support.**

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Abbreviations

CLMI – Customized Labor Market Information

DOL – Department of Labor

IEP – Individualized Employment Plan

IPE – Implementation and Process Evaluation

PPRI – Texas A&M Public Policy Research Institute

REA – Reemployment and Eligibility Assessment

RESEA – Reemployment Services and Eligibility Assessment

RRES – Rapid Reemployment Services

TWC – Texas Workforce Commission

UI – Unemployment Insurance

WIT – Work in Texas

WPRS – Worker Profiling and Reemployment Services

Background

The Reemployment Services and Eligibility Assessment (RESEA) Program is designed to provide additional services and supports to customers who have been identified as 'likely to exhaust' their unemployment insurance (UI) benefits. The RESEA program is a federally funded initiative administered by the United States (US) Department of Labor (DOL)

History of RESEA program in Texas

Beginning in 2017, the Texas Workforce Commission (TWC) launched the RESEA program to replace its predecessor program, the Rapid Reemployment Services (RRES) Program as Texas' Worker Profiling and Reemployment Services (WPRS) system[1]. Prior to the implementation of the RESEA program and RRES Program, Texas utilized the Reemployment and Eligibility Assessment (REA) Program. The RESEA program was built upon the foundation of the predecessor programs and contains elements of the REA Program, but adds additional services designed to improve customer outcomes.

Requirements of the RESEA program

To satisfy the programmatic requirements of the RESEA program, customers must receive the following services during a one-on-one (1:1) meeting with a RESEA Service Provider:

- RESEA program orientation that provides the customer with an overview of the program's requirements, potential impacts to UI benefits for program noncompliance, as well as other services available to them at the Workforce Solutions Offices
- Development of an individualized employment plan (IEP) which will serve as a road map of goals and activities for the customer to achieve to obtain employment.
- Provide customized labor market information (CLMI) based on the customer's specific interests and career goals.
- Completion of an Unemployment Benefits Eligibility Assessment, which includes a review of the customer's work search activities[2].

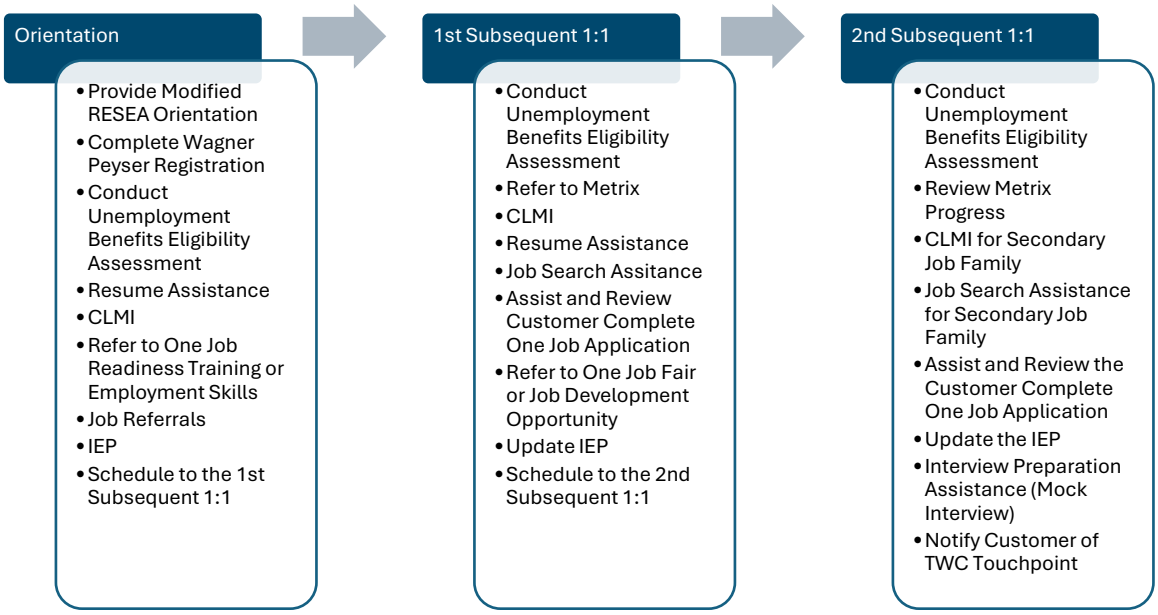
Service providers may deliver these services in person or utilize video conferencing technology to meet with the customer virtually. Currently, these services may be provided all in one meeting or over a series of meetings, at the Workforce Solutions Boards (also known as board areas or local boards) discretion. These services are the minimum activities that must be completed for the customer to be incompliance with the RESEA program. However, many Workforce Solutions Boards have chosen to provide additional services that will benefit the customer and promote successful program outcomes, such as referrals to other community programs or TWC Programs.

Outline of the Pilot Program

To expand the RESEA program to increase positive customer outcomes, TWC has implemented a Pilot Program that implements an expanded menu of services to be delivered at a prescribed cadence of meetings with the customer. The Pilot Program consists of a three-meeting series with specific services to be provided at each meeting for the customer. Customers in the Pilot Program receive additional training opportunities, hands-on support for applying to a job, and more intensive assistance for a second job family, among other services. Each meeting and service is modeled after evidence-based practices to improve customer outcomes. Figure 1 illustrates the Pilot Program.

[1] Reemployment Services and Eligibility Assessment (RESEA) Program Guide. Texas Workforce Commission.
[2] Reemployment Services and Eligibility Assessment (RESEA) Program Guide. Texas Workforce Commission.

Figure 1. RESEA Pilot Program Process Steps[3]



Project Overview

This report summarizes findings from an Implementation and Process Evaluation (IPE) of the Texas RESEA program. An IPE examines how a program is delivered in practice, whether it is implemented as intended, how it operates, and the factors that influence its delivery, including successes and challenges. All IPE activities occurred between August 2022 and December 2024. Although it does not assess outcomes, an IPE provides a critical foundation for future outcome evaluations. This type of evaluation typically seeks to answer the following questions:

1. How are these services delivered?
2. When and where do program activities take place?
3. What are the key challenges and successes of the RESEA program overall?

This report is one of multiple reports that derive from the IPE study. A previous report documented the research team's discussions with other state administrators on their experiences implementing the RESEA program and how that can shape Texas's program. Upcoming reports will identify any additional lessons learned from the IPE in its entirety and lay out the next areas to study for improving the program.

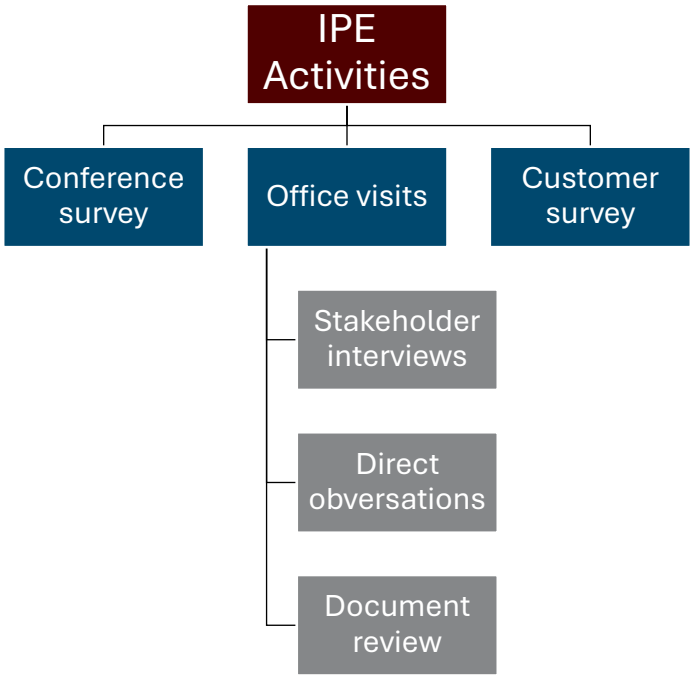
Here we focus on detailing the RESEA experience in Texas by capturing the viewpoints of multiple perspectives, observing the process, and reviewing supporting reference materials. All of this is an effort to document and describe the RESEA program comprehensively. Through this, we have identified some of the common processes, challenges and successes of how the board areas implement the RESEA program. The bulk of the report focuses on evaluating the program as a whole, but individual board area reports are included in the appendix. We have also identified where some of the board areas stand out, especially in innovative strategies that they are implementing to improve their work locally. We believe these innovations show promise and can be shared and spread across Texas for other board areas to learn from. Because these innovations arose at various points of our research, we have also summarized them in a final section. We end the report with our overarching conclusions and recommendations for the RESEA program.

[3] Texas Workforce Commission. Service Code List. April 2024.

Methodology

To fully understand the RESEA program and document the experiences comprehensively, the IPE uses a variety of research methods that capture the unique perspectives of staff and RESEA customers. The IPE utilizes both quantitative and qualitative data to make process comparisons across local boards, and reviews relevant policy and reference documentation to evaluate compliance with regulations and policies. The IPE relied on six main activities summarized in Figure 2 below.

Figure 2: IPE Activities



Conference Survey

The research team attended three TWC annual conferences, which are held during the first week of December. The conference is attended by local workforce development board members and staff (who may or may not work on RESEA), workforce system partners, contractors, and other workforce professionals. At each conference, the team hosted a booth, engaged with participants, and invited them to complete a survey related to the RESEA program. The RESEA conference survey was designed to assess TWC conference attendees' awareness of the RESEA program; to better understand the awareness of the program and how it is perceived by others who are not engaged in the day-to-day operations of RESEA. For participants familiar with the program, the survey also gathered feedback on their experiences, including perceived strengths and areas for improvement. The same survey questions were used in all three conference years: 2022, 2023, and 2024.

The survey was administered through Qualtrics and made accessible via two iPads at the booth and a QR code link. In the past two years, the team also participated in a RESEA-specific pre-conference workshop, where the survey was shared directly with RESEA providers. Each year, the team collected approximately 500 complete surveys, resulting in a diverse range of responses. The RESEA conference survey questions are provided in Appendix A. The next section presents a summary of the findings from the RESEA conference survey.

Office Visits

A key component of the IPE was to visit each of the 28 Workforce Solutions Boards. The research team visited offices where RESEA services are conducted to meet with RESEA staff, board staff, as well as observe the RESEA program in practice. The research team visited three boards in December 2022, one visit in September 2023, and the remaining 24 visits from June 2024 through October 2024.

To do this, we first engaged with TWC Administrative staff to connect with local board staff who would be our point of contact for scheduling the onsite visit. The research team then liaised with local board staff who coordinated with their RESEA staff for mutually available times for onsite visits. Once dates were agreed upon, the research team developed an agenda for the site visit that allowed the team to visit the board offices that conduct RESEA services as well as meet with as many of the RESEA staff who are most engaged in the process and observe as many orientations and 1:1 meetings as possible. Table 1 provides a summation of the date, number of offices visited, and activities observed by the research team at each board. In total, the research team visited 112 offices, conducted 109 interviews/focus groups, observed 34 orientations and 52 1:1 meetings.

Stakeholder Interviews

The research team conducted both in-person and virtual interviews with RESEA providers, board members, and TWC staff familiar with the RESEA program. While most interviews took place during office visits, some were scheduled throughout the evaluation period. The interviews explored how the RESEA program is implemented at the local level, key successes and challenges, and recommendations for program improvement. All interviews were recorded, transcribed, coded, and analyzed. The interview questions are provided in Appendix B.

Table 1. Board Visit Activities

Board	Date	Number of Offices Visited	Number of Interviews or Focus Groups	Number of Orientations Observed	Number of 1:1 Meetings Observed
WB 1 - Panhandle	09/25/2024	1	1	1	1
WB 2 - South Plains	09/23 – 09/26/2024	3	3	--	--
WB 3 - North Texas	06/23 – 06/25/2024	3	4	2	2
WB 4 - North Central Texas	09/07 – 09/10/2024	11	6	2	3
WB 5 - Tarrant County	12/04 – 12/06/2022	4	6	1	2
WB 6 - Greater Dallas	06/24 – 06/28/2024	8	8	6	8
WB 7 - Northeast Texas	08/20 – 08/22/2024	4	4	--	--
WB 8 - East Texas	06/20 – 06/21/2024	3	4	--	1
WB 9 - West Central Texas	08/19 – 08/21/2024	1	1	--	1
WB 10 - Borderplex	09/12 – 09/13/2023	3	3	2	5
WB 11 - Permian Basin	06/10 – 06/12/2024	4	3	1	2
WB 12 - Concho Valley	07/03/2024	1	1	1	1

WB 13 - Heart of Texas	06/27/2024	1	2	1	1
WB 14 - Capital Area	12/12 – 12/14/2022	3	3	1	4
WB 15 - Rural Capital	07/15 – 07/18/2024	6	3	2	--
WB 16 - Brazos Valley	12/13/2022	1	2	1	1
WB 17 - Deep East Texas	06/10 – 06/13/2024	6	4	--	3
WB 18 - Southeast Texas	06/18 – 06/20/2024	3	3	--	2
WB 19 - Golden Crescent	07/24 – 07/26/2024	2	2	2	2
WB 20 - Alamo	09/21 – 09/23/2024	4	4	1	--
WB 21 - South Texas	09/14 – 09/18/2024	2	2	--	--
WB 22 - Coastal Bend	07/29 – 08/01/2024	5	5	1	1
WB 23 - Lower Rio Grande	09/21 – 09/23/2024	5	7	2	3
WB 24 - Cameron	07/08 – 07/10/2024	2	2	1	3
WB 25 - Texoma	08/26 – 08/28/2024	1	1	--	--
WB 26 - Central Texas	08/05 – 08/07/2024	2	2	2	2
WB 27 - Middle Rio Grande	09/14 – 09/18/2024	4	4	1	1
WB 28 - Gulf Coast	08/05 – 08/09/2024	19	19	3	3
Totals		**112**	**109**	**34**	**52**

Direct Observations

Office visits provided the research team with a unique opportunity to observe the full range of RESEA services, including orientation, the development of individualized employment plans, delivery of customized labor market information, and review of customers' work search activities. The team also observed interactions between RESEA providers and customers, as well as the physical spaces where the program was delivered.

Document Review

The research team conducted a thorough review of documents related to the RESEA program. These materials were obtained from publicly available sources, collected during office visits, or provided by TWC upon request. The documents covered various aspects of the program, including its processes, procedures, resources, administration, compliance, and financial components.

Customer Survey

The RESEA customer survey was developed to evaluate the experiences of program participants, assess satisfaction with service delivery, and measure engagement with workforce resources. The survey aimed to capture both quantitative and qualitative data, providing a comprehensive understanding of how customers interacted with RESEA services and the impact of these services on their reemployment efforts.

Administered to individuals who had participated in the RESEA program, the survey gathered responses from program participants across all workforce boards in Texas. Participants received access to the survey in multiple ways. One, a QR code with a link to the survey was provided to them at their RESEA appointment. Additionally, TWC administrators sent out the link to the survey via email to all individuals in the RESEA pool each week. By doing so, the research team was able to collect responses from those that did not attend their appointment to better understand why. A total of 5,060 responses were collected, with 2,209 fully completing the survey. The data collection period spanned from October 2023 to January 2025, ensuring that responses reflected a broad range of customer experiences.

The findings from the survey offer valuable insights into the strengths of the RESEA program and identify areas for improvement. These results contribute to a deeper understanding of customer needs and inform recommendations for enhancing workforce services and improving customer outcomes. The RESEA customer survey questions are provided in Appendix D.

Findings from the Conference Survey

As mentioned above, the same survey was conducted at three consecutive end-of-year TWC conferences: 2022, 2023, and 2024. Additional analyses of survey findings have been previously presented in quarterly reports to TWC RESEA administrators; here we present some of the most salient findings. These results provide insight into how the RESEA program is perceived by those that work with TWC but do not participate in the RESEA program; the results also provide structured broad feedback from RESEA staff that was built upon during the office visits. The survey tool included several skip-logic patterns to separate responses by role and familiarity with the RESEA program and its activities. Table 2 summarizes the different samples that were identified by the skip logic patterns.

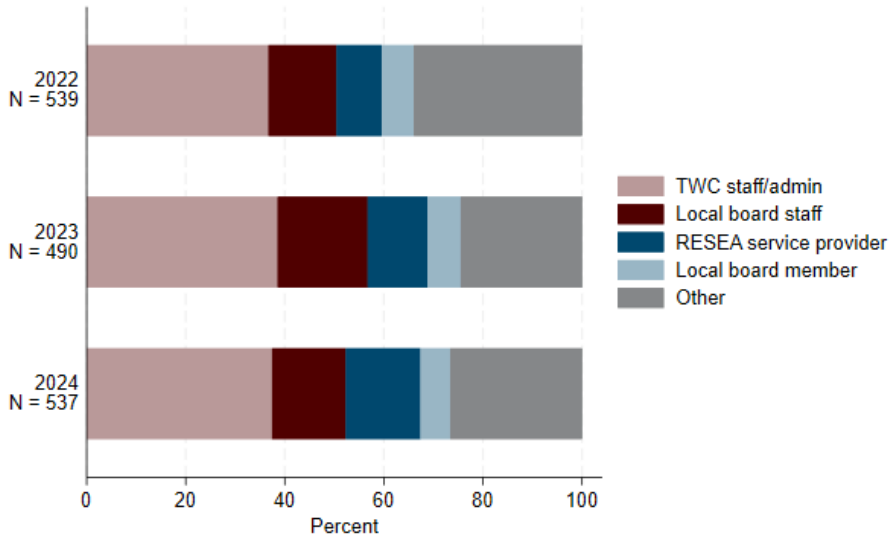
Table 2: Survey Questions and Number of Responses by Group

Group	Topic	Respondent	Questions*
1	Awareness of RESEA program	Everyone	Familiarity with RESEA, board area (if applicable), role with TWC
2	Perspectives on RESEA program	Is Familiar with RESEA program	Describe RESEA, RESEA success, RESEA challenges, change about RESEA, respondent demographics (age, race/ethnicity, gender, etc.)
3	Implementing RESEA	Has a current role with RESEA (including providers)	RESEA preparation and expectations, RESEA experience, recommendations for RESEA
4	Service Satisfaction and Preferences	RESEA service providers	Satisfaction with services, service delivery preferences

**Each higher number group was also asked the questions in lower number groups (e.g., Group 3 received the questions for Group 3, 2, and 1).*

Figure 3 shows the percentage of respondents by role for each year. Each bar represents the percentage of respondents in each role for the specific year. In 2022, there were 539 respondents: 36.7% were TWC staff/administrators, 13.7% were local board staff, 9.1% were RESEA service providers, and the remaining 34.0% belonged to other roles. In 2024, 37.4% of respondents were TWC staff or administrators. Most respondents fall into either the TWC staff/administrator category or "Other" positions, which include educators, government officials, nonprofit employees, and contractors. Local board members consistently represent the smallest proportion.

Figure 3: Distribution of Role by Year (%)



For convenience, Table 3 below shows the specific percentage of respondents for Figure 3.

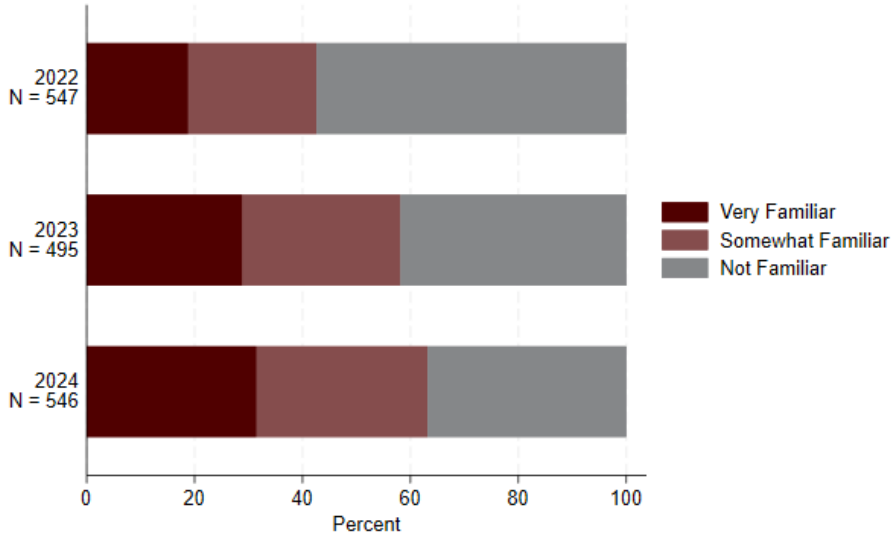
Table 3: Distribution of Role by Year (%)

Year	TWC staff/admin	Local board staff	RESEA service provider	Local board member	Other	Total
2022 (N=539)	36.7%	13.7%	9.1%	6.5%	34.0%	100.0%
2023 (N=490)	38.6%	18.2%	12.0%	6.7%	24.5%	100.0%
2024 (N=537)	37.4%	14.9%	15.1%	6.0%	26.6%	100.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Awareness of the RESEA program

The level of familiarity with the RESEA program by percent is shown in Figure 4 by year. Each bar represents the percentage of respondents' familiarity with the RESEA program for the specific year. For 2022, there were 547 respondents with 18.8% being very familiar, 23.8% being somewhat familiar, and 57.4% not familiar with the RESEA program. Notably, the percentage of respondents very familiar or somewhat familiar increases each year. The percentage of respondents very familiar with the RESEA program is18.8% in 2022, 28.9% in 2023, and 31.5% in 2024.

Figure 4: Distribution of Familiarity by Year (%)



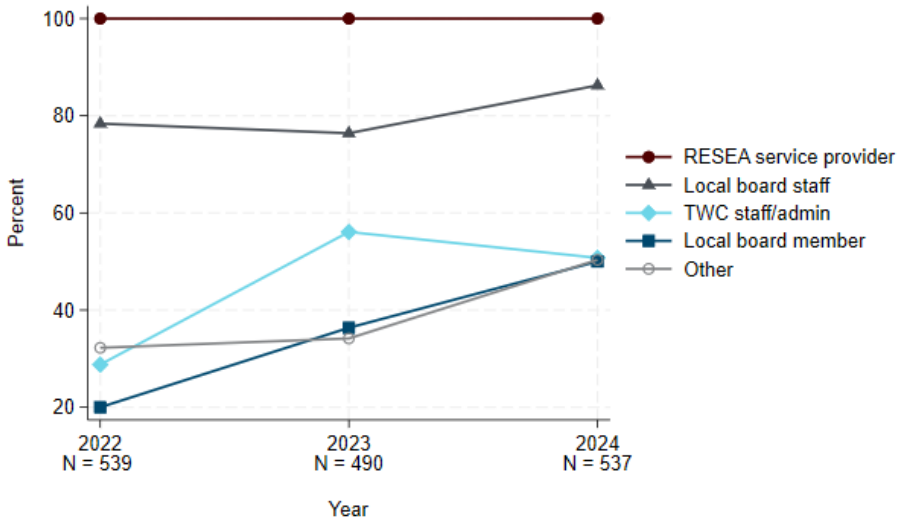
For convenience, Table 4 below shows the specific percentage of respondents Figure 4.

Table 4: Distribution of Familiarity by Year (%)

Year	Very Familiar	Somewhat Familiar	Not Familiar	Total
2022 (N = 547)	18.8%	23.8%	57.4%	100.0%
2023 (N = 495)	28.9%	29.3%	41.8%	100.0%
2024 (N =546)	31.5%	31.7%	36.8%	100.0%
Total	26.3%	28.2%	45.5%	100.0%

Figure 5 displays the percentage of respondents who are somewhat familiar or very familiar with RESEA in each role (also broken out by year). As expected, 100% percent of RESEA service providers are familiar with RESEA while local board staff are the next most familiar role increasing from 78.4% to 86.3% from 2022 to 2024. The role with the largest increase in familiarity is the local board members which increased from about one-fifth familiar in 2022 to one-half are familiar by 2024

Figure 5: Level of Familiarity with RESEA by Role by Year (%)



Support and Satisfaction with the RESEA program

The survey asked conference participants who are familiar with the RESEA program about several aspects of the program in terms of leadership support, expectations, training, and customer feedback. The percentage of respondents who agree or strongly agree with such statements is shown in Figure 6 broken out by year.

Opinions on different statements seem to be stable. The agreement about the level of training and resources in the office seems to have increased in 2023 but then decline in 2024. Respondents increase in agreement of being well prepared for their role from 69.2% to 75.9% from 2022 to 2024. The percentage of respondents who agree that they are satisfied with the resources in the office fluctuates from 62.1% in 2022 to 75.0% in 2023 back to 58.1% in 2024.

Figure 6 highlights the agreement on the lack of sufficient number of staff to handle workload related to the RESEA program. The percentage of respondents who agree there is enough staff members to handle the workload decreases from 48.6% to 35.9% from 2022 to 2024.

Figure 7 identifies the level of satisfaction with RESEA services specifically from the perspective of the Service Provider. The percentage of respondents who are somewhat or very satisfied with each service broken out by year. Most service satisfaction rates increase year by year such as enrollment into employment services, development of IEPs, and unemployment insurance eligibility assessment. Meanwhile, satisfaction with RESEA orientation increases from 2022 to 2023 but then decreases from 2023 to 2024. On the other hand, satisfaction regarding the customized labor market information service has a steep decline from 2022 to 2023 but then a steep increase from 2023 to 2024.

Figure 6: Level of Agreement with Statements by Year (%)

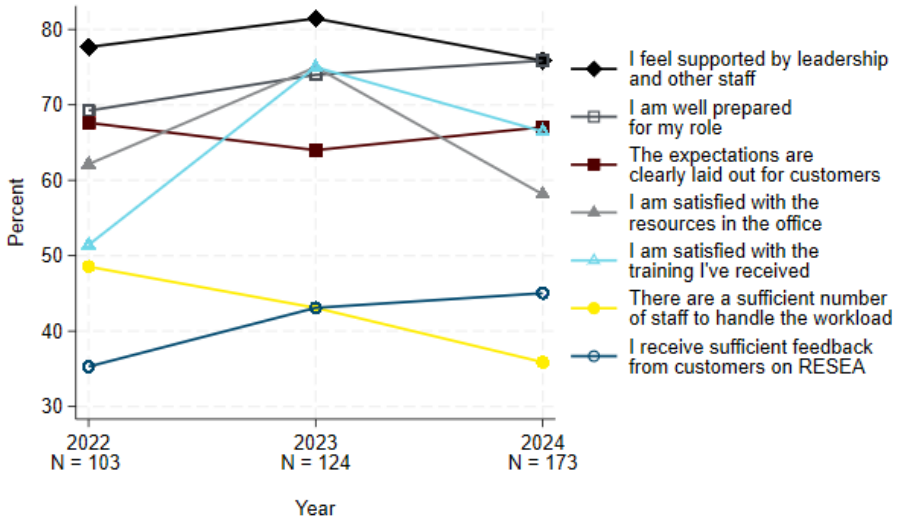
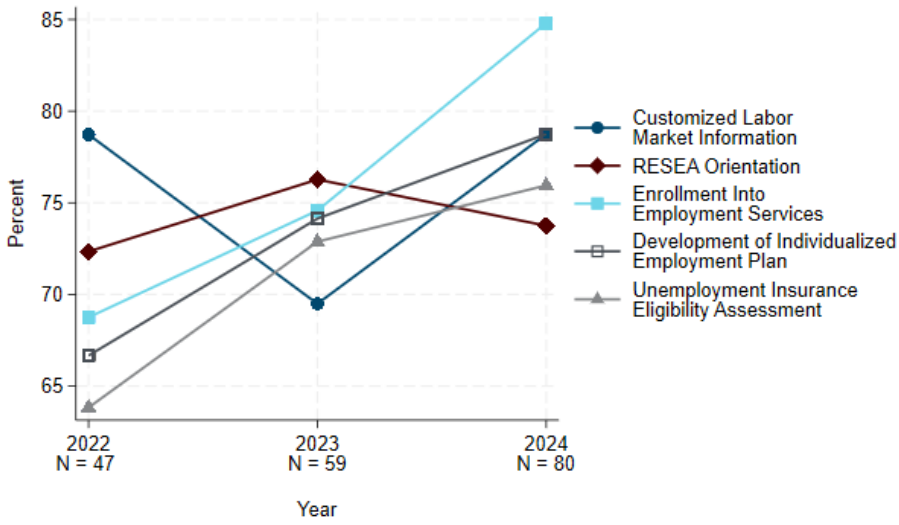


Figure 7: Level of Satisfaction with RESEA Services by Year (%)



Successes, Challenges and Improvements

In the open-ended question section of the conference survey, respondents familiar with the RESEA program were asked to describe its most successful and most challenging aspects. These results provide interesting context and nuance to the survey responses. Survey takers were also invited to suggest changes and improvements. Comments from three years of conference data were combined and coded, allowing the research team to identify common themes across hundreds of responses.

Successes

In terms of success, a few key themes emerged. Respondents felt that one of the best parts of the RESEA program was getting individuals back to work. They enjoy hearing the customers report receiving a new job or when they enter

in a went-to-work form after assisting a customer. Some individuals highlighted specific program components as success: mainly the ability to co-enroll and refer customers into services or creating a clear path for the customer to follow.

Others felt that success is more holistic; and succinctly said that the program offers "focus" and "support" to the customers. One respondent detailed success as *"[w]hen people are in the process of mourning the loss of their job, we give them hope through goals and information they had no knowledge of. We remove barriers and get them excited to move forward with a new career and more."* Many respondents praised the one-on-one and individualistic support a customer receives through the program, touting the work of the service provider as critical to success.

Challenges

On the other hand, respondents illustrated multiple challenges. Unlike successes, challenges varied quite a bit, and covered challenges concerning the customer, the office or board area, or the RESEA program and processes.

In relation to the customer, the predominant challenges were a lack of customer motivation/buy-in to the program processes and a lack of response from customers. Respondents expressed difficulty with customers answering their phones and email about appointments and meeting requirements.

Many also felt the timeframe to address all program requirements was too short, especially when a customer is unresponsive or when WIT and other technology is slow. Some felt these workload demands made it difficult to retain staff; others had concerns with hiring staff.

Interestingly, some respondents felt the most successful parts of the program were co-enrolling in WOIA, individualized assistance, and developing the employment plan, whereas others felt these exact components were the most challenging parts. One program component that was consistently noted as a challenge, however, was the Korn Ferry program. One participant summarized the flaws as they saw it:

"The other challenging component of the RESEA program is the latest added procedures of the Korn Ferry program. It is mandatory that WS refer eligible RESEA customers to the consulting firm, but it is not mandatory for the customers to participate. WS now have to ensure that the RESEA customer signs an Authorization to Work form and an Orientation to Discrimination Complaint form, as well as provide a photocopy of their current driver's license for purposes of enrolling the customer into the Korn Ferry program. The Korn Ferry program does exactly what the RESEA program is already designed to do. It is essentially redundant and takes the focus of reemployment and career planning engagement from the WS to a third-party consulting firm and making sure all documents and services have been uploaded and entered into the WIT system."

Specific populations were mentioned in the comments for various reasons. Some respondents felt rural areas were particularly difficult to serve as there are a lack of jobs to place customers in. Others felt that the distance to travel to an office was a barrier or that rural populations had less access to technology to communicate with. Respondents felt it could be difficult to place older individuals or individuals with higher levels of education into available jobs, citing a lack of jobs that were willing to hire. Finally, respondents noted that those who struggle with technology could be more difficult or take longer to serve as the provider overcome those barriers.

Outreach was also a significant concern. Respondents utilized "outreach" to describe the challenges in communicating with customers to come in for their appointment. But also, to express a desire for more public outreach. They felt that a lack of awareness and understanding of the program hindered their work and generated misconceptions.

Improvements

In terms of changes and recommendations to the program, responses echo the challenges above, including hiring more staff, improving WIT, and removing the Korn Ferry program as a requirement. Other requests included expanding the program to allow providers to spend more individuals time with customers, reach out to customers sooner, make more customers eligible, and to cover support such as childcare and transportation when they are barriers. A few participants also suggested offering incentives for finding a job (but did not elaborate on what those incentives should be).

A few suggestions revolved around reducing board/office requirements and allowing more board flexibility. Relatedly a reduction in documentation and a shift away from compliance outcomes towards other outcomes were requested. In contrast, most respondents recommend increasing participant requirements to include more accountability and a mandatory follow-up. One participant noted that they program should "*[r]equire all participants to update their WIT accounts, before they can receive benefits.*"

One specific program element that participants shed light on was the initial outreach letter. The consensus was that it should be changed to allow more detail, more local personalization, and lay out the requirements more clearly. One participant suggested it be "*on a postcard to ensure its read & not thrown away*". Others were concerned about the tone of the outreach letter and other program pieces. They elaborated: "*The mandatory statement is fine for the first contact, but if they are complying, it should not be necessary. It's threatening*"

There was a considerable divide on how program meetings should be delivered with some in support of all virtual, others in support of all in-person, and still others wanting to utilize a hybrid model. Respondents were also divided on whether the prescribed meetings were too long or too short.

From a state perspective, multiple respondents emphasized a better connection to other TWC units specifically, UI for troubleshooting benefit issues. Or as one respondent noted, "*Integrating risk profiling with [TWC's Information Innovation and Insight data]*." Others wanted more training on RESEA. One suggestion is to have "*[s]taff training on customer service and engagement. Stronger focus on relationship building and not just transactional interactions.*" Finally, one survey concluded that "*It would be great to have a proper statewide scheduling system.*"

Increased public awareness or outreach of the program was again repeatedly mentioned. One respondent suggests "*[having m]ore visibility to make the community aware of it. I would include in all on-hold recordings…a brief mention that anyone on UI could be called to participate in this mandatory program.*"

Demographics of RESEA Service Providers

This section highlights key demographic characteristics of RESEA providers specifically. As the frontline representative of the program, understanding who is interacting with customers is essential. While there have been concerted efforts to utilize the TWC conference as an opportunity to train RESEA service providers in the past two years, not all service providers are able to attend so this cannot be considered representative of all providers. Still, it provides an interesting foundation for further study of this key role in the RESEA program.

Average Years Providing RESEA Services

The conference survey asked participants about their experience level with providing RESEA services. The average number of years of experience providing RESEA services is shown in Figure 8. This average fluctuates from year to year: in 2022 respondents claimed an average number of 2.7 years, 4.5 years in 2023, and 3.1 years in 2024. Across all responses, the average experience providing RESEA services is less than 5 years highlighting a concern in terms of RESEA provider turnover, continuity, and sustainability of the program.

Average Age

Figure 9 displays the average age of respondents. There does not seem to be any major fluctuation year by year in terms of the age of RESEA providers.

Figure 8: Distribution of Average Years Providing RESEA Services by Year

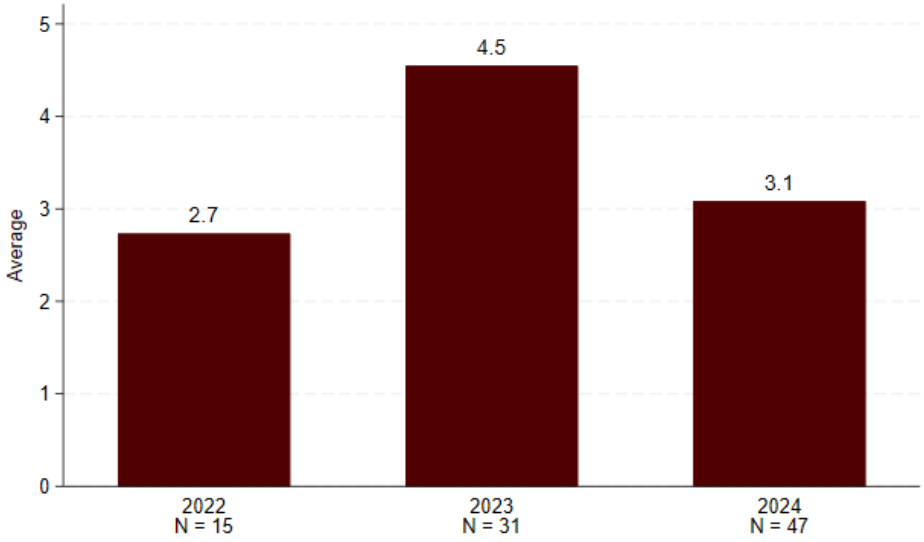
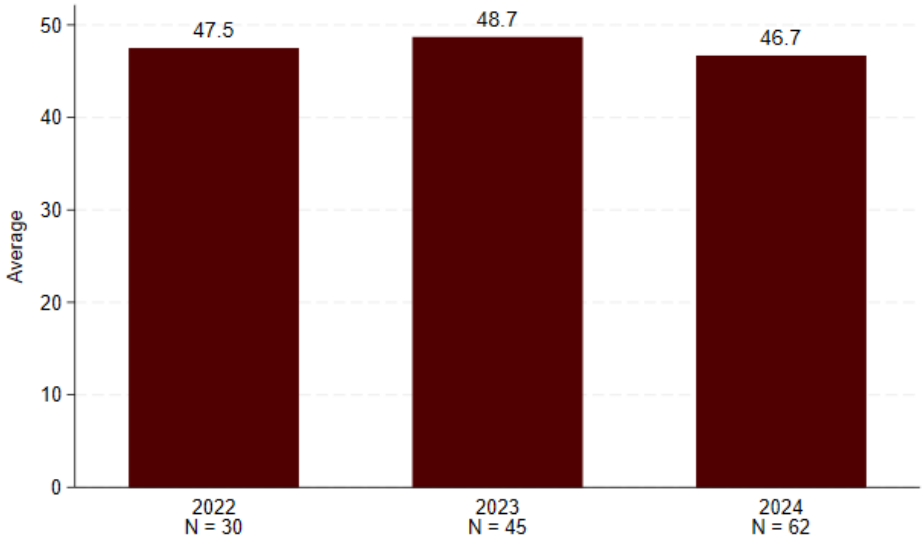


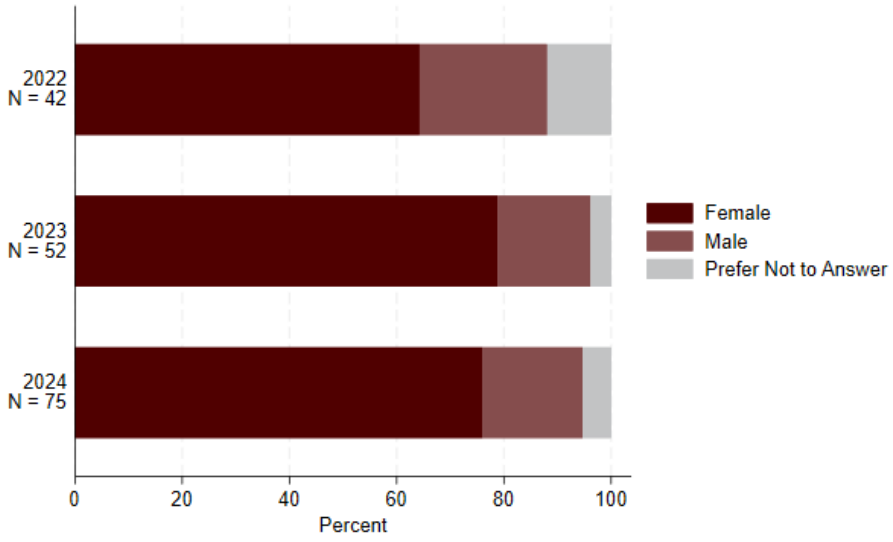
Figure 9: Distribution of Average Age of Respondents by Year



Sex

The proportion of sex of RESEA providers is shown in Figure 10 broken out by conference year. Most respondents across all three years are female. For instance, 76.0% of respondents in 2024 are female, 19.5% are male, and 6.5% prefer not to answer. The RESEA program seem to be mainly supported by female providers.

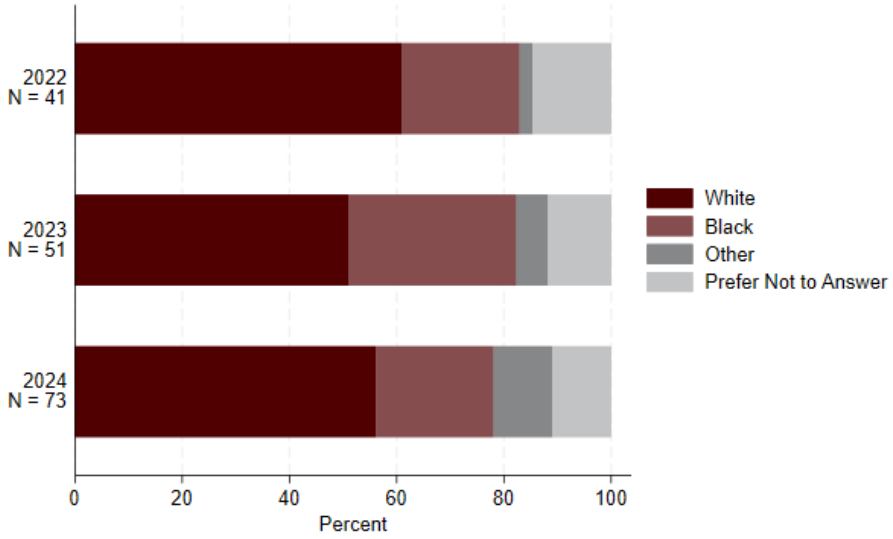
Figure 10: Distribution of Sex of Respondents by Year (%)



Race

Figure 11 displays the race of respondents by percentage broken out by year. A little over half of respondents are White for all three years. 2023 has the greatest racial diversity with 51.0% White respondents, 31.4% Black respondents, 5.9% neither White nor Black, and the remaining 11.8% preferring not to answer.

Figure 11: Distribution of Race of Respondents by Year (%)

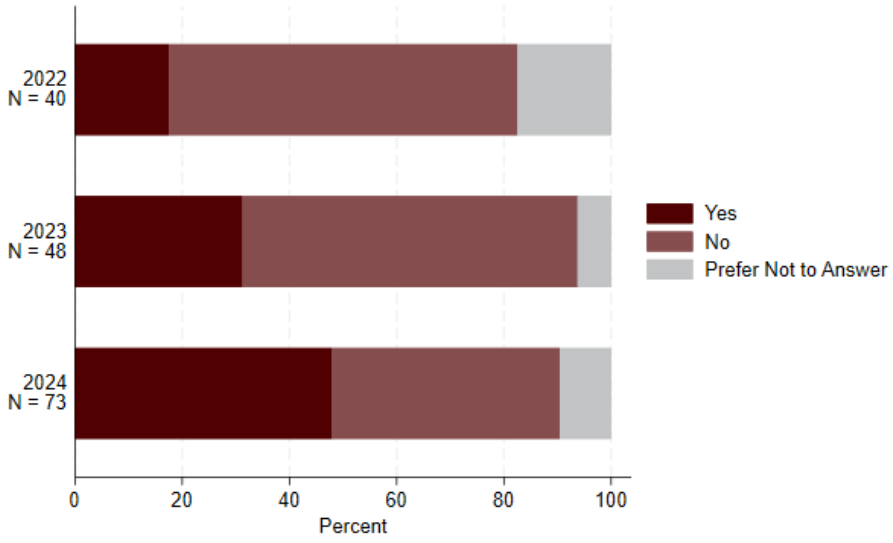


Hispanic

Figure 12 shows the percentage of RESEA providers as Hispanic broken out by year. The percentage of Hispanic RESEA providers respondents increases each year. By 2024, there are more Hispanic RESEA providers than non-

Hispanic respondents with 48.0% being Hispanic, 42.5% non-Hispanic, and the remaining 9.6% preferring not to answer. This finding mirrors some of the overall Texas population trends.

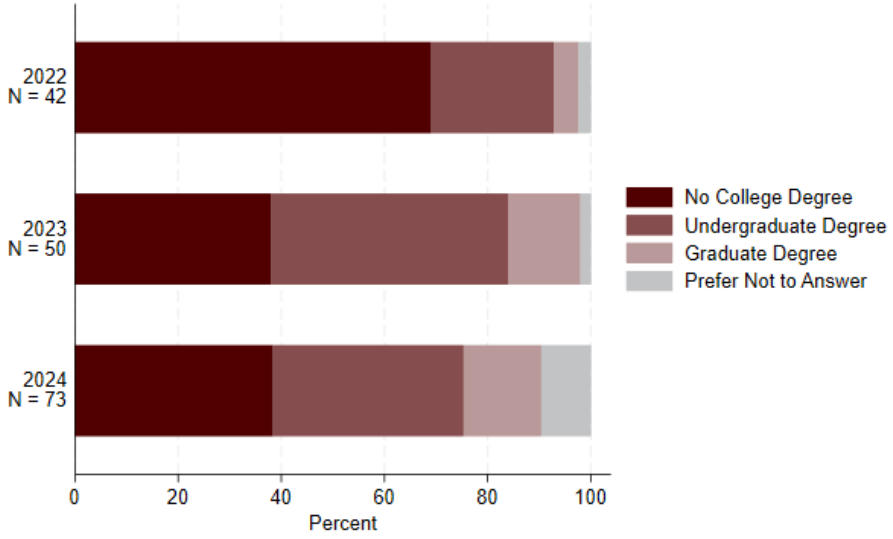
Figure 12: Distribution of Hispanic Respondents by Year (%)



Degree

Figure 13 displays the percentage breakdown of education levels of RESEA providers by year. The level of education includes no college degree, undergraduate degree, or graduate degree. No college degree includes "Elementary or Middle School", "High School Graduate", or "Some College or Technical Training". Respondents with an undergraduate degree includes those who select "Bachelor's Degree", and graduate school includes "Master's Degree" and "Doctorate Degree". A good portion of RESEA providers do not have a college degree but this share is declining over time. The differences over time are likely the result of staff turnover and TWC administration suggesting changes to the position descriptions of service providers to attract more highly skilled workers.

Figure 13: Distribution of Level of Education of Respondents by Year (%)



For convenience, Table 5 below presents the percentages across education levels shown in Figure 13.

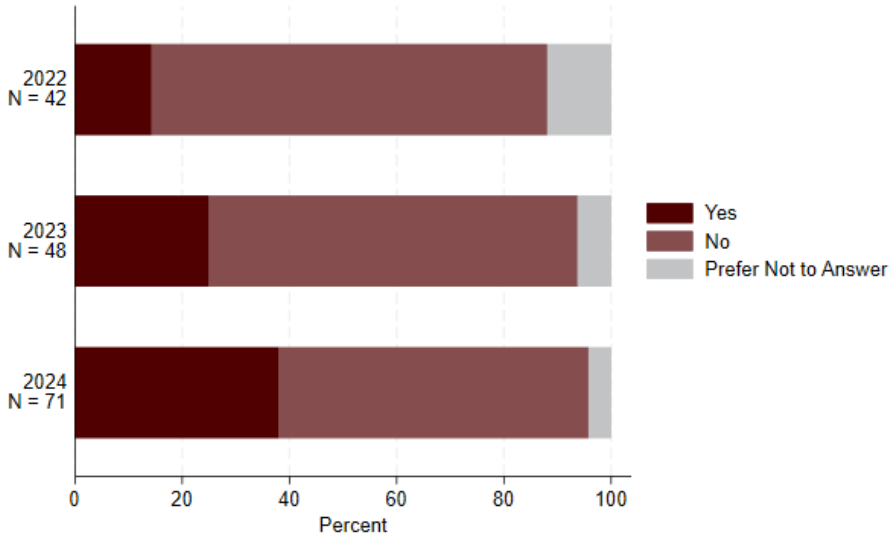
Table 5: Distribution of Level of Education of Respondents by Year (%)

Year	No College Degree	Undergraduate Degree	Graduate Degree	Prefer Not to Answer	Total
2022 (N = 42)	69.0%	23.8%	4.8%	2.4%	100.0%
2023 (N = 50)	38.0%	46.0%	14.0%	2.0%	100.0%
2024 (N =73)	38.4%	37.0%	15.1%	9.6%	100.0%
Total	46.1%	36.4%	12.1%	5.5%	100.0%

Foreign Language Skills

Figure 14 shows the percentage of conference survey respondents who speak a foreign language by year. The percentage of respondents who speak a foreign language increases each year from 14.3% in 2022, 25.0% in 2023, to 38.0% in 2024.

Figure 14: Distribution of Foreign Language Speakers of Respondents by Year (%)



Findings from the Board Office Visits

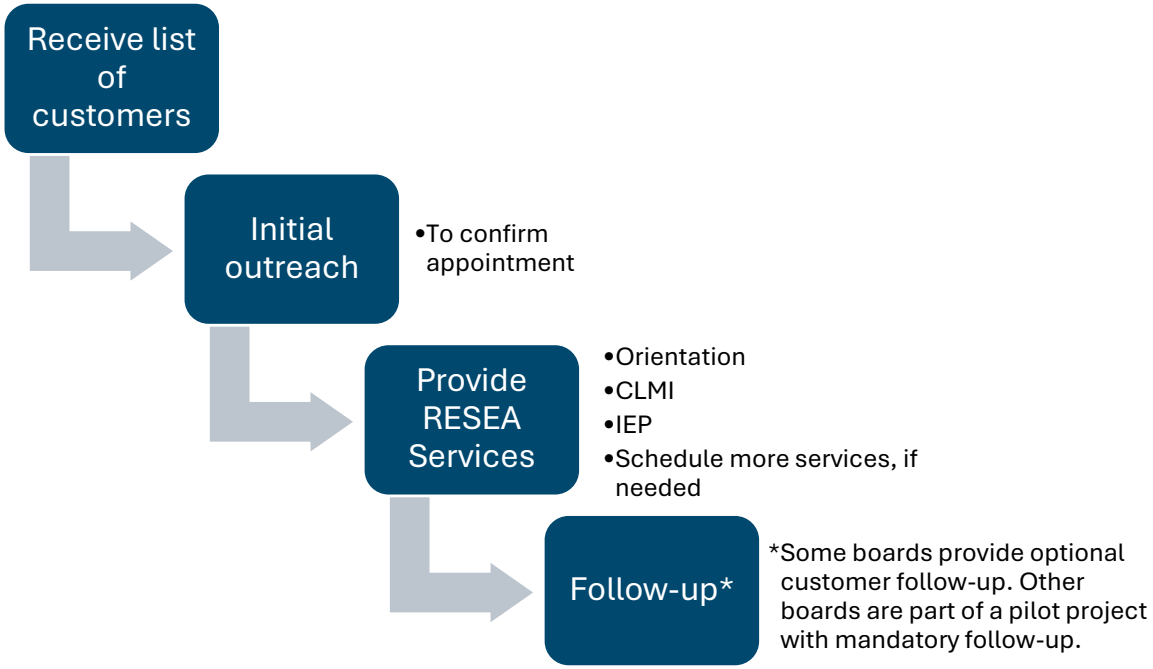
Visiting all the board areas gave the research team a unique opportunity to fully understand program implementation across Texas. While offices are given the same directive to serve RESEA customers, they can amend the process in many ways. Each board area also differs in terms of geography, size, and local industries giving way to varying challenges, successes, and local solutions. Through our observations and conversations with those involved in the RESEA program, we have identified some key findings that can be utilized to improve the program overall or scaled across Texas.

Board visits were spread across two years, meaning program, board, and office processes may have changed after the research team visited a specific board area. These analyses should be seen as snapshots in time and may not reflect what a board is currently doing. It is known, for example, that offices have changed processes as they are brought on to the pilot program and as the orientation shifted to online video made available in WIT.

Documenting Board Processes

At the most general level, a RESEA customer receives a letter explaining the program, its impact and how to attend orientation. Figure 15 illustrates the process from the board or office perspective. Once the customer attends orientation, they are scheduled for a 1:1 meeting. Prior to the transition of the orientation video, many larger boards relied on either group in-person, virtual, or hybrid orientations with the 1:1 meetings scheduled hours or days later. Smaller boards were more likely to utilize an in-person orientation, often conducting the 1:1 meeting immediately after.

Figure 15: Generalized Approach to Providing RESEA Services



Most boards assign a customer to the first available RESEA provider. Some boards will pre-assign customers to a specific provider as a means to distribute caseload or ensure the customer receives specific assistance such as a Spanish-speaking provider.

Most 1:1s are in-person, especially as boards join the pilot program where an in-person 1:1 is required. Boards offered virtual 1:1s if the customer had barriers including being out of the board area, limited time given a new job, or lack of transportation to the office. In rural areas, customers are more likely to visit a closer office and use a computer to talk

to the RESEA service provider in another location or are more likely to have RESEA services providers that float to different locations dependent on the day.

Time in the 1:1 meeting can vary anywhere from 30 minutes to 2 hours. This time difference can be explained by numerous factors. Some service providers will prepare the customer's file beforehand and already start the job search and basic steps of an IEP. Some providers will encourage the customer to complete their resume on WIT right then and there instead of assigning it as "homework" or go into more detail about some of the supports that are offered. Some customers also need more time as their contact information and resume are outdated and the service provider works with them on it right then. In multiple appointments customers needed extra support, specifically in using technology or the WIT software not working effectively slowed down appointments. These challenges are described in more detail in subsequent sections.

Prior to implementation of the pilot, follow-up with customers after the 1:1 meeting was inconsistent across board areas. Some boards have a policy to reach out to customers at certain timeframes. In other boards, providers try to have follow-up as caseload allows, and still others there was no follow-up unless the customer initiated it.

Successes

We observed many interactions and heard numerous stories about the RESEA program. From here, we articulate what success means to those in RESEA and what are key drivers of that success. Their responses parallel the surveys we received at the TWC annual conference but through the interviews and observations we can better detail what is working well.

RESEA customers are returning to work

During interviews and focus groups, most staff exhibit a positive view of the RESEA program and note that it is achieving the goal of getting people back to work. Those that have a less favorable view tend to be frustrated by the restrictions and the workload or they are indifferent to the program and see it as just another tool in their belt to get customers jobs. Staff noted that the highlight of their job is when they learn a customer has gone back to work.

While most of the success is attributed to the whole RESEA process, participants in interviews and focus groups did highlight a few keys areas. For one, career fairs seem to do a good job at connecting customers to potential openings. RESEA staff organize and share as many job fairs as they can. Some board areas host job fairs specific to RESEA program customers. One interviewee shared how a customer came to the mobile unit which was set up at a job fair. The provider helped the customer complete the RESEA 1:1, they went to the job fair, and received multiple job offers on the same day. Others appreciate that having a customer participate in the RESEA process helps them become familiar with the Workforce Solutions office and all the other support that they offer. Still others felt that the follow-up as part of the pilot program was one of the best elements in that it allowed the service provider to spend more time with the customer and better tailor their advice and recommendations.

Additional anecdotes we heard or observed:

- One customer compared the current supports via RESEA to the resources they received in 2020. They felt prior there was no support or help at all and that "this experience has been very helpful"
- A service provider keeps a list of jobs that a customer can start that day and get paid the next day while they are attending their meetings waiting to hear back from an employer for full-time work.
- One customer ended up finding a job at vice-president level due to their experience in the RESEA program. They called their service provider back and said they would like to hire as many RESEA customers as they can to fill the positions now that they are in a position with hiring responsibilities.
- One service provider used the mock interview to dive into where the customer wanted to be in the future, which turned out to be running their own non-profit, but the customer felt they lacked the resources. The service provider used their local connections to start a small project between the customer and another non-profit which has led to additional sponsorship from Google and other partners.

These stories highlight that the RESEA program has the potential to close the gaps in services and have larger impacts on the community, not just individuals.

Amazing service providers

Most boards feel the key to success in the RESEA program is the service providers themselves. Providers need to be well-rounded and have a combination of technical, logical, and people skills. When asked what makes a good service provider, one administrator answered *"[the provider needs] critical thinking [skills], some sort of HR or supervision experience; then finesse and empathy*." Another provider stated it requires patience, communication, and empathy. One provider suggested they spend about 50% of their time handholding, motivating and listening to the customer; the other 50% is walking through the required meeting elements. Others echoed similar perceptions, articulating their role as a combination of mentor, job seeker, and multi-tasker.

Additionally, we observed specific staff shining in preparation and engagement. In one board, the service provider reviews their customers profiles beforehand and prepares jobs and the start of a plan before the meeting. In another, the staff held an orientation that was full of energy and highly informative. The orientation was noted here as being presented more clearly and in a better-structured manner than others. The research team noted even with a large group of customers, the staff was able to keep them fully engaged throughout the session.

Beyond the skills and traits listed above, training was cited as important to develop an effective service provider. Some boards had specific in-house training that they provide beyond the TWC-provided training. In one board, a new provider shadows another provider who acts as a mentor for a few weeks. Cross-training RESEA providers with other roles was another strategy mentioned to sharpen provider skills and help the overall office function well.

One office linked the quality of the service provider to outcomes when they described how the office values the connection the provider makes with the customer. The office seems to put this above other things as they see the connection as very important to helping get the customer back to work, and back to work quickly.

Some boards put the emphasis on teams, as opposed to one provider. They report that constant communication, a good office culture, and support amongst team members and with management are critical to an effective RESEA program. We observed these relationships overcoming the struggles of busy offices, high workloads, staff feeling emotionally drained, and staff retention.

Privacy, security, and comfort

As the research team visited the offices, we made notes on the physical surroundings of the offices and the environment in the offices. These vary quite a bit but if the research team can act as a proxy to the customer's experience, we feel the following characteristics made for the most welcoming and comfortable environment to conduct appointments.

- The location is easy to access - either via bus route, being centrally located, or having ample parking.
- The building is clean and well-maintained.
- Office is co-located next to other supportive services and agencies like WIC, TANF, etc.
- A security guard is present.
- Someone is at the front desk to greet and help individuals.
- Private space to conduct the 1:1 appointment.
- Space to meet customers shows the provider's personality and offers support or resources to customers. One service provider regularly rotates out the decorations on their cubicle walls to be inspirational to customers – the walls are covered in local resources, motivational quotes, or local inspirational people.

Challenges

Through the interviews and observations, we identified additional challenges built upon what we learned in the conference survey. Challenges cover different elements of the program, the board/office environment, staff and customers' needs.

Program and Process Challenges

Selection processes and reporting data are not transparent

Interviewees wished there were clearer standards as to how customers are selected and receiving some of that information when assigned a customer so they can tailor the customer's experience. We had multiple conversations with office staff on how performance measure data is calculated and the speed its given to the office. Some offices track their own data and have found it does not match the state's data; they are unsure of the reason there is a disconnect. Others noted that they would like their compliance numbers back faster so they could address issues sooner. Some participants were concerned about the measures altogether, feeling that their office should not be penalized if a person has gone back to work (and therefore does not show) or if services are delivered at another office than the assigned one.

Customer uncertainty with the program

Customers often come into the RESEA program with no awareness of its purpose. Some customers think this program will get them a job right away, others feel this program is a punitive, still others cannot distinguish it from UI. Often RESEA providers are asked questions about UI. One interviewee recommends that there be some training for RESEA staff on UI to be able to answer the most basic questions or troubleshoot basic website; as they feel it does the customer a big disservice that the provider has to turn them away to call TWC when the customer is frustrated. It has also been reported that customers are fearful of attending or responding because the initial communication uses language and typography that looks like a scam.

Multiple respondents called out the initial letter as being one source of confusion. The letters may arrive after the assigned time. The wording on the letter confuses individuals about what time and how they have to do orientation. It also does not mention the potential for follow-up meetings, so customers are often caught off guard that there are additional meetings.

RESEA program processes are changing too fast

We received feedback that the RESEA program process can change often and that these changes not always conveyed in enough time for the office or board area to react. Some boards rely on one staff person to review all changes and disseminate them to the rest of the team.

Debate remains on virtual services compared to in-person

Opinions were still strongly divided on the best mechanism to provide services. As one provider states in favor of virtual service: "Customers are willing to commute for jobs. Not for RESEA services." Beyond the savings in time and gas, providers contend that virtual services allow a person to feel more comfortable and share relevant information. Yet others still feel that in-person provides the best service. For example, after the shift to an online orientation, one provider noted they believe the in-person orientation provided more engagement and was better for the customer. Others believe it should be flexible and up to the customer.

Unsure about follow-up meetings in pilot

Similarly, offices are uncertain about the need for follow-up meetings as part of the pilot. As mentioned previously, some see follow-ups as a great opportunity to continue to connect with customers. Others see it as a burden on their already over-worked staff to complete additional meetings and still enter in all the data needed into WIT. Others feel this many meetings can be intimidating and that customers are not comfortable doing some of the activities with their provider (like mock interviews). Some providers thought the time lapse between the initial and the follow-up was too long. Through the pilot they are expected to follow-up at 2 weeks; whereas previously, they would have followed up within 2 days.

WIT technical issues slow the process down

The WIT computer program was repeatedly cited as slowing down processes. The majority of issues revolved around WIT being slow. The research team saw multiple appointments that were longer due to WIT technical issues. In one case, the customer's appointment was 33% longer due specifically to WIT. Other issues related to redundant data entry in WIT or outdated job offerings. In some cases, the interviewees told us that a WIT technical issue has prevented

them from receiving any customers for weeks or locking providers out of their accounts for multiple days prohibiting them from helping customers. WIT does not always have the most up-to-date contact information for reaching out to customers. Multiple boards rely on looking up customers in the TWC mainframe instead.

Office or Board Challenges

Cannot hire enough staff or retain good providers

Multiple offices feel they do not have sufficient staff to provide services and also struggle to retain staff. A few boards recently underwent transitions where all their providers left at one time. In another office, providers were forthcoming about looking for new jobs. This concern varied a bit depending on the board area and depending on the office within a board, suggesting that a number of factors impact staffing levels. However, multiple offices brought up that the pay for providers is too low, highlighting just one of the potential reasons the offices and boards are struggling to hire and retain. A few interviewees brought up that recent shifts in how they could spend RESEA funds also meant they were limited to hiring more staff.

Regional variation in customers

Board areas have distinct geographies and populations that can cause potential challenges in serving customers. Some areas are more likely to have seasonal workers who are often laid off just temporarily – often jobs in farming or oil-field - and it can be difficult to get these customers to complete services during the short tenure. Some areas have customers that are more transient and move out of the area before they can be served. Other areas are more likely to have customers with advanced degrees with limited jobs for those degrees. Some rural areas see surges in their customer base when a community's main employer does mass layoffs; whereas other rural areas have such low unemployment that it's hard to keep the RESEA service provider busy. Certain areas are more likely to have customers who speak a second language. While Spanish is the most common, some areas have denser populations that speak other languages such as Ukrainian or Vietnamese. If the office cannot hire enough staff who speak that language they rely on the language line which can take too long to get approval to use.

Desire more training in processes

Offices reported creating their own trainings for the RESEA program but wanted more formal trainings from TWC. Requests included desk aids, scripts, training videos, WIT-specific training, and an updated handbook that distinguishes the role of the provider compared to the supervisor.

Staff Challenges

Service providers have a high caseload

Additional staff needed was perhaps the most frequent request. Many providers feel they have more appointments and customers than they can handle. However, this is not true in all places; some areas feel their workload is just fine. We asked providers what the ideal number of appointments in a day was, and the response was a consistently 4-5. In one board, the service provider informed us that they individually have had 9 appointments in one day and when their caseload gets that high they are unable to take any breaks. This same provider had been in the job for less than 6 months and was already training other providers as they were one of the few remaining in the office. Not to mention that providers often have emotional stress related to hearing the stories of the customers. For some boards, the current workload is manageable but they are unsure of how they will support the additional follow-up visits as they become responsible to conduct them during the pilot.

Lacking technology and privacy

We observed 1:1 appointments in a variety of settings – classrooms, private offices, shared offices and cubicles. While full privacy is not always possible, it became clear that the more private the setting is, the more comfortable and forthcoming customers are. Some providers, unfortunately, lacked any real privacy with open desk space that could feel uncomfortable for a customer. Additionally, staff requested some technology to make their jobs easier – like a personal scanner for faster document upload, personal printer for easier access to IEP, or a larger screen laptop/dual monitor to make sharing their screen with customers easier.

Customer Challenges

Spend time supporting customers with technology

One of the predominant barriers to serving customers is helping them overcome challenges with technology. We heard this across the state and saw it during our observations. We also saw multiple appointments where a customer needed more support, specifically in using technology. In one case, a service provider spent close to two hours in the appointment as they helped the customer create and reset a login and password but then ran into challenges as the customer was struggling to access all of the information via their phone. There was a lag time as the customer waited to receive information and had to re-enter information multiple times when the customer was unable to enter it in correctly due to the small screen and keyboard.

Lack of customer response and buy-in to the RESEA Process

In many areas, it can be difficult to just get customers to show up for the first meeting. Service providers mention calling multiples times with most customers never answering the phone. Subsequent emails are also ignored. In many cases, customers just show up at the assigned time, if they show up at all. Multiple boards reported during our conversations that customers only show up 50% of the time. The main barriers are a lack of transportation and childcare. It was also noted that misinformation via platforms like Reddit suggests that participation is not mandatory. Staff spend time having to combat these myths. Customer motivation to complete the activities is also low with customers thinking they do not need the services.

Local Innovations and Solutions

Boards and offices have tried or suggested multiple ideas on how to overcome some of the challenges described above. These vary in scale from ensuring staff have an extra laptop to reorganizing how the board operates to better accommodate the RESEA program. Other board areas could learn and copy these ideas. Future studies will be needed to determine if these lead to specific outcomes.

Restructure of the RESEA Process

A few boards have centralized or created a hub for the bulk of RESEA services. In this model, one office takes the lead in serving customers, instead of relying on each office to develop their own process. The lead office typically has a RESEA coordinator-type role who manages the pool, coordinates service provision, and ensures all information related to RESEA is distributed to the providers. The coordinator often creates scripts, tools, handouts, and other materials to ensure that all providers (located in the centralized or satellite offices) are consistent. Boards with this model, often larger boards, speak highly of it as a way to maintain quality services and better distribute the caseload.

Some boards have hired or are looking into hiring dedicated outreach staff. This person or team (depending on the size of the board) is only tasked with making initial contact with the customers, not handling customer meetings. The outreach staff call customers to explain the program to them, update contact information, and ensure that they complete their orientation. Multiple boards cited early and continuous outreach to customer as critical to getting them to attend meetings and rely on the dedicated outreach staff to do so. One board that had just implemented this position was excited, it would encourage more customers to come to their appointments and reduce some of the load on their service providers.

Staff retention solutions

Administrators brought concerns about staff burnout and retention to our attention. In many areas of the state, the service providers have a high caseload. Moreover, customers can be emotional and upset during this stressful time and service providers are often tasked with responding to their concerns. To combat this, one board does regular check-ins with staff. They had previously tried more formal trainings but felt those were not as effective as just creating an office culture where staff felt comfortable expressing their stress. Another office regularly rotates provider duties so that providers get a break and to cross – train team. One board was considering (but had not yet implemented) a 4-day work week in hopes of recruiting and retaining high quality staff plus give their staff an extra day to rest.

Using technology to increase consistency and efficiency in service provision

Boards maximize technology for their RESEA staff to ensure each staff uses consistent and efficient procedures. Many boards have developed their own materials like scripts, PowerPoints, desk-aids, etc. so that all staff present the RESEA program in the same way. The boards rely on Microsoft Teams to communicate and check in amongst staff members, especially when needing to communicate that a customer is ready for their 1:1. Multiple boards have created their own data tracking spreadsheets to track customers and to evaluate their own outcomes more quickly. Some boards have installed appointment software that they feel is more efficient in getting customers scheduled.

Providers also bring the technology to the customer. One strategy is to provide an additional laptop to each provider for the customer to use during the meetings. Staff and customer can work through processes twice as quickly in many instances. Other boards complete meetings in an unused classroom full of computers so that both provider and customer have access to a computer. When utilizing mobile units and public spaces, staff bring their own hotspots as more reliable internet access.

Bring staff to the customers

When customers struggle to get to the office, especially in rural areas, boards get creative in bringing RESEA service providers to the customer. Some will schedule appointments in easier to access places like a library or a coffee shop. Others have built mobile units equipped with computers and internet that can be parked in more easily accessible locations and driven to more rural areas. One board described open-sessions at their local library like a RESEA program office hour for questions, support or to receive services.

Promoting RESEA program

Board areas and offices promote the RESEA program for two reasons. One to increase motivation for customers to attend and complete services, and secondly to overcome any negative perceptions about the mandatory element of the services. Boards emphasize and create incentives like how completing services will count as job search activity or that a RESEA customer can skip the waiting room and be seen by a provider faster. They may also offer job fairs and monthly virtual employer events open only to RESEA program customers. This helps present the program as a special service and support instead of punitive measure. Additionally, RESEA program-specific name tags and business cards help build awareness of the program and can foster relationship between provider and customer.

Gulf Coast board area as a Special Case

While each board has different processes, many of the approaches, successes and challenges overlap across boards, except in the case of one board area. WB 28: Gulf Coast shifted their processes to a different model than the other boards, about a year before our office visit. Because of this, it has been difficult to include them in the above analysis as their experiences stand apart from many of the other board areas.

More details about this board area (and all other board areas) can be found in the individual board area reports in Appendix C. Here we hope to just provide context and shed light on what we observed to be successes and challenges for this board specifically. We analyzed their site visit data similarly to the other boards looking for common themes and relying on details and quotes to better explain the nuances of these themes.

It is too soon to tell if these processes are effective. In fact, the size of the board and their approach does make Gulf Coast prime for additional study that we hope to undertake.

Background on the Gulf Coast Board Area

The Gulf Coast board area is unique due to its sheer size. The board area is composed of 13 counties and had 22,973 customers in its profile pool from October 2023 to September 2024. While only one board out of 28, Gulf Coast represents 30% of all RESEA customers in Texas. As one interviewee exclaimed: "*the State of Texas's performance in RESEA lies with the large boards. If Gulf Coast fails, Texas fails.*"

The board area is divided among three contractors – who oversee a set of the offices and their associated staff – that act together as one working group. These contractors share resources in terms of technology, data, and training materials. Staff also work together regardless of who the contractor is.

To shift the structure of the board, the three contractors stopped serving RESEA customers for 2 days and trained all staff. The first day of training was general. Then they built and assigned teams based on what the service provider did well while considering what staff wanted to do. The second day of training focused on their specific training piece.

The Process

The contractors divided staff into teams. A tracking sheet with customer information is shared amongst all teams and updated as steps are completed.

- Team 0 or the Admin Team – has 4 members who receive the list of customers each week and assign customers to Team 1. Each admin member also has their own list of customers that will call/email up to 3 times to introduce them to RESEA process. It is estimated to take about 6 minutes per customer. Admin Team also handles creating desk aids and training the other providers. In some cases, they may also handle the angry customers.
- Team 1 is the Orientation Team – member of the 12-person orientation team is assigned 10 people to complete orientation over the phone or computer each day. At minimum they aim for 6 completes, but 10 is preferred (and in some cases pushed). A Team 1 member spends 15-30 minutes with each customer. It should be noted that what is called the orientation here is meant to be more like a 1:1 appointment and according to the supervisors they reduced it to cover the bare minimum to meet requirements.
- Team 2 is the Job Readiness Team – these 6 members follow up with the customer 2 days to 2 weeks after the orientation to provide supports such as resume building and review or assign skills building trainings. This is supposed to take 30 to 60 minutes.
- Team 3 is the Job Referral Team – these 5 members are intended to act as a "personal recruiter" for the customer. They will review job openings and send them specifically to RESEA customers that match skills (according to the data dashboard). They will follow up with job opportunities within a 2-day to 2-week time period after Team 2 meeting. They also host regular job fairs and ask specific employers to present to the RESEA customers.

At the time of our visit, all services were performed virtually unless the customer opted to attend an office in person. During the visit, staff emphasized that they feel this is the best mechanism for services repeatedly.

Successes

Team culture, collaboration, and buy-in.

The three contractors built RESEA to be its own team within the larger board and promote it as being something special to be a part of. The staff like this and noted that its nice focusing on one specific program instead of multiple programs like other Workforce Solutions staff have to. Most of the staff we talked to have bought into the shift in the process and feel it is effective. The RESEA Team utilize Microsoft Teams to communicate with each other across their teams, including saying "hi" every morning. They have specific channels for the RESEA team and the individual teams with their own identities and branding.

Utilize live data to track progress and make decisions.

The board area built a new process around data, trying to focus on what was working and what did not. They also rely heavily on a board-specific data dashboard, that tracks how team members are doing.

Frame RESEA program as a privilege to customers

The staff discussed multiple ways they try to frame conversations to emphasize RESEA program as a privilege that not everyone gets and a meaningful support. In their conversations they explain that they are trying to take stress off customers to find job themselves. At the same time, they still encourage self-sufficiency by "*always have them leave [the] call with something to learn/practice*". During Team 2 and 3 calls, its framed as "*I have given you time to do it your way [to find a job], now lets try my way"*.

Challenges

Board area is geographically large and diverse

The geographic area covered in this board includes Houston, surrounding suburbs, and more outlying counties. Therefore, the staff assigned to help the customer (especially in Team 1 or Team 2) may not be in the same geographic area as the customer. Local context about what supports and what jobs are available are missing when the service provider talks to the customer. Team members may also be geographically spread out from other members or their supervisors, adding challenges to activities like team training.

Data tracking can lead to stress for staff

The data dashboard also compares individual service providers. Some service providers seemed stressed by the constant data tracking and making sure they achieved the required number of visits each. We heard some stories of not being able to meet the "quota" of 10 a day because they were not assigned that many and the frustration of not being able to hit that goal.

Some staff report feeling bored and desire to do more for the customer than just their assigned team tasks. We were told that staff can rotate between teams as this tedium sets in, but it was unclear what the process of doing so was. Some staff prefer the old system where they could spend more time with customer and there was less emphasis on "hitting numbers".

Innovations

The RESEA team celebrates via Teams when a customer gets a new job. This helps recognize team efforts and bring the team together.

The board area has created special events for RESEA customers. One is "Real talk, real results" where every 2 weeks a HR person/recruiter from certain companies will present about the company to potential employees. One recent call had 188 customers. Customers are asked to put name and resume in chat and Team 3 will review those resumes for the presenter and send them to the company. They also host monthly RESEA hiring events where they can meet with customers who were previous no-shows and get them into compliance right then. Then the customer can meet with employers right away.

Findings from the Customer Survey

This section summarizes the findings from the customer survey. Administered to individuals who had recently participated in the RESEA program, the survey gathered responses from program participants across all boards. A total of 5,060 responses were collected, with 2,209 fully completing the survey. The data collection period spanned from October 2023 to January 2025, ensuring that responses reflected a broad range of customer experiences. The survey covered a wide variety of topics from the meeting cancellation to preferences in communication to satisfaction. Additionally, customers were given a space to discuss how they would improve the program; over 900 respondents left a comment. Some used this space to tell us that they liked the program as is, others used the space to describe the challenges they had with the program, job searching, or other programs within TWC. We reviewed and analyzed these comments to provide context to the quantitative data here. It is worth noting that while responses were collected across all boards, the findings should be interpreted as descriptive of respondents rather than perfectly representative of all customers.

Survey Sample

The RESEA customer survey aimed to gather insights into customers' experiences with the RESEA program, their satisfaction with program components, and their engagement with recommended resources. The survey collected data on service delivery, customer satisfaction, and follow-up engagement, helping to assess program effectiveness and identify areas for improvement. This section provides an overview of survey participation trends and customer demographics, offering context for the findings presented in later sections.

Survey Participation Trends

The RESEA customer survey collected responses from customers participating in the RESEA program from all workforce boards across Texas. A total of 5,060 customers opened the survey, with 2,209 completing the survey, yielding a 43.7% completion rate.[4] Survey responses were gathered between October 2023 to January 2025, with notable peaks in participation occurring at specific intervals (Figure 16). The highest spikes in responses correspond to key outreach efforts and reminder notifications sent to customers. Figure 17 presents a map of responses by board, highlighting areas with higher and lower participation. A total of 57 responses were received from individuals residing outside of Texas at the time they received their most recent RESEA letter.

The time between a customer's most recent RESEA appointment and their survey response varied. Most respondents completed the survey within a short period following their appointment, though some had a more extended gap. Figure 18 illustrates the distribution of days between the most recent appointment and survey start date. The majority of responses came from customers who had attended their appointment within the past 60 days.

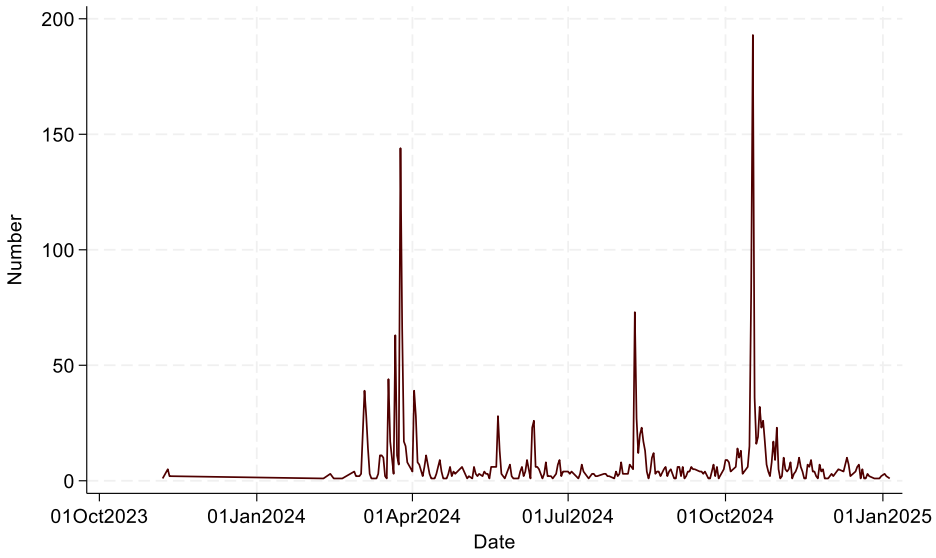
Demographics

The survey captured demographic details of customers, offering a comprehensive view of the customer population. Figure 19 illustrates the age distribution of customers, with most falling between 40 and 59 years old. The largest group, 25.3%, were aged 50-59, followed by 23.3% aged 40-49. Younger customers (18-29) made up 11.0%, while those 70 and older comprised just 3.2% of customers.

Regarding sex, Figure 20shows that 61.9% of customers identified as female, 34.5% as male, and 3.6% preferred not to answer. Racial composition varied, as depicted in Figure 21, with White customers forming the majority at 54.2%, followed by Black/African American customers at 25.3%. Smaller percentages identified as Asian (1.9%), American Indian/Alaskan Native (0.9%), multi-race (4.4%), or self-described (6.3%). Additionally, 6.9% preferred not to disclose their race.

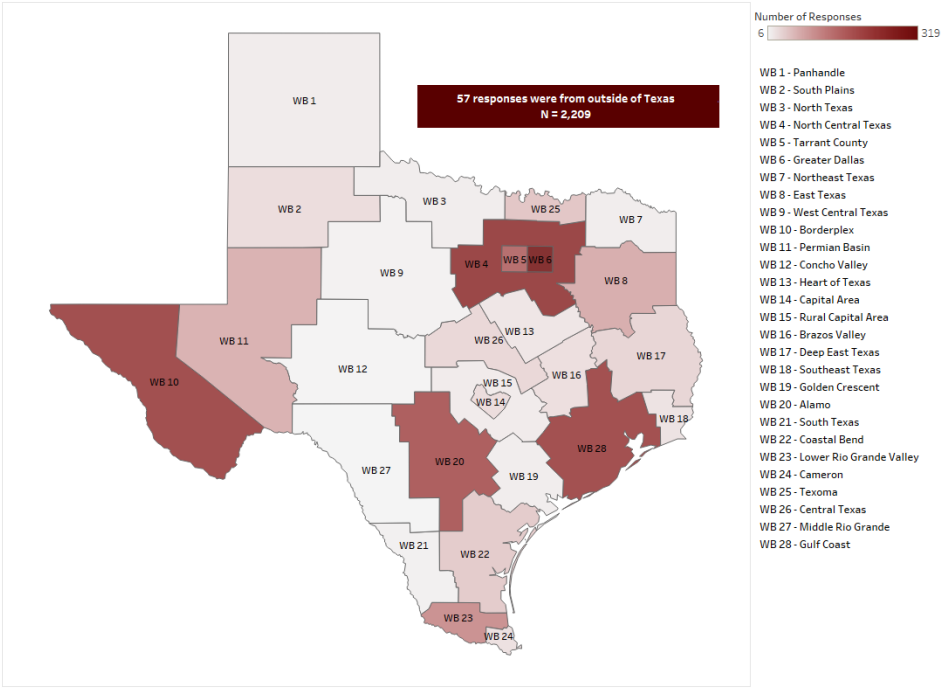
[4] Results from the Customer Survey only include responses from customers who completed the survey. Sample differences result from nonresponses unless otherwise stated.

Figure 16: Responses Over Time[5]



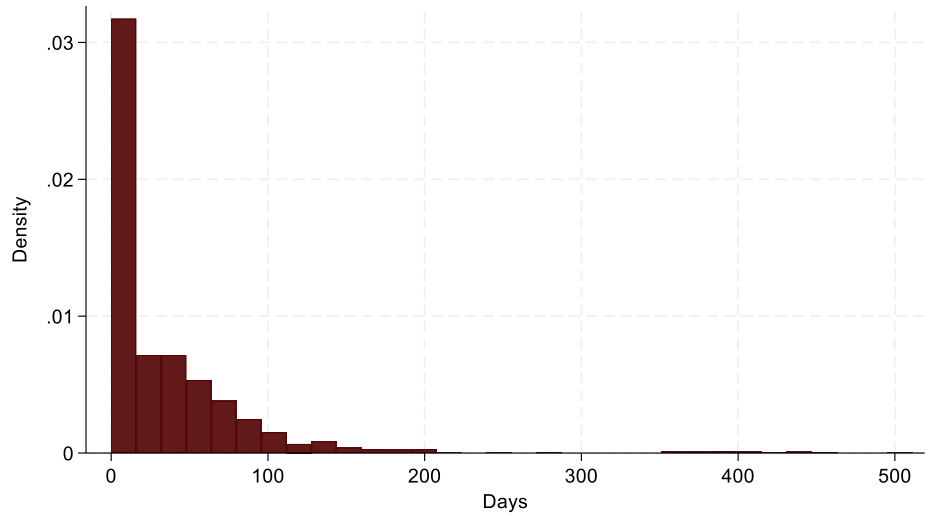
N = 2,209

Figure 17: Map of Responses by Board



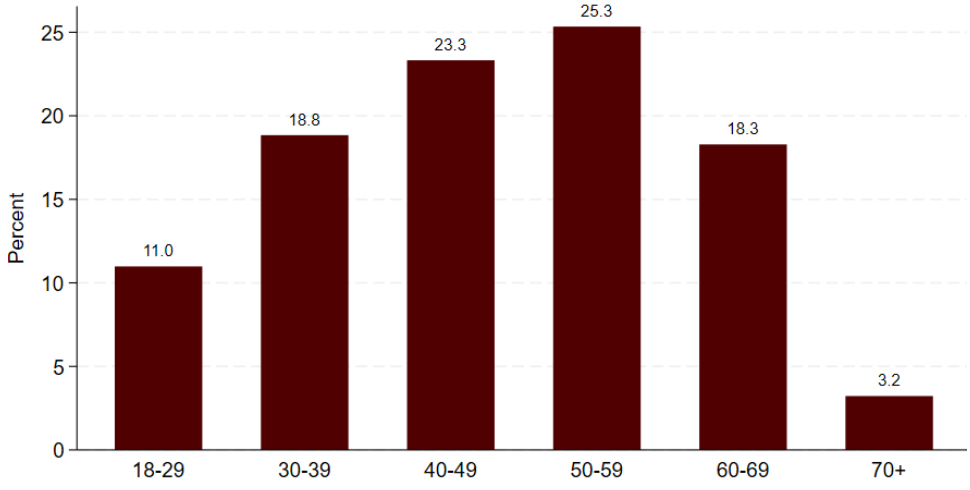
[5] Date refers to the date the customer started the survey.

Figure 18: Days Between the Most Recent Appointment and Survey Start Date[6]



N = 1,892

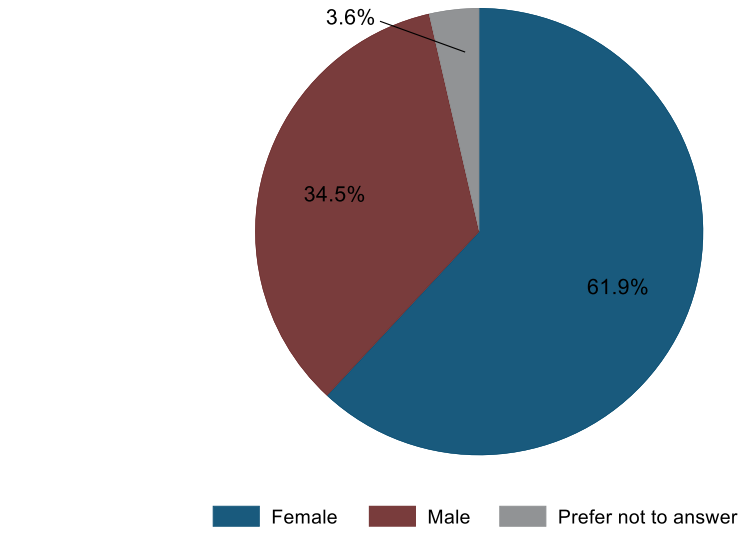
Figure 19: Customer Age



N = 1,985

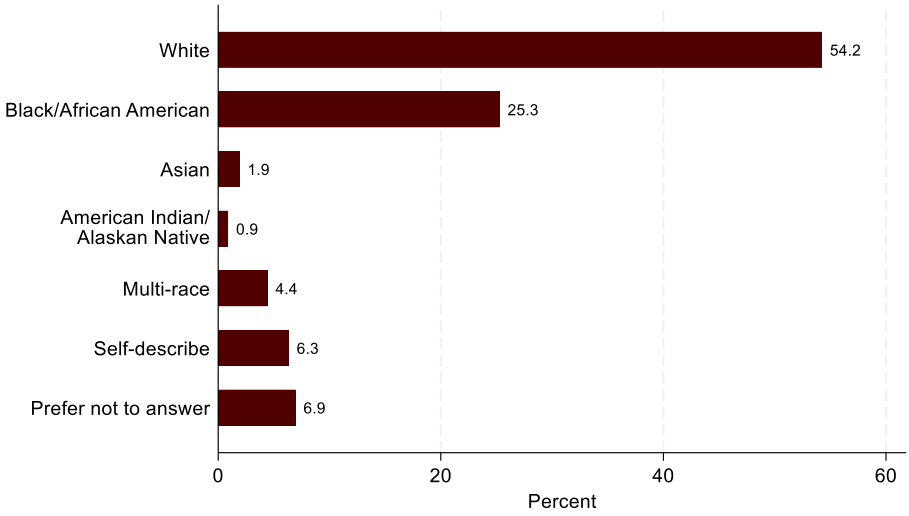
[6] Sample excludes observations with no appointment date given (286), observations that started the survey before the indicated appointment date (30), and observations with appointment dates before January 2023 (1).

Figure 20: Customer Sex



N = 2,191

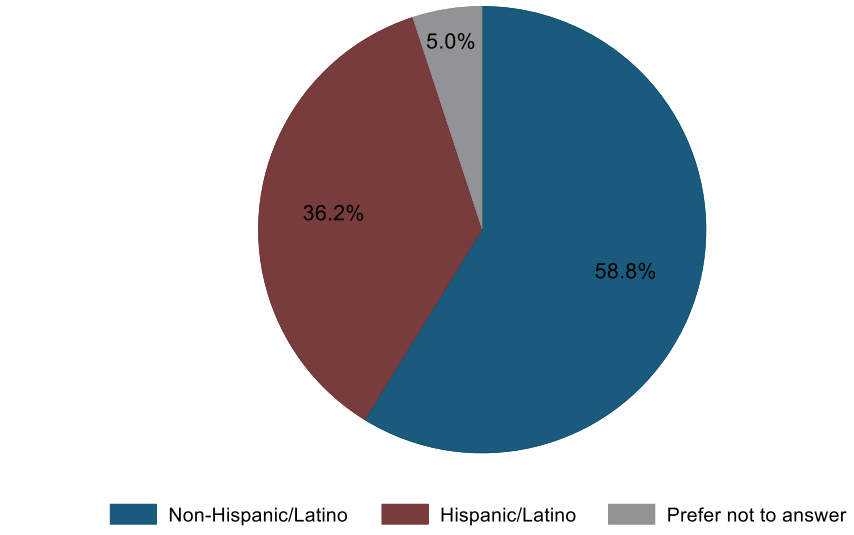
Figure 21: Customer Race



N = 2,148

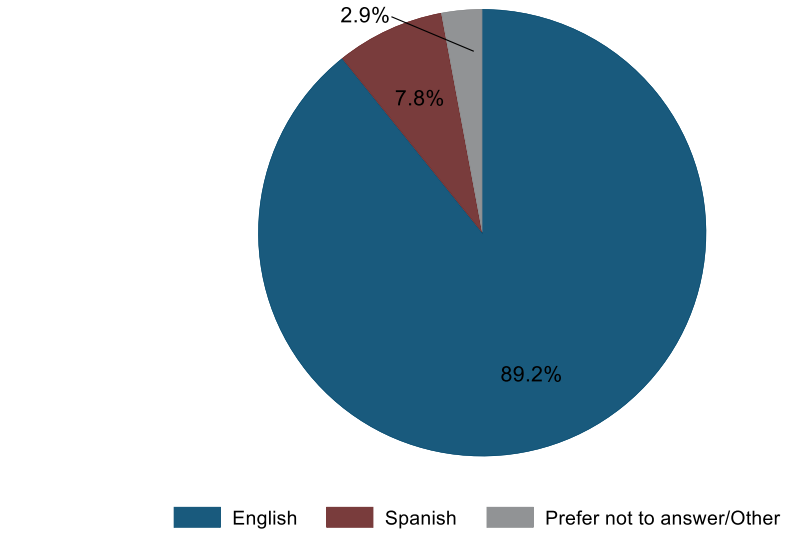
Figure 22 highlights customers' ethnicity, with 36.2% identifying as Hispanic/Latino and 58.8% as non-Hispanic/Latino. A small portion (5.0%) preferred not to disclose their ethnicity. Primary language data presented in Figure 23 reveals that the vast majority, 89.2%, reported English as their primary language, while 7.8% spoke Spanish, and 2.9% either preferred not to answer or spoke another language.

Figure 22: Customer Ethnicity



N = 2,183

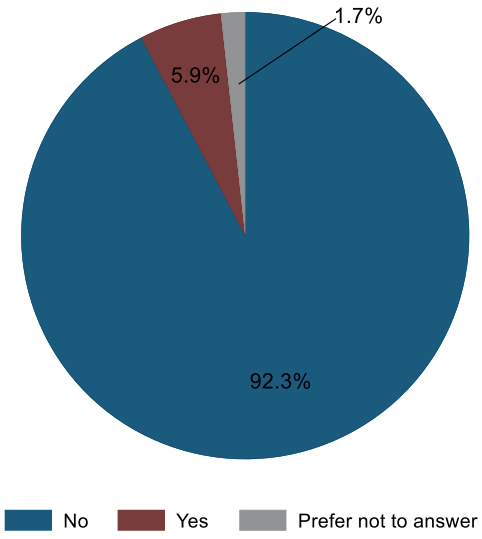
Figure 23: Customer Primary Language



N = 2,184

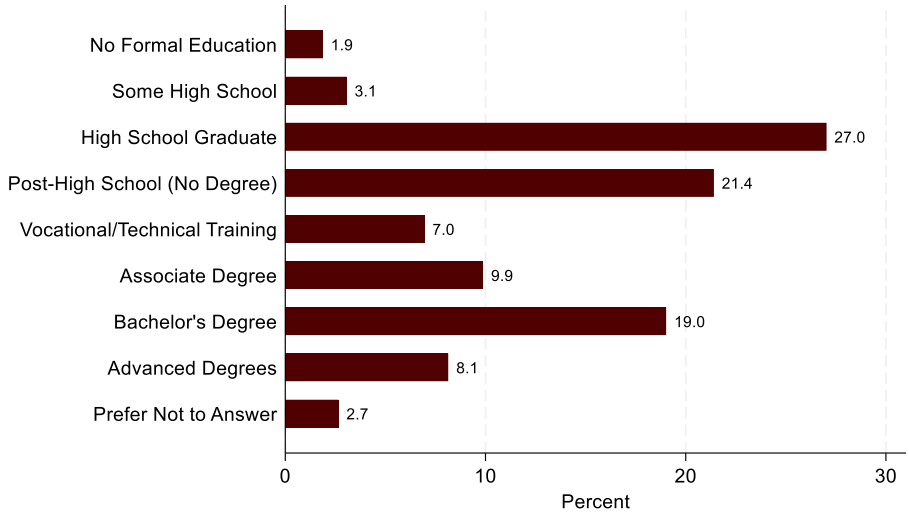
Educational background and enrollment status are also key factors in understanding the customer profile. Figure 24 indicates that only 5.9% of customers were currently enrolled in school, while 92.3% were not. A small proportion (1.7%) chose not to answer. Lastly, Figure 25 presents educational attainment levels, with 27.0% of customers holding a high school diploma, 21.4% completing some post-high school education without earning a degree, and 19.0% attaining a bachelor's degree. Other educational levels, including vocational training, associate degrees, and advanced degrees, were also represented, with only 1.9% reporting no formal education.

Figure 24: Customer Currently Enrolled in School



N = 2,185

Figure 25: Customer Highest Level of Education



N = 2,187

Compliance

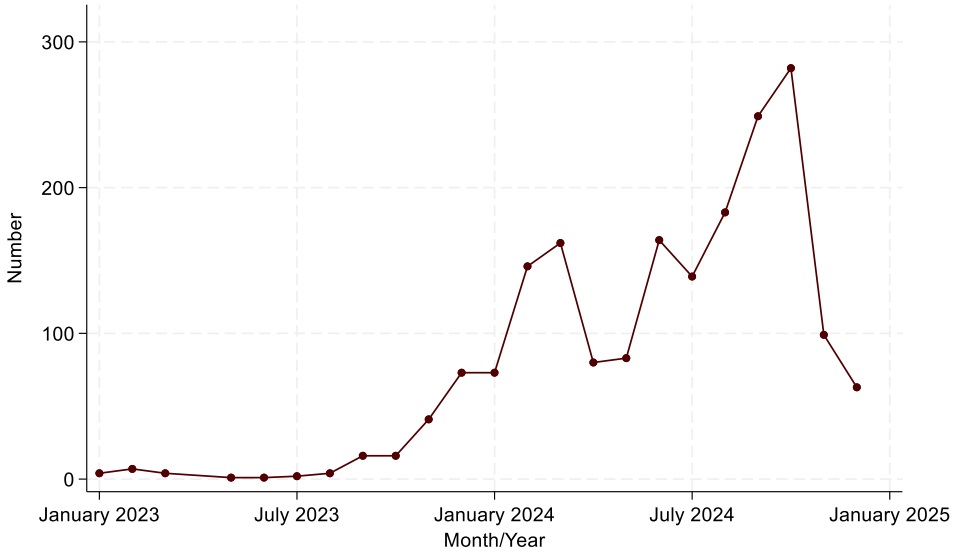
Understanding appointment attendance and rescheduling behaviors is critical to assessing customer engagement in the RESEA program. The survey captured data on scheduled and rescheduled appointments, reasons for non-attendance, and methods of rescheduling.

Appointment Scheduling Trends

Participants were asked to consider their most recent RESEA appointment when answering the survey, in case they were a part of the RESEA program in previous years. To better understand the timing of RESEA program participation, Figure 26 displays the number of scheduled appointments by month according to participants' responses. The data indicate an increase in scheduled appointments beginning in early 2024, peaking mid-year before declining toward the

end of the reporting period. These fluctuations may correspond with policy changes, seasonal employment trends, or outreach efforts by workforce boards.

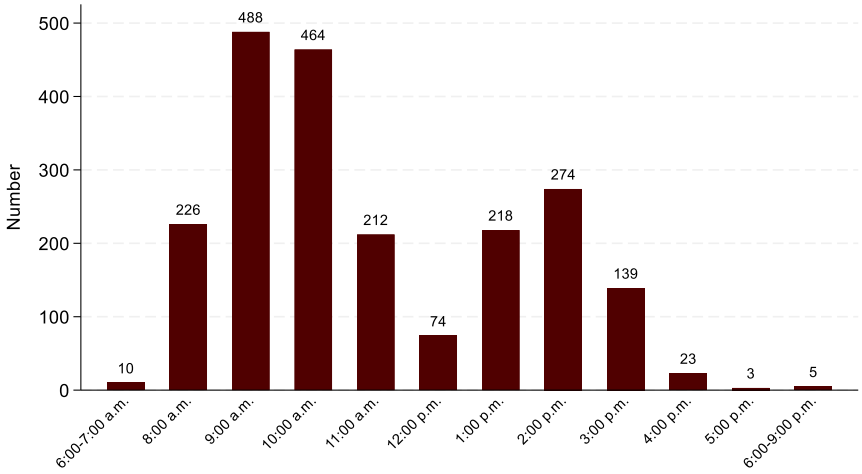
Figure 26: Number of Scheduled Appointments by Month[7]



N = 1,892

Customers were also asked about the specific time of day when their most recent appointment took place. Figure 27 provides insight into scheduling preferences. The data show that a majority of RESEA appointments were scheduled during the morning hours, with a smaller proportion occurring in the afternoon. Evening and late-day appointments were the least common. This trend may reflect standard workforce operating hours or customer preferences for morning availability.

Figure 27: Time of Most Recent Appointment



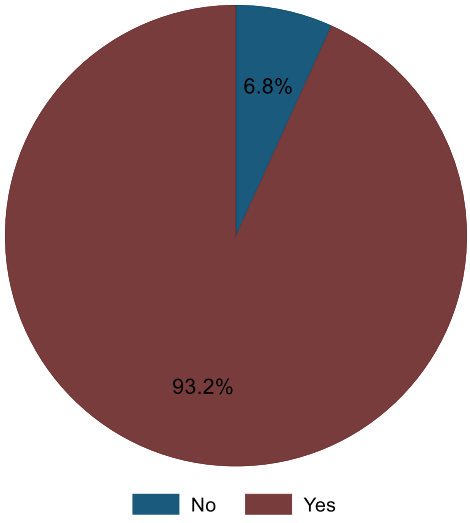
N = 2,136

[7] Date refers to the date of the most recent RESEA appointment. Sample excludes observations with no appointment date given (286), observations that started the survey before the indicated appointment date (30), and observations with appointment dates before January 2023 (1).

Attendance/Rescheduling Behavior

Attendance at scheduled RESEA appointments was high, with the majority of customers complying with their initial scheduling. As shown in Figure 28, 93.2% of customers reported attending their appointment at the originally scheduled time, while 6.8% indicated that they did not attend. These attendance rates suggest that most RESEA customers comply with program requirements, though a small percentage of individuals may face barriers that prevent them from attending as planned.

Figure 28: Initial Appointment Attendance

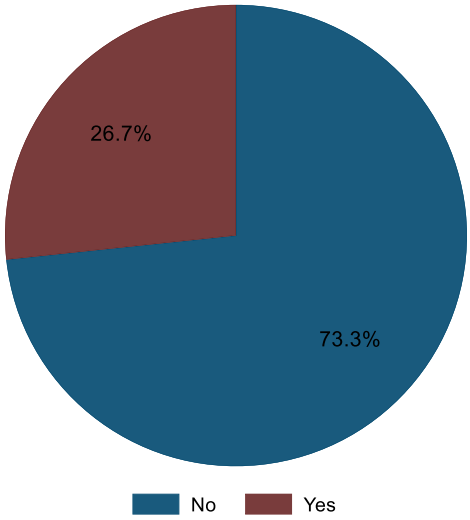


N = 2,209

For customers who did not attend their original appointment, the survey assessed rescheduling rates. The findings in Figure 29 indicate that the majority of customers who missed their initial appointment did not attempt to reschedule, with 73.3% of customers not rescheduling and only 26.7% making an effort to do so.

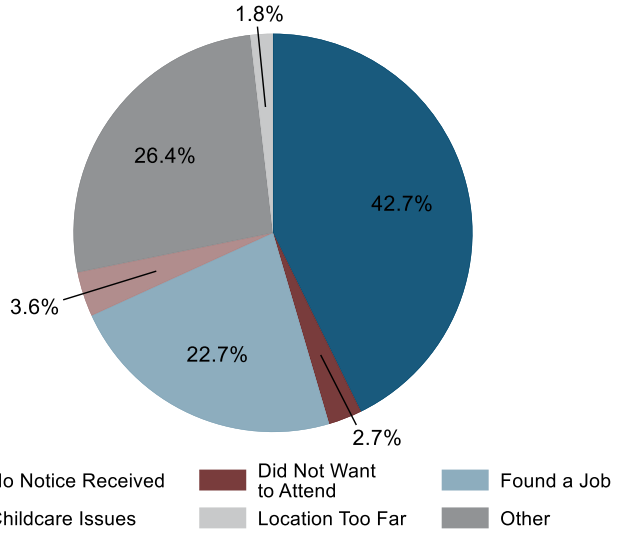
Among the 73.3% of customers who did not reschedule their missed appointment Figure 30 displays the reasons for not rescheduling. While 22.7% did not reschedule because they found a job, the most frequently cited reason, at 42.7%, was not receiving notice. This highlights the potential need for clearer communication about rescheduling options and the importance of attending their RESEA appointment.

Figure 29: Rescheduled Missed Appointment[8]



N = 150

Figure 30: Reasons for Not Rescheduling Missed Appointment



N = 110

The proportion (26.7%) of customers who rescheduled their missed appointment were asked to provide a reason for doing so. As shown in Figure 31 the most commonly reported reason for rescheduling was not receiving notice of the original appointment, accounting for 35.0% of responses. However, the largest proportion of responses, 57.5%, fell

[8] Includes only customers that did not attend their scheduled appointment.

into the "Other" category, which included a range of explanations such as logistical challenges, communication gaps, and health-related issues.

Figure 31: Reasons for Rescheduling Appointment[9]

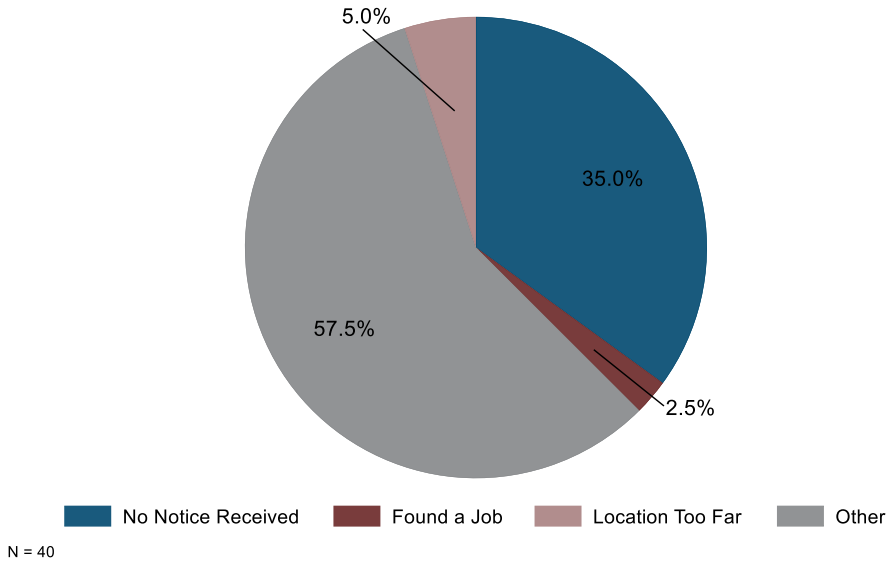
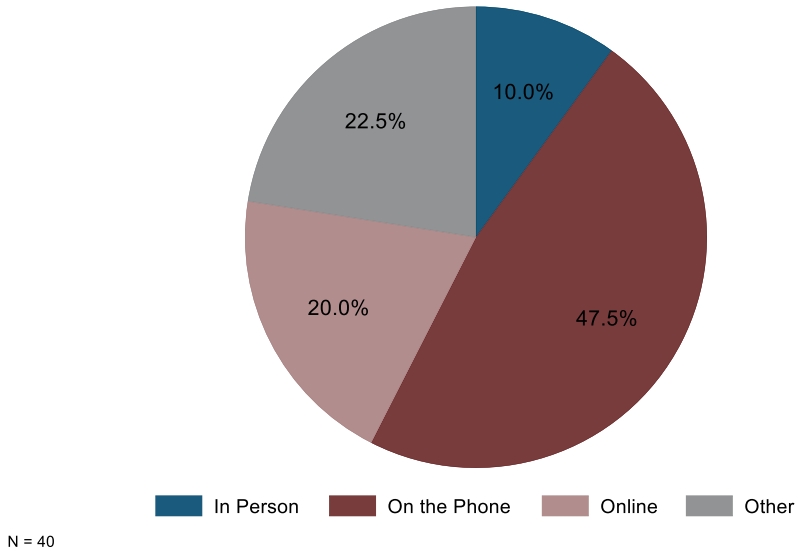


Figure 32 illustrates the methods customers used to reschedule their missed appointments, with 47.5% making their new appointment over the phone, making it the most common approach. Online rescheduling accounted for 20.0% of responses, indicating that a significant portion of customers used digital options when available. In-person rescheduling was the least utilized method, with only 10.0% choosing to visit a workforce center to schedule their new appointment.

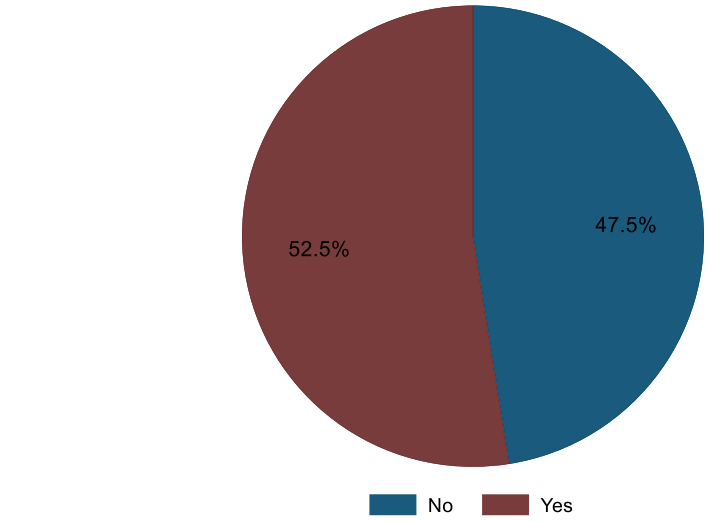
Figure 32: Rescheduling Method[10]



[9] Includes only customers that did not attend their scheduled appointment and indicated that they rescheduled.
[10] Includes only customers that did not attend their scheduled appointment and indicated that they rescheduled.

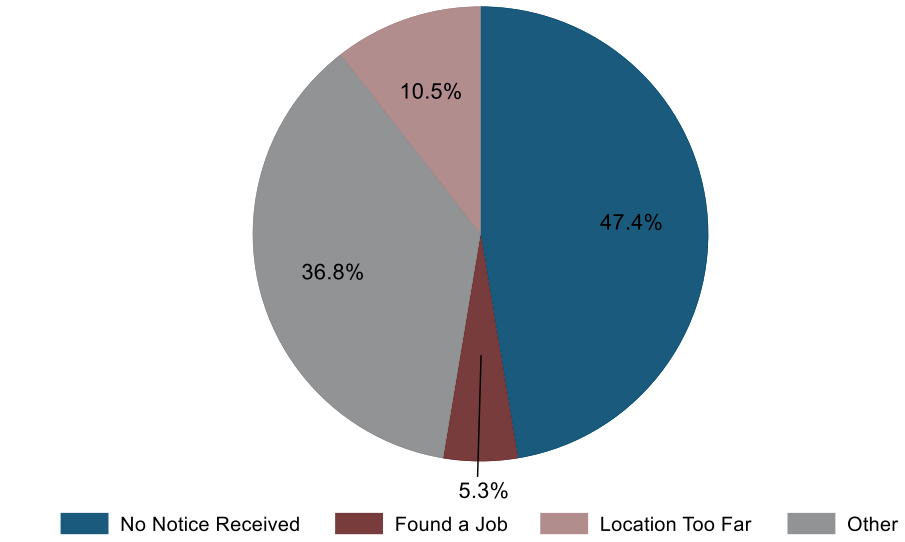
Figure 33 shows that among customers who rescheduled their missed appointment, 52.5% attended their rescheduled session, while 47.5% did not. This nearly even split suggests that while rescheduling indicates an intent to comply with RESEA requirements, a significant portion of individuals still fail to attend their new appointment. Figure 34provides insight into why customers did not attend their rescheduled appointment. The most commonly reported reason, cited by 47.4%, was that they never received notice of their new appointment. However, the small sample size limits the representativeness of these results.

Figure 33: Rescheduled Appointment Attendance[11]



N = 40

Figure 34: Reasons for Not Attending Rescheduled Appointment[12]



N = 19

[11] Includes only customers that did not attend their scheduled appointment and indicated that they rescheduled.
[12] Includes only customers that did not attend their scheduled appointment, indicated that they rescheduled, and did not attend their rescheduled appointment.

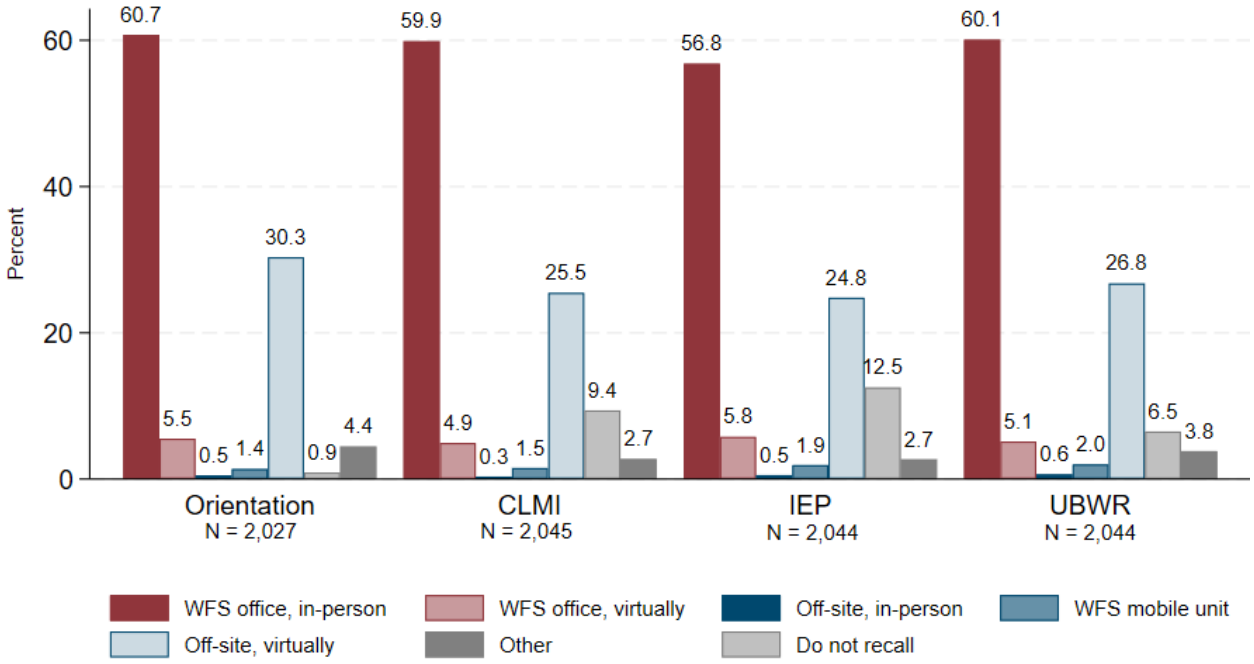
Delivery of Services

The RESEA program provides employment services through various delivery methods, including in-person, online, and hybrid formats. This section examines how customers accessed services, whether key components were provided during orientation, and the extent to which IEPs were developed and followed. Additionally, it explores referrals to supplemental services, workshops, and other employment support programs to assess overall engagement with workforce resources.[13]

Service Access

The RESEA program offers employment services through various delivery methods, including in-person, virtual, and hybrid formats. Figure 35 illustrates how customers accessed key services, such as Orientation, Customized Labor Market Information (CLMI), IEP, and Unemployment Benefits Work Search Review (UBWR). The majority of customers received services in-person at a Workforce Solutions office, with percentages ranging from 56.8% for IEP delivery to 60.7% for Orientation. Off-site virtual services were also common, particularly for Orientation, where 30.3% of customers received information virtually. Smaller proportions accessed services through other formats, including virtually in the WFS office, off-site in-person sessions, and mobile WFS units.

Figure 35: Service Delivery Method[14]

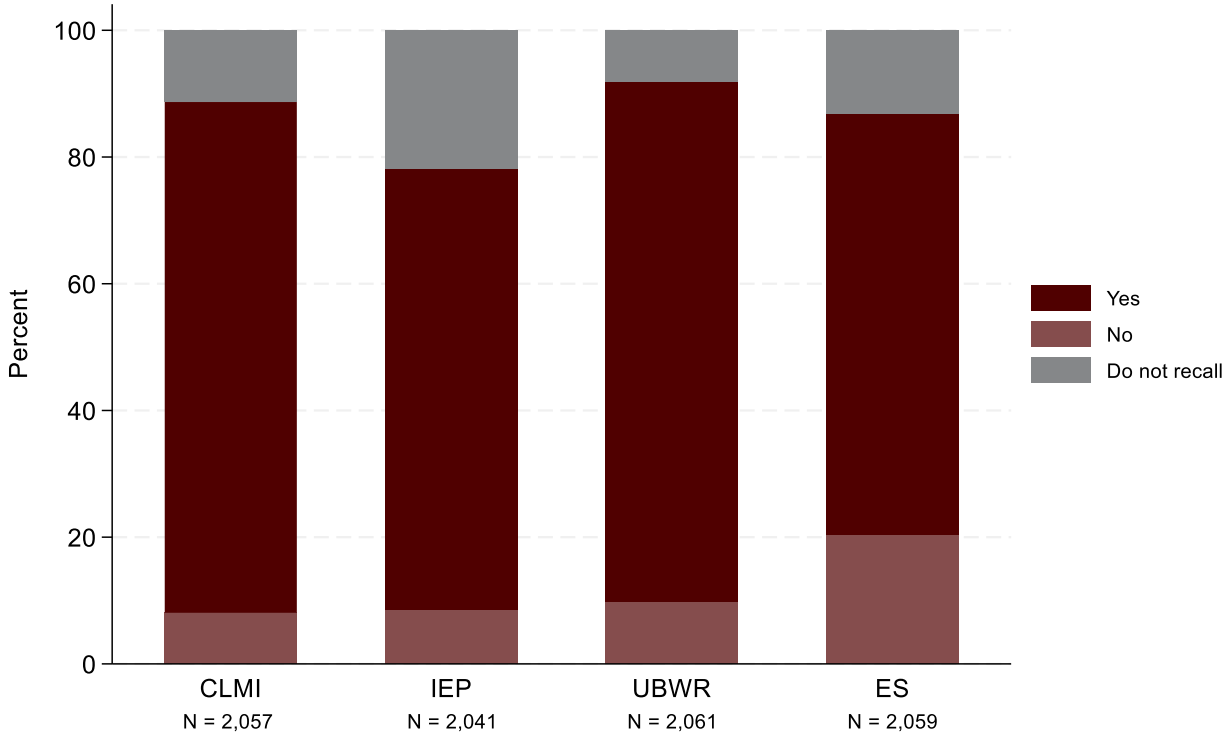


From the open-ended feedback, some customers praised the ability to do virtual services. Several individuals noted that the option to meet virtually made participation more feasible, particularly for those facing transportation barriers, childcare issues, or physical limitations. The flexibility of these meetings helped reduce stress and made it easier to stay engaged with the program.

[13] The remaining results include only customers that attended their scheduled or rescheduled appointment.
[14] Customers could choose more than one delivery method per service.

Beyond the mode of service delivery, it is also important to assess whether key services were provided on the same day as Orientation. Figure 36 presents the percentage of customers who received CLMI, IEP, UBWR, and Employment Services (ES) on the same day as Orientation. The data show that 80.6% of customers received CLMI on the same day, while 82.1% received UBWR. However, the percentage was lower for IEP (69.6%) and ES (66.5%), suggesting that these services were more frequently scheduled for a later date. Across all services, a proportion of customers indicated that they did not recall whether the service was provided on the same day as Orientation, with IEP having the highest percentage of uncertainty (21.9%).

Figure 36: Services Provided on the Same Day as Orientation



Individual Employment Plan (IEP) Process

A customer's IEP serves as a key component of the RESEA program, outlining job seekers' goals and action steps for reemployment. The way in which customers received their IEP varied, with most receiving it electronically or as a physical document. Figure 37 shows that 45.7% of customers received their IEP via email, making it the most common method of delivery. Another 41.7% received a printout, indicating that traditional paper copies remain a widely used approach. Additionally, 14.1% of customers did not recall how they received their IEP, suggesting that for some, the method of delivery was not a notable part of their experience.

A critical part of the IEP process is ensuring both the customer, and the employment coach formally acknowledge the plan.

Figure 38 shows that 68.8% of customers signed their IEP, while 67.6% reported that their employment coach signed it as well. However, 22.3% of customers did not recall signing their IEP, and 25.1% were unsure whether their coach had signed it, indicating possible gaps in customer awareness or record-keeping.

Beyond signatures, the content of the IEP plays a crucial role in guiding reemployment efforts. Figure 39examines whether customers felt their IEP included goals. The data show that 62.2% confirmed that their goals were

incorporated, while 12.0% stated they were not included. Notably, 25.8% of customers did not recall whether their goals were part of their plan, which may indicate a lack of engagement or clarity during the IEP process.

Figure 37: IEP Receipt Method[15]

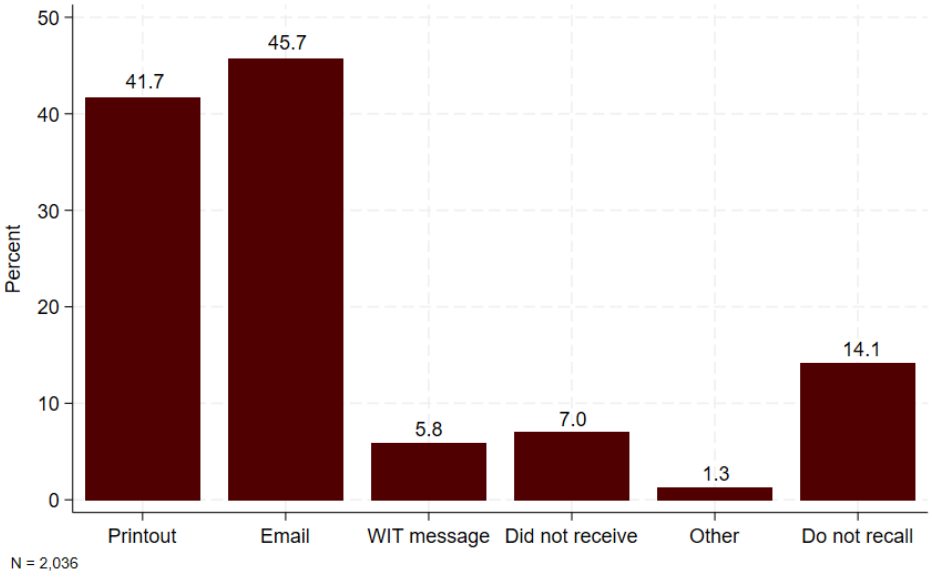
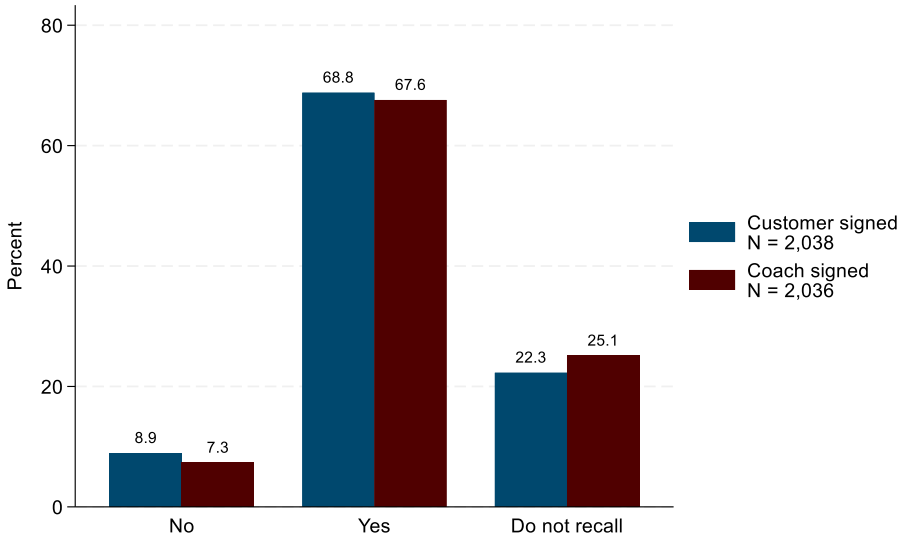
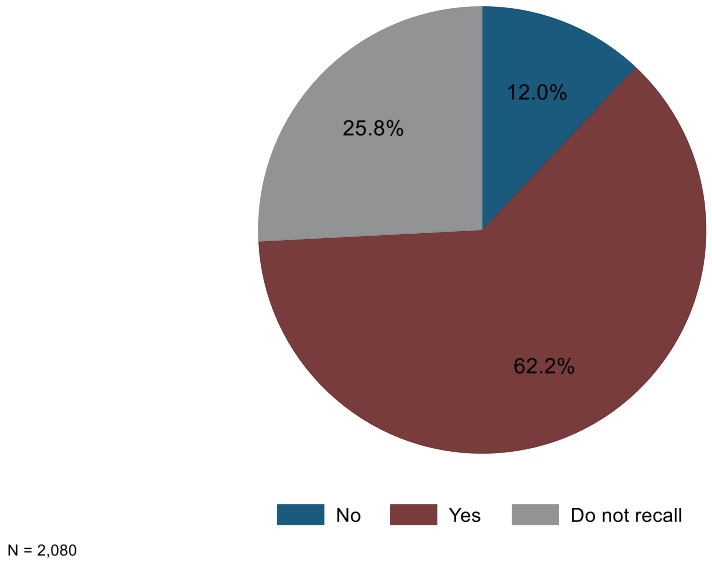


Figure 38: IEP Signatures: Customer and Employment Coach



[15] Customers could choose more than one method.

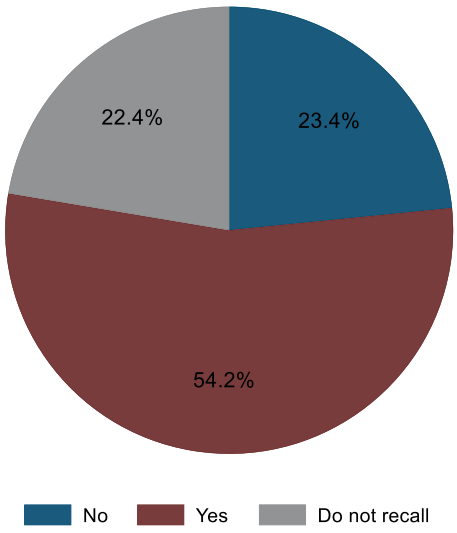
Figure 39: Inclusions of Goals on IEP



Additional Services & Follow-Up Engagement

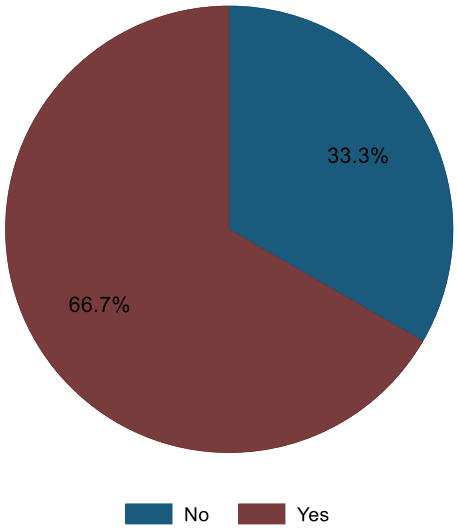
Beyond the initial IEP process, customers were often referred to additional meetings, workshops, or services to support their job search and career development. Figure 40 shows that 54.2% of customers reported that their IEP included a referral to an additional meeting or workshop, while 23.4% stated that it did not. Additionally, 22.4% of customers did not recall whether their IEP contained such a referral, indicating that communication about these referrals may need to be reinforced. Attendance at these recommended meetings and workshops varied. As shown in Figure 41, 66.7% of customers who were referred attended the session, while 33.3% did not. This suggests that while most individuals followed through on their referrals, a significant portion did not engage in the recommended workforce services, potentially missing out on valuable reemployment resources.

Figure 40: IEP Referrals to Additional Meetings or Workshops



N = 2,080

Figure 41: Attendance at Referred Meetings or Workshops[16]



N = 1,077

Beyond workshops, many customers were referred to and enrolled in additional employment services, as seen in Figure 42. The most common referrals were for job matching (69.7%), resume assistance (66.6%), and hiring fair information (54.9%), reflecting key areas of workforce support. However, enrollment rates were consistently lower than referral rates, with 52.2% enrolling in job matching, 41.6% in resume assistance, and 37.2% in hiring fair information. Other services had lower referral and enrollment rates, including vocational skills training (27.0% referral, 14.5% enrollment) and leadership development (18.8% referral, 10.5% enrollment). Notably, 18.4% of customers did not recall whether they were enrolled, suggesting a potential gap in awareness or record-keeping. These findings highlight that while many customers are directed toward additional services, actual participation lags behind referrals. Strengthening

[16] Includes only customers that indicated that their IEP referred them to additional meetings/workshops.

outreach efforts and providing clearer guidance on the benefits of these services may help increase engagement and improve reemployment outcomes.

Customer Experience

Understanding customers' experiences with the RESEA program is essential for assessing service effectiveness and identifying areas for improvement. This section examines customer satisfaction with key program components, perceptions of how helpful RESEA services were in supporting reemployment efforts, and overall customer experiences. Additionally, it explores communication preferences, including differences by age group, to help optimize engagement and outreach strategies.

Satisfaction with Services

Customer satisfaction varied across program components. As shown in Figure 43, most customers reported being satisfied with their Orientation (73.9%), CLMI (70.4%), and IEP process (67.0%). A smaller proportion of customers expressed neutral or unsatisfied responses, with dissatisfaction being highest for Orientation (16.6%) compared to CLMI (10.4%) and IEP (10.1%). Some customers did not recall participating in these services, particularly for IEP (11.2%).

Figure 42: Referral and Enrollment in Additional Services[17]

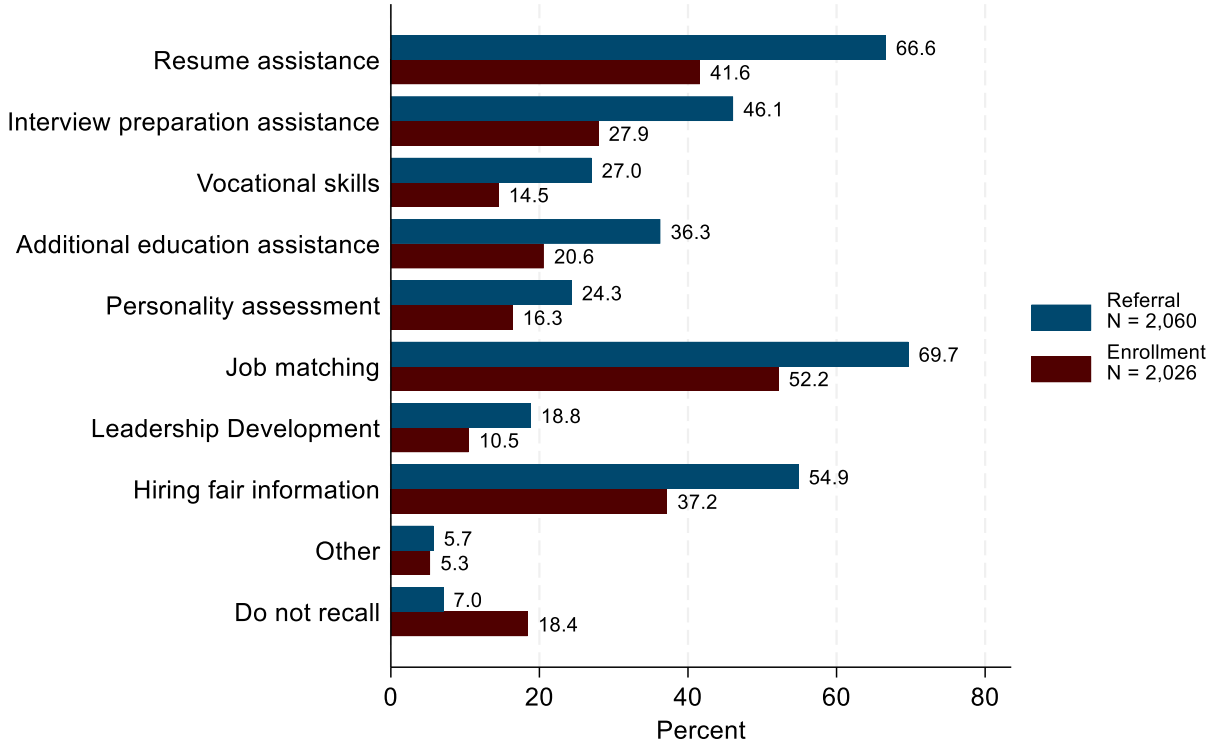
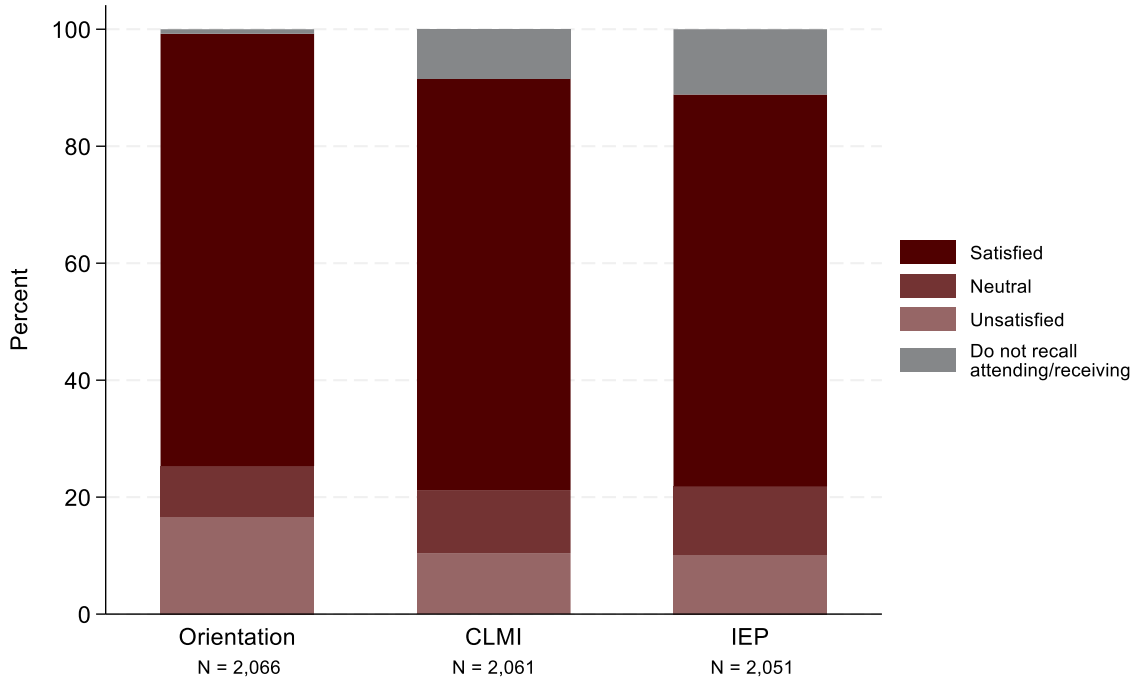


Figure 43: Satisfaction with Services

[17] Customers could choose more than one service.



The orientation sessions and overall structure of RESEA proved beneficial for job seekers with limited work experience or those unfamiliar with modern job search techniques. Participants found value in resume assistance, interview preparation, and guidance on navigating job search platforms. These customers report that the program provided a helpful foundation and a sense of confidence during a vulnerable time.

However, not all customers felt supported. Multiple participants felt the program was not tailored for individuals with advanced degrees, extensive work experience, or higher-income career backgrounds. These participants felt that RESEA was designed primarily for entry-level or hourly workers and offered little to no value for those seeking professional or executive-level roles. Some described their participation as a waste of time and resources. Another criticism was when job referrals were mismatched with participants' skills, experience, or physical abilities. Several individuals mentioned receiving job leads that were completely inappropriate given their qualifications, industry, or health limitations. This left many feeling unheard and unsupported in their specific job search needs.

More detailed satisfaction measures for Orientation and CLMI are provided in Table 6, which breaks down experiences with specific service elements. Almost 80% of customers were satisfied with their Orientation facilitator or presenter, while 67.9% of customers were satisfied with the career matching information provided through CLMI. Notably, 7.4% of customers did not recall receiving CLMI, and 1.6% indicated that it was not provided.

Table 6: Satisfaction with Orientation and Career Matching Information

	Orientation Facilitator/Presenter		CLMI Matching Career/Personal Interests	
	Percent	**Number**	**Percent**	**Number**
Satisfied	79.8%	1,652	67.9%	1,402
Neutral	7.6%	158	13.0%	268
Unsatisfied	11.7%	242	10.2%	210
Do not recall attending/receiving	0.9%	18	7.4%	153
CLMI not provided	-	-	1.6%	33

From the open-ended responses, we see that many participants had positive experiences with their RESEA providers, describing them as professional, knowledgeable, and genuinely helpful. When the service was consistent and personalized, individuals felt supported and better equipped to navigate the job market. Providers who took the time to listen, follow up, and provide tailored guidance were especially appreciated.

Some specific staff and locations stood out for their exemplary service. Customers frequently mentioned specific providers as outstanding professionals who made them feel seen, respected, and supported. These individuals often went above and beyond, providing not just information but emotional reassurance and encouragement.

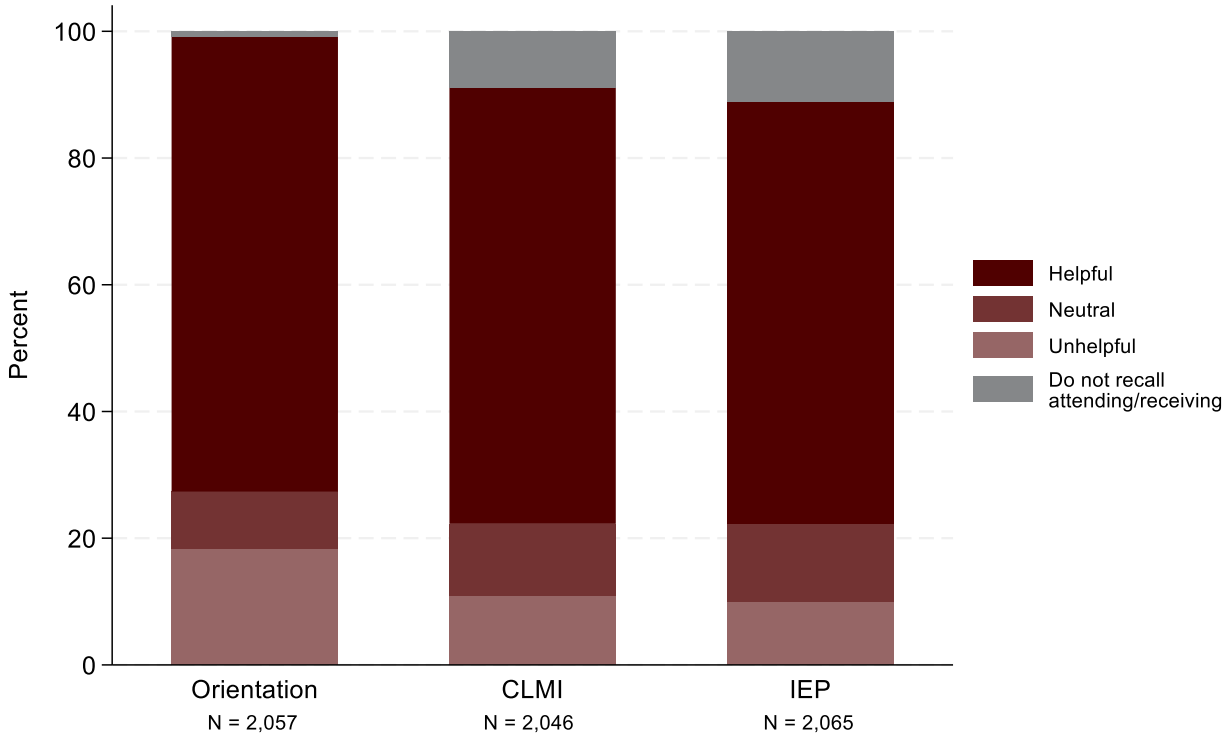
For those that were not satisfied, their concerns revolved about staff qualifications and engagement. Several participants felt that their assigned providers were unqualified, disinterested, or simply going through the motions. In some cases, providers appeared unprepared, lacked basic knowledge about job industries, or showed no initiative in helping participants achieve their employment goals.

Some participants found the orientation sessions confusing, rushed, or repetitive. A few noted that the information was covered too quickly, wasn't well explained, or duplicated what they had already learned from other sources. In some cases, orientation staff seemed unprepared or untrained, diminishing the value of the session.

Perceived Effectiveness and Overall Experience

Customer perceptions of how RESEA services supported their reemployment efforts are presented in Figure 44. The majority found the Orientation (71.8%), CLMI (68.9%), and IEP (66.6%) to be helpful. However, approximately 10-18% of customers across the services reported that they did not find the assistance useful.

Figure 44: Helpfulness in Reemployment Efforts



Overall program experiences, illustrated in Figure 45, were largely positive. More than 78% of customers agreed that the program provided clear expectations, individualized support, well-prepared staff, sufficient assistance, and felt supported throughout the process. Fewer than 10% of customers disagreed with these statements, indicating that most customers had a favorable perception of their engagement with RESEA services.

This is echoed in the open-ended feedback. A number of participants reported that, thanks to RESEA, they were able to secure jobs or at least feel more confident and prepared during their job search. The practical resources, structured approach, and motivating environment were cited as valuable aspects of the program. For many, having someone to guide them through resume building, job searching, and preparing for interviews made a significant difference.

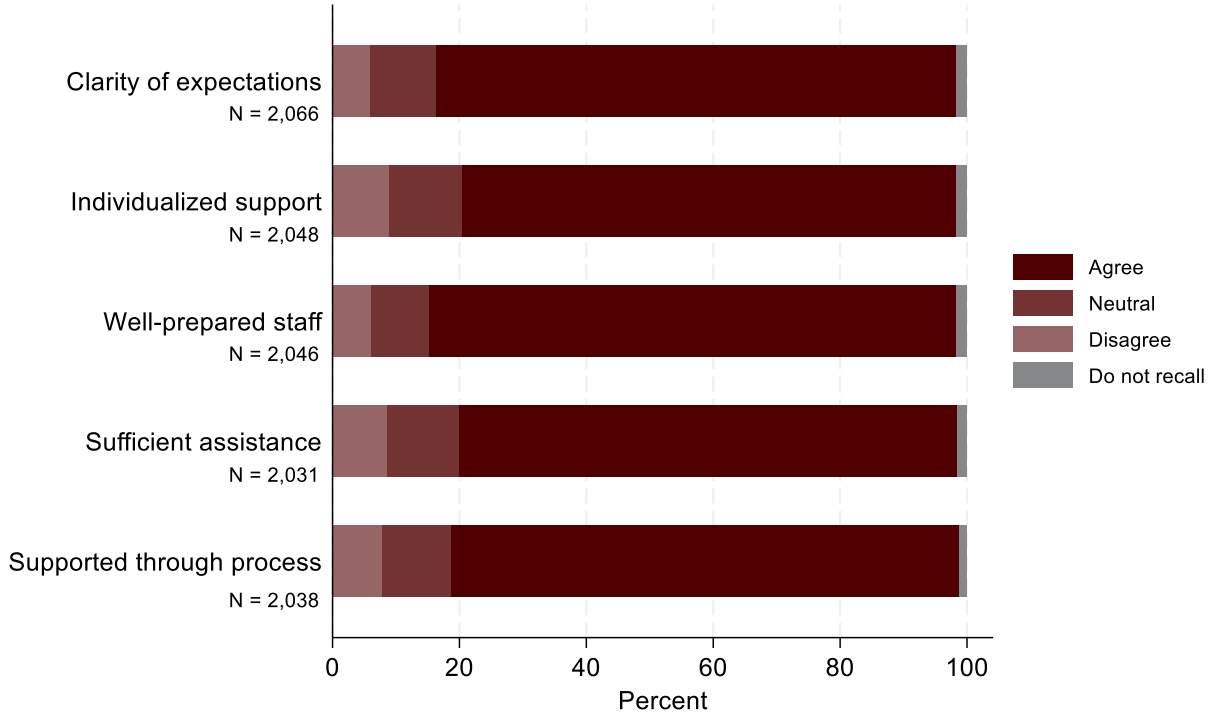
One of the most common complaints, however, was inconsistent or poor communication. Some customers utilized the open-ended question to describe being left without follow-up, experiencing long delays, or receiving no response at all to emails and phone calls. Some even had appointments canceled or missed by staff without notice.

Others felt the communication for training or support services came too late to be useful. Individuals who were promised opportunities such as training programs, grant assistance, or job fairs often received information after deadlines had passed or when it was no longer relevant. This delay left many feeling discouraged and set up for failure.

Technology-related issues were also a common frustration. Many users found the WIT website to be outdated, buggy, and difficult to navigate. Problems with uploading resumes, searching for jobs, and accessing virtual meetings made the experience unnecessarily stressful and inefficient.

Finally, many participants expressed a desire for ongoing, individualized support beyond the required appointments. They wanted more follow-up, tailored job leads, help with resume revisions, and regular check-ins from someone familiar with their situation. Without this continued guidance, some felt the program lacked the depth and accountability necessary to truly help them succeed.

Figure 45: Overall Experience



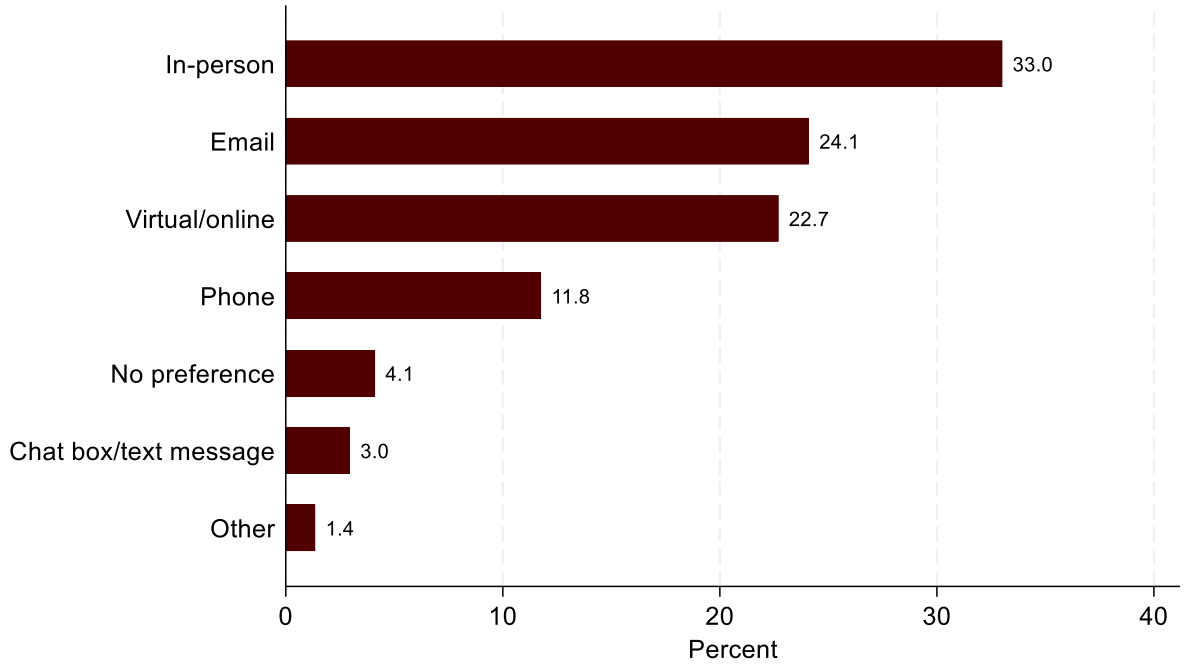
Communication Preferences

To improve outreach and service delivery, customers were asked about their preferred communication methods.

Figure 46 shows that in-person communication (33.0%) was the most preferred, followed by email (24.1%) and virtual/online contact (22.7%). Phone communication was less favored (11.8%), while text messaging, chat boxes, and other digital options accounted for only a small portion of responses.

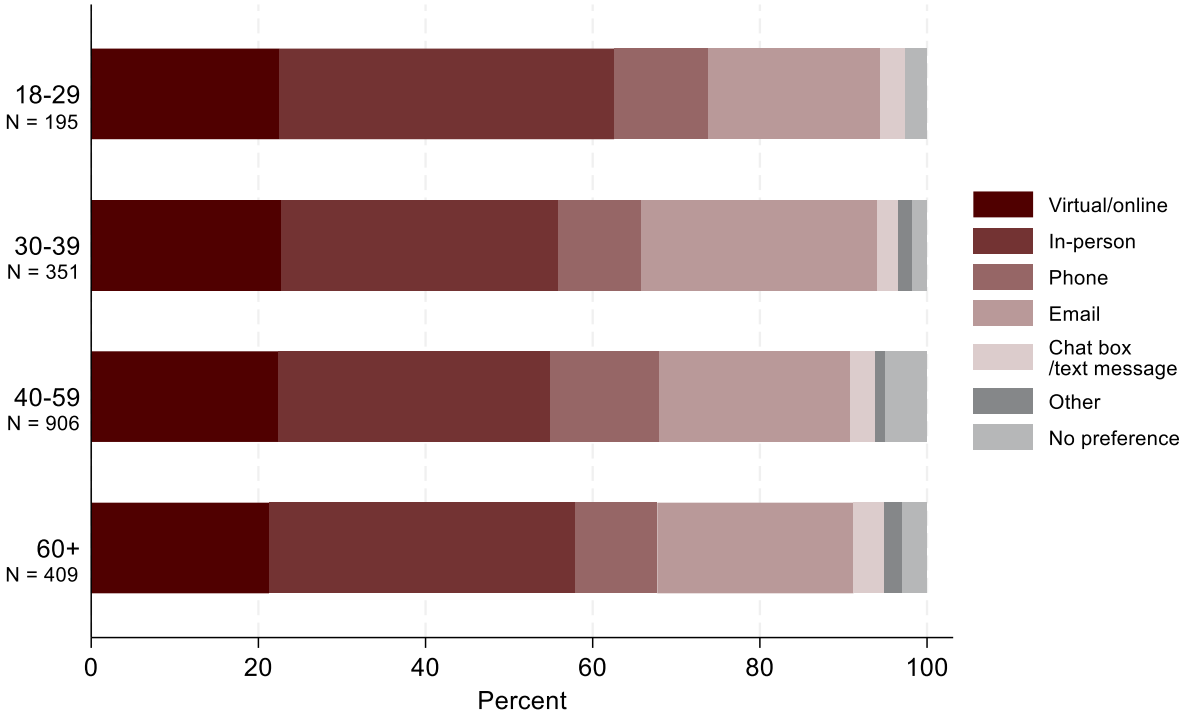
Preferences also varied by age group, as displayed in Figure 47. Younger participants (18-29) showed the highest preference for in-person communication (40.0%), while 30-39-year-olds favored email (28.2%). Phone contact was more common among 40-59-year-olds (13.0%), and virtual/online methods remained consistent across all groups (~22%).

Figure 46: Preferred Communication Method



N = 2,066

Figure 47: Preferred Communication Method by Age



Customer Recommendations

In the open-ended question seeking customer ideas on improvements, approximately 150 comments included specific ideas for improvements. These comments were analyzed for these improvements and grouped into categories. Table 7 lists the most common themes, and some example quotes from the customer survey that fall into those categories. Many of the challenges and ideas have been echoed in other parts of the IPE process.

Table 7: Common Themes from Customer Recommendations and Example Quotes

Theme	Example Quotes
Clearer communication about the program and the steps involved	• would be helpful to provide a list of the next steps after the RESEA meeting. • Prior to orientation, some additional info in writing to help have a better understanding of the program.
Frame program as support	• To me, the wording in some emails made me feel defensive. • A better email explaining the RESEA program, what the benefits are, what services a case manager can refer you to, and what will be discussed with you.
Start outreach and program sooner	• Give more notice to the appointment than a day or two. • I would start this process asap. Mine was started after 2 months. • At the end of the program, I had a mock job interview. Rather than waiting to the end of the program, the interview would have been more helpful if it had taken place earlier in the process.
More flexibility in scheduling	• I had to cancel an interview to attend and the business filled the spot. At least make it more flexible. Have multiple orientations and let us schedule it. • Give more notice or flexibility to change assigned date. Week of thanksgiving when schools are out was a bad time to be required to attend something with little notice. • Be able to work with disabled individuals, answer questions and not infantilize us. Inform us. Do not bully us into doing things, do not invalidate us. Do not enroll us in programs that are not needed. I am in the vocational rehab program and the food stamps program and this program and the unemployment program. This is too much and is overwhelming for autistic individuals such as myself. I shut down and do not understand any of the reasons I was put in this program or what it does at all. None of my questions have ever been answered. This is horrible.
Virtual meetings	• Utilize electronic communication & virtual meetings. In person meetings are sometimes difficult to attend due to transportation issues or weather. • There should be more options for virtual classes and hiring events. If you are unemployed, it makes it hard to get child care, gas money etc. to attend something in person. Some people may be able to get a ride to work but not get a ride to another city for a class that may take an hour or two and then have a ride back.
More individualization and hands on support	• There needs to have individualized coaching, and not just references to routine documents. The job market has been extremely difficult and it is very hard to get employed currently in the United States. Individualized coaching, and check-ins will mean so much more and make a difference to people. Heck, hire me! • Provide more assistance like a Recruiter service • Apply for jobs on my behalf, along with me to increase interview probability.

Triage service and support by need	• The number of face-to-face RESEA meetings and their length of time should be determined by the RESEA coach based on the individual's needs. • Target people who need the services by vetting their current progress before compelling them to jump through hoops.
More providers to serve customers	• I feel as though the program could be improved by adding more resea program associates in order to assist the work seekers on a one on one basis. • Get more RESEA coordinators so that they are not all maxed out with clients to attend too, which will give them more time to get you everything they say they will on time and not weeks later.
More specific training or resources	• [Service provider] said they use to teach a class on the scams or fraud job attempts. I would've loved that. • making sure going over all the tools on workintexas website • I encourage partnering with local networking groups and job search groups like DFW jobs.org, Frisco Connect Networking Group, and Southlake Networking Group. THESE are all volunteer groups. • Having at least basic computer classes , i don't know how to use the computer. at work they change all paper work to computer. I belong to "the old school" • would like a packet because this is my first time being unemployed, and applying for unemployment. So a packet if in pdf form will be helpful for a first timer like myself. • Integrating mental health and wellbeing support.
Connections to immediate job openings	• By sending participants to jobs that are available on the spot. • Like most job seekers, I always appreciate any solid leads on employment opportunities. It would be beneficial if the local office had any type of placement process with local businesses. • I think the RESEA rep should have some type of pipeline to jobs and hiring managers for those jobs that fit my experience and skills. That would make the time spent much better and more productive. I wish I would have been referred to jobs where I was given a direct link to a Hiring Mgr
Additional financial supports	• Qualify RESEA recipients for more unemployment money than non RESEA recipients • Provide gas vouchers. • Free training or at a discounted amount.
Additional communication or meetings especially if still unemployed after months	• Extend the duration of coaching sessions, allow to schedule a 3rd coaching session and provide more flexible scheduling options for in-person meetings to allow for more in-depth discussions and the addressing of all client concerns adequately. • Keep reps at a close reach because full communication is key, thank you. • think is a great program helps you to get prepared to find another job should get additional sessions towards the end of the unemployment benefits if we still have not found a job • Email updates on a weekly.
Increased access to Spanish supports	• Access to programs for Spanish as a second language due to the demographics of DFW • Good, but [there are not] people that speak Spanish
Supports for those in white collar and professional positions	• Perhaps better resources for older job seekers and professionals • People in executive positions need to network more. Not sure how RESEA could help with this? Maybe train on what informational interviews are and how they look like, how to network, etc.

	• More guidance for professionals such as teachers. There are different expectations and processes for applying to jobs in Higher Education and other areas of instruction that are not addressed by Texas Workforce Commission. Have at least one person who can provide guidance and feedback on Curriculum Vitae writing and organization. • Improving the job search matches for virtual assistants is important….Additionally, there is an issue with repeated words on resumes…The resume builder counts these as repeated words, even though they have been used in different contexts for each previous employer. This results in a lower resume completion percentage.

Innovations

This section highlights key innovations documented by the research team throughout the study. The following list is extracted from the current report and is presented in no particular order.

1. **Centralized or hub-based RESEA services** – Some boards have streamlined service delivery by centralizing RESEA operations.
2. **Dedicated outreach staff** – A team dedicated solely to initial customer engagement, improving attendance and communicate.
3. **Shadowing other providers and cross-training with other roles** – to ensure quality training for new staff.
4. **Regular check-ins with staff** – Implemented to reduce burnout and improve retention.
5. **Rotating provider duties** – Helps alleviate workload stress and improves cross-training.
6. **4-day work week** – Considered as a strategy to retain high-quality staff.
7. **Developed custom materials** – Boards created their own scripts, PowerPoints, desk-aids to ensure consistency in service delivery.
8. **Microsoft Teams for communication** – Used for real-time updates and staff coordination.
9. **Celebrating when customer gets job** – Even simple virtual acknowledgement helps recognize team efforts and bring the team together.
10. **Custom data tracking spreadsheets** – Some boards developed their own systems to evaluate program outcomes more effectively.
11. **Appointment scheduling software** – Installed to improve scheduling efficiency.
12. **Providing additional laptops for customers** – Improves efficiency during meetings.
13. **Mobile units and public spaces for outreach** – Bringing services to rural areas and hard-to-reach customers.
14. **Incentivizing RESEA participation** – Includes exclusive job fairs, special virtual employer events, and priority service.

Customers also had innovative ideas. The distinction here is that these have not been implemented in board areas, but they align with other feedback and could be worthy recommendations to consider.

15. **Offer the mock interview earlier in the process.**
16. **Train on informational interviews and provide guidance and feedback on Curriculum Vitae writing –** to support customers with more professional experience.
17. **Partner with local networking groups** – to make better professional connections.
18. **Have a basic computer class and a class on scams or fraud job attempts** – to minimize frustrations in those areas.
19. **Integrate mental health well-being support.**

Conclusions and Recommendations

This section provides a summary of key takeaways gained by the research team throughout their study of the RESEA program. In addition to highlighting major findings, this section also presents recommendations based on the research, offering potential improvements and best practices for program implementation. Some of the conclusions below are also influenced by whether a board is part of a pilot program. Some of the recommendations listed have already been addressed or are currently in progress. The following are presented in no particular order.

Conclusion #1: The RESEA program is different across the state.

A RESEA customer's experience varies depending on the office they are assigned to. Outreach, orientation, and follow-up procedures differ across locations. In some cases, the RESEA program was not mentioned at all during an orientation meeting. Customer interactions take place in-person, virtually, or over the phone, with follow-up policies also differing—some boards provide routine follow-ups, while others mandate them. The meeting spaces also vary, with some offices offering private rooms, while others conduct meetings in open areas with limited privacy. Additionally, the level of detail and support provided by RESEA providers varies significantly.

Recommendation #1: Standardize the RESEA customer experience across the state.

Standardizing the RESEA customer experience across the state means ensuring that all customers receive a consistent level of service, support, and process implementation, regardless of their assigned office or location. This involves establishing uniform outreach and orientation procedures so that every customer is introduced to the program in the same way. Consistent follow-up practices should also be in place, ensuring that all offices provide the same level of post-meeting support, whether mandatory or optional. The research team recognizes the size and uniqueness of Texas and emphasizes the need for boards to have flexibility in meeting their specific needs. However, these initiatives should be documented and shared with the state.

Conclusion #2: RESEA customers are different across the state.

RESEA customers vary significantly across the state, reflecting the diverse labor markets and the unique challenges they present to boards. Customers range from highly skilled professionals, such as tech workers and those with advanced degrees, to low-skilled workers without a high school diploma or in manual labor roles. Additionally, the program serves seasonal workers, including adjusters and railroad employees, as well as individuals who have been out of the job market for decades. Each customer group comes with distinct challenges that boards must address in tailoring their services.

Recommendation #2: Track customer types across the state

TWC should work with boards to track customer types across the state and gather data on their needs and challenges. This data should also be used to highlight the successes boards achieve in serving different customer groups.

Conclusion #3: Not clear what the best customer outreach strategy is.

Reaching RESEA customers remains a challenge across all boards, with providers often struggling to make contact. To address this, boards have implemented various outreach strategies, including phone calls, emails, mail, and text messages. Some boards combine multiple methods and adjust the frequency of outreach, yet the success of these efforts appears inconsistent and does not directly correlate with the chosen approach.

Recommendation #3: Study the most effective outreach strategies.

A research study should be conducted to determine the most effective outreach strategy. This study should be a collaborative effort involving the Department of Labor, TWC, boards, and the RESEA program evaluation partner.

Conclusion #4: The initial letter to the customer is "confusing."

The initial outreach letter to customers is often confusing. Many customers mistakenly believe they are required to be at the Workforce Solutions office for a full day (8 AM to 5 PM) on the listed date. Additionally, the mailing address used for the letter is pulled from WIT rather than the mainframe. Since customers update their addresses in the mainframe when applying for unemployment benefits, but these updates do not automatically transfer to WIT, many customers do not receive the letter.

Recommendation #4: Update the letter.

TWC, in collaboration with the Department of Labor and individual boards, should revise the letter to ensure clear and easily understandable information for customers. Additionally, mailing addresses should be sourced from the mainframe to improve accuracy and delivery. Other suggestions include putting it on a postcard to increase the likelihood of customers reading it, changing the tone to emphasize the program is a support not punitive, and allowing for more localized information to be included.

Conclusion #5: Customers lack computer skills.

Despite the diversity in customer skill levels, a consistent challenge identified by the research team is the lack of basic computer skills among many RESEA customers. Since the program heavily relies on digital tools, this creates a disadvantage for RESEA providers, making it more difficult to serve customers effectively.

Recommendation #5: Require a basic computer literacy course.

TWC should consider requiring a basic computer literacy course for customers who need assistance.

Conclusion #6: RESEA providers are special.

RESEA providers operate in a fast-paced environment, juggling multiple responsibilities. They must deliver exceptional customer service to individuals facing job loss and financial uncertainty while also managing administrative tasks such as scheduling meetings, documenting case notes, and submitting forms. Success in this role requires strong communication and interpersonal skills, active listening, and empathy. Additionally, RESEA providers must stay informed on labor market trends and TWC services to effectively guide customers toward reemployment. Many providers have personally experienced unemployment and have utilized Workforce Solutions services in the past, giving them valuable credibility and insight when assisting customers.

Recommendation #6: Support RESEA providers

The success of the RESEA program largely depends on its providers. TWC, in collaboration with local boards, should explore strategies to better support them. This could include increased pay, financial incentives, improved work-life balance and flexibility, health and wellness programs, a positive workplace culture with recognition, support for working parents and caregivers, and professional development opportunities for career growth.

Conclusion #7: High turnover rates among RESEA providers

As mentioned in Conclusion #6, RESEA providers work long hours under significant pressure to meet deadlines and performance targets, leading to high turnover rates across the state.

Recommendation #7: Support RESEA providers

Once again, this recommendation emphasizes that the success of the RESEA program largely depends on its providers. TWC, in collaboration with local boards, should explore strategies to better support them. This could include increased pay, financial incentives, improved work-life balance and flexibility, health and wellness programs, a positive workplace culture with recognition, support for working parents and caregivers, and professional development opportunities for career growth.

Conclusion #8: WIT is slow, confusing, and not easy to use.

WIT is a critical tool for the success of the RESEA program, serving as the primary platform for provider-customer interactions. However, RESEA providers face several challenges with WIT, including slow performance, often significantly extending meeting times—repetitive tasks that require manually copying customer information across screens, missing services and up-to-date information, and a lack of user-friendly functionality.

Recommendation #8: Further investments in WIT are needed.

WIT is a vital component of the TWC web platform, and further investment is needed to enhance its functionality and speed. TWC should prioritize these improvements while incorporating feedback from users across various programs, including RESEA, to ensure a more efficient and user-friendly system.

Conclusion #9: Customers are satisfied with the RESEA program.

Most surveyed customers agree that the RESEA program is effective in helping them find a job. Satisfaction remains consistent across various aspects of the program, including orientation, customized labor market information, individualized employment plans, and interactions with providers.

Recommendation #9: Continue collecting customer feedback.

TWC should continue gathering customer feedback on the RESEA program and establish a regularly updated database to track responses. Insights from this database can help TWC and local boards identify and address customer concerns more effectively.

Conclusion #10: RESEA program awareness is increasing among TWC staff.

The RESEA program is relatively small and new compared to other TWC programs. However, awareness and understanding of the program among TWC staff continues to grow.

Recommendation #10: Continue marketing RESEA program.

TWC should continue promoting the RESEA program within the agency through conferences, workshops, and other outreach opportunities. This allows for greater institutional support.

Conclusion #11: Customers miss their appointments for a variety of reasons.

In addition to outreach challenges, RESEA providers also face difficulties with customers missing scheduled appointments. Common reasons include not receiving the appointment notice, securing a job and assuming attendance is no longer necessary, childcare conflicts, and the distance to the RESEA office.

Recommendation #11: Use customer feedback database to address issues.

TWC should utilize the customer feedback database to identify and implement solutions for reducing missed appointments.

Conclusion #12: Face-to-Face or Screen-to-Screen: the ultimate debate

It is unclear which provider-customer interaction method is most effective. Some boards require in-person meetings, while others rely solely on virtual meetings or phone calls. Some boards offer both options. Feedback from qualitative research is mixed.

Recommendation #12: Study the effectiveness of in-person and virtual interactions.

TWC should conduct a study to evaluate the effectiveness of in-person versus virtual interactions, using the most rigorous causal research designs.

Conclusion #13: 4 or 5 customers per day per provider

The optimal number of customers a single RESEA provider can effectively serve appears to be between four and five per day. This workload allows providers to offer in-depth support, stay informed on labor market trends and required services, and efficiently update case notes and submit forms in WIT and other platforms.

Recommendation #13: Conduct a RESEA program staffing study.

TWC should consider conducting a staffing study to assess staffing needs and determine the optimal number of customers a RESEA provider can effectively serve. This study would help boards improve planning, provide better support for RESEA providers, and reduce turnover rates.

Conclusion #14: Data reporting needs to be better.

All boards rely on up-to-date data to monitor their performance in meeting RESEA program requirements. However, the current data environment does not support real-time reporting.

Recommendation #14: Invest in a data-driven environment.

TWC should consider enhancing the RESEA program's data environment by developing a live data dashboard, enabling boards to monitor their performance in real time.

Conclusion #15: Texas RESEA share similarities with RESEA programs in other states but also has distinct differences.

As part of the overall study, the research team met with three other states to discuss how they administer RESEA. Key differences between Texas RESEA and RESEA programs in other states include whether providers work for the state, local offices, or as contract workers, the timing of follow-ups (ranging from 30 to 60 days or within two weeks), and whether there are caps on the number of customers a provider can serve. The findings of these conversations is detailed in another report but it became clear that states make similar decisions and strategize to overcome similar challenges. A lot can be learned by continuing these conversations.

Recommendation #15: Continue conversation with other states.

TWC and the research team should continue engaging with other states on the RESEA program to stay informed about best practices and new developments.

Appendices

Appendix A: TWC Customer Survey Questions

RESEA Survey Consent The Public Policy Research Institute (PPRI) at Texas A&M University is conducting a study about the Texas Workforce Commission's Reemployment Services and Eligibility Assessment (RESEA) Program. The Texas Workforce Commission (TWC) has contracted with the PPRI to conduct this survey. You are being asked to participate in this survey because you are currently a participant or have participated in the RESEA Program. The purpose of the study is to learn about your experiences and satisfaction with RESEA services. The survey will take approximately 15 minutes of your time. Your participation in this survey is voluntary and your answers will remain anonymous. You may choose not to participate and you can end the survey at any time. There will be no bad effects from this decision. It will not affect any benefits or services you may be receiving, nor relationships with the Texas Workforce Commission (TWC) or the RESEA program. There is no compensation for participating. There is no cost to participate. There are no known risks to participating. If you have questions or concerns about this survey or your rights, please email Dr. Georges Naufal at gnaufal@tamu.edu or call 979-845-1025. Please click the NEXT button to begin the survey. Thank you!

End of Block: Consent

Start of Block: Introduction

RESEA Services When you filed an unemployment insurance claim, you were automatically assessed to see if you qualified for the RESEA program. The RESEA program assigns you a RESEA employment coach and offers individualized assistance to support you in finding employment. The following questions ask about your experiences in the RESEA program. The RESEA program has two required pieces – an orientation and a one-on-one (1:1) meeting between you and the RESEA employment coach (during which certain activities are completed). We will first ask you about your experiences during orientation, followed by questions about the 1:1 meeting. According to our records, you were selected for the RESEA program. You received a letter inviting you to attend a RESEA appointment at your local workforce solutions office.

End of Block: Introduction

Start of Block: Appointment Information

Approximately what date was your most recent RESEA appointment scheduled for?

	Month	Year	Day
(1)	▼ January (1 ... I do not recall (13)	▼ 2022 (1 ... I do not recall (4)	▼ 1 (1 ... I do not recall (32)

Approximately what time was your most recent RESEA appointment scheduled for?

▼ 6:00 a.m. (1) ... 9:00 p.m. (16)

What county in Texas were you living in when you received your most recent RESEA letter?

▼ Was not living in Texas (1) ... Zavala (255)



What zip code in Texas were you living in when you received your most recent RESEA letter?

_____

What city in Texas were you living in when you received your most recent RESEA letter?

_____

Did you attend the appointment at the scheduled time?

- ○ Yes (1)
- ○ No (2)

Did you reschedule your appointment?

- ○ Yes (1)
- ○ No (2)

Why did you not reschedule your appointment?

- ○ I found a job (1)
- ○ I didn't want to attend (2)
- ○ I had childcare issues (3)
- ○ I did not receive the notice (4)
- ○ The location was too far (5)
- ○ Other, please specify: (6) _____

Why did you reschedule your appointment?

- ○ I found a job (1)
- ○ I didn't want to attend (2)
- ○ I had childcare issues (3)
- ○ I did not receive the notice (4)
- ○ The location was too far (5)
- ○ Other, please specify: (6) _____

How did you reschedule your appointment?

- ○ Online (1)
- ○ On the phone (2)
- ○ In person (3)
- ○ Other, please specify: (4) _____

Did you attend your rescheduled appointment?

- ○ Yes (1)
- ○ No (2)

Why did you not attend your rescheduled appointment?

- ○ I found a job (1)
- ○ I didn't want to attend (2)
- ○ I had childcare issues (3)
- ○ I did not receive the notice (4)
- ○ The location was too far (5)
- ○ Other, please specify: (6) _____

Page Break

RESEA Orientation The **RESEA program orientation** – where the RESEA program is explained by a RESEA program facilitator/presenter and the next steps are laid out for you. The orientation also discusses how the RESEA program can impact unemployment benefits.

How did you attend the ***RESEA program orientation***? Select all that apply:

- ☐ Face to Face at the office, meeting in-person with my RESEA employment coach (1)
- ☐ At the office, meeting virtually with my RESEA employment coach (2)
- ☐ Off-site location, not visiting the office, meeting my RESEA employment coach elsewhere (3)
- ☐ Workforce Solutions mobile unit, not visiting the office, meeting my RESEA employment coach in a mobile unit (4)
- ☐ Virtual/online, not visiting the office, meeting my RESEA employment coach online (5)
- ☐ Other, please specify: (6) _____
- ☐ ⊗ I do not recall attending the RESEA program orientation (7)

In what city did you attend the ***RESEA program orientation***?

_____

Please rate your satisfaction with the ***RESEA program orientation***

- ○ Very unsatisfied (1)
- ○ Somewhat unsatisfied (2)
- ○ Neutral (3)
- ○ Somewhat satisfied (4)
- ○ Very satisfied (5)
- ○ I do not recall attending the RESEA program orientation (6)

How helpful was the ***RESEA program orientation*** in assisting you with your reemployment efforts?

- ○ Very unhelpful (1)
- ○ Somewhat unhelpful (2)
- ○ Neutral (3)
- ○ Somewhat helpful (4)
- ○ Very helpful (5)
- ○ I do not recall attending the RESEA program orientation (6)

Please rate your satisfaction with the RESEA program facilitator/presenter of the orientation

- ○ Very unsatisfied (1)
- ○ Somewhat unsatisfied (2)
- ○ Neutral (3)
- ○ Somewhat satisfied (4)
- ○ Very satisfied (5)
- ○ I do not recall attending the RESEA program orientation (6)

Page Break

RESEA 1:1 Meeting After orientation, you attend a one-on-one (1:1) meeting with the RESEA employment coach. The 1:1 meeting has multiple parts that a RESEA employment coach should guide you through. Each of those pieces is explained below with specific questions about that piece of the meeting.

Page Break

Customized Labor Market Information – where a RESEA employment coach identifies and shares current salary ranges and outlook based on your skills, experience, and/or community.

How did you complete the ***Customized Labor Market Information***? Select all that apply:

- ☐ Face to Face at the office, meeting in-person with my RESEA employment coach (1)
- ☐ At the office, meeting virtually with my RESEA employment coach (2)
- ☐ Off-site location, not visiting the office, meeting my RESEA employment coach elsewhere (3)
- ☐ Workforce Solutions mobile unit, not visiting the office, meeting my RESEA employment coach in a mobile unit (4)
- ☐ Virtual/online, not visiting the office, meeting my RESEA employment coach online (5)
- ☐ My RESEA employment coach did not provide me with the Customized Labor Market Information (8)
- ☐ Other, please specify: (6) _____
- ☐ ⊗ I do not recall receiving the Customized Labor Market Information (7)

Please rate your satisfaction with the ***Customized Labor Market Information***

- ○ Very unsatisfied (1)
- ○ Somewhat unsatisfied (2)
- ○ Neutral (3)
- ○ Somewhat satisfied (4)
- ○ Very satisfied (5)
- ○ My RESEA employment coach did not provide me with the Customized Labor Market Information (7)
- ○ I do not recall receiving the Customized Labor Market Information (6)

How helpful was the ***Customized Labor Market Information*** to your reemployment efforts?

- ○ Very unhelpful (1)
- ○ Somewhat unhelpful (2)
- ○ Neutral (3)
- ○ Somewhat helpful (4)
- ○ Very helpful (5)
- ○ My RESEA employment coach did not provide me with the Customized Labor Market Information (7)
- ○ I do not recall receiving the Customized Labor Market Information (6)

How satisfied were you with how the ***Customized Labor Market Information*** matched your career and personal interests?

- ○ Very unsatisfied (1)
- ○ Somewhat unsatisfied (2)
- ○ Neutral (3)
- ○ Somewhat satisfied (4)
- ○ Very satisfied (5)
- ○ My RESEA employment coach did not provide me with the Customized Labor Market Information (7)
- ○ I do not recall receiving the Customized Labor Market Information (6)

Was the ***Customized Labor Market Information*** provided to you on the same day as your RESEA program Orientation?

- ○ Yes (1)
- ○ No (2)
- ○ ⊗ I do not recall receiving the Customized Labor Market Information (7)

Page Break

Unemployment Benefits Worksearch Review – where a RESEA employment coach reviews your work search activities.

How did the RESEA employment coach review your ***Worksearch*** activity? Select all that apply:

- ☐ Face to Face at the office, meeting in-person with my RESEA employment coach (1)
- ☐ At the office, meeting virtually with my RESEA employment coach (2)
- ☐ Off-site location, not visiting the office, meeting my RESEA employment coach elsewhere (3)
- ☐ Workforce Solutions mobile unit, not visiting the office, meeting my RESEA employment coach in a mobile unit (4)
- ☐ Virtual/online, not visiting the office, meeting my RESEA employment coach online (5)
- ☐ Other, please specify: (6) _____
- ☐ ⊗ I do not recall receiving the Worksearch Review (7)

Was your ***Worksearch*** activity reviewed on the same day as your RESEA program Orientation?

- ○ Yes (1)
- ○ No (2)
- ○ ⊗ I do not recall receiving the Worksearch Review (7)

Page Break

Referral For Additional Employment Services – where a RESEA employment coach identifies education or employment services that may be helpful to you.

What ***Employment Services*** did your RESEA employment coach **refer** you to? Select all that apply:

- ☐ Resume assistance (1)
- ☐ Interview preparation assistance (2)
- ☐ Vocational skills (3)
- ☐ Additional education assistance (4)
- ☐ Personality assessment (5)
- ☐ Job matching (6)
- ☐ Leadership development (7)
- ☐ Hiring fair information (8)
- ☐ Other, please specify: (9) _____
- ☐ ⊗ I do not recall being referred to Employment Services (10)

What ***Employment Services*** did your RESEA employment coach **enroll** you in? Select all that apply:

- ☐ Resume assistance (1)
- ☐ Interview preparation assistance (2)
- ☐ Vocational skills (3)
- ☐ Additional education assistance (4)
- ☐ Personality assessment (5)
- ☐ Job matching (6)
- ☐ Leadership development (7)
- ☐ Hiring fair information (8)
- ☐ Other, please specify: (9) _____
- ☐ ⊗ I do not recall being enrolled in employment services (10)

Were you refered to additional ***Employment Services*** on the same day as your RESEA program Orientation?

- ○ Yes (1)
- ○ No (2)
- ○ ⊗ I do not recall being referred to Employment Services (7)

Page Break

Development of Individual Re-Employment Plan (IRP) – where a RESEA employment coach documents employment goals and barriers and assigns activities to be completed to find employment.

How did you complete the ***Individual Re-Employment Plan***? Select all that apply:

- ☐ Face to Face at the office, meeting in-person with my RESEA employment coach (1)
- ☐ At the office, meeting virtually with my RESEA employment coach (2)
- ☐ Off-site location, not visiting the office, meeting my RESEA employment coach elsewhere (3)
- ☐ Workforce Solutions mobile unit, not visiting the office, meeting my RESEA employment coach in a mobile unit (4)
- ☐ Virtual/online, not visiting the office, meeting my RESEA employment coach online (5)
- ☐ Other, please specify: (6) _____
- ☐ ⊗ I do not recall completing the Individual Re-Employment Plan (7)

In what city did you complete the ***Individual Re-Employment Plan***?

_____

Please rate your satisfaction with the ***Individual Re-Employment Plan***

- ○ Very unsatisfied (1)
- ○ Somewhat unsatisfied (2)
- ○ Neutral (3)
- ○ Somewhat satisfied (4)
- ○ Very satisfied (5)
- ○ I do not recall completing the Individual Re-Employment Plan (6)

How helpful was the ***Individual Re-Employment Plan*** to your reemployment efforts?

- ○ Very unhelpful (1)
- ○ Somewhat unhelpful (2)
- ○ Neutral (3)
- ○ Somewhat helpful (4)
- ○ Very helpful (5)
- ○ I do not recall completing the Individual Re-Employment Plan (6)

How were you provided a copy of the ***Individual Re-Employment Plan***? Select all that apply:

- ☐ Printout (1)
- ☐ Email (2)
- ☐ WIT message (6)
- ☐ I did not receive a copy of the Individual Re-Employment plan (3)
- ☐ Other, please specify: (4) _____
- ☒ I do not recall completing the Individual Re-Employment Plan (5)

Did **you** sign your ***Individual Re-Employment Plan***?

- ○ Yes (1)
- ○ No (2)
- ○ I do not recall completing the Individual Re-Employment Plan (3)

Did your **RESEA employment coach** sign your ***Individual Re-Employment Plan***?

- ○ Yes (1)
- ○ No (2)
- ○ I do not recall completing the Individual Re-Employment Plan (3)

Were you provided your ***Individual Re-Employment Plan*** on the same day as your RESEA program Orientation?

- ○ Yes (1)
- ○ No (2)
- ○ ⊗ I do not recall completing the Individual Re-Employment Plan (7)

Did your ***Individual Re-Employment Plan*** refer you to an additional meeting or workshop?

- ○ Yes (1)
- ○ No (2)
- ○ I do not recall completing the Individual Re-Employment Plan (3)

What was the additional workshop or meeting you were referred to in your ***Individual Re-Employment Plan***?

_____

Did you attend the additional workshop or meeting you were referred to in your ***Individual Re-Employment Plan***?

- ○ Yes (1)
- ○ No (2)

Were there goals listed on your ***Individual Re-Employment Plan***?

- ○ Yes (1)
- ○ No (2)
- ○ I do not recall completing the Individual Re-Employment Plan (3)

What goals were listed on your ***Individual Re-Employment Plan***?

_____

_____

_____

_____

_____

Page Break

Overall Experience The following questions ask about your **overall experience** with the RESEA program.

What is your preferred method for communicating with your RESEA employment coach?

- ○ Virtual/online (1)
- ○ In-person (2)
- ○ Phone (3)
- ○ Email (4)
- ○ Chat box/text message (5)
- ○ Other, please specify: (6) _____
- ○ No preference (7)

Thinking about your **overall experience**, please rate how you feel about the following statements:

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	I do not recall (6)
I felt the RESEA program expectations were clearly laid out in the orientation or 1:1 meeting (1)	○	○	○	○	○	○
The support I received felt individualized to my needs (2)	○	○	○	○	○	○
The staff I worked with were well-prepared (3)	○	○	○	○	○	○
The assistance I received was sufficient (4)	○	○	○	○	○	○
I felt supported throughout the process (5)	○	○	○	○	○	○

How would you improve the RESEA program?

_____

_____

_____

_____

_____

Page Break

Additional Follow-Up We are seeking individuals to participate in focus groups and interviews related to their experiences in the RESEA program. There would be compensation for participating. Can we contact you with more information to participate? If you say yes, you will be directed to a page to provide contact information and then to the final survey questions. If you say no, you will be directed to the final survey questions.

- ○ Yes (1)
- ○ No (2)

---

*

What is the best email to contact you at?

_____

---

*

What is the best phone number to contact you at?

_____

End of Block: Appointment Information

Start of Block: Demographics

What Texas county do you currently live in?

▼ Do not currently live in Texas (1) ... Zavala (255)

How old are you?

- ○ Age in years: (1) _____
- ○ Prefer not to answer (2)

What gender do you identify with?

- ○ Male (1)
- ○ Female (2)
- ○ Self-describe: (3) _____
- ○ Prefer not to answer (4)

What is your race? Select all that apply:

- ☐ White (1)
- ☐ Black or African American (2)
- ☐ Asian (3)
- ☐ American Indian or Alaskan Native (4)
- ☐ Native Hawaiian, or Pacific Islander (Asian Indian, Japanese, Chinese, Korean, Filipino, Vietnamese, Other Asian or Pacific Islander race) (5)
- ☐ Self-describe: (6) _____
- ☐ Prefer not to answer (7)

Are you Hispanic, Latino, or Spanish origin?

- ○ Yes (1)
- ○ No (2)
- ○ Prefer not to answer (3)

What is your primary language?

- ○ English (1)
- ○ Spanish (2)
- ○ Other, please specify: (3) _____
- ○ Prefer not to answer (4)

Are you currently enrolled in school?

- ○ Yes (1)
- ○ No (2)
- ○ Prefer not to answer (3)

What is the highest level of school you have completed? *If currently enrolled, what level are you pursuing*?

- ○ No schooling completed (1)
- ○ Nursery school to 8th grade (2)
- ○ Some high school, no diploma (3)
- ○ High school graduate, diploma, or the equivalent (for example: GED) (4)
- ○ Some college credit, no degree (5)
- ○ Trade/technical/vocational training (6)
- ○ Associate degree (7)
- ○ Bachelor's degree (8)
- ○ Master's degree (9)
- ○ Professional degree (10)
- ○ Doctorate degree (11)
- ○ Prefer not to answer (12)

End of Block: Demographics

Appendix B: Board Visit Protocol

Updates to Protocol

7/5/24 – removed forms as main mechanism for debrief and added word document template instead. Changes are noted with strike-through and new text

Summer 2024 RESEA Site Visit Protocol

(Version 7/5/2024)

Scheduling the Visit

1. Chaundra introduces Jena to Board Point of Contact (POC)
2. Jena reaches out with initial email and specific questions:

Dear XXXXXX,

Thank you Chaundra for the introduction. As Chaundra mentioned, I am Jena with the Public Policy Research Institute at Texas A&M University (PPRI), I am the point of contact for the study we are conducting. Our group is currently conducting a study about the Texas Workforce Commission's Reemployment Services and Eligibility Assessment (RESEA) Program. The Texas Workforce Commission (TWC) has contracted with the PPRI to conduct the project. Attached is a brief summary page of the project should you wish to learn more about our process.

Part of our investigation as delineated in the attached document will be visiting each of the board areas and their offices that are currently providing RESEA services. As we begin to coordinate our visits to your offices, we would like to gather some brief information as well as your availability. The site visits will last approximately 3-4 hours, preferably on a day when RESEA services are provided.

We are hoping to schedule the visit to your area between DATES, and DATES. To help guide our visit with you and your team we have the following questions:

- *How is RESEA orientation conducted and when? Is it the same orientation for all offices or is it specific to the office?*
- *For each office, when are 1:1 meetings conducted (days and times)?*
- *When is it a good time to visit, between DATES, and DATES?*

Thank you so much for your time, we are looking forward to speaking with you soon! Please let me know if you have any questions.

Best,

Jena

3. Jena creates a tentative schedule for offices based on information available.
    a. May have to go back and forth with specific POC based on their answers.
    b. Use template here - RESEA SITE VISIT - INTERNAL Travel. - Blank.docx
4. Jena sends the schedule to POC to review and confirm.

5. Jena assigns PPRI staff to visit.
    a. Double checking that they are still available.
6. PPRI staff assigned to office coordinate travel needs - hotel, car, timing.
7. Jena to send follow up email 5 days before visit:

Dear (POC),

We are greatly looking forward to our visit DATE at TIME.

As mentioned in our initial email, our team is interested in learning more about the RESEA services and the format in which they are provided. The site visit will last approximately 3-4 hours and will have the following itinerary:

- *Observing RESEA Orientations*
- *Observing 1:1 Meetings*
- *Interviews or focus groups with RESEA staff*
- *RESEA document review (plans, reports, etc.)*

To ensure the privacy of those participating in the interviews and focus groups, we will need a space, either an office or conference room, to conduct these discussions.

Our team will ensure the upmost efficiency and discretion for our visits in order not to disturb your work environment and to make sure that this is a positive visit as these visits are aimed to better the resources offices are provided by TWC. To prepare for our visit, can you tell me how many people we can expect to talk to?

We are so thankful for your participation and willingness to allow our team to learn more about the much-needed services you are providing your community.

Looking forward to seeing you soon! I will be the main point of contact for this site visit and any follow-up your staff might have including on the day of the visit. Please let us know if you or any of your staff have questions in the interim.

Best,

XXXXXX

Before the Visit

1. Review Board POC's answers to questions for background on trip – i.e. when and how they do orientation.
2. Assign roles – one person should be lead interviewer; second person should be note-taker, recorder holder, and document gatherer.
3. Gather all materials listed below.
4. Make sure you have all the necessary travel forms and arrangements.

Bring on the visit:

- 2 copies of the printed informed consent form for each person you will be meeting with. If you are unsure of the number of people, bring 30 per office visit.
- 15 copies of the survey per office
- 4-6 copies of both observations form **per** office visiting (can be completed on paper or on computer)
- List of documents to review - 1 per office visiting.
- Itinerary and contact information for each board
- This protocol

- Pens
- Snacks
- Business Cards
- Audio recorders (at least 2) and AAA batteries
- Notebook and pen for note taking.
- Personal hotspot (Mi-fi)

During the Visit

1. For each board, observe the orientation and take notes using orientation observation protocol.
2. For each office,
    a. Take pictures of the front of the office and other important spaces (but not people). You will use your phone to take pictures. Give the host a heads up that you will be taking pictures and ask them to show you the spaces they serve RESEA customers or any other facilities RESEA customers have access to.
    b. Conduct focus group(s) using focus group protocol.
    c. Observe 1:1 and take notes using 1:1 observation protocol.
    d. Ask for additional documents

Completing the Focus Group

1. As staff come in, have them complete the consent form and survey.
    a. Consent form here – Team-TWC-PPRI\RESEA IPE\Project\Board Site Visits\@Site Visit Documents (Blanks)
    b. Paper version of the survey is here (and at end of document) – Team-TWC-PPRI\RESEA IPE \Project\Surveys and Questionnaires\2024_FocusGroupSurvey
2. Once everyone has settled and participated in the survey, walk through the focus group questions.
    a. One person can ask questions, one person should take notes.
    b. Use audio recorders but we are trying to avoid transcriptions. Notetaker should capture quotes that might be relevant for later. Use timestamps to note when something is "quote worthy".
3. Introduction script
    a. Before asking questions to the focus group state a short introduction

Welcome. Thank you for agreeing to participate in this study. My name is <NAME> and I will be leading this focus group session. This is <NAME> who will be taking notes. The first task I'd like to do with you all today is this focus group session. The purpose of this is to learn more about the RESEA program, its implementation, and activities. Your cooperation is completely voluntary. You can decline to answer any question or stop participating at any time. This will not be held against you. This session will be recorded strictly to assist with notetaking. Nothing you say during this session can be linked to you and any analysis or reporting of your responses will be anonymous.

4. The updated focus group questions are:
    a. Walk us through the process a RESEA customer goes through in your office.
    b. Thinking about the RESEA program in entirety, what do you like about the RESEA program? What do you dislike? Can anything be improved upon in the RESEA program?

c. Now thinking about how RESEA is implemented in this office, what works? What are your struggles? Can anything be improved upon in the RESEA program in this office?

d. Do you receive feedback about the RESEA program? Who is it from? What is it about? And how do you receive it?

e. How do you stay current in your professional knowledge related to the RESEA program?

f. Do you need any other support or resources to implement the RESEA program?

5. If possible, review the survey responses, consider anything that looks "weird" (i.e. big differences in participants' responses or unclear responses) and ask them to weigh in. Also specifically probe about accommodations, participant follow-up, meeting follow-up, and receiving program updates. The following might be useful probes but will have to be updated to match whatever is in the survey responses.

    a. According to survey responses, you all rely mostly on [thing 1], [thing 2], [thing 3] to accommodate your customers, are there additional accommodations or resources you wish you had?

    b. According to survey responses, participant follow-up seems [informal/rare/sporadic/some other word]. Is this follow-up sufficient? Would you change the follow-up? What would you like to know about a customer and how?

    c. According to survey responses, you all meet [daily/weekly/monthly/rarely]. What do you all discuss in those meetings? Is there anything you would change about those meetings?

    d. According to the survey responses, you receive RESEA program updates [daily/weekly/monthly/rarely]. Are these sufficient? Is there anything you would change about the updates? Is there any additional information you wish you had?

6. Final Question – Is there anything else about the RESEA program you would like to tell us that we have not already talked about?

7. Thank participants for their time. Let them know they can reach out to us if they have any additional questions or follow-ups.

Observe Orientation

1. In all observations, we will be as discreet as possible to make sure we do not interfere with the dynamics of the meeting. No observations with customers will be recorded.

2. Utilize either the paper or online Orientation Observation Protocol during the orientation.

    a. Paper - Team-TWC-PPRI\RESEA IPE \Project\Surveys and Questionnaires\ 230905_OrientationObservationProtocol

    b. Online - https://forms.office.com/r/XCLsPY7pAc

3. If you complete the form on paper, please enter it into the online electronic form within 3 working days of returning from your visit.

Observe 1:1 meeting

1. In all observations, we will be as discreet as possible to make sure we do not interfere with the dynamics of the meeting. No observations with customers will be recorded.

2. Service provider should introduce you and generally ask permission from the customer for you to observe.

3. Complete the 1:1 Meeting Observation form here –

    a. Paper - Team-TWC-PPRI\RESEA IPE \Project\Surveys and Questionnaires\ 1on1_ObservationProtocol

b. Online - https://forms.office.com/r/b2rt4429fb

4. If you complete the form on paper, please enter it into the online electronic form within 3 working days of returning from your visit.

Document Review

1. We are interested in three types of documents – those that explain how the office works, how the office share RESEA information with customers, and how the office completes the required service-related documentation. The list below is a starting point, the office may have additional documents worth reviewing.
2. Present list of documents for staff members to review and gather. You may have to ask who the best person would be to gather the documents for us. Either make copies, take copy handed, or asked to be emailed the document. Be sure to strike out any identifying information about customers. If email follow-up is needed, please let Jena know when you return to the office.
3. Document List
    - Office Organization Chart
    - Office RESEA workflow (If have one)
    - Individual Employment plans
    - RESEA administrative information such as:
        - Checklists for program
        - Trainings documents
        - List of services
        - Materials given to customers (e.g. program brochures, desk aids, etc.)

After the Visit – to be completed within 3 working days of returning from visit

1. Complete the debrief template found here and save it to the board folder –Texas A&M University\Team - TWC - PPRI - RESEA IPE\TWC\Project\Board Site Visits\Site Visit Organizational Materials\Debriefs and Observation Notes Template.docx
    a. This is one document that captures the schedule, the board, the office and the observations into document.
    b. Each team should complete the debrief together

Complete the Debrief link here – https://forms.office.com/r/yUfJBPCr0u

2. Upload the following into the appropriate board folder: Team - TWC - PPRI - RESEA IPE\TWC\Project\Board Site Visits\[specific boad]
    a. Any documents gathered - can be uploaded as one file - using the naming convention “Name of Office_YYYYMMDD_Documents”
    b. Any consent forms from each office – can be uploaded as one file. - “Name of Office_YYYYMMDD_Consents”
    c. All audio files saved as “Name of Office_YYYYMMDD_FocusGroup#” where number represents the # of audio files.
    d. Give all original documents to Jena for filing.
3. Give surveys to Jena
    a. Make sure they are grouped by office and the office and board they are associated with is clear.

4. Fill out the “Post Visit File Checklist” found here - Team-TWC-PPRI\RESEA IPE \Project\Board Site Visits

Focus Group Survey

1. Board Name/Number: _____
2. Office Name: _____
3. How many staff in the office serve RESEA customers? _____
4. How many RESEA customers are served at this office in a typical week? _____
5. What are the demographics (e.g., education level, skills, type of job needed) of RESEA customers served in this office?

_____

_____

_____

_____

6. What accommodations are needed by customers during orientation and/or 1:1s? [circle all that apply]
    a. Language line
    b. In-office translator
    c. Other, describe/specify _____

_____

7. What websites do you access or refer to when serving RESEA customers?

_____

_____

_____

8. Do you know when a customer follows through on RESEA program requirements or not? If yes, how?
    a. No
    b. Yes; how?

_____

_____

9. How often do you have meetings on the RESEA program as a group in this office?
    a. Daily
    b. Weekly
    c. Monthly
    d. Other, describe frequency: _____
10. How do you receive new information on RESEA program from TWC? [circle all that apply]
    a. Email
    b. Verbally or in Meetings
    c. Snail mail

d. Other; please describe:

_____

_____

11. How often do you receive updates on the RESEA program from TWC?
    a. Daily
    b. Weekly
    c. Monthly
    d. Other, describe frequency: _____

Focus Group Questions/Steps

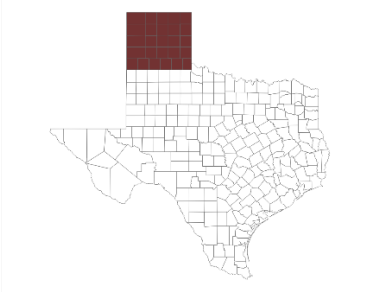
1. Introduction

Welcome. Thank you for agreeing to participate in this study. My name is <NAME> and I will be leading this focus group session. This is <NAME> who will be taking notes. The first task I'd like to do with you all today is this focus group session. The purpose of this is to learn more about the RESEA program, its implementation, and activities. Your cooperation is completely voluntary. You can decline to answer any question or stop participating at any time. This will not be held against you. This session will be recorded strictly to assist with notetaking. Nothing you say during this session can be linked to you and any analysis or reporting of your responses will be anonymous.

2. Initial focus group questions:
    a. Walk us through the process a RESEA customer goes through in your office.
    b. Thinking about the RESEA program in entirety, what do you like about the RESEA program? What do you dislike? Can anything be improved upon in the RESEA program?
    c. Now thinking about how RESEA is implemented in this office, what works? What are your struggles? Can anything be improved upon in the RESEA program in this office?
    d. Do you receive feedback about the RESEA program? Who is it from? What is it about? And how do you receive it?
    e. How do you stay current in your professional knowledge related to the RESEA program?
    f. Do you need any other support or resources to implement the RESEA program?
3. Review the survey responses, consider anything that looks "weird" (i.e. big differences in participants' responses or unclear responses) and ask them to weigh in. Also specifically probe about accommodations, participant follow-up, meeting follow-up, and receiving program updates. The following might be useful probes but will have to be updated to match whatever is in the survey responses.
    a. According to survey responses, you all rely mostly on [thing 1], [thing 2], [thing 3] to accommodate your customers, are there additional accommodations or resources you wish you had?
    b. According to survey responses, participant follow-up seems [informal/rare/sporadic/some other word]. Is this follow-up sufficient? Would you change follow-up? What would you like to know about a customer and how?
    c. According to survey responses, you all meet [daily/weekly/monthly/rarely]. What do you all discuss in those meetings? Is there anything you would change about those meetings?
    d. According to the survey responses, you receive RESEA program updates [daily/weekly/monthly/rarely]. Are these sufficient? Is there anything you would change about the updates? Is there any additional information you wish you had?
4. Final Question – Is there anything else about the RESEA program you would like to tell us that we have not already talked about.
5. Thank participants for their time. Let them know they can reach out to us after if they have any additional questions or follow-up.

Appendix C: Board Summaries

The following Board Summaries provide details on our site visits and appointment completion, conference survey, and customer survey data for each board. Individual board summaries and detailed customer data per board can also be provided to TWC and the individual board areas.



WB 1 – Panhandle

PPRI onsite visit: September 25, 2024

About the board area

Counties: 26 **Population:** 437,282
Popular industries: Manufacturing, Education and Health Services
Fastest growing industries: Architectural, engineering, and related services, Other professional, scientific, and technical services

Board Summary:

# office	# staff FTE	# customers	Pilot board
2	1	531	Phase II pilot - estimated launch May 2025

	WB 1 – Panhandle	Texas
Total year pool	531	77,778
Avg monthly pool	44	6,482
Avg monthly completion %	74.9	63.9

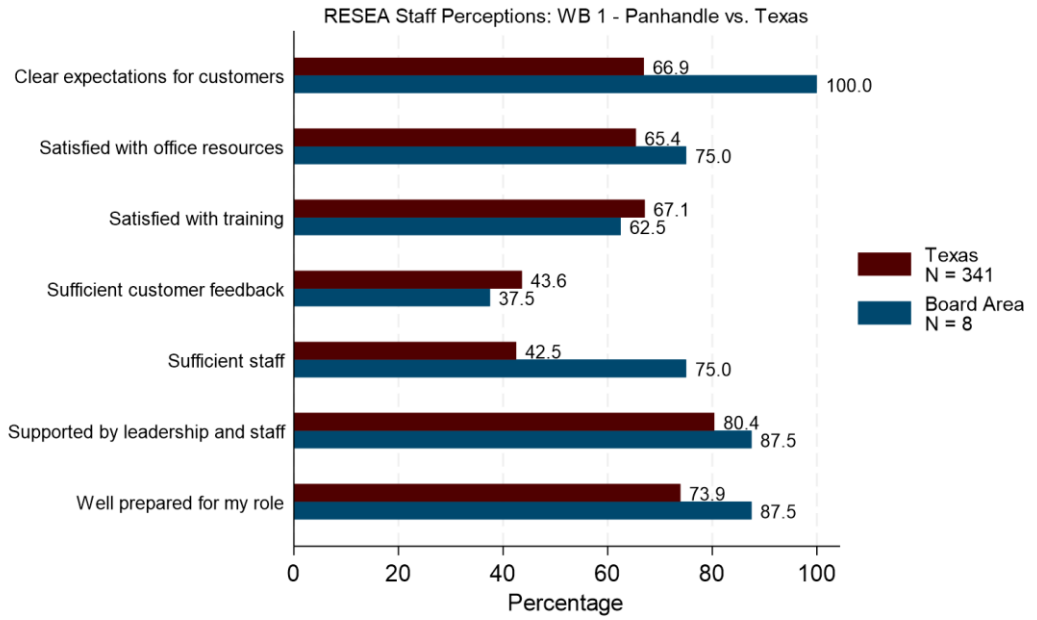
Highlights from board visits and surveys:

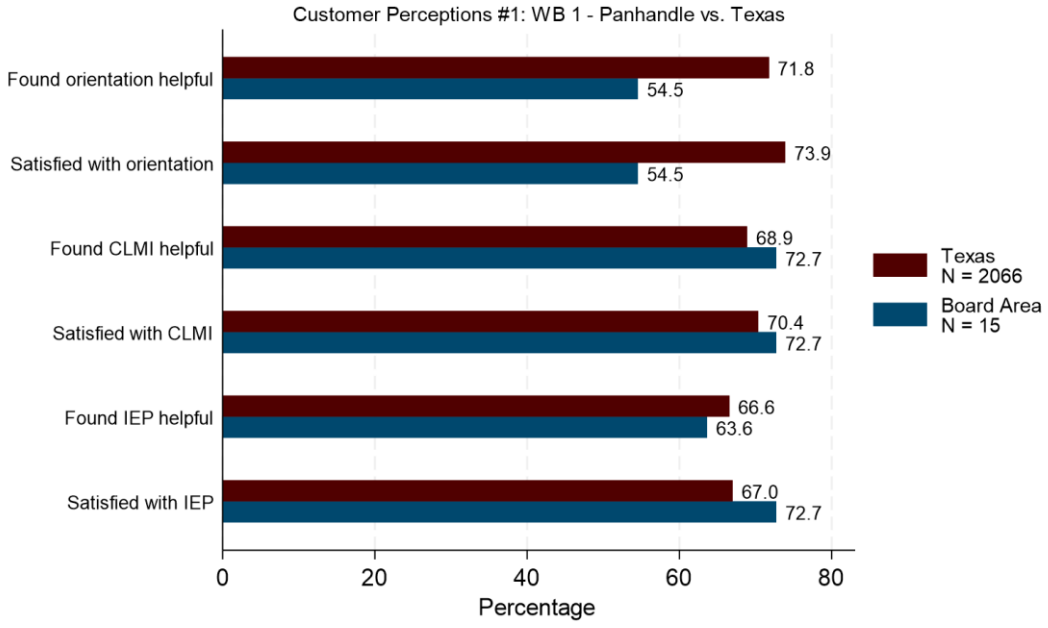
Panhandle staff are cross-trained and are able to service RESEA customers. This allows customers to meet with any available staff when they visit the office.

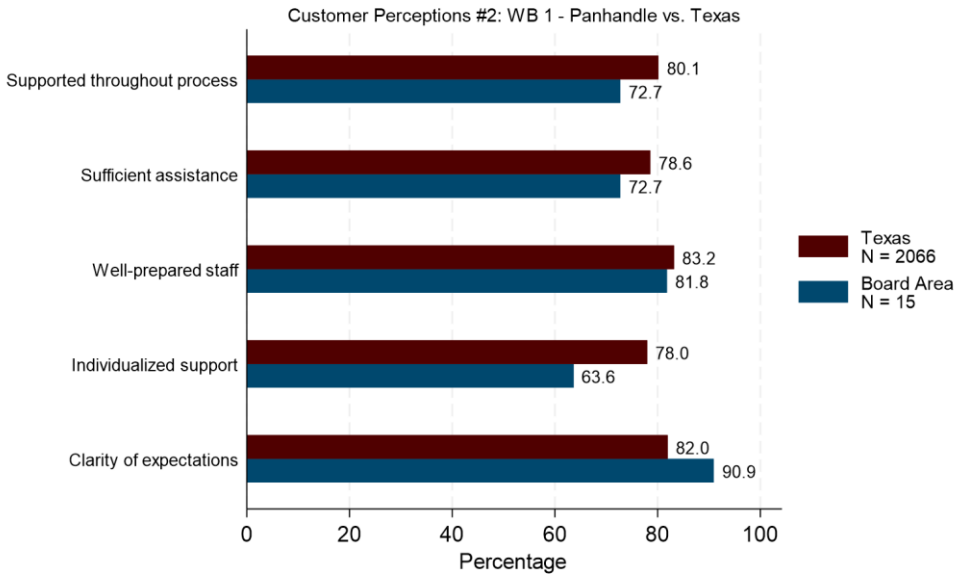
Panhandle staff work hard to exemplify the “Panhandle Spirit” and are proud of the culture among staff and customers who are always willing to lend a helping hand to one another.

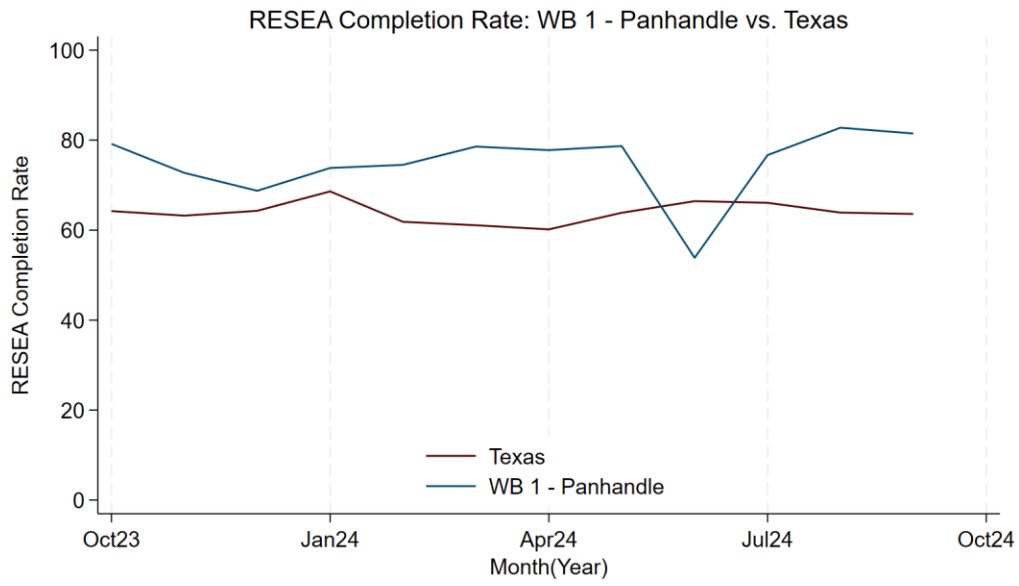
Overall, customer feedback on the survey was positive and highlighted the informative nature of the Panhandle RESEA orientation. Negative feedback was related to a customer's specific situation and how the RESEA program was not helpful for their situation.

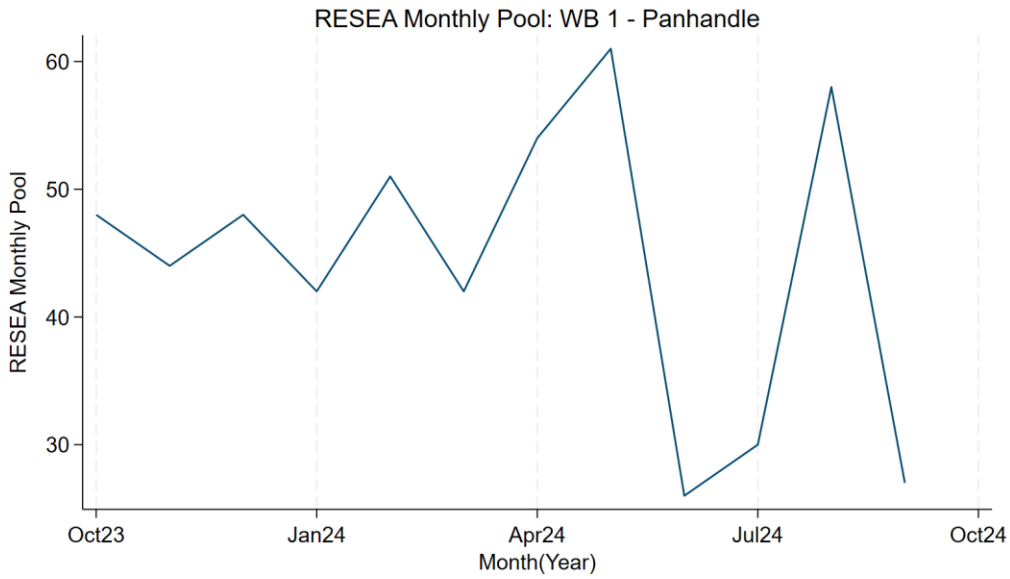
Summary Graphs:






Customer Perceptions #2: WB 1 - Panhandle vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
72.7
78.6
72.7
83.2
81.8
78.0
63.6
82.0
90.9
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 15

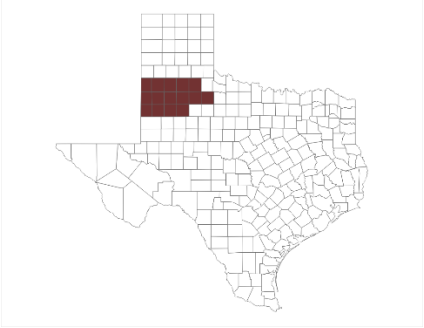

RESEA Completion Rate: WB 1 - Panhandle vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 1 - Panhandle



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 2 – South Plains



PPRI onsite visit: September 23-26, 2024

About the board area

Counties: 15 **Population:** 440,354
Popular industries: Trade, Transportation and Utilities, Leisure and Hospitality
Fastest growing industries: Warehousing and storage, Office administrative services

Board Summary:

# office	# staff FTE	# customers	Pilot board
5	12	754	Not applicable

	WB 2 – South Plains	Texas
Total year pool	754	77,778
Avg monthly pool	63	6,482
Avg monthly completion %	67.3	63.9

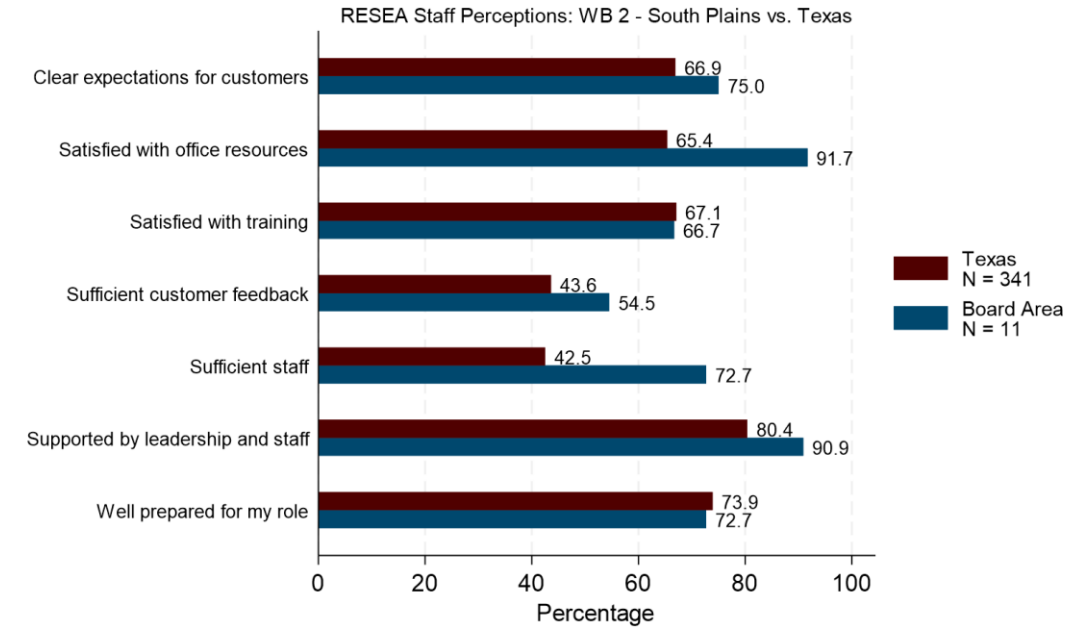
Highlights from board visits and surveys:

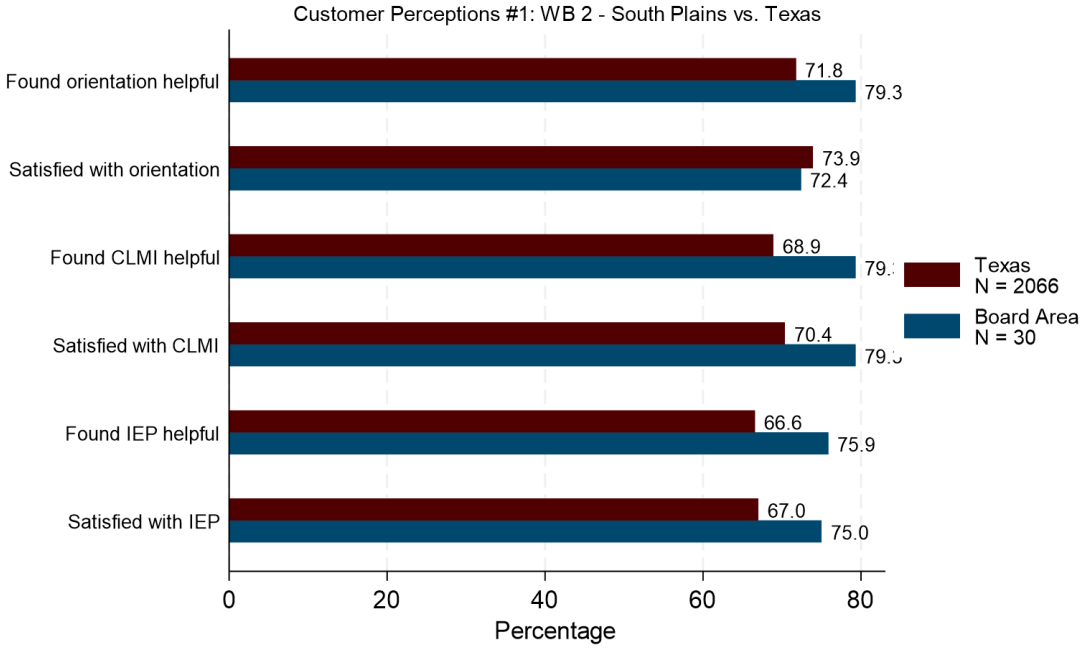
South Plains provides a group orientation presentation that connects customers to many community resources, including many 'out-of-the-box' services.

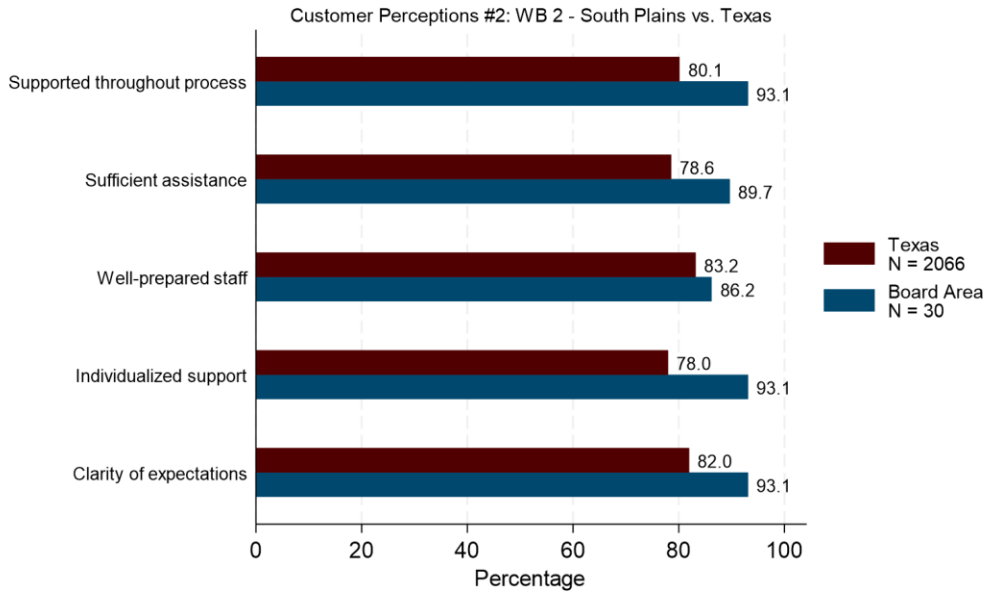
South Plains is a tight-knit community and service providers value relationship building and providing resources that will enhance their customer's skill set.

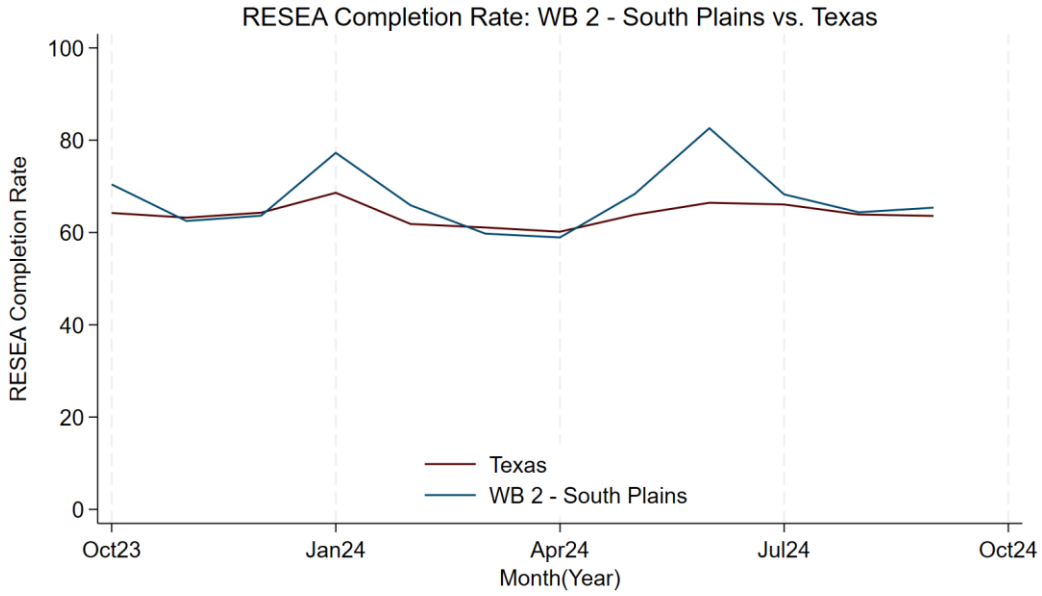
Overall, customer feedback on the survey was positive. Negative feedback was related to the feeling that service providers were "going through the motions" and that senior level positions were missing from the positions available to job seekers.

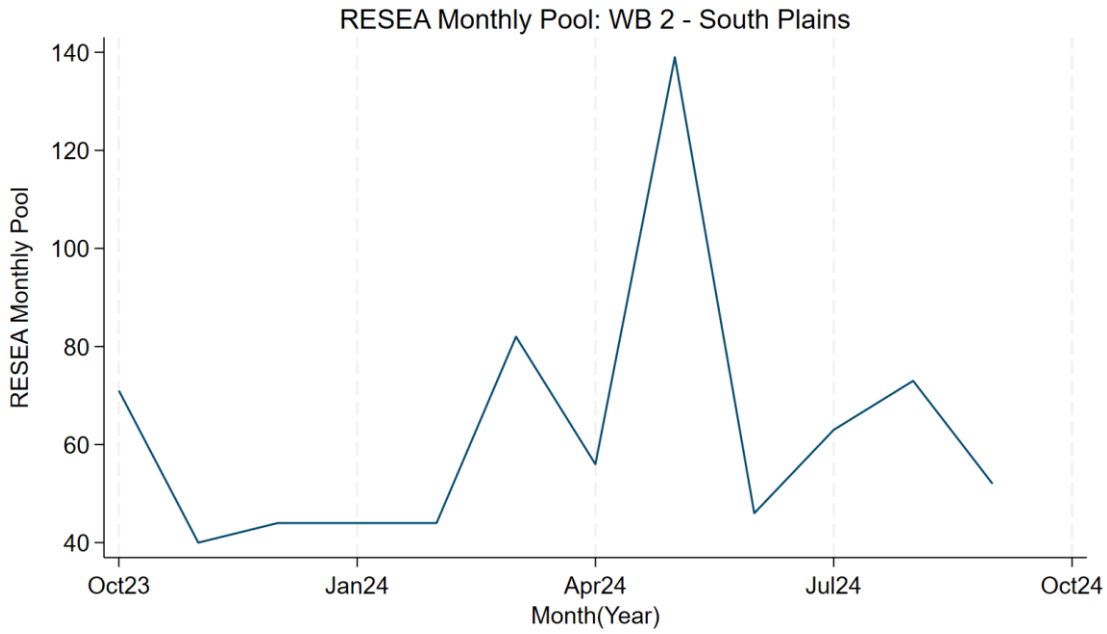
Summary Graphs:






Customer Perceptions #2: WB 2 - South Plains vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
93.1
78.6
89.7
83.2
86.2
78.0
93.1
82.0
93.1
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 30

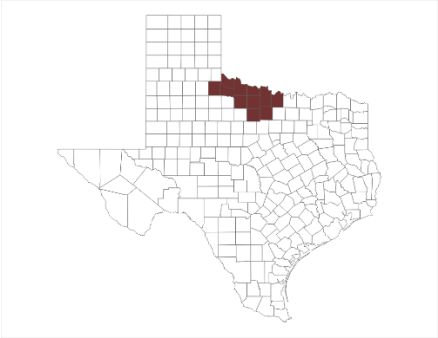

RESEA Completion Rate: WB 2 - South Plains vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 2 - South Plains



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Public Policy
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For more information:
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WB 3 – North Texas



PPRI onsite visit: June 23-25, 2024

About the board area

Counties: 11 **Population:** 220,543
Popular industries: Education and Health Services, Manufacturing
Fastest growing industries: Support activities for mining, Warehouse clubs, supercenters, and other general merchandise retailers

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	2	400	Phase I pilot - launched March 2024

	WB 3 – North Texas	Texas
Total year pool	754	77,778
Avg monthly pool	63	6,482
Avg monthly completion %	67.3	63.9

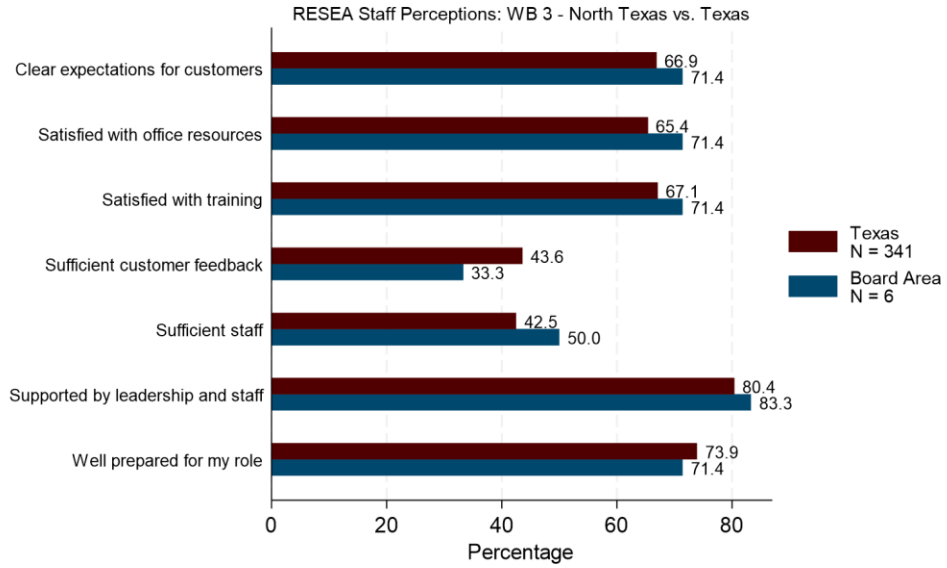
Highlights from board visits and surveys:

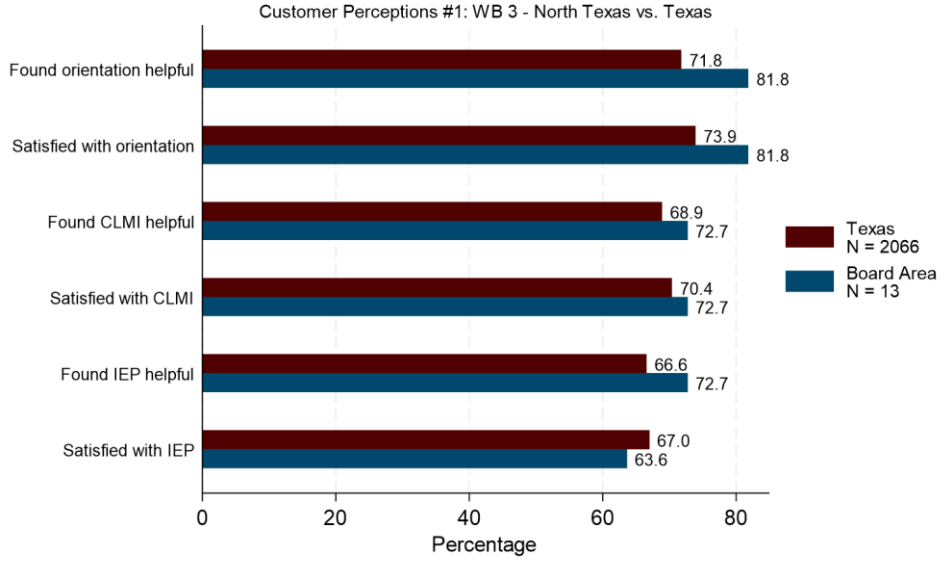
North Texas is part of the Pilot Program and service providers emphasize RESEA Program activities are job search activities to promote engagement with customers in the program.

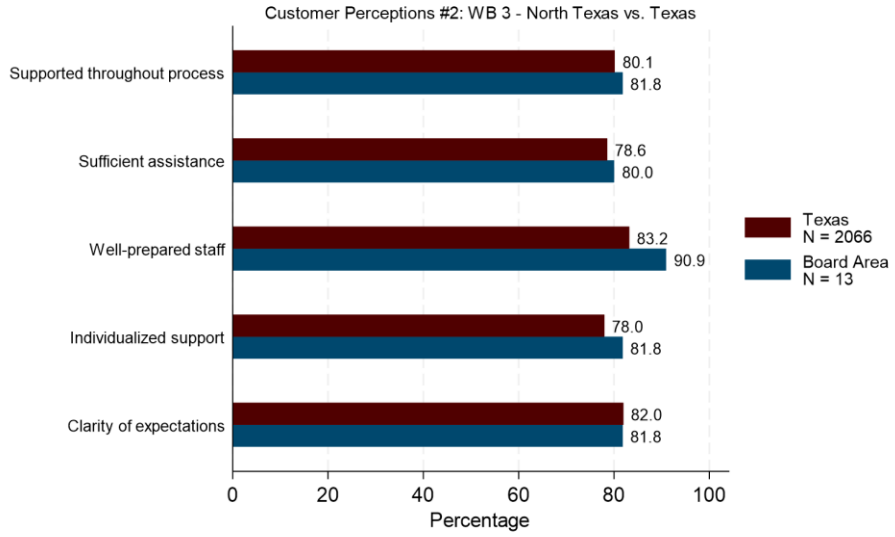
North Texas service providers work hard to build relationships with local businesses to network customers to job openings.

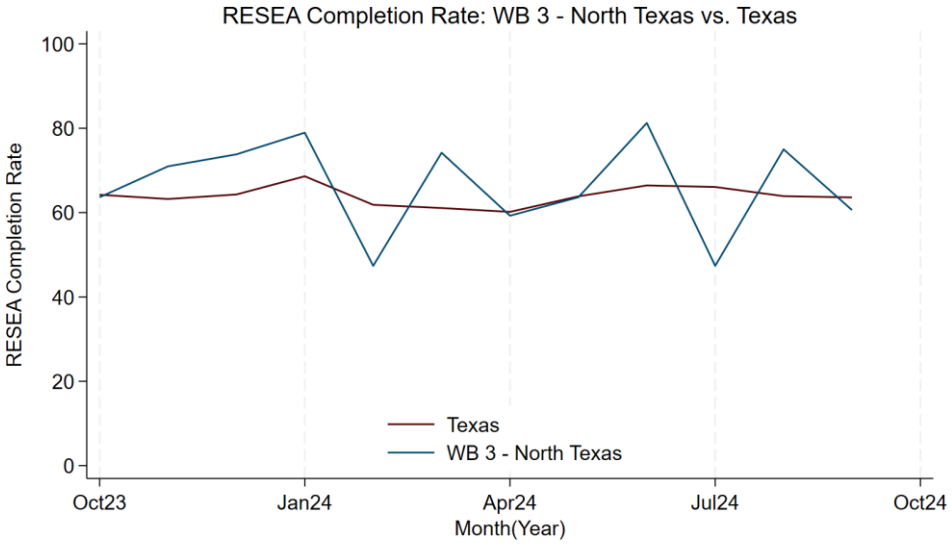
Overall, customer feedback on the survey was positive. Negative feedback was related to the feeling that service providers needed additional training on the new Pilot Program, as it was still a new process for them, as well as the lack of availability of the RESEA service provider for the customer's appointment.

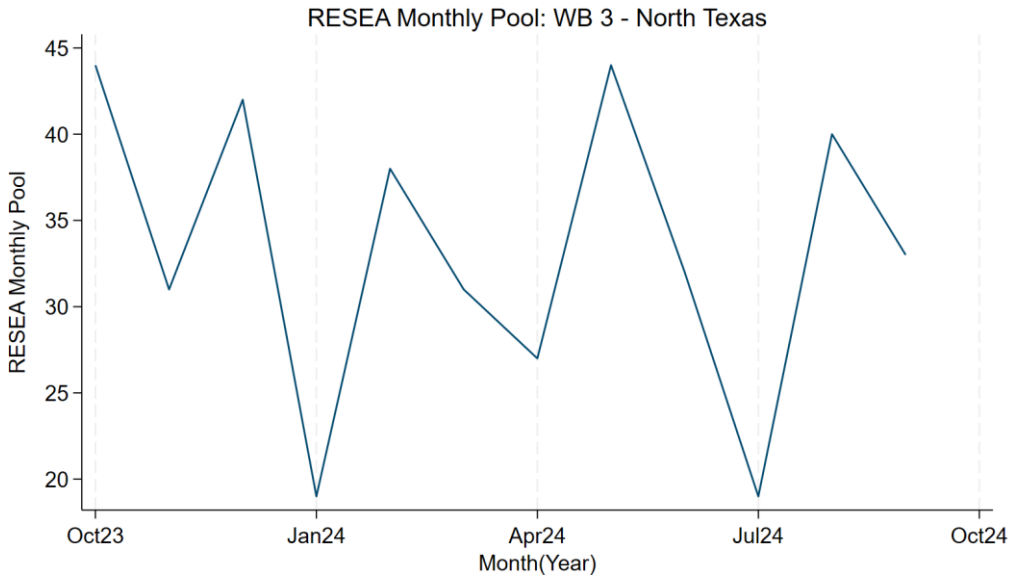
Summary Graphs:






Customer Perceptions #2: WB 3 - North Texas vs. Texas
Supported throughout process
80.1
81.8
Sufficient assistance
78.6
80.0
Well-prepared staff
83.2
90.9
Individualized support
78.0
81.8
Clarity of expectations
82.0
81.8
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 13

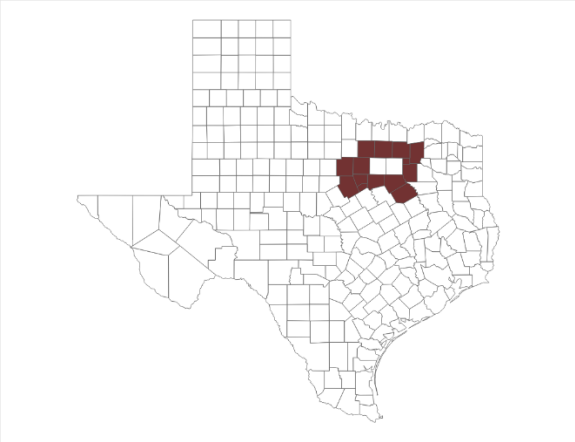

RESEA Completion Rate: WB 3 - North Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 3 - North Texas



TEXAS A&M UNIVERSITY
Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 4 – North Central Texas



PPRI onsite visit: September 7-10, 2024

About the board area

Counties: 14 **Population:** 3,500,427
Popular industries: Education and Health Services, Professional and Business Services
Fastest growing industries: Support activities for mining, Computer systems design and related services

Board Summary:

# office	# staff FTE	# customers	Pilot board
11	5	7,512	Phase I pilot - launched March 2024

	WB 4 – North Central Texas	Texas
Total year pool	7,512	77,778
Avg monthly pool	626	6,482
Avg monthly completion %	64.7	63.9

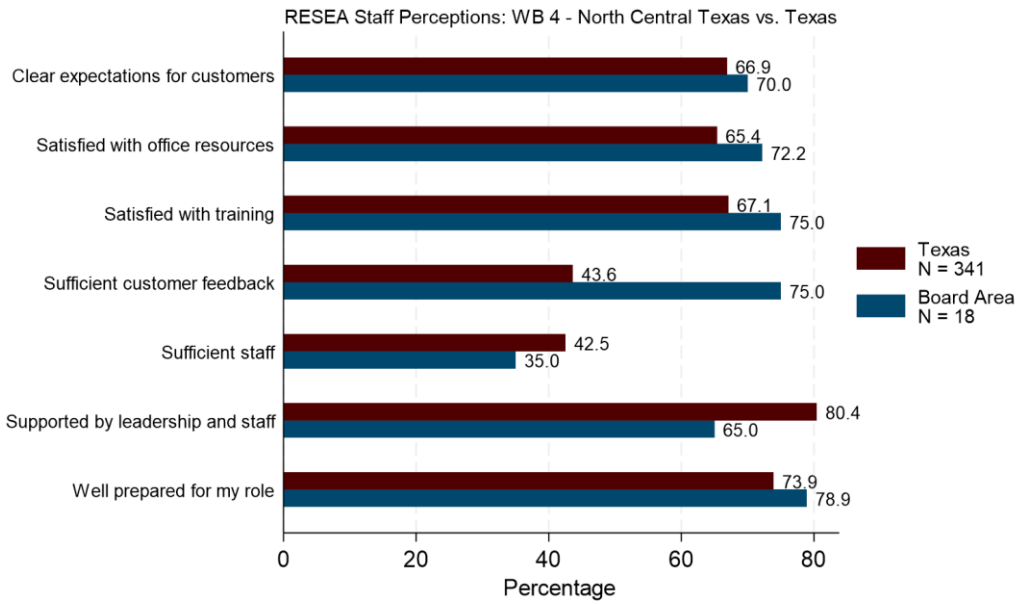
Highlights from board visits and surveys:

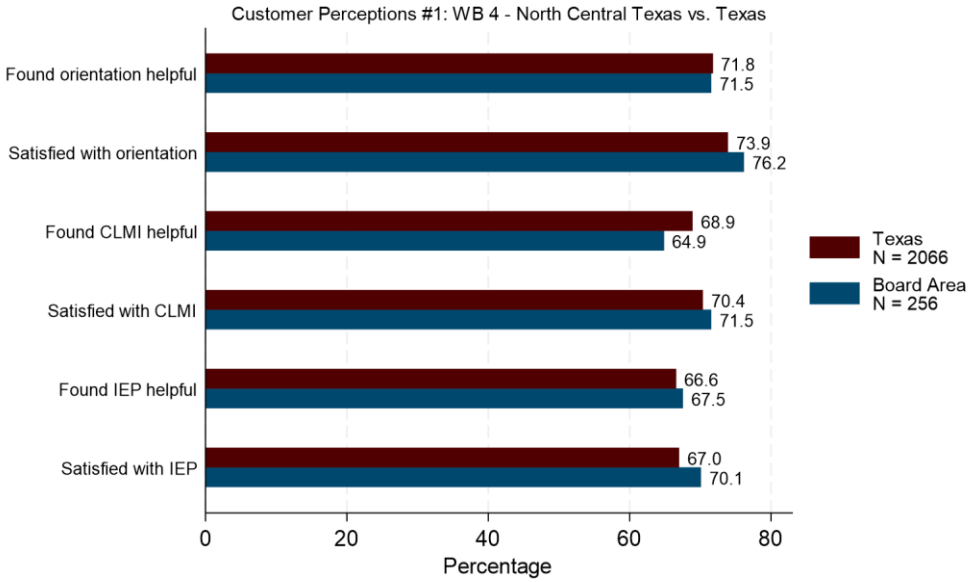
North Central Texas is part of the Pilot Program, and service providers work diligently to build rapport and relationships with their customers.

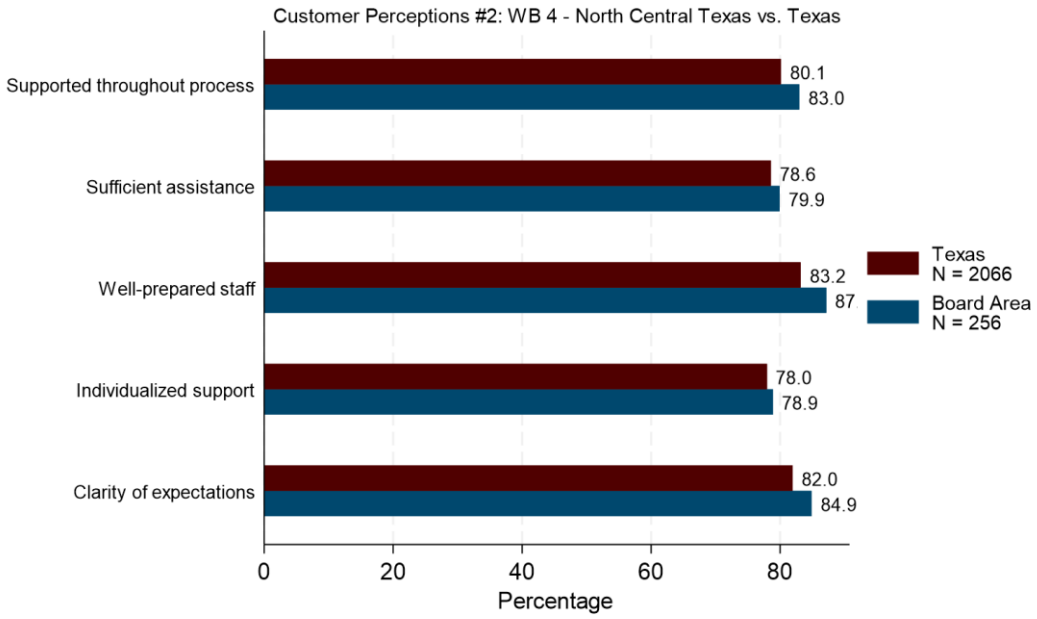
Positive customer feedback in the survey recognized the efforts of service providers who went above and beyond to assist them. Customers also recognized the value of the RESEA Program for customers who are earlier in their career and need additional assistance in developing skills, reviewing their resume, and applying for jobs.

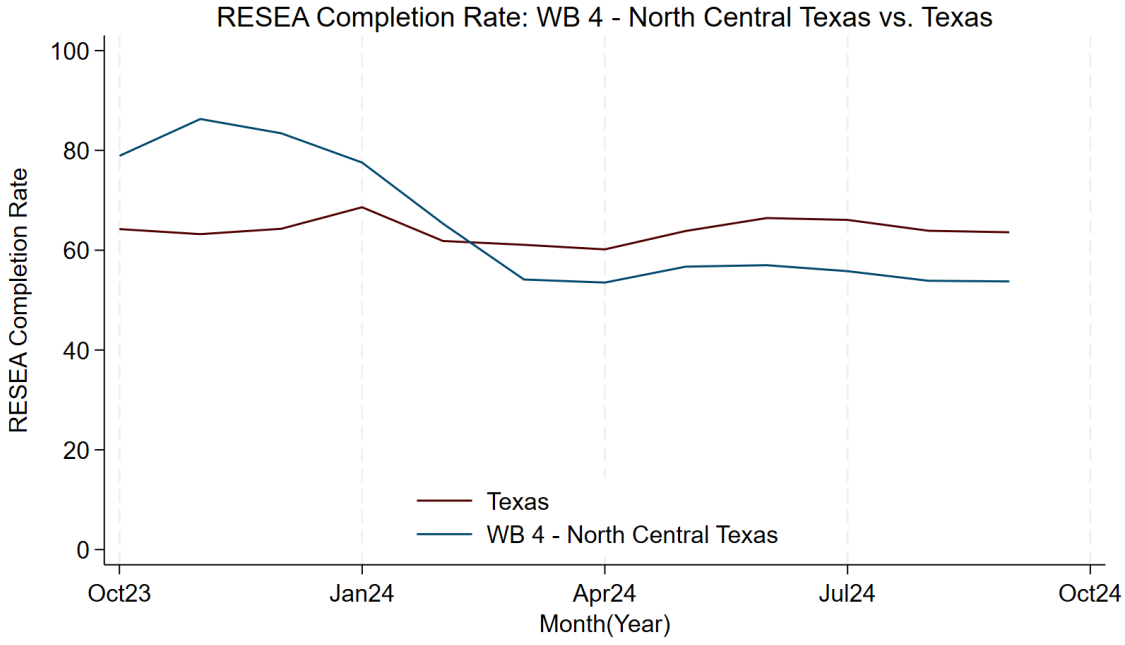
Negative customer feedback was related to the Work in Texas system and its antiquated nature. Further, customers reported that the RESEA Program did not meet their needs due to the specialized nature of their career field or felt they were 'over-educated' for the program. Many reported that the RESEA Program did not feel personalized to meet their needs and that they were "checking a box".

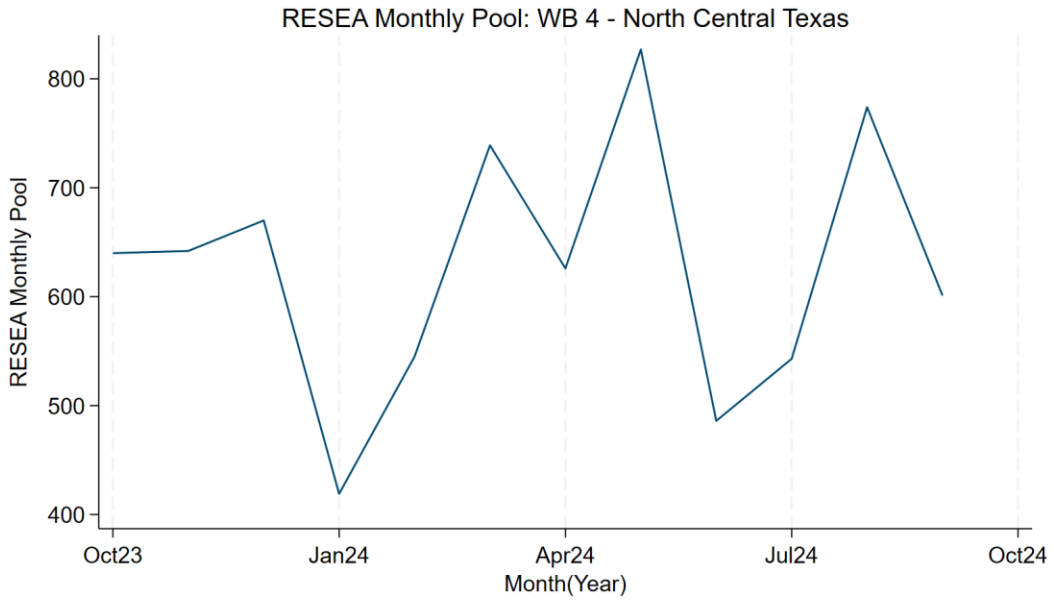
Summary Graphs:






Customer Perceptions #2: WB 4 - North Central Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
83.0
78.6
79.9
83.2
87
78.0
78.9
82.0
84.9
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 256


RESEA Completion Rate: WB 4 - North Central Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 4 - North Central Texas



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 5 – Tarrant County



PPRI onsite visit: December 4-6, 2022

About the board area

Counties: 1 **Population:** 2,186,501
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Educational support services, Remediation and other waste management services

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	0	6,361	Phase II pilot - estimated launch May 2025

	WB 5 – Tarrant County	Texas
Total year pool	6,361	77,778
Avg monthly pool	530	6,482
Avg monthly completion %	59.9	63.9

Highlights from board visits and surveys:

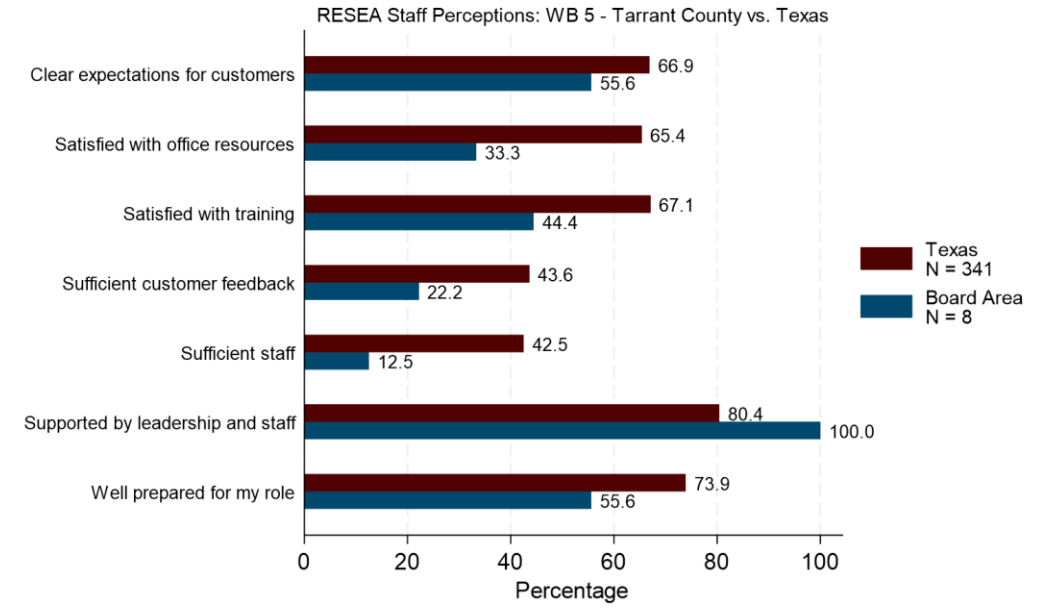
Tarrant County utilizes a unique Hub Model where a RESEA Facilitator leads a weekly orientation and then assigns customers to service providers for follow-up services.

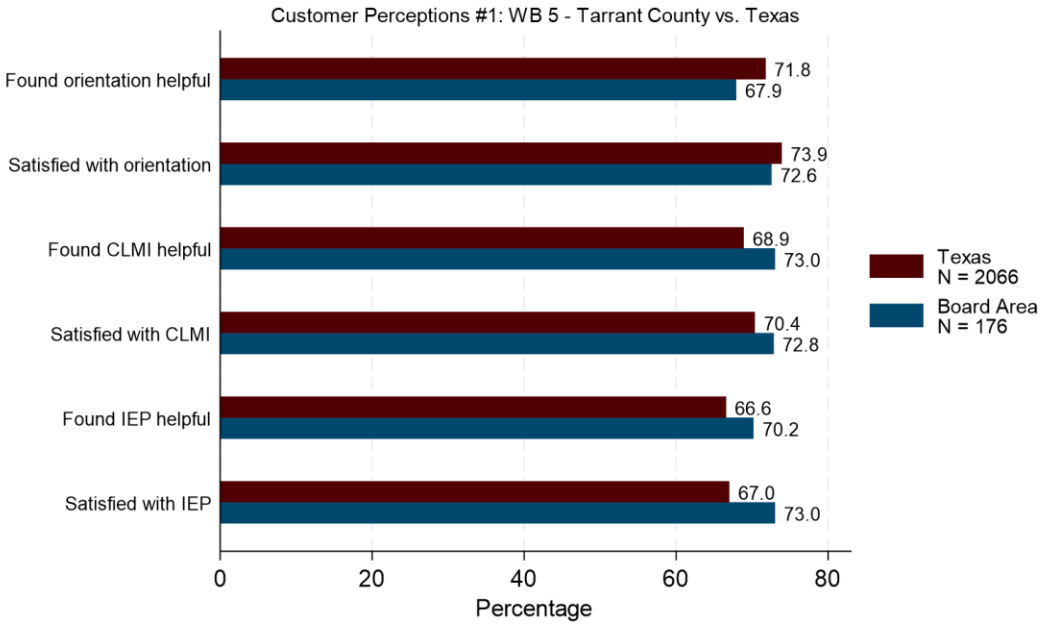
Overall, the feedback received on the customer survey was positive. Additional positive comments recognized the efforts of service providers who went above and beyond to assist them.

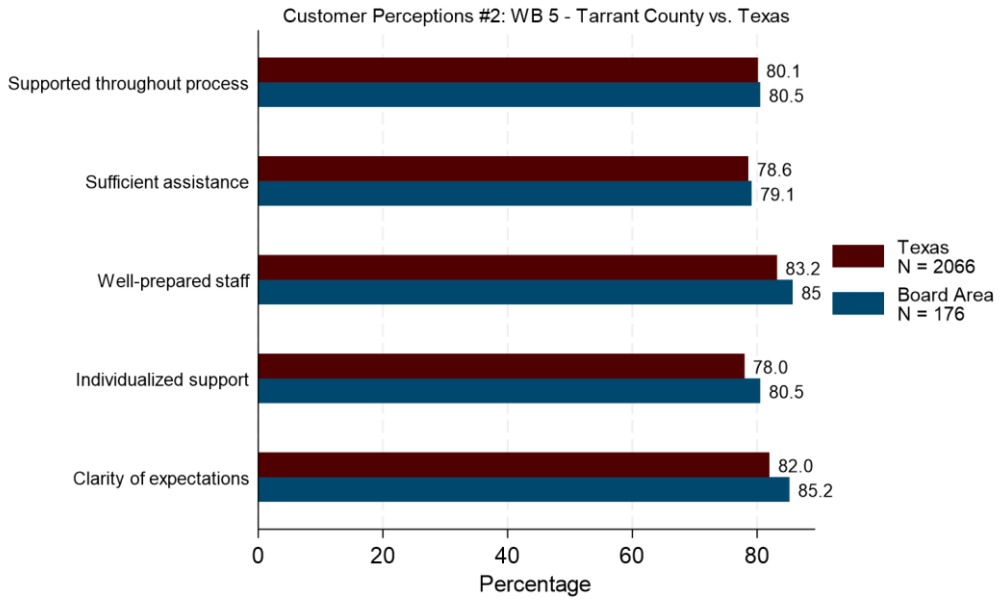
Negative customer feedback was related to wishing they had more information about the RESEA Program and its purpose. Many customers expressed that they didn't know what the program was about before being

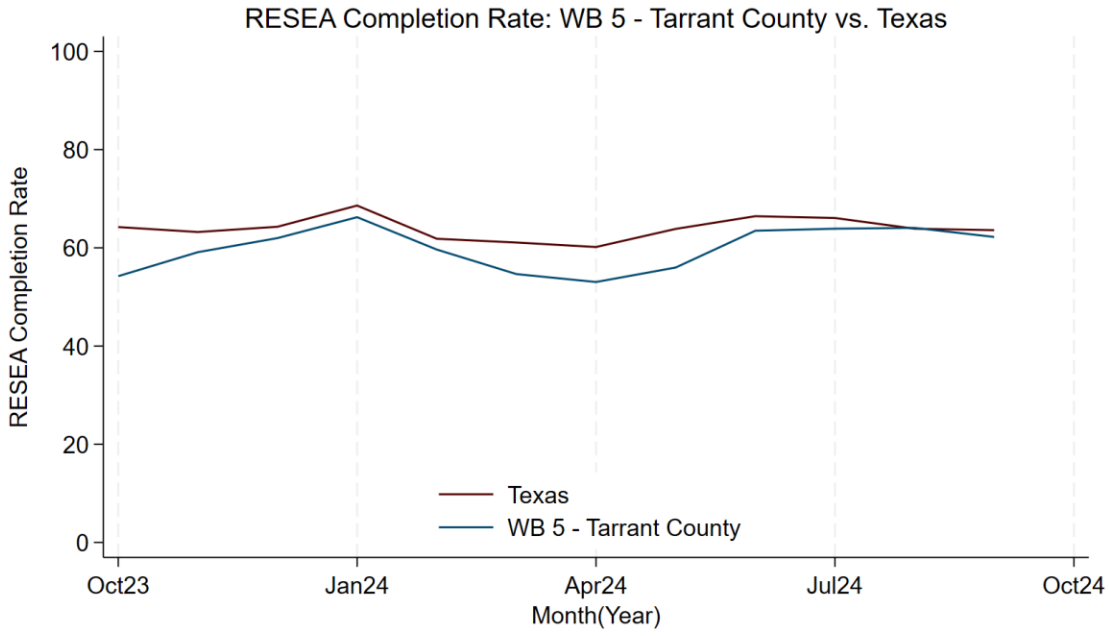
notified to participate. Customers also expressed that they wished their service providers knew more about their specific career field.

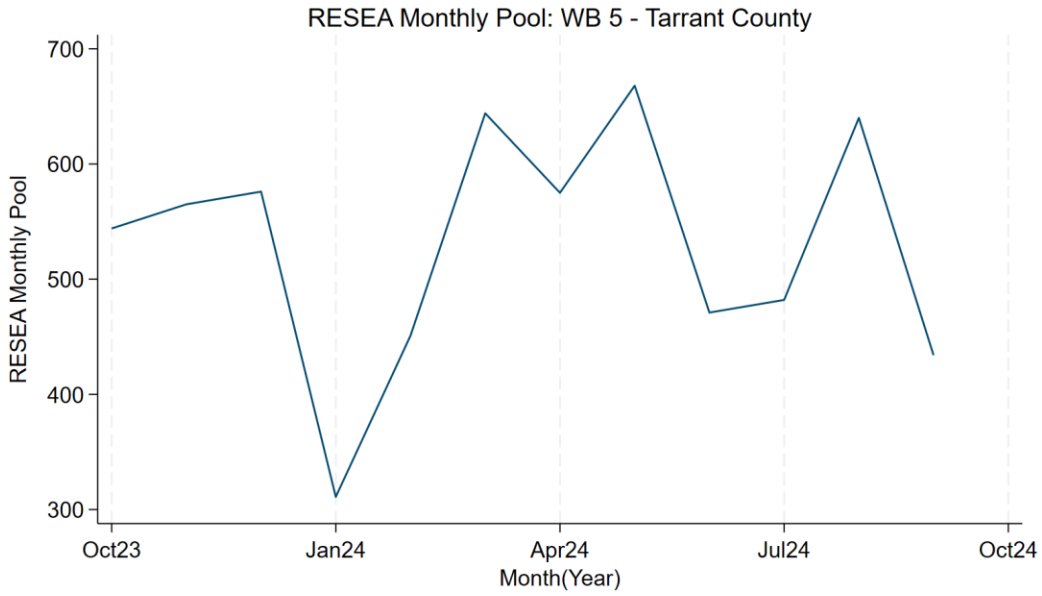
Summary Graphs:






Customer Perceptions #2: WB 5 - Tarrant County vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
80.5
78.6
79.1
83.2
85
78.0
80.5
82.0
85.2
Texas
N = 2066
Board Area
N = 176
0
20
40
60
80
Percentage


RESEA Completion Rate: WB 5 - Tarrant County vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 5 - Tarrant County
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 6 – Greater Dallas



PPRI onsite visit: June 24-28, 2024

About the board area

Counties: 1 **Population:** 2,186,501
Popular industries: Education and Health Services, Professional and Business Services
Fastest growing industries: Freight transportation arrangement, Warehousing and storage

Board Summary:

# office	# staff FTE	# customers	Pilot board
9	12	10,347	Phase II pilot - estimated launch May 2025

	WB 6 – Greater Dallas	Texas
Total year pool	10,347	77,778
Avg monthly pool	862	6,482
Avg monthly completion %	55.3	63.9

Highlights from board visits and surveys:

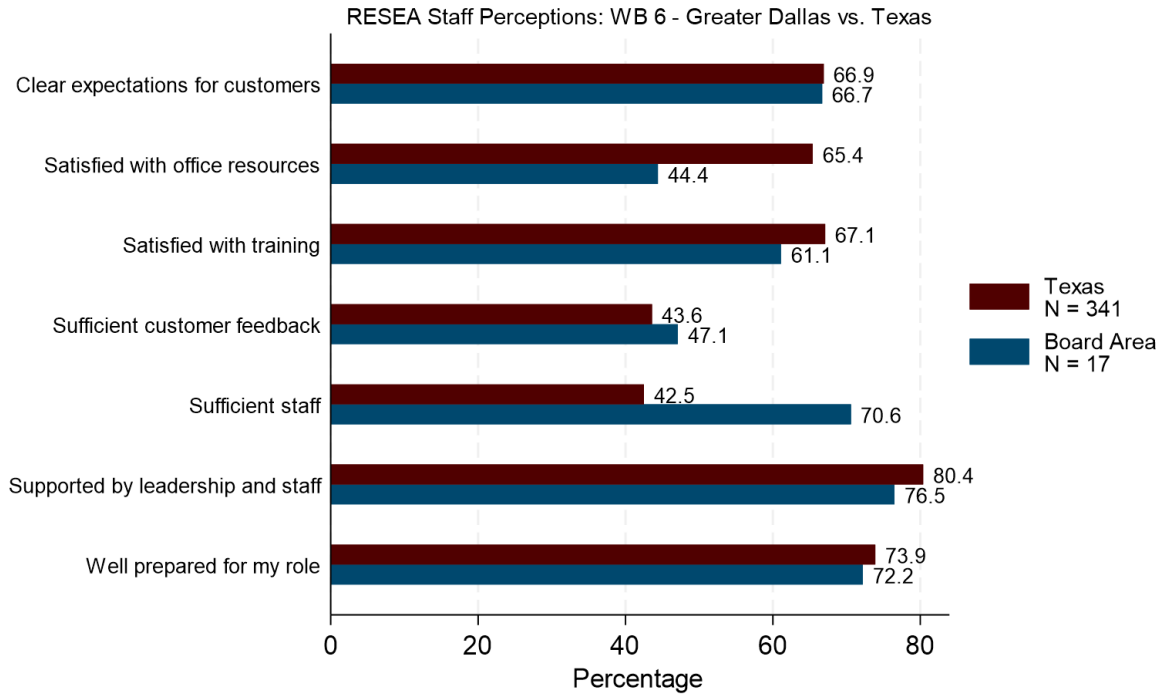
Greater Dallas has a low staff turnover at most offices, which leads to greater teamwork and delivery of services to customers. Service providers report that one of their biggest challenges is customer follow-through and retention. To alleviate this, many offices have childcare options and allow customers to bring their children with them to appointments.

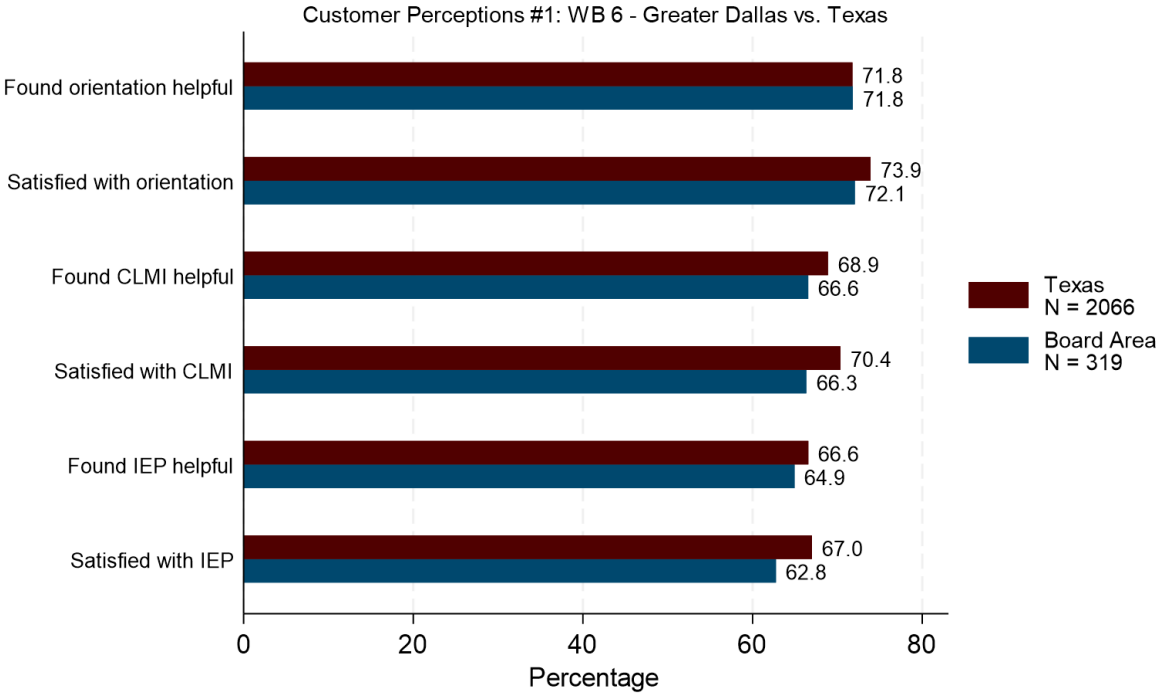
Overall, the feedback received on the customer survey was positive. Additional positive comments recognized the efforts of service providers who went above and beyond to assist them.

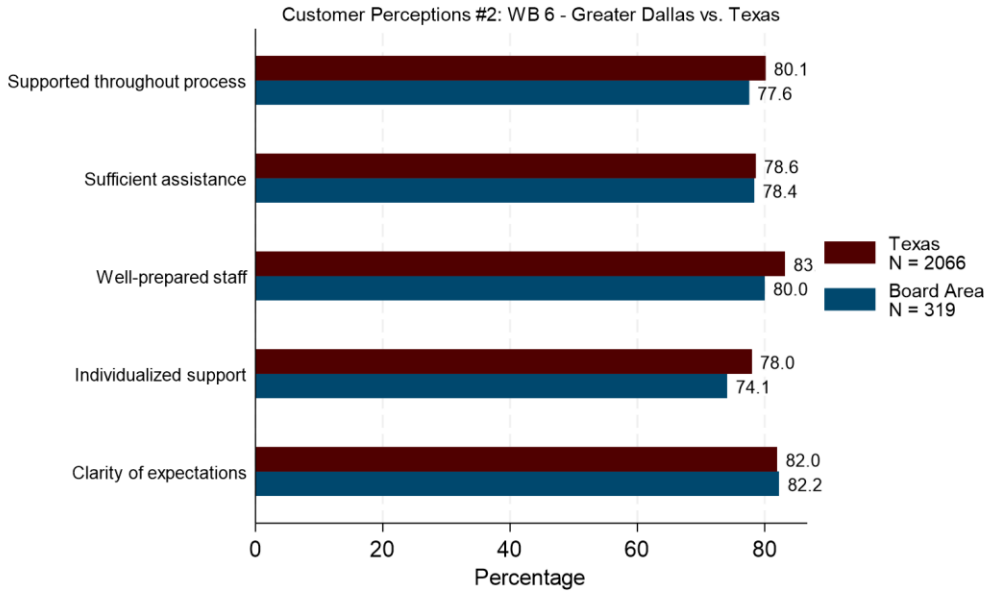
Negative customer feedback was related to wishing they had more information about the RESEA Program and its purpose. Many customers expressed that they didn't know what the program was about before being

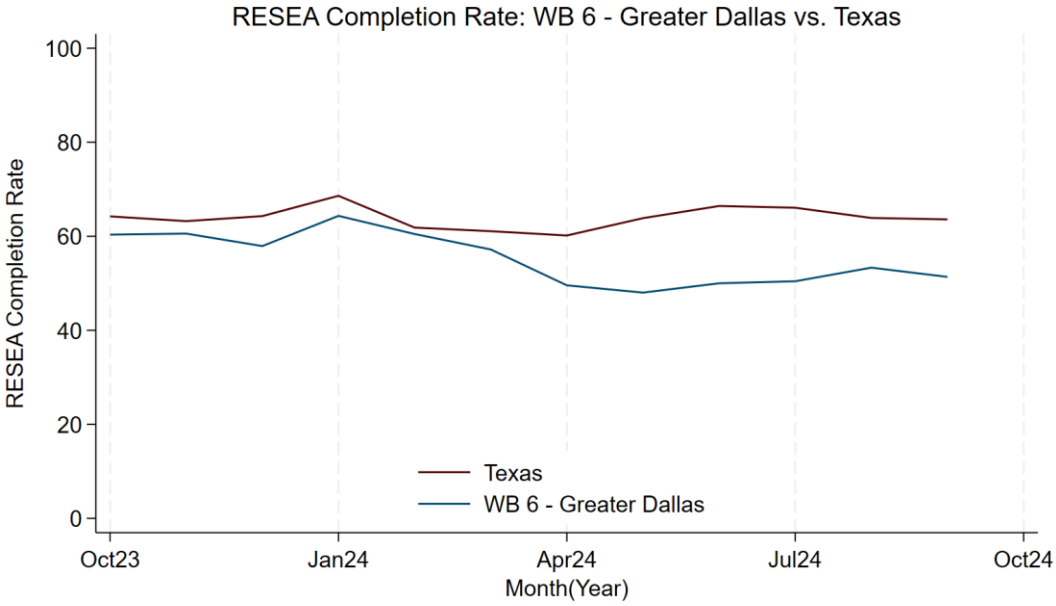
notified to participate. Customers also expressed that they wished their service providers knew more about their specific career field.

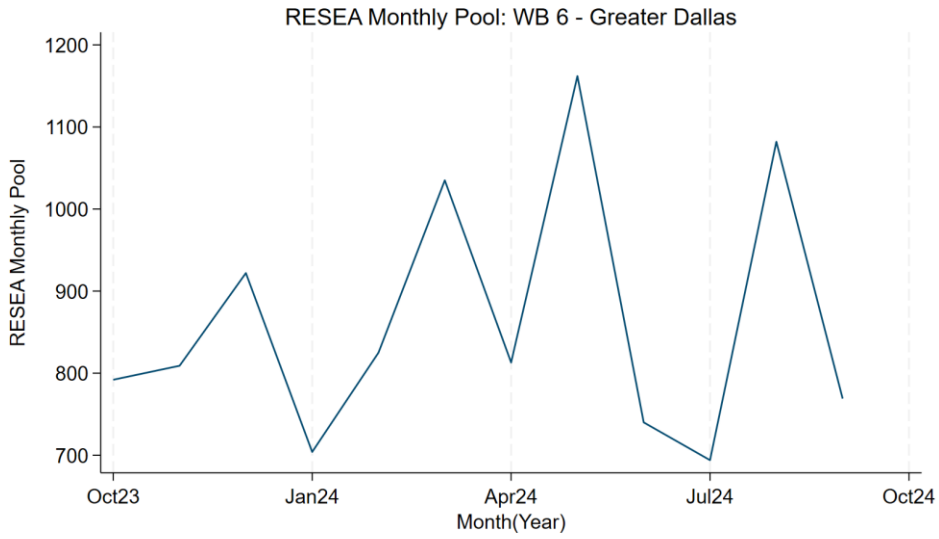
Summary Graphs:






Customer Perceptions #2: WB 6 - Greater Dallas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
77.6
78.6
78.4
83
80.0
78.0
74.1
82.0
82.2
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 319

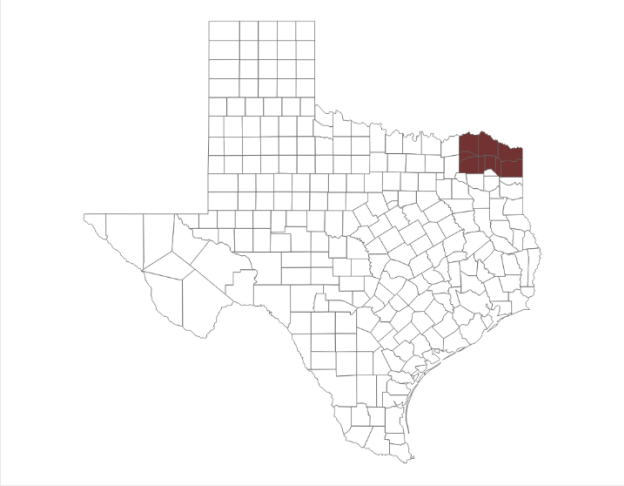

RESEA Completion Rate: WB 6 - Greater Dallas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 6 - Greater Dallas



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For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 7 – Northeast Texas



PPRI onsite visit: August 20-22, 2024

About the board area

Counties: 9 **Population:** 279,923
Popular industries: Trade, Transportation and Utilities, Manufacturing
Fastest growing industries: Restaurants and other eating places, Outpatient care centers

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	11	595	Not applicable

	WB 7 – Northeast Texas	Texas
Total year pool	595	77,778
Avg monthly pool	50	6,482
Avg monthly completion %	68.1	63.9

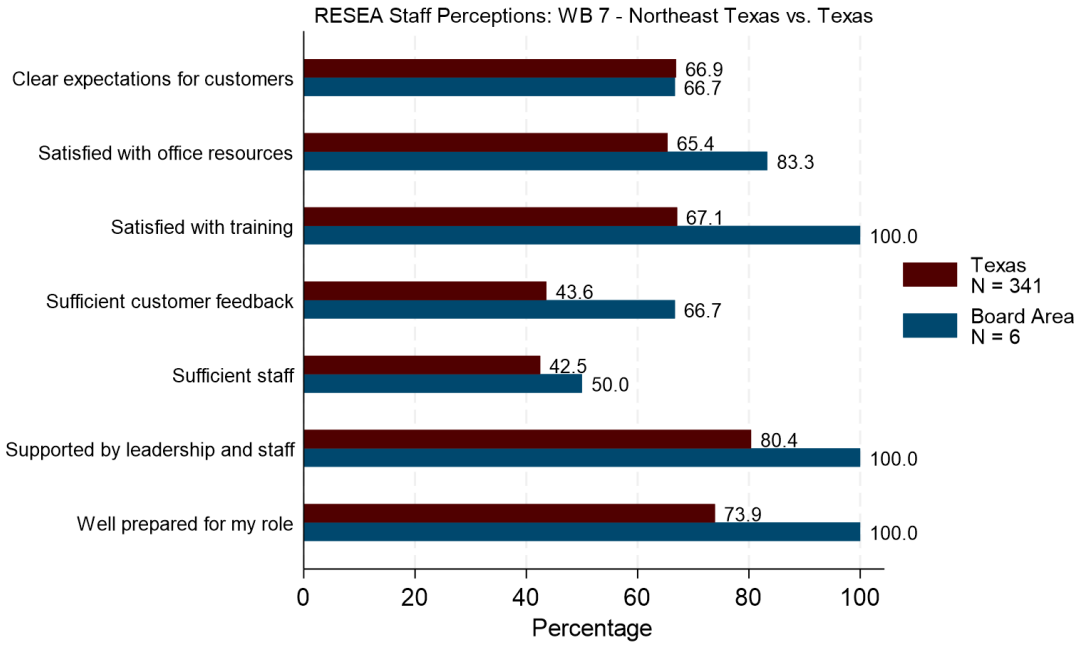
Highlights from board visits and surveys:

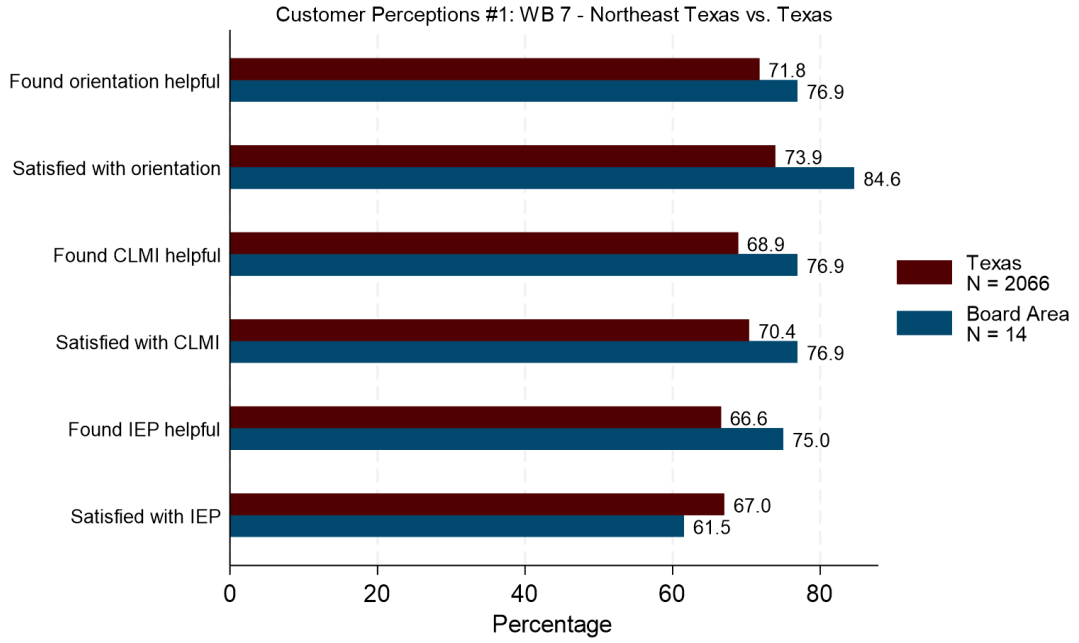
Northeast Texas employs an Outreach Coordinator who makes the initial contact with the customer. This board seeks to serve customers in person when possible and reports many customers need additional support working in Work in Texas, so in-person appointments allow their staff the opportunity to support customers' development of skills in Work in Texas.

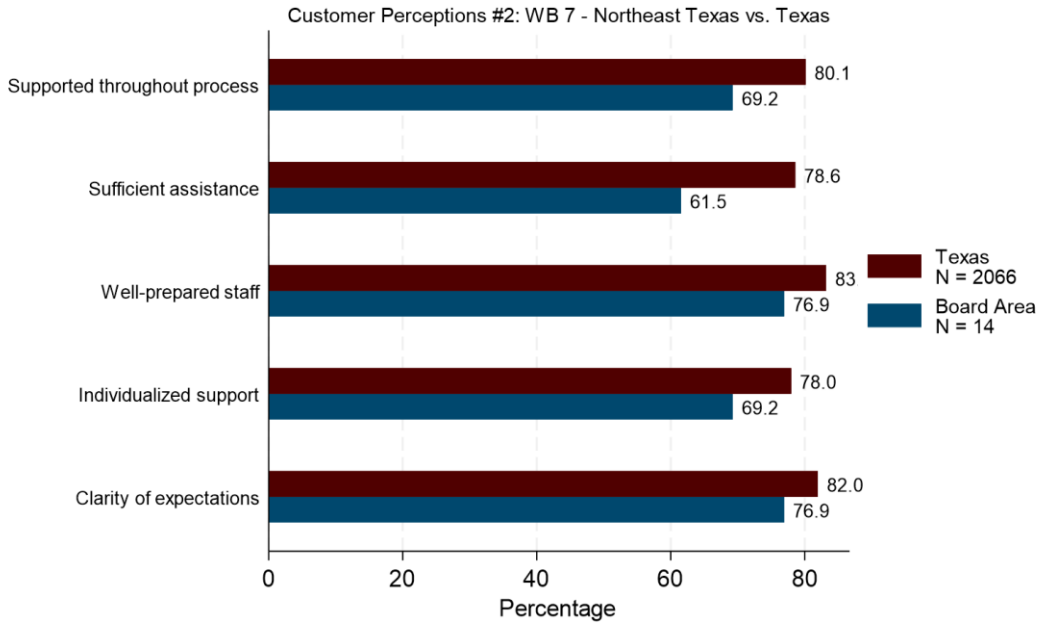
The positive customer feedback received in the survey recognized the efforts of service providers who went above and beyond to assist them as well as the informative nature of the orientation.

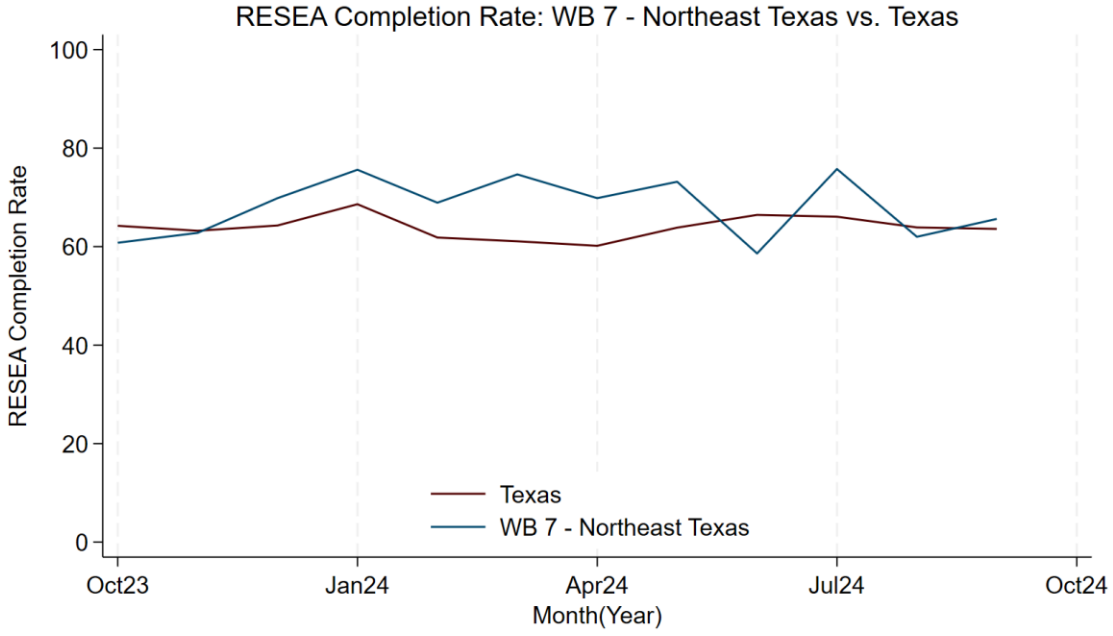
Negative customer feedback was related to the structure of the program and customer's experiences interacting with that structure.

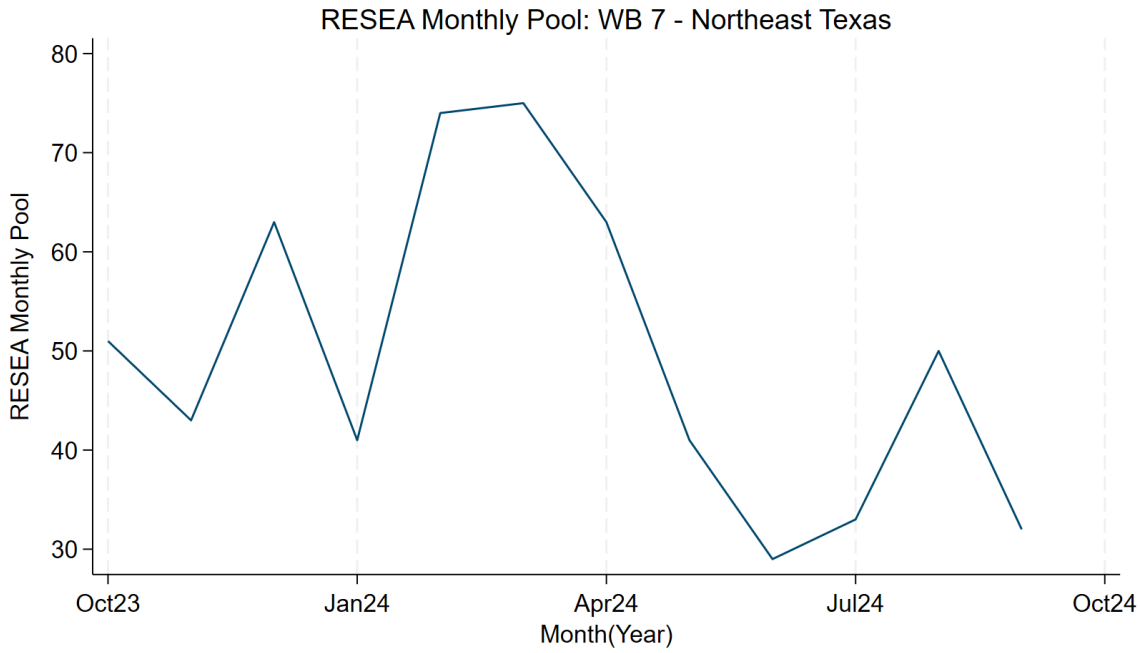
Summary Graphs:






Customer Perceptions #2: WB 7 - Northeast Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
69.2
78.6
61.5
83
76.9
78.0
69.2
82.0
76.9
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 14

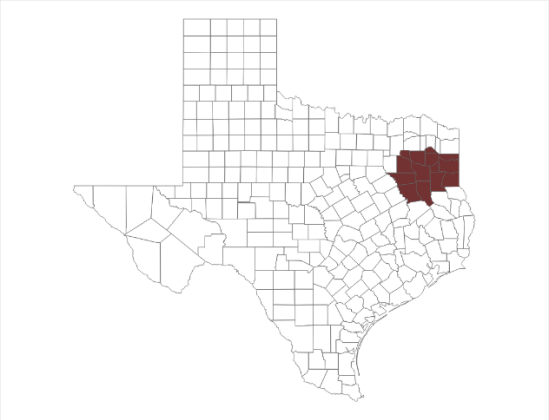

RESEA Completion Rate: WB 7 - Northeast Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 7 - Northeast Texas



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 8 – East Texas



PPRI onsite visit: June 20-21, 2024

About the board area

Counties: 14 **Population:** 900,765
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Other ambulatory health care services, Other professional, scientific, and technical services

Board Summary:

# office	# staff FTE	# customers	Pilot board
7	2	1,991	Phase I pilot - launched March 2024

	WB 8 – East Texas	Texas
Total year pool	1,991	77,778
Avg monthly pool	166	6,482
Avg monthly completion %	52.9	63.9

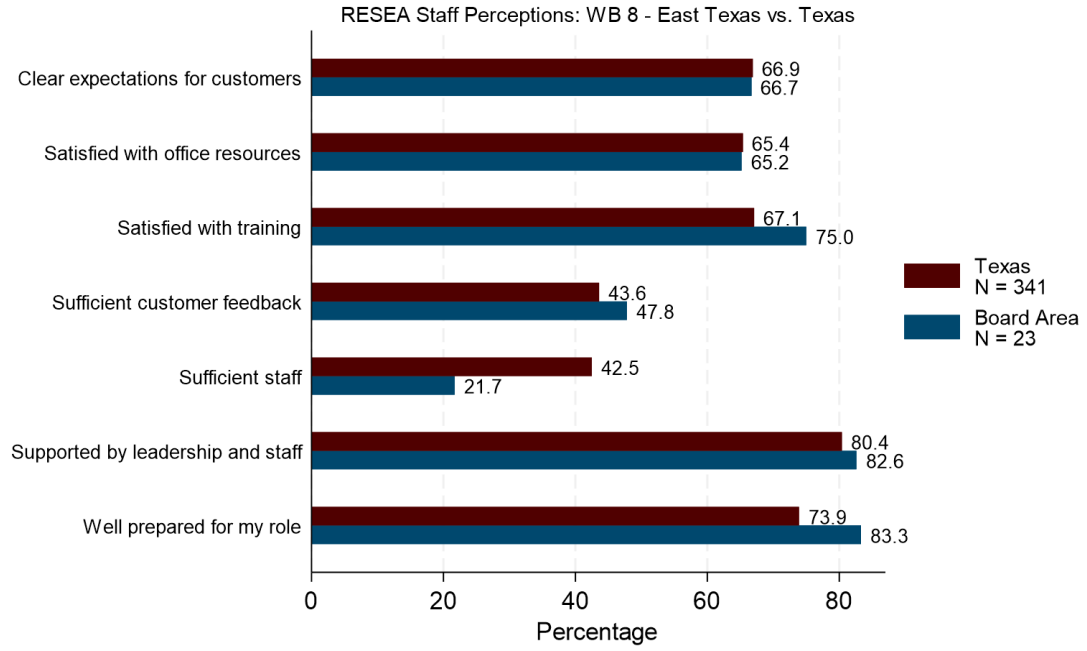
Highlights from board visits and surveys:

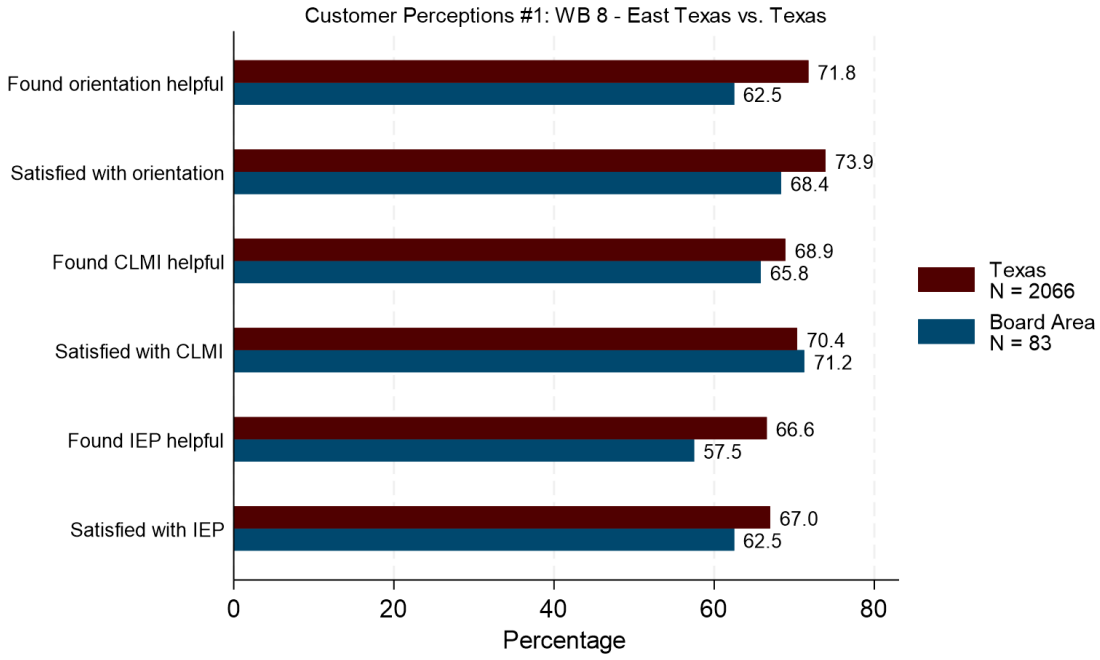
East Texas employs a customer-first mission in their delivery of services. However, our visit revealed the board is experiencing significant employee turnover which was impacting the delivery of RESEA program services. To mitigate this, East Texas has recently hired an outreach coordinator to make initial contact with the customer and assist with the scheduling of appointments.

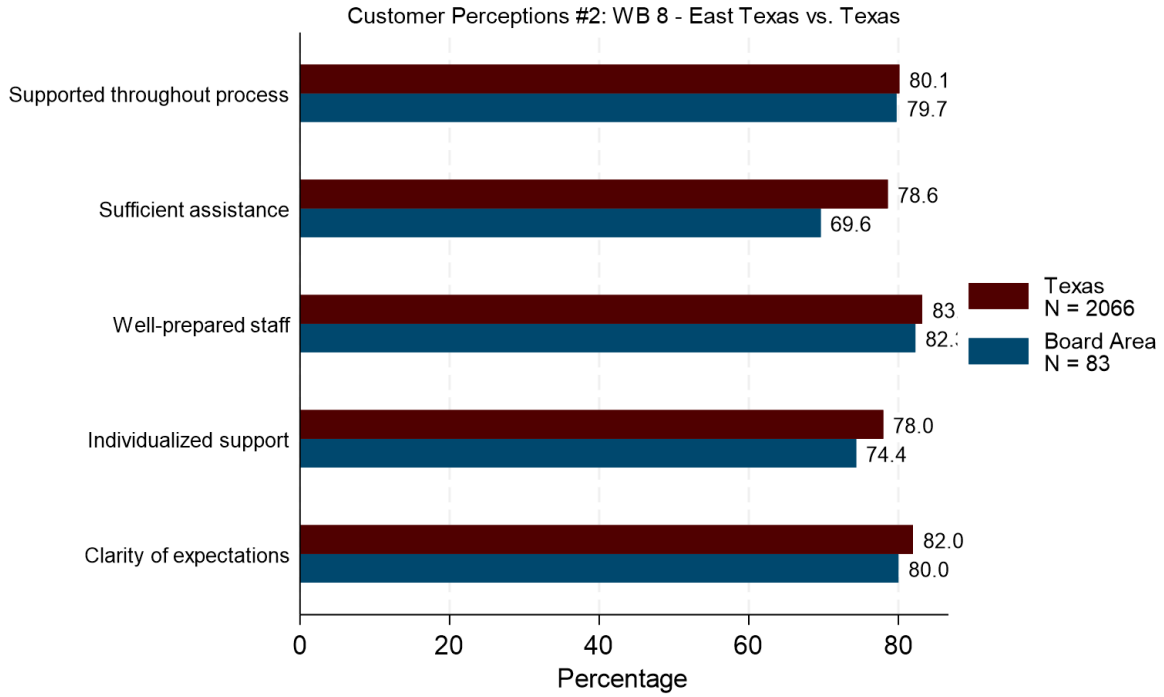
The positive customer feedback received on the survey recognized the efforts of service providers who went above and beyond to assist them.

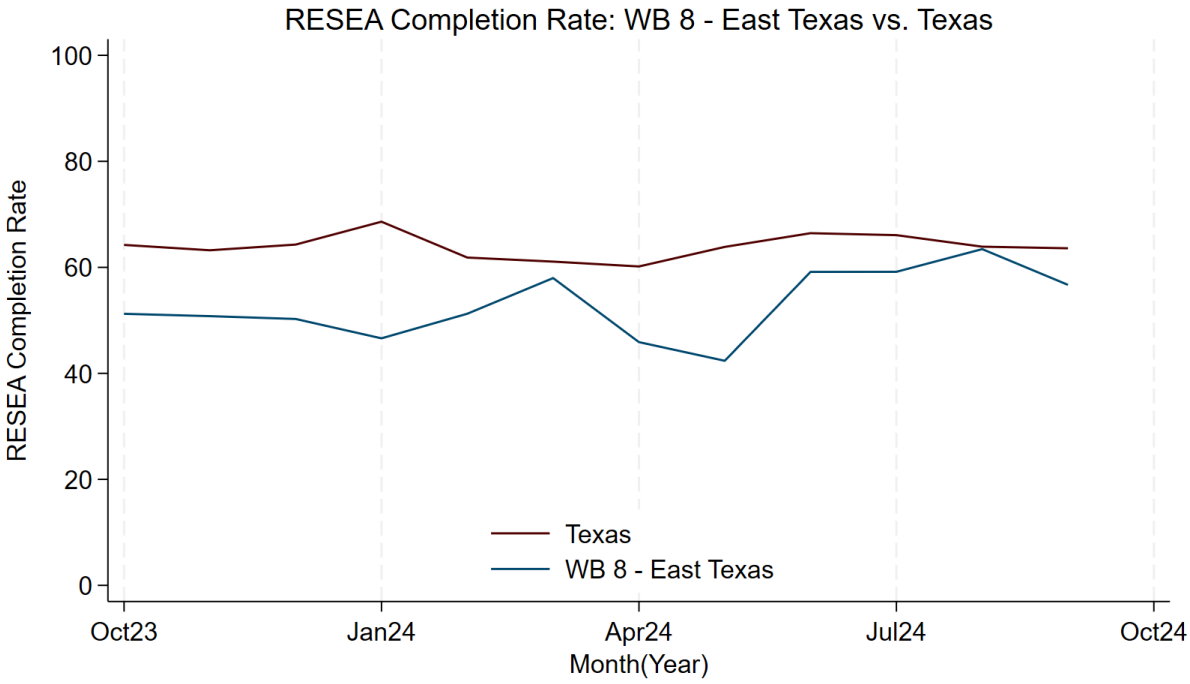
Negative customer feedback was related to the structure of the program and customers' experiences interacting with that structure. Customers who submitted negative feedback felt the RESEA Program was not designed for someone with their skills or qualifications and their service providers were not equipped to assist them in their job search. These customers felt the RESEA Program was designed for someone who was looking for an entry-level position or lower income than their desired position.

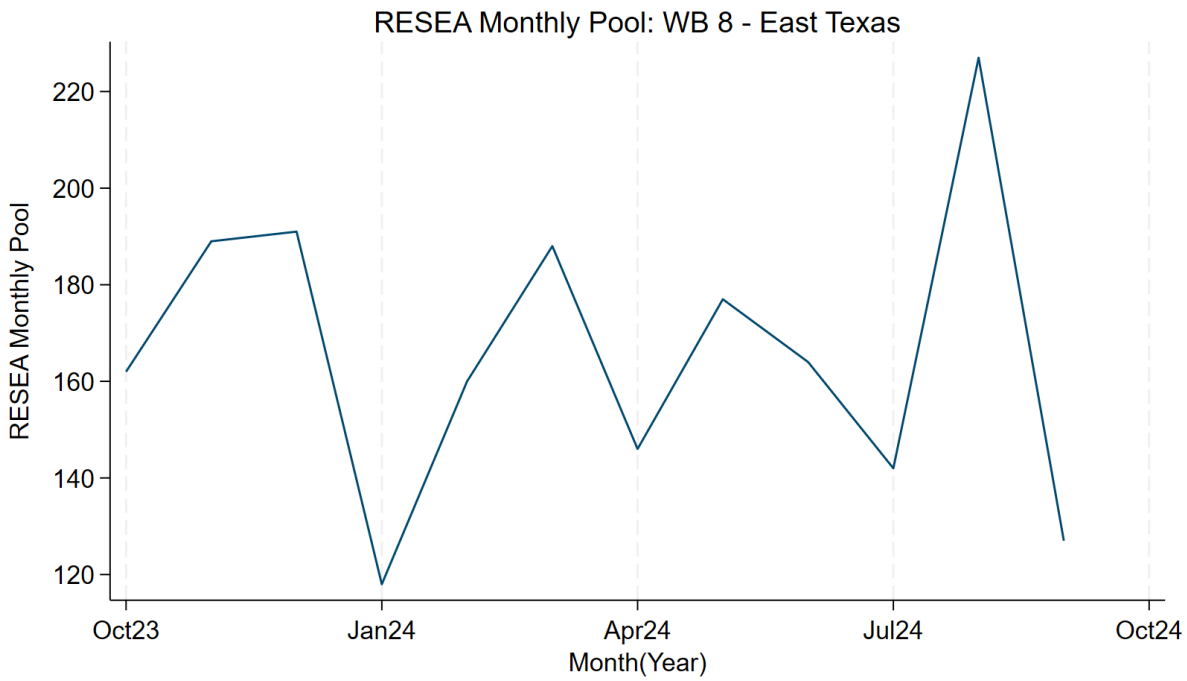
Summary Graphs:






Customer Perceptions #2: WB 8 - East Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
79.7
78.6
69.6
83
82.
78.0
74.4
82.0
80.0
Texas
N = 2066
Board Area
N = 83
0
20
40
60
80
Percentage

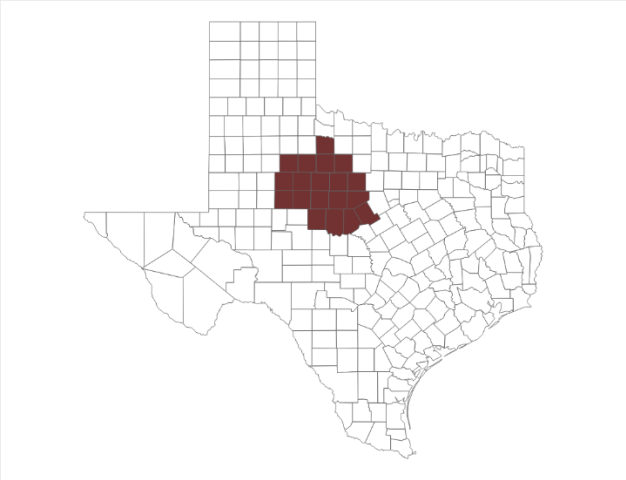

RESEA Completion Rate: WB 8 - East Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 8 - East Texas
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 9 – West Central Texas



PPRI onsite visit: August 20, 2024

About the board area

Counties: 19 **Population:** 336,674
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Management, scientific, and technical consulting services, Office administrative services

Board Summary:

# office	# staff FTE	# customers	Pilot board
5	.	320	Phase I pilot - launched March 2024

	WB 9 – West Central Texas	Texas
Total year pool	320	77,778
Avg monthly pool	27	6,482
Avg monthly completion %	68.7	63.9

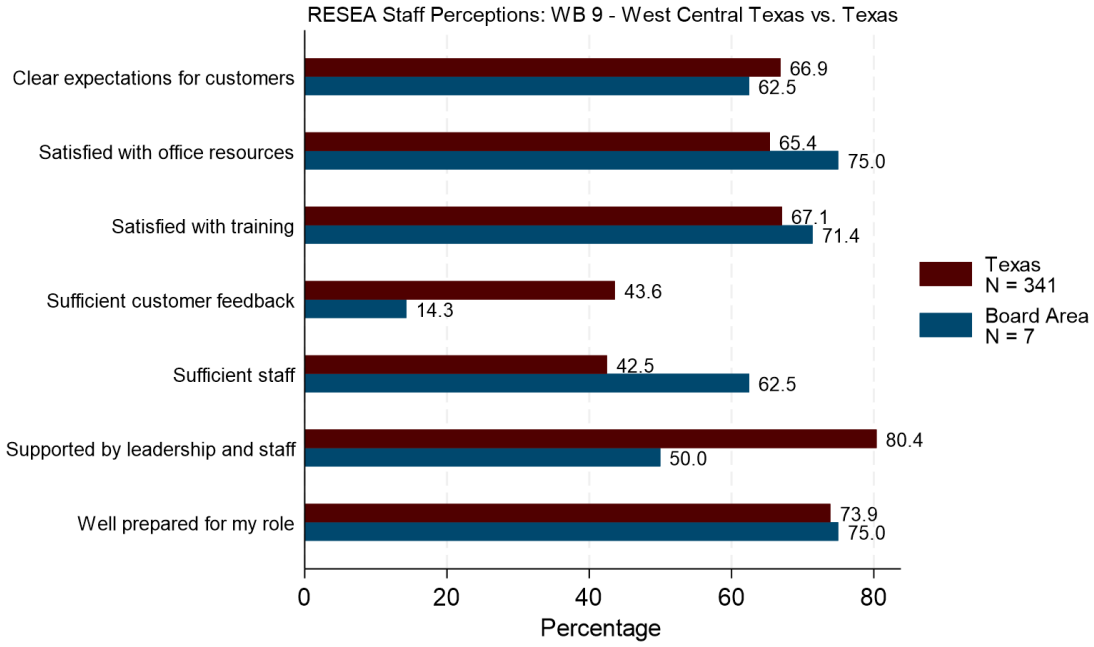
Highlights from board visits and surveys:

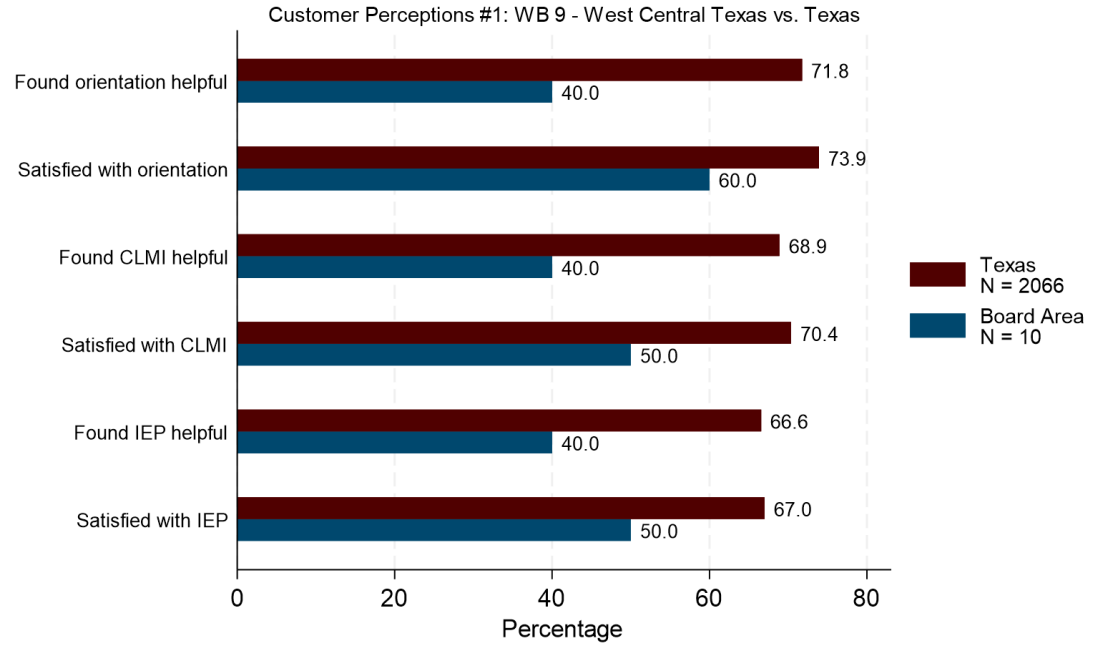
West Central Texas reports their service provider contractor is a valuable support to the service providers within the office who provide RESEA services. West Central Texas service providers excel in maintaining contact and building rapport with customers. Service providers are proactive in their approach to scheduling subsequent meetings with customers as a part of the Pilot Program protocol.

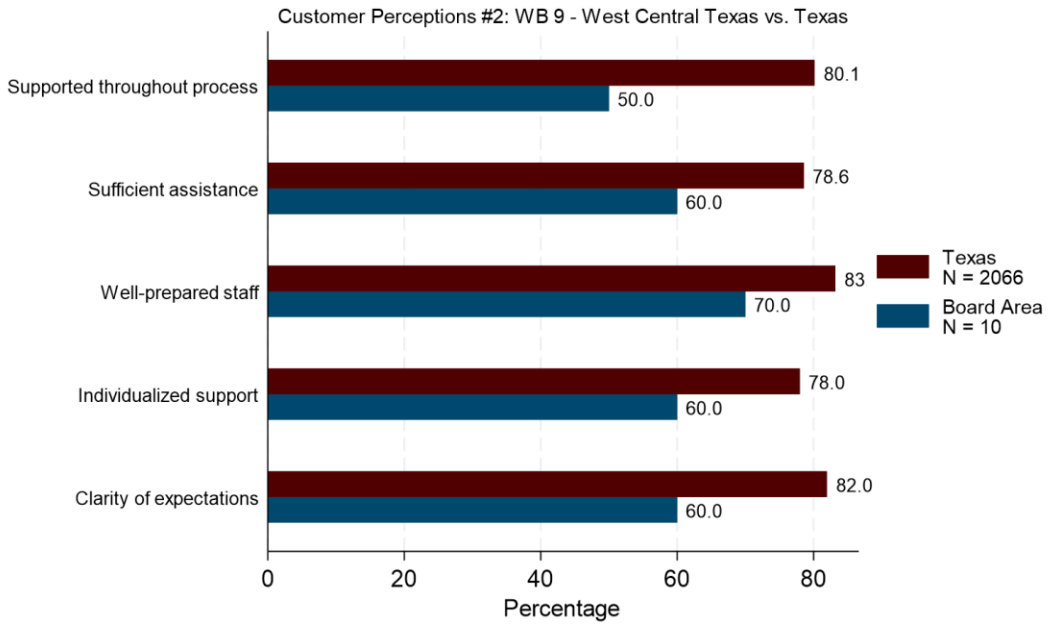
The positive customer feedback received on the survey recognized the efforts of service providers who went above and beyond to assist them.

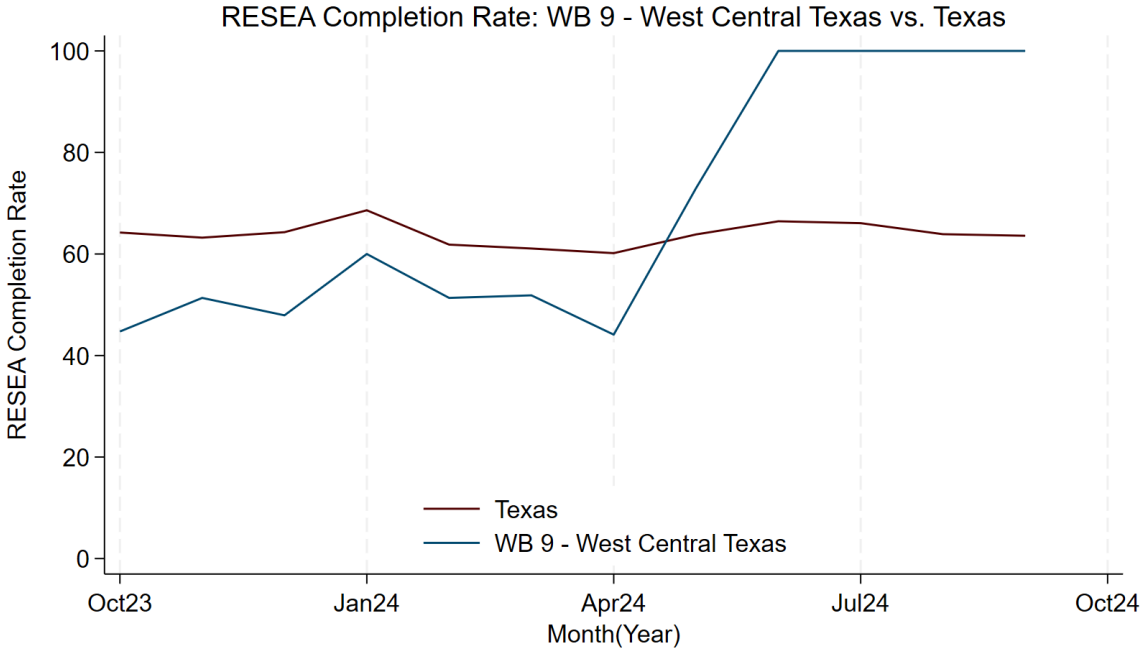
Negative customer feedback was related to the structure of the program and customers' experiences interacting with that structure. Customers who submitted negative feedback felt they were unheard during the process and that they were not referred to jobs that met their needs.

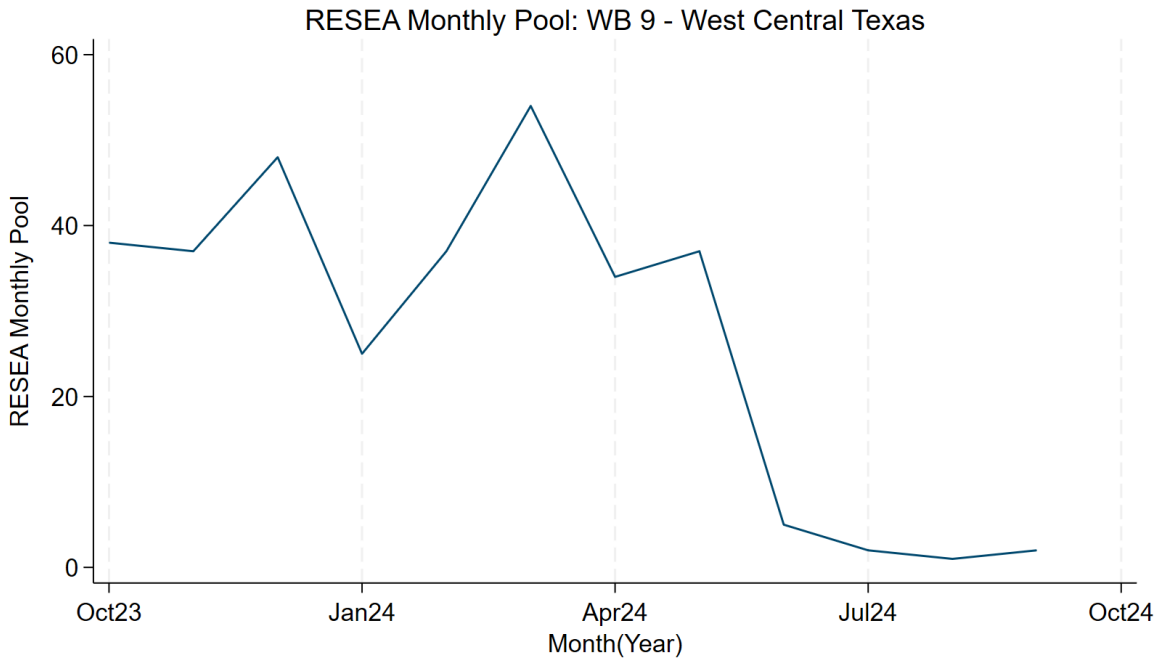
Summary Graphs:






Customer Perceptions #2: WB 9 - West Central Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
50.0
78.6
60.0
83
70.0
78.0
60.0
82.0
60.0
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 10


RESEA Completion Rate: WB 9 - West Central Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 9 - West Central Texas



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 10 – Borderplex



PPRI onsite visit: September 12-13, 2024

About the board area

Counties: 6 **Population:** 893,481
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Health and personal care retailers, Management of companies and enterprises

Board Summary:

# office	# staff FTE	# customers	Pilot board
7	7	2,751	Phase I pilot - launched March 2024

	WB 10 – Borderplex	Texas
Total year pool	2,751	77,778
Avg monthly pool	229	6,482
Avg monthly completion %	68.1	63.9

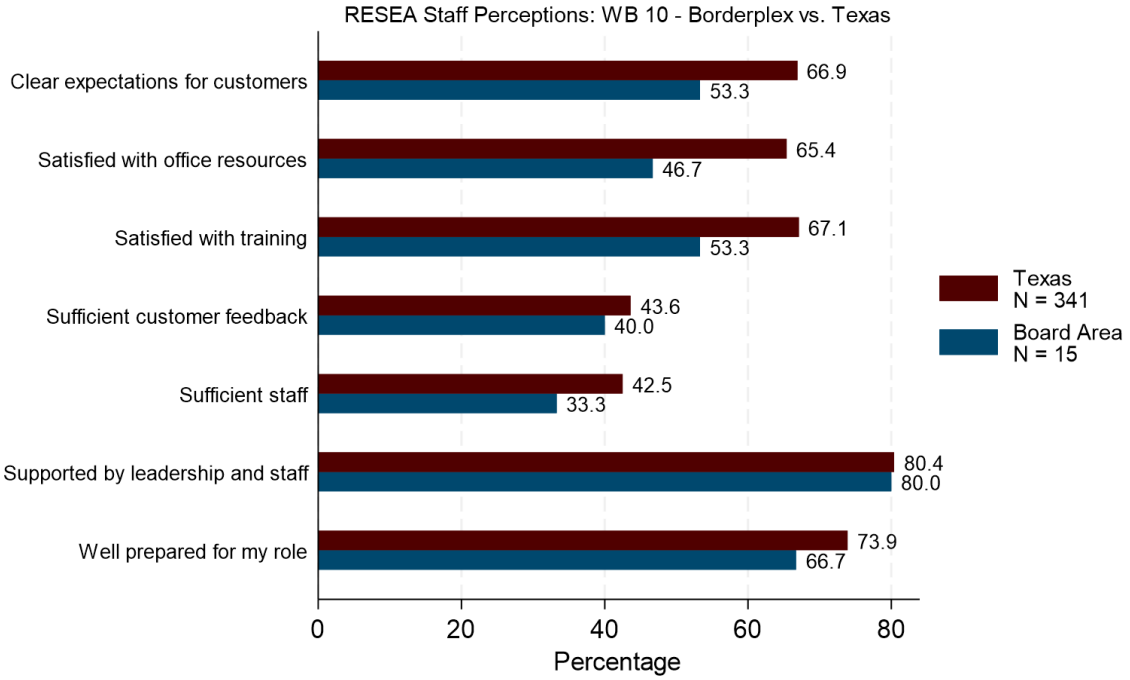
Highlights from board visits and surveys:

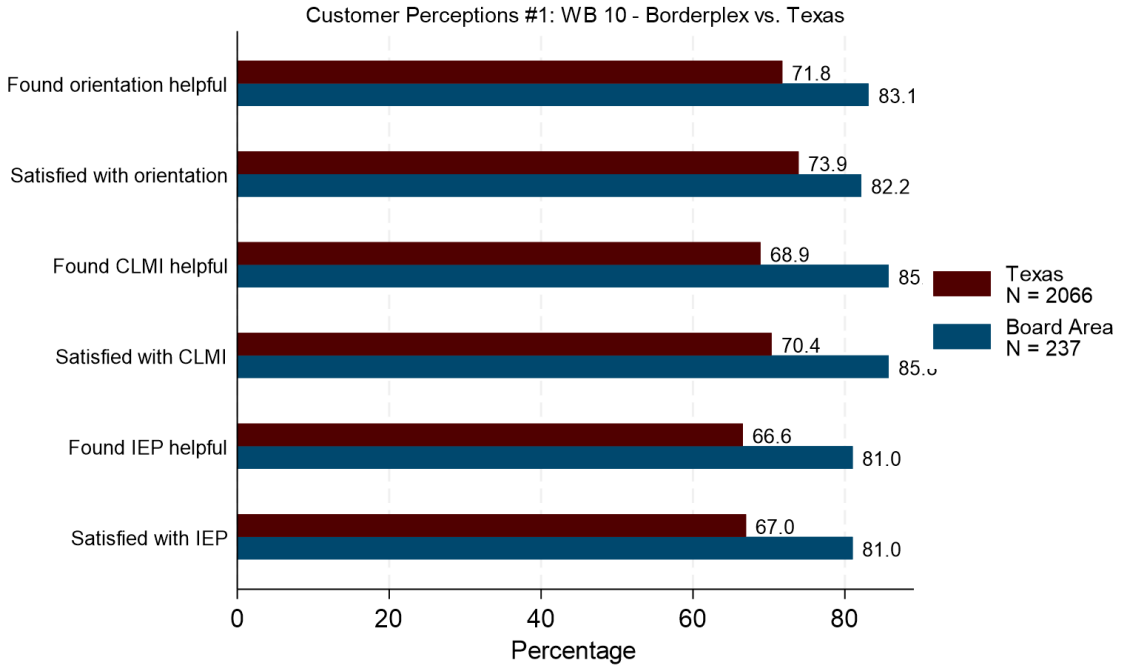
Borderplex reportedly conducted most of their services virtually at the time of our visit to best serve the large geographic board area. Local service providers felt they were able to connect with their customers, but they also saw the value of in-person meetings and were open to moving back to in-person services. Service providers would like to see customers enter their pool and services sooner, so they are better able to assist them in gaining employment.

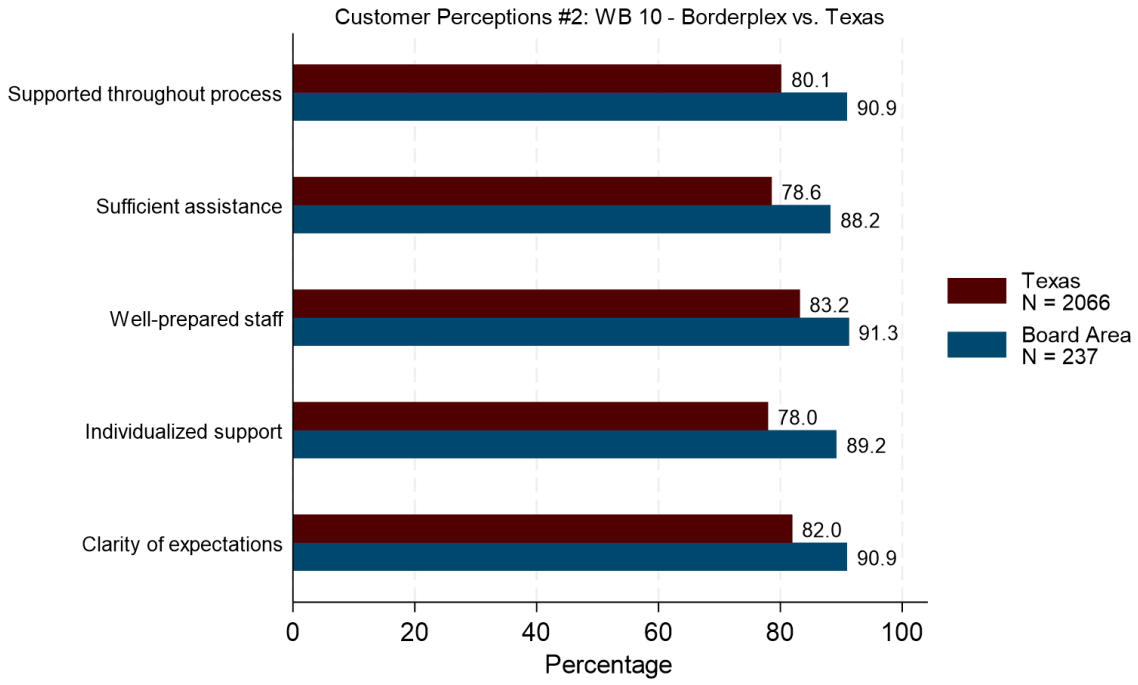
Overall, customer feedback received on the survey was positive and recognized the efforts of service providers who went above and beyond to assist them.

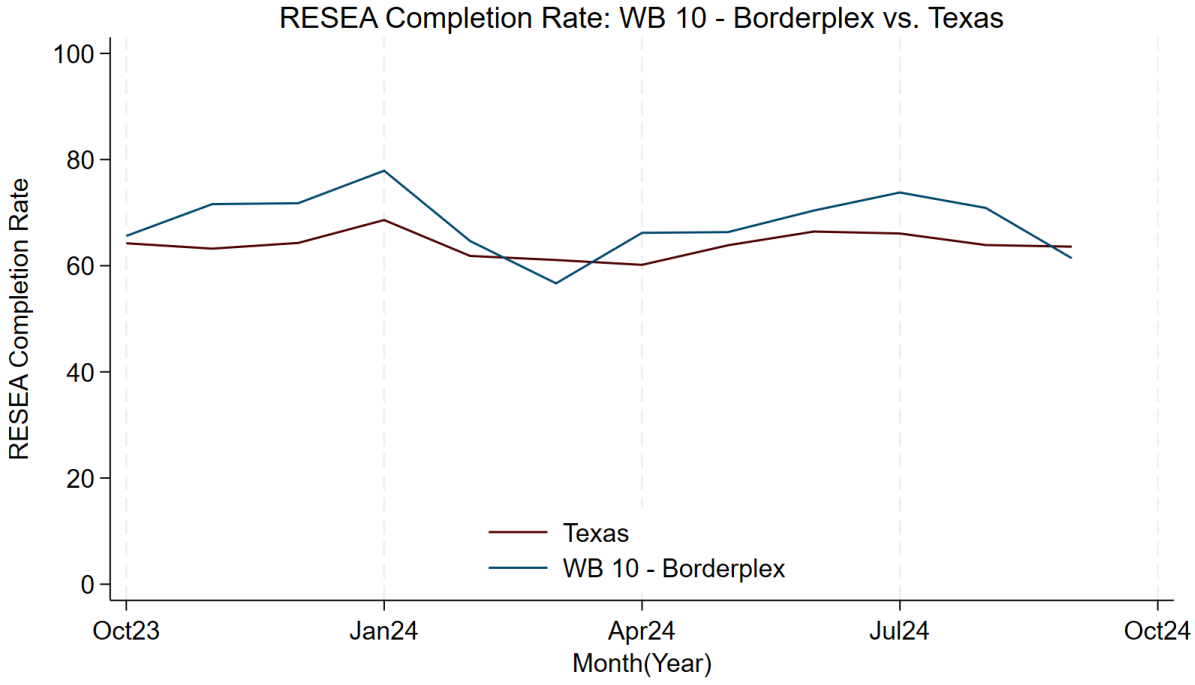
Negative customer feedback was related to customers who felt they were not heard during the process, that the program did not meet their needs, and that there weren't any job referrals that met their needs.

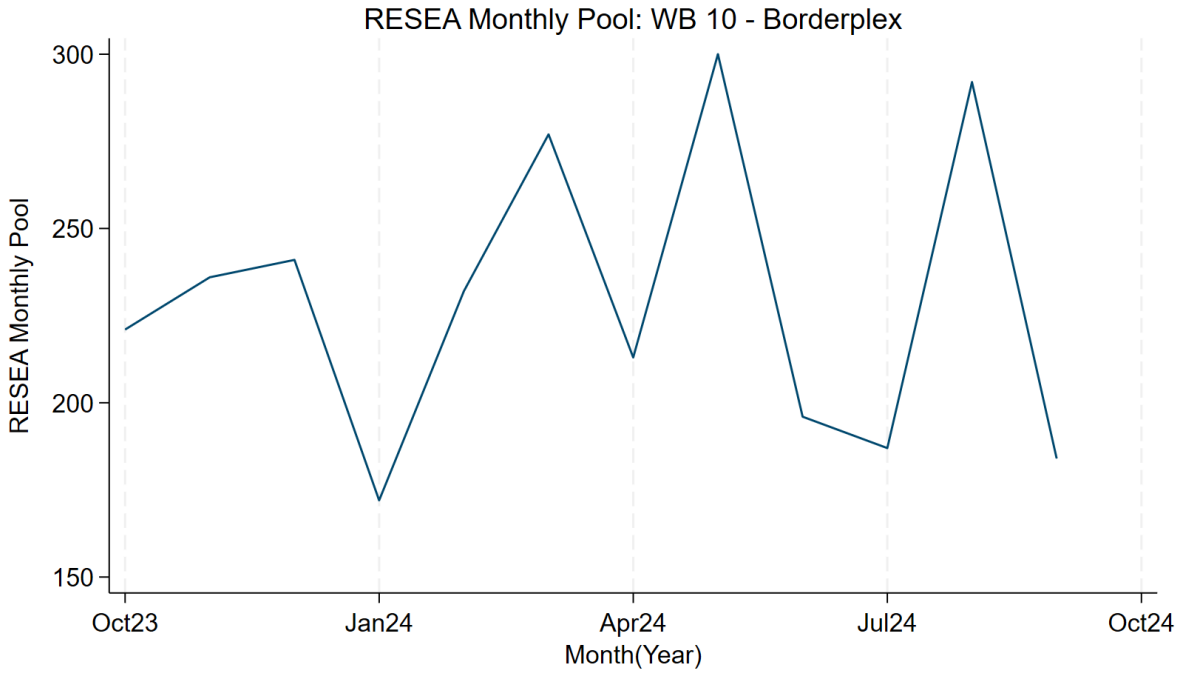
Summary Graphs:






Customer Perceptions #2: WB 10 - Borderplex vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
90.9
78.6
88.2
83.2
91.3
78.0
89.2
82.0
90.9
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 237

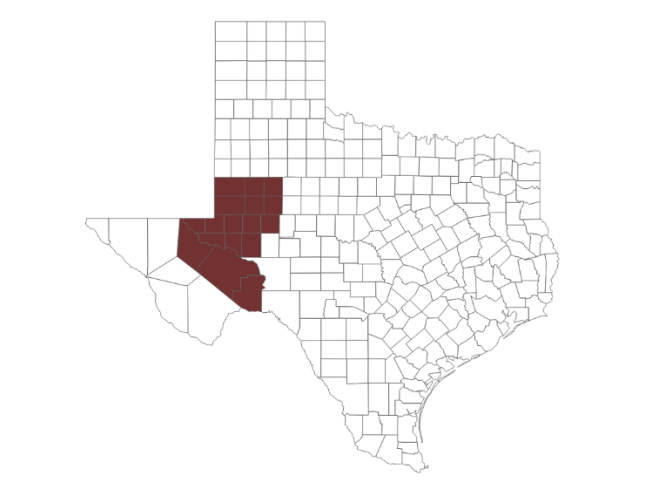

RESEA Completion Rate: WB 10 - Borderplex vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 10 - Borderplex



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 11 – Permian Basin



PPRI onsite visit: June 10-12, 2024

About the board area

Counties: 17 **Population:** 499,870
Popular industries: Trade, Transportation and Utilities, Professional and Business Services
Fastest growing industries: Management, scientific, and technical consulting services, Remediation and other waste management services

Board Summary:

# office	# staff FTE	# customers	Pilot board
5	3	384	Phase I pilot - launched March 2024

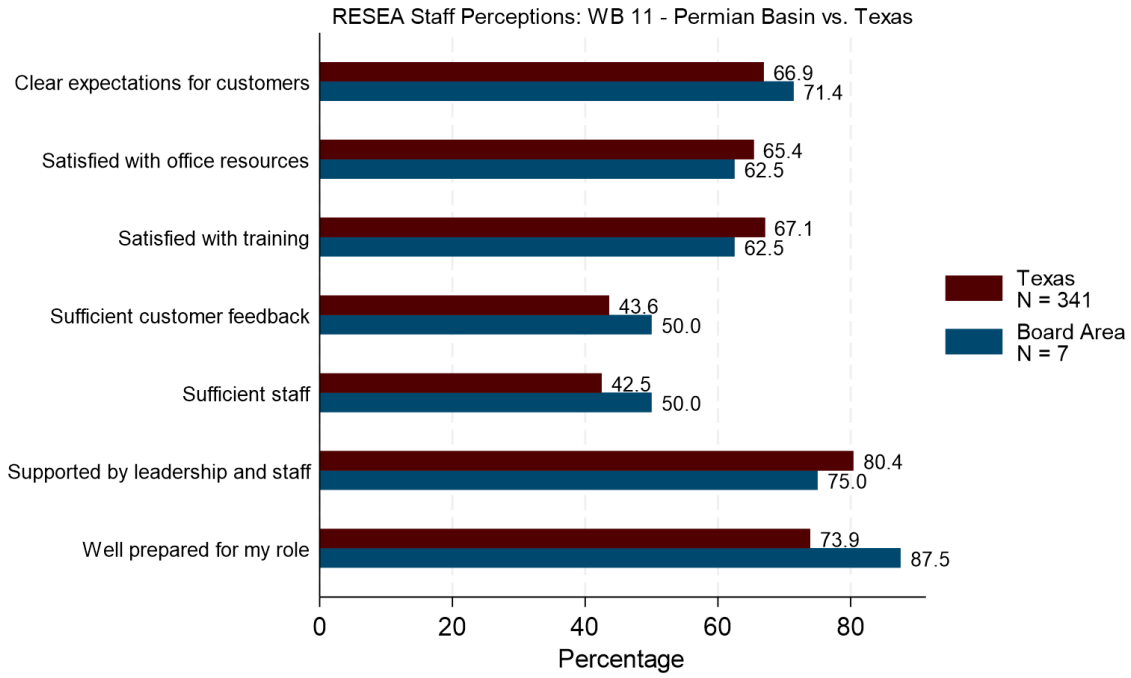
	WB 11 – Permian Basin	Texas
Total year pool	384	77,778
Avg monthly pool	32	6,482
Avg monthly completion %	48.5	63.9

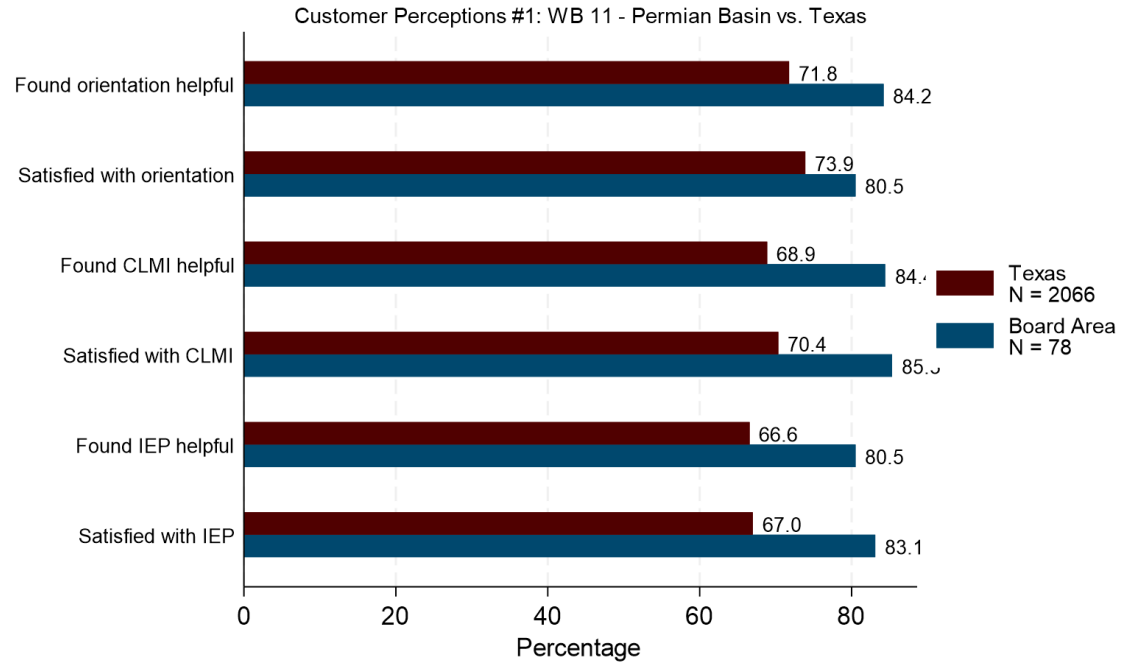
Highlights from board visits and surveys:

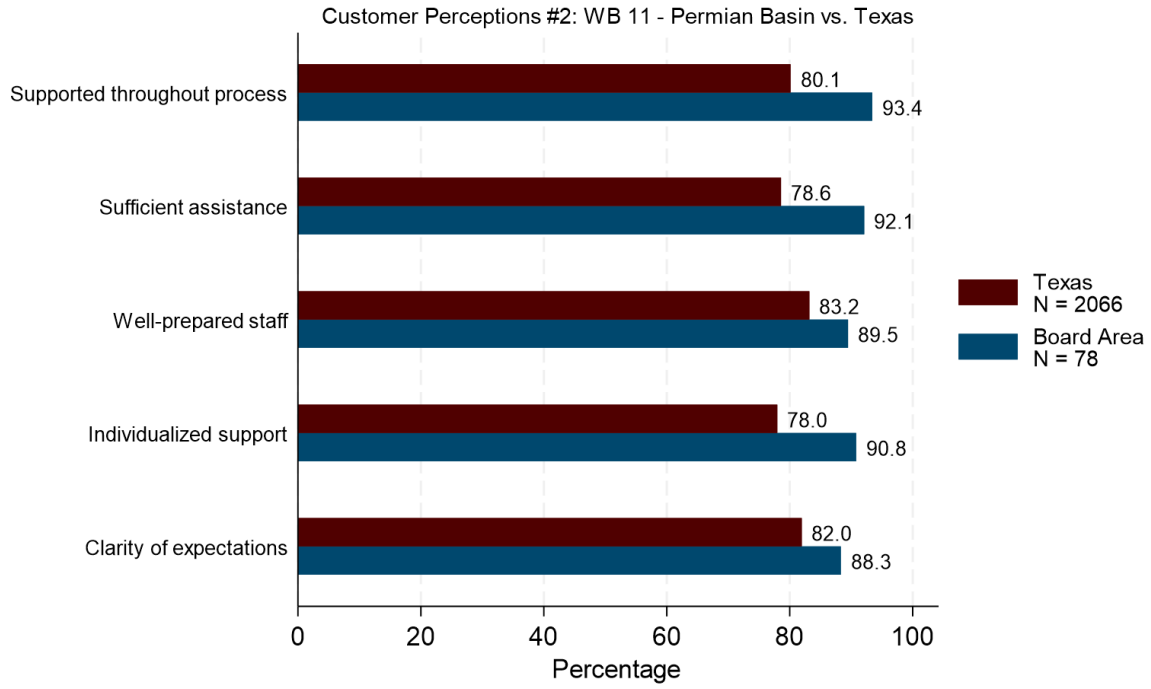
Permian Basin conducts most of their services in person and excels at connecting their customers to additional services within the community. However, the biggest challenge the board faces is getting their customers to attend the initial meeting.

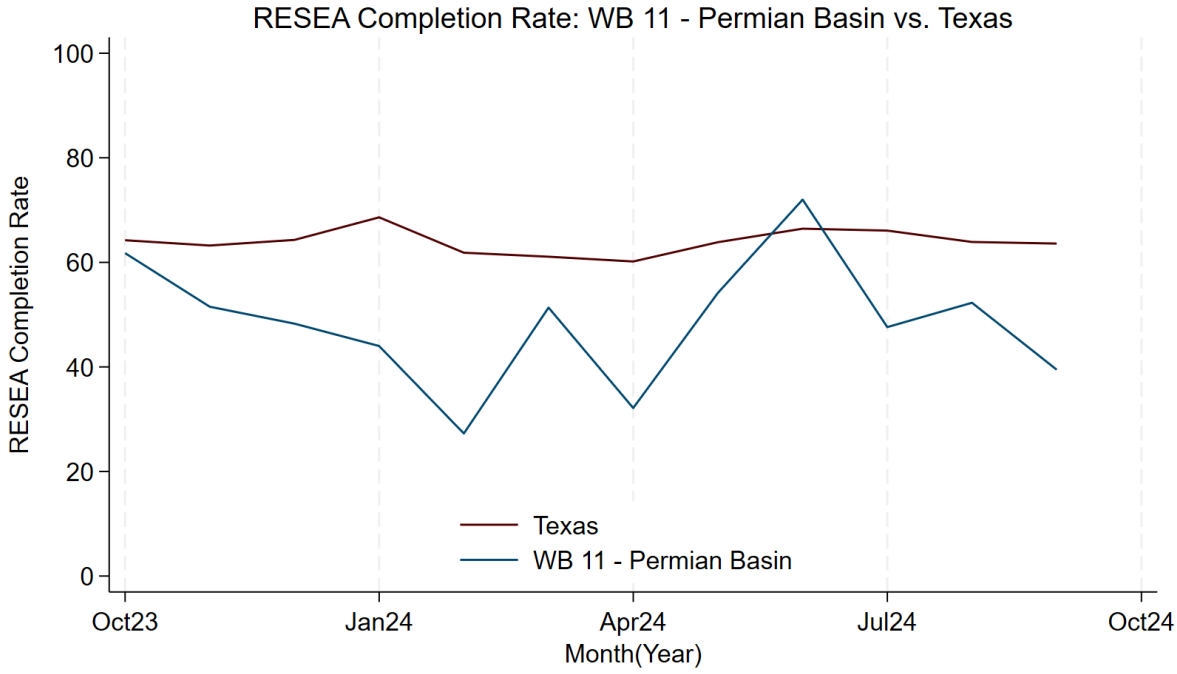
Overall, customer feedback received on the survey was positive and recognized the efforts of service providers who went above and beyond to assist them. No negative customer feedback was received.

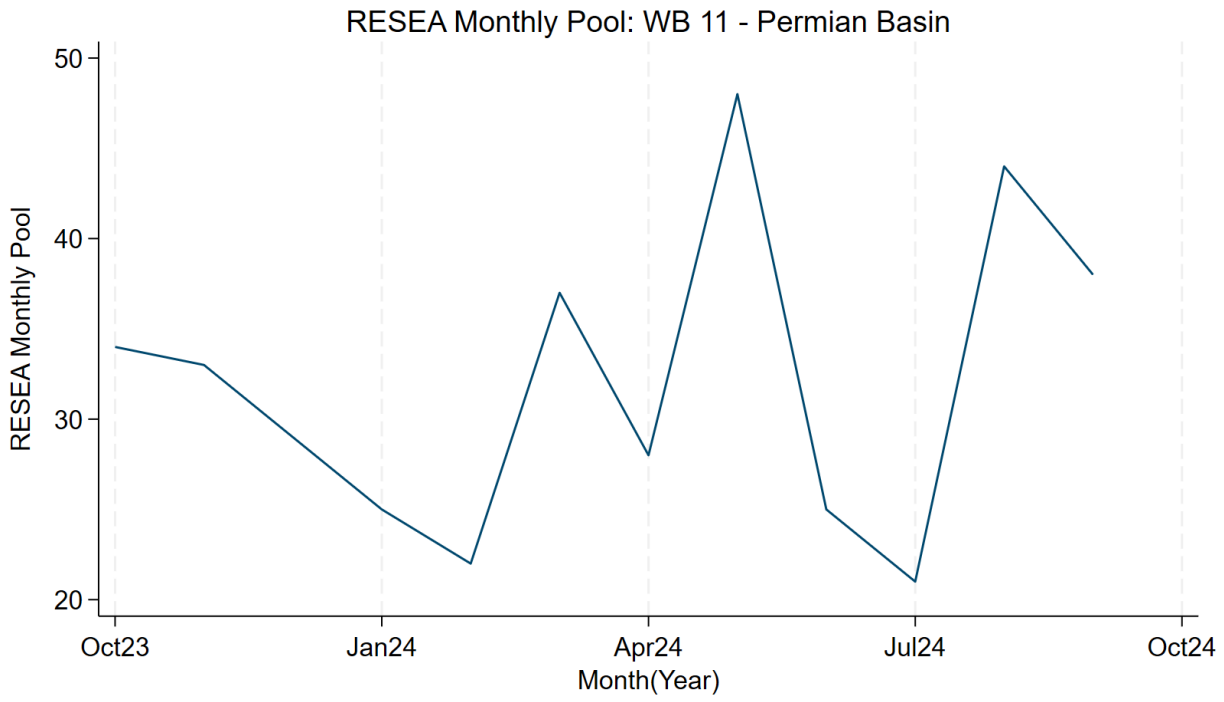
Summary Graphs:






Customer Perceptions #2: WB 11 - Permian Basin vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
93.4
78.6
92.1
83.2
89.5
78.0
90.8
82.0
88.3
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 78

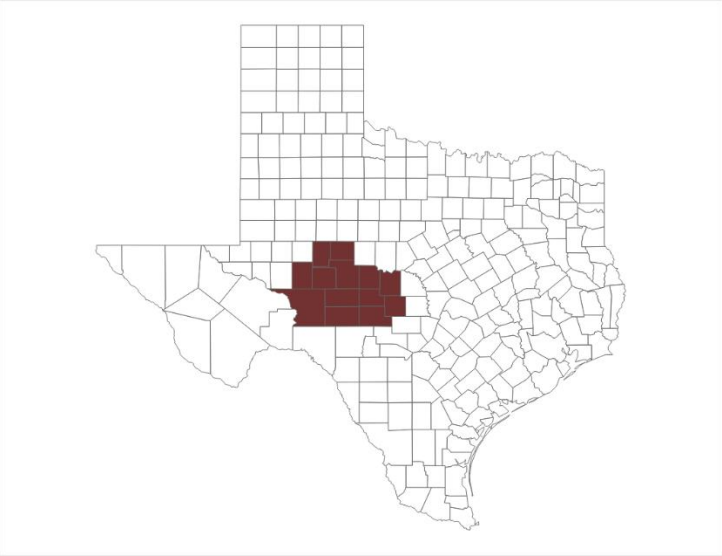

RESEA Completion Rate: WB 11 - Permian Basin vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 11 - Permian Basin



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 12 – Concho Valley



PPRI onsite visit: July 3, 2024

About the board area

Counties: 13 **Population:** 159,556
Popular industries: Trade, Transportation and Utilities, Education and Health Services
Fastest growing industries: Continuing care, assisted living facilities, Oil and gas extraction

Board Summary:

# office	# staff FTE	# customers	Pilot board
1	1	122	Not applicable

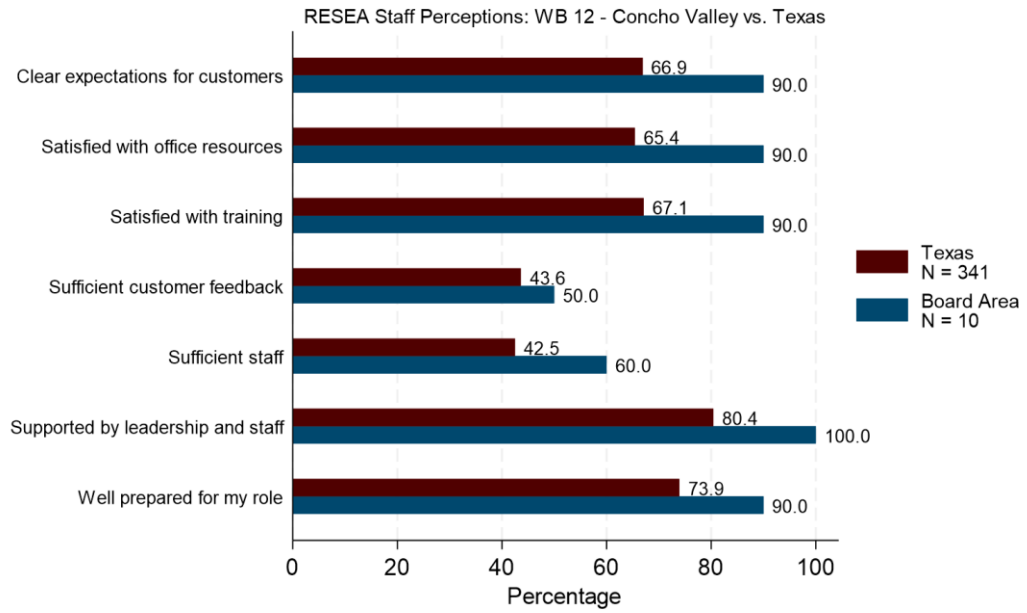
	WB 12 – Concho Valley	Texas
Total year pool	384	77,778
Avg monthly pool	32	6,482
Avg monthly completion %	48.5	63.9

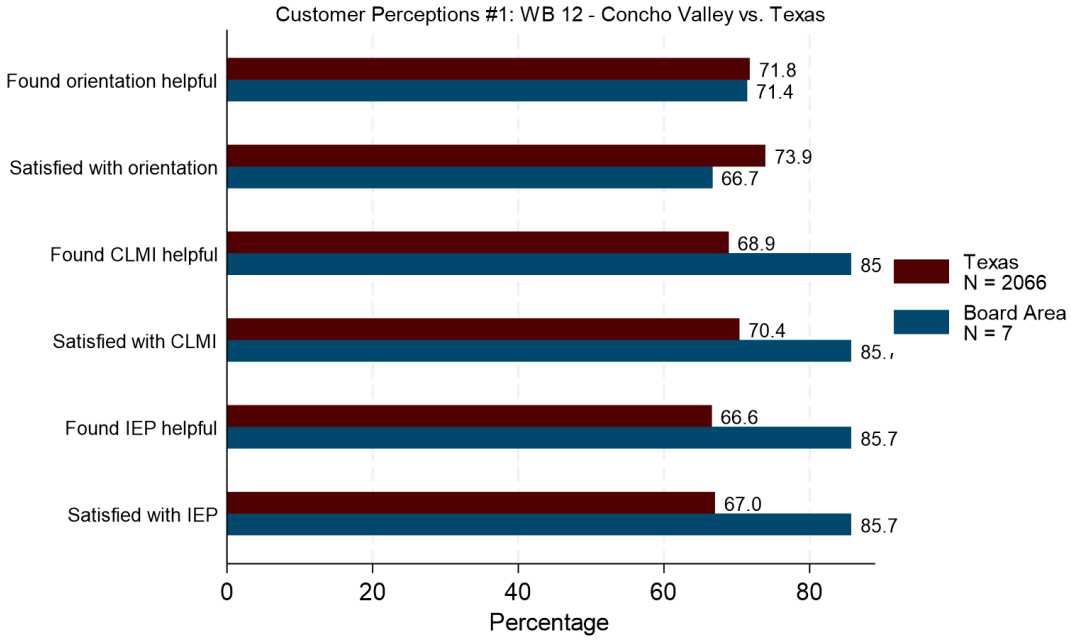
Highlights from board visits and surveys:

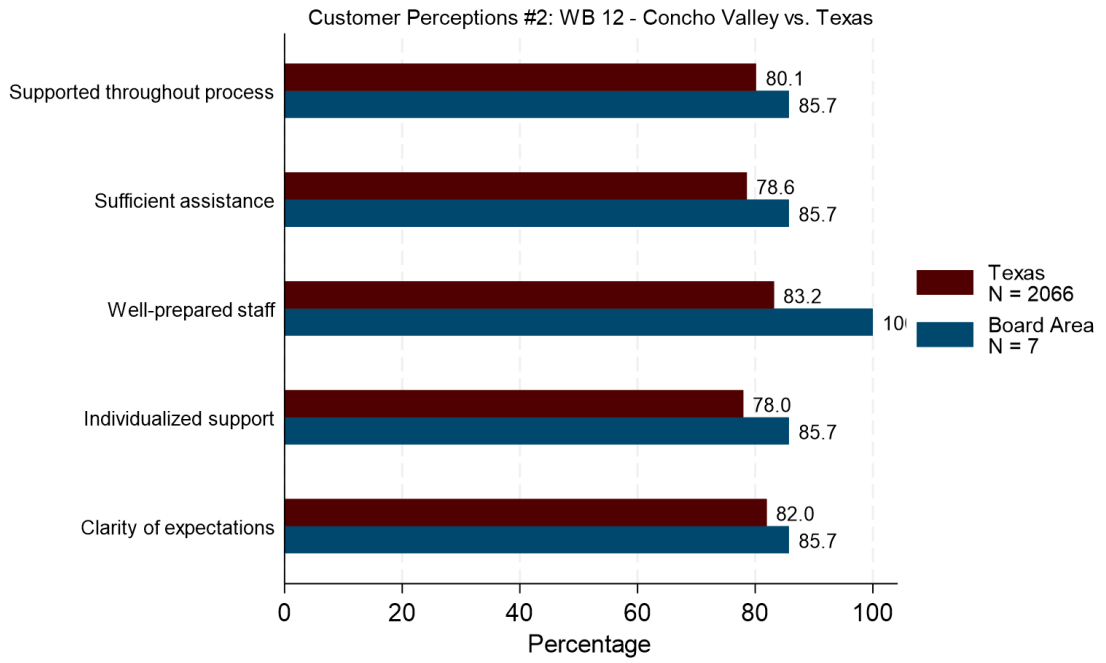
The Concho Valley Board reports low staff turnover within the RESEA Program. Due to the geographic distance, Concho Valley offers services virtually but encourages customers to attend in person when possible. While not formally participating in the Pilot Program, Concho Valley has implemented their own follow-up process to continue to engage with their customers. Staff in the Concho Valley excelled at explaining the IEP to their customers. Staff report their customers' biggest barrier to employment is computer literacy.

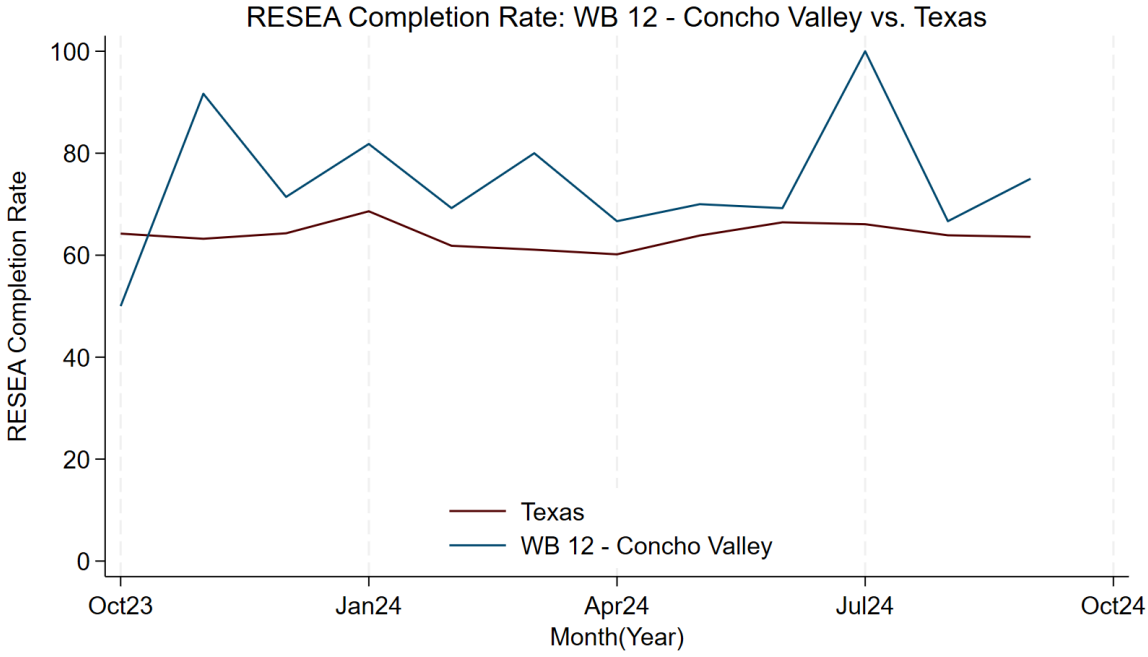
Customers who provided feedback on the survey suggested RESEA staff be able to suggest additional resources for job searching as well as being more transparent about how customers are selected for the RESEA program.

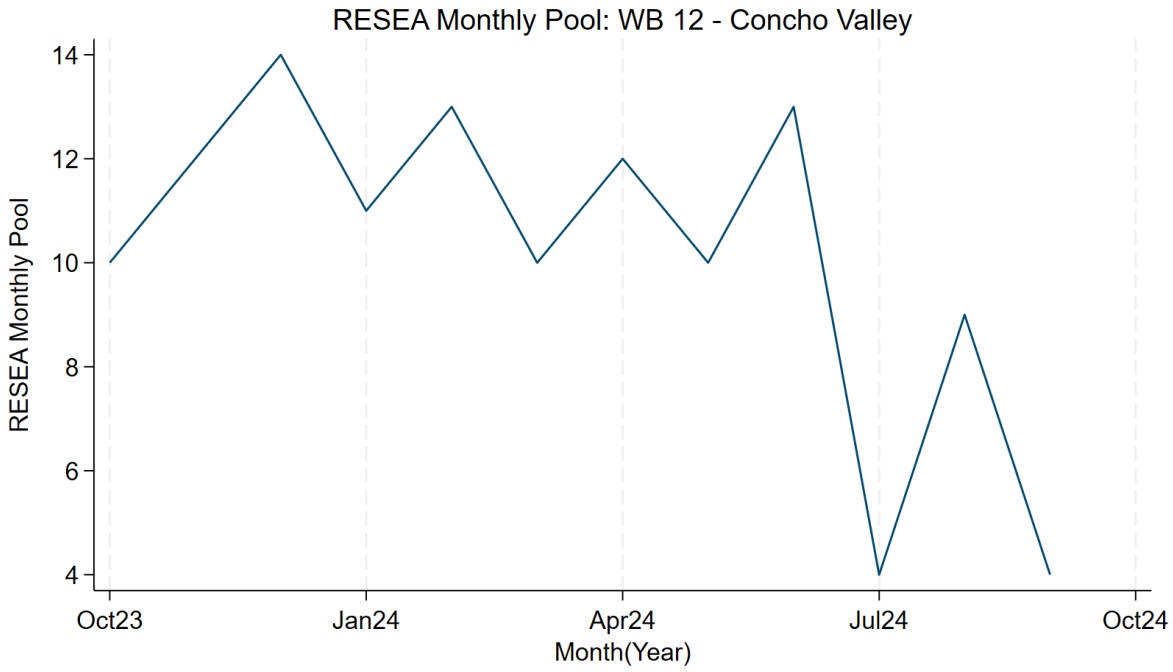
Summary Graphs:






Customer Perceptions #2: WB 12 - Concho Valley vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
85.7
78.6
85.7
83.2
78.0
85.7
82.0
85.7
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 7

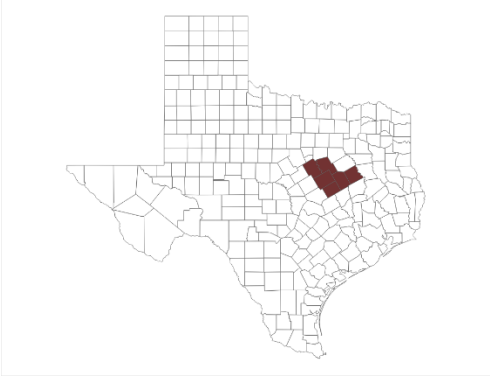

RESEA Completion Rate: WB 12 - Concho Valley vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 12 - Concho Valley



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 13 – Heart of Texas



PPRI onsite visit: June 27, 2024

About the board area

Counties: 6 **Population:** 379,967
Popular industries: Education and Health Services, Manufacturing
Fastest growing industries: Individual and family services, Other specialty trade contractors

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	2	837	Phase II pilot - estimated launch May 2025

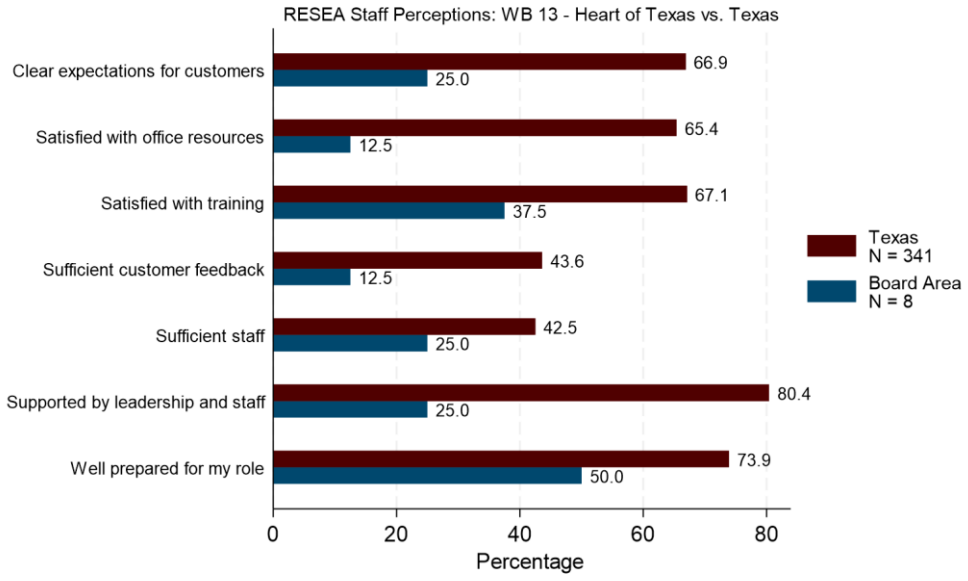
	WB 13 – Heart of Texas	Texas
Total year pool	837	77,778
Avg monthly pool	70	6,482
Avg monthly completion %	66	63.9

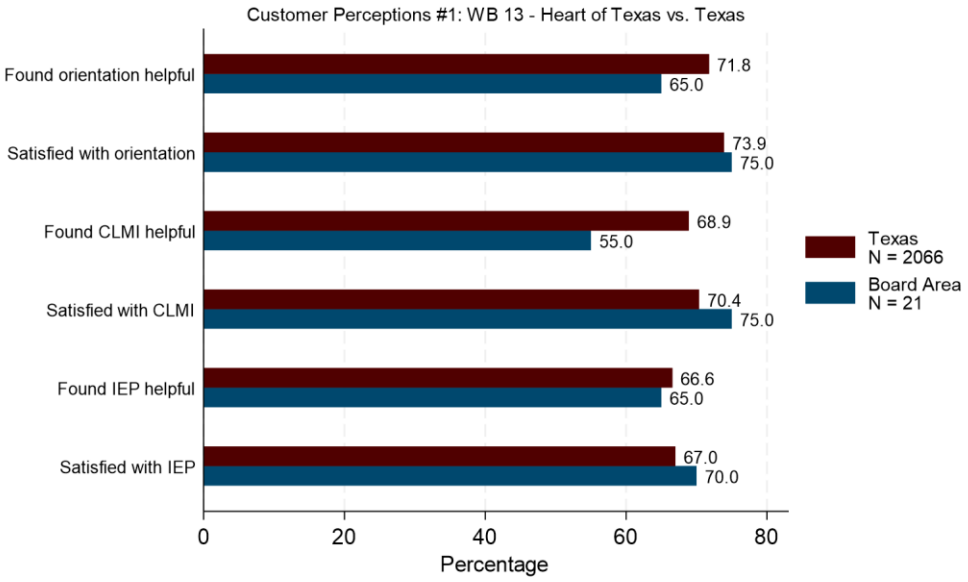
Highlights from board visits and surveys:

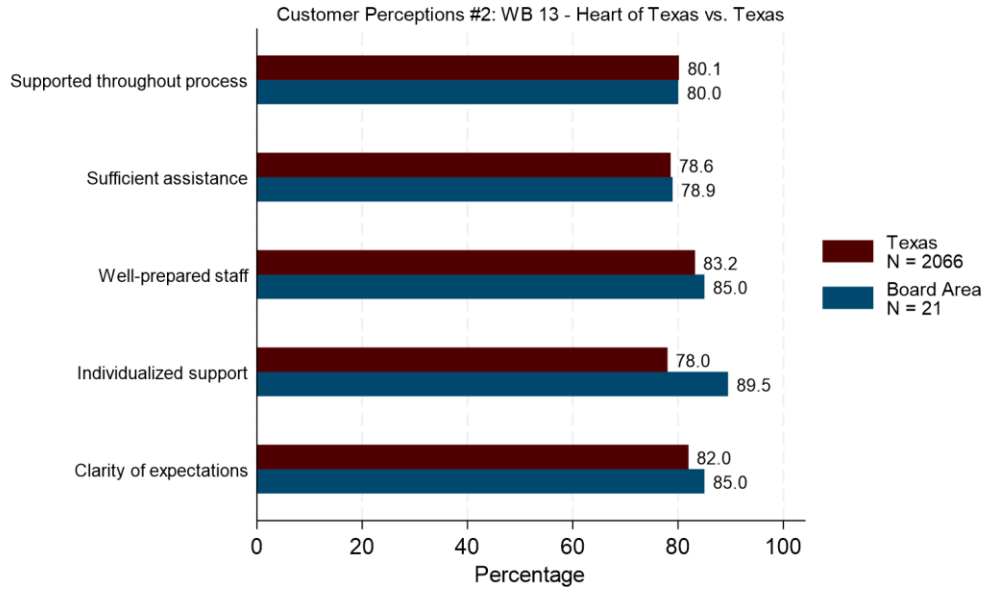
The Heart of Texas Staff emphasize the personal relationship with their customers and have all recently completed case management training to better serve their customers. In addition, all service providers are bilingual (Spanish), which helps to serve customers.

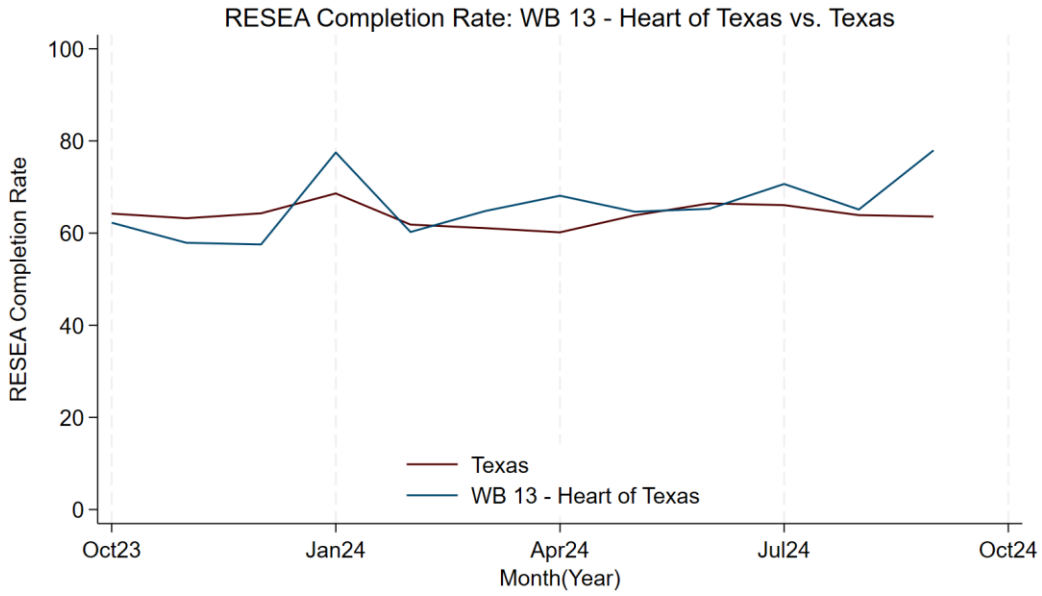
Customers who provided feedback on the survey suggested RESEA staff could improve their communication with customers as well as be more responsive to calls and emails. Customers also expressed frustrations with their referrals to WIOA.

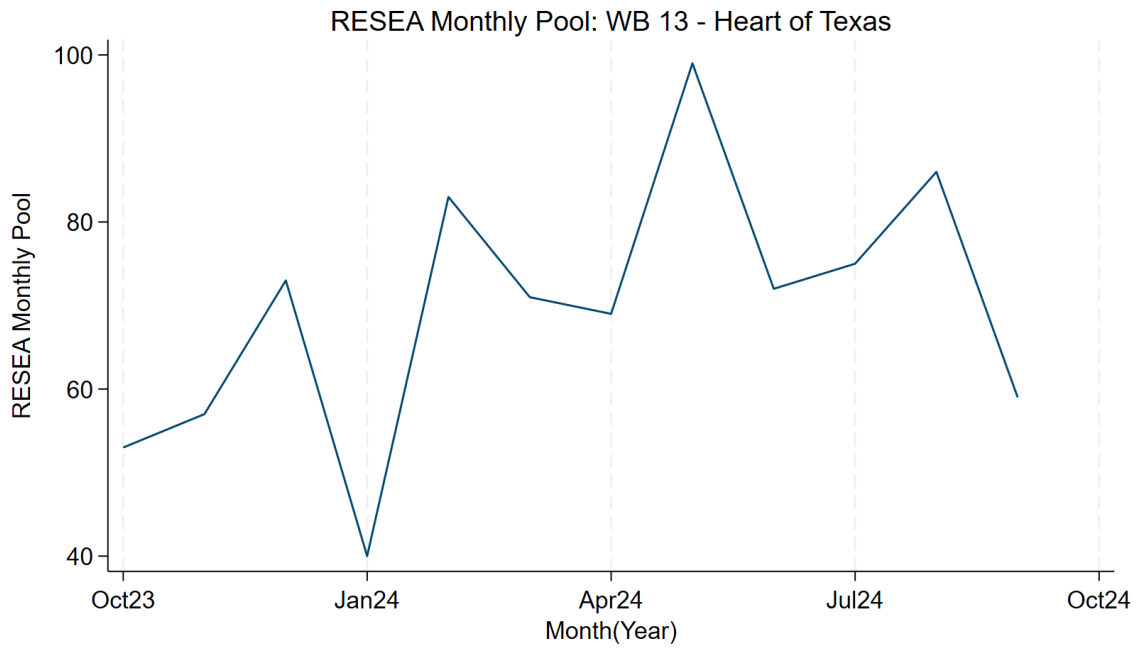
Summary Graphs:






Customer Perceptions #2: WB 13 - Heart of Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
80.0
78.6
78.9
83.2
85.0
78.0
89.5
82.0
85.0
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 21


RESEA Completion Rate: WB 13 - Heart of Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 13 - Heart of Texas
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 14 – Capital Area



PPRI onsite visit: December 12-14, 2022

About the board area

Counties: 1 **Population:** 1,353,237
Popular industries: Trade, Transportation and Utilities, Professional and Business Services
Fastest growing industries: Warehousing and storage, Computer systems design and related services

Board Summary:

# office	# staff FTE	# customers	Pilot board
3	9	1,914	Phase II pilot - estimated launch May 2025

	WB 14 – Capital Area	Texas
Total year pool	1,914	77,778
Avg monthly pool	160	6,482
Avg monthly completion %	63.5	63.9

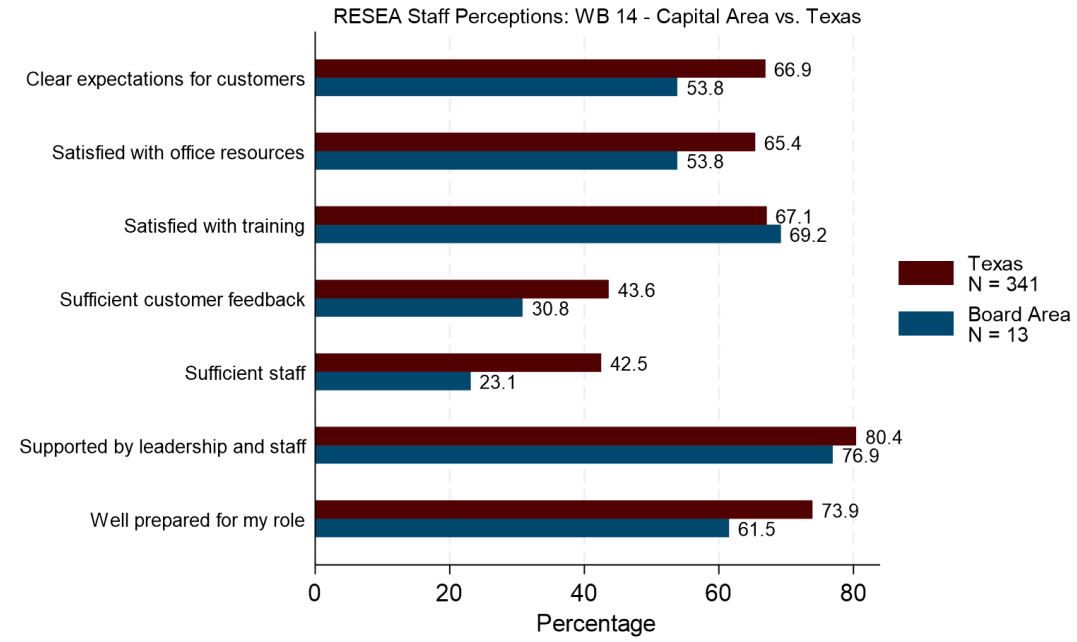
Highlights from board visits and surveys:

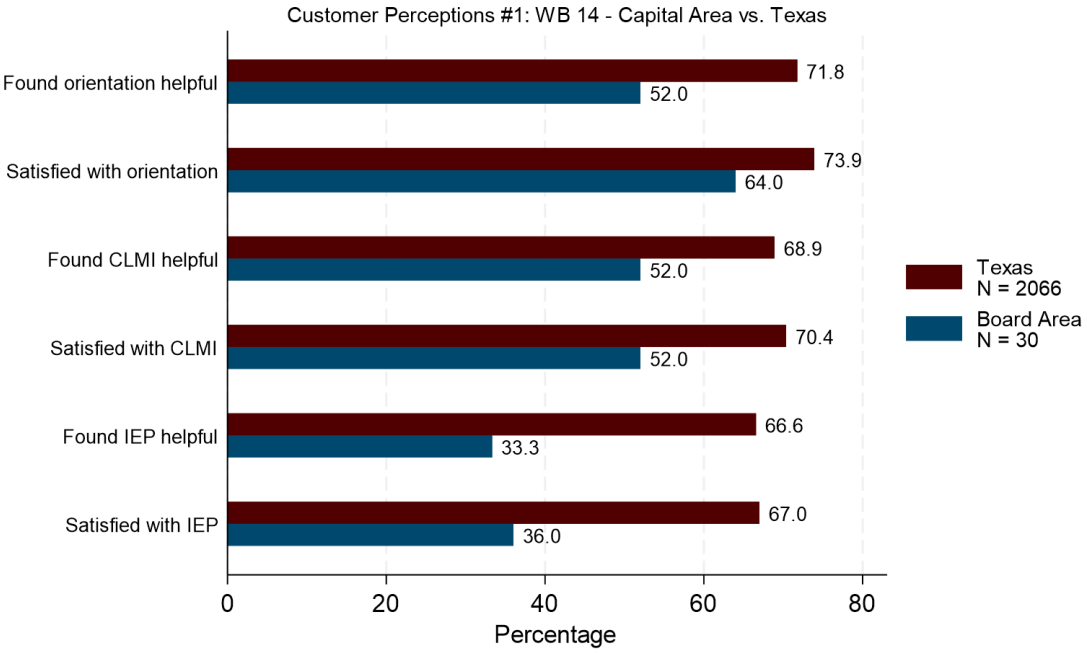
The Capital Area Board has a centralized model of delivery of RESEA services in which two offices lead 1:1 meetings. The board feels this model has been more efficient and has an overall positive change.

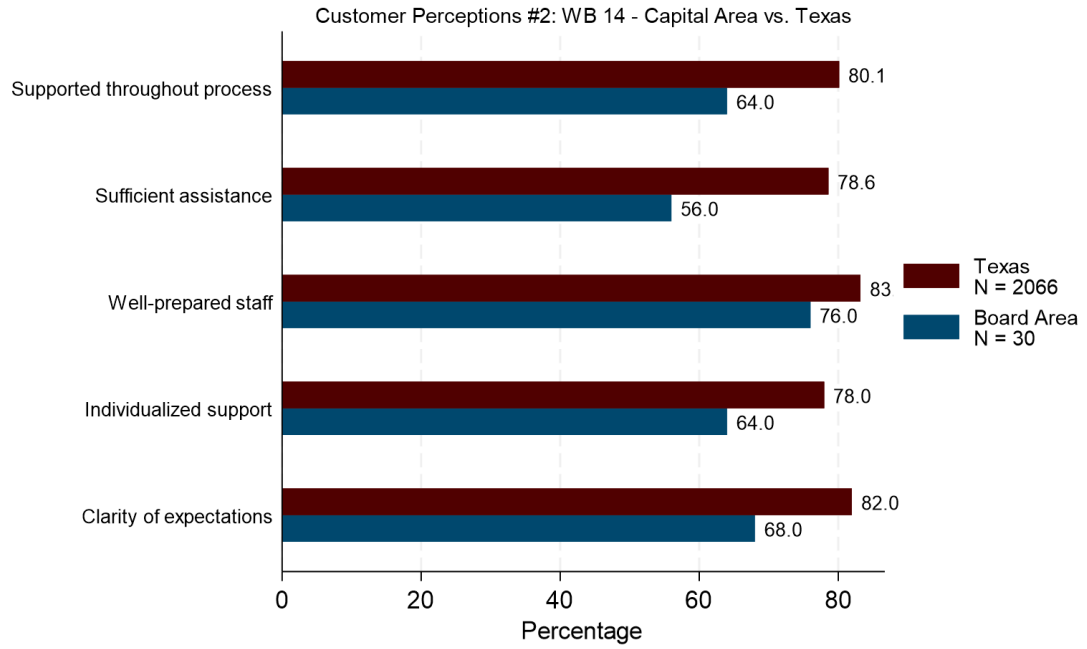
Overall, customer feedback received on the survey was positive and recognized the efforts of service providers who went above and beyond to assist them.

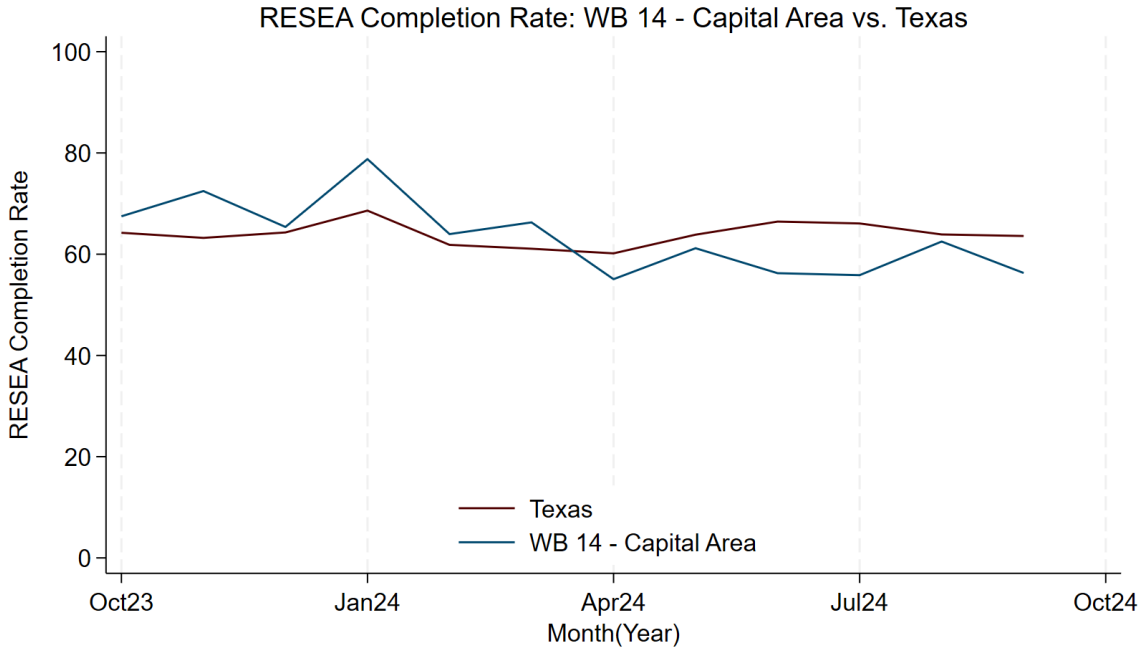
Negative customer feedback was related to customers who felt they were not heard during the process, that the program did not meet their needs, and that there weren't any job referrals that met their needs.

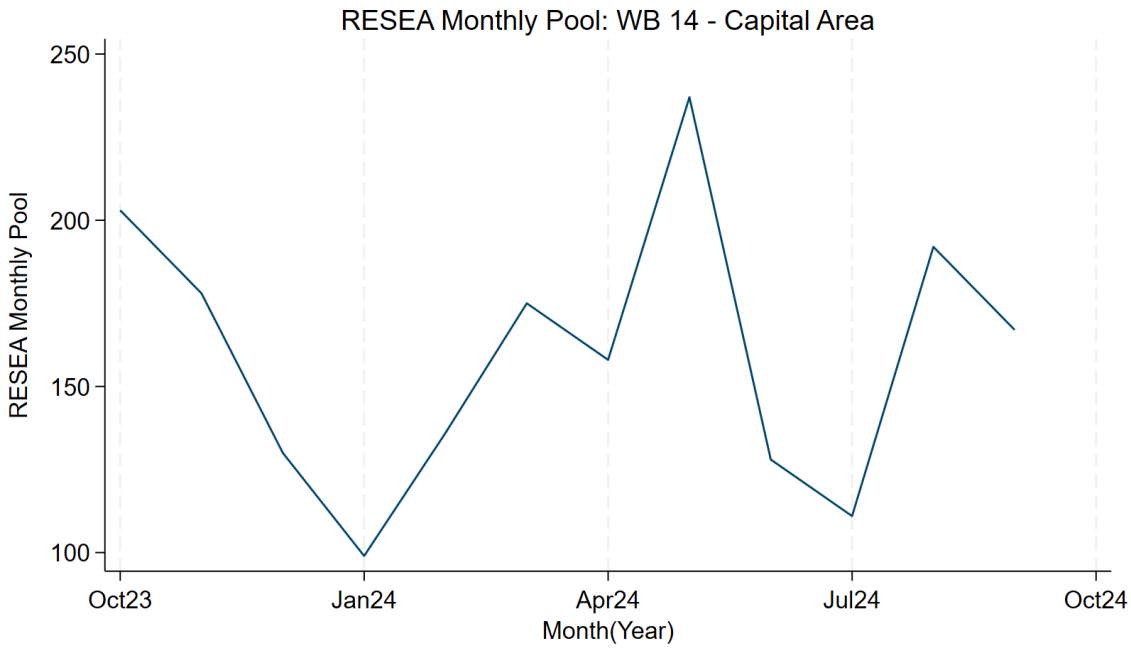
Summary Graphs:






Customer Perceptions #2: WB 14 - Capital Area vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
64.0
78.6
56.0
83
76.0
78.0
64.0
82.0
68.0
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 30

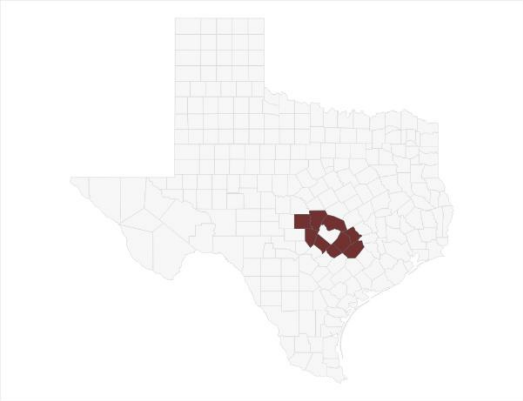

RESEA Completion Rate: WB 14 - Capital Area vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 14 - Capital Area



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 15 – Rural Capital Area



PPRI onsite visit: July 15-18, 2024

About the board area

Counties: 9 **Population:** 1,275,767
Popular industries: Leisure and Hospitality, Education and Health Services
Fastest growing industries: Management, scientific, and technical consulting services, Computer systems design and related services

Board Summary:

# office	# staff FTE	# customers	Pilot board
8	4	1,451	Phase II pilot - estimated launch May 2025

	WB 15 – Rural Capital Area	Texas
Total year pool	1,451	77,778
Avg monthly pool	121	6,482
Avg monthly completion %	73.4	63.9

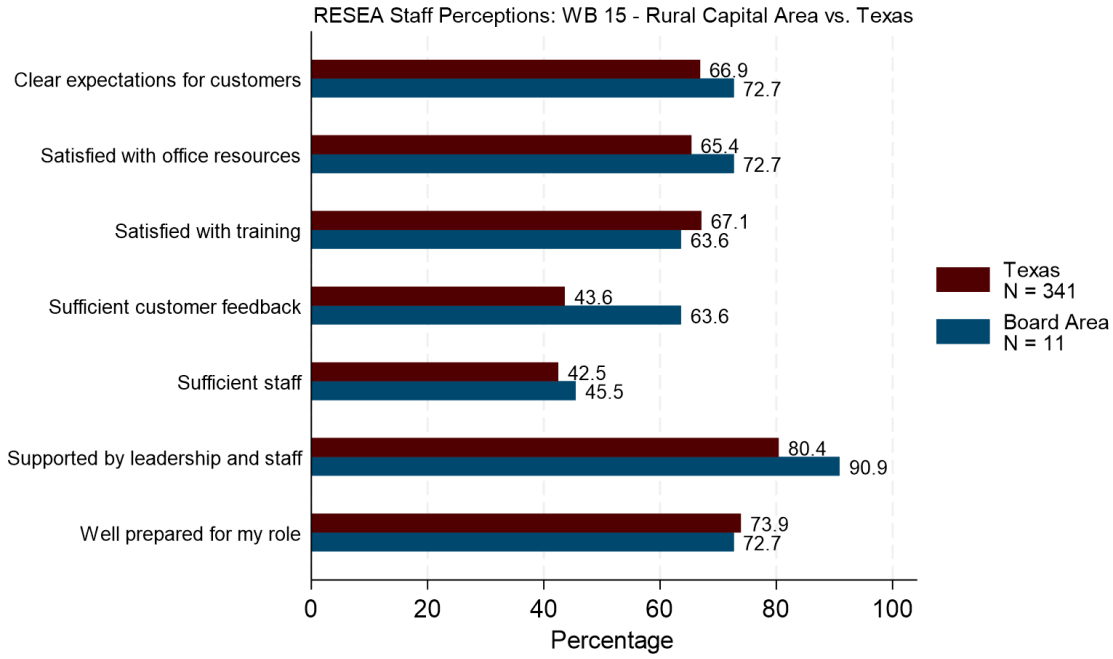
Highlights from board visits and surveys:

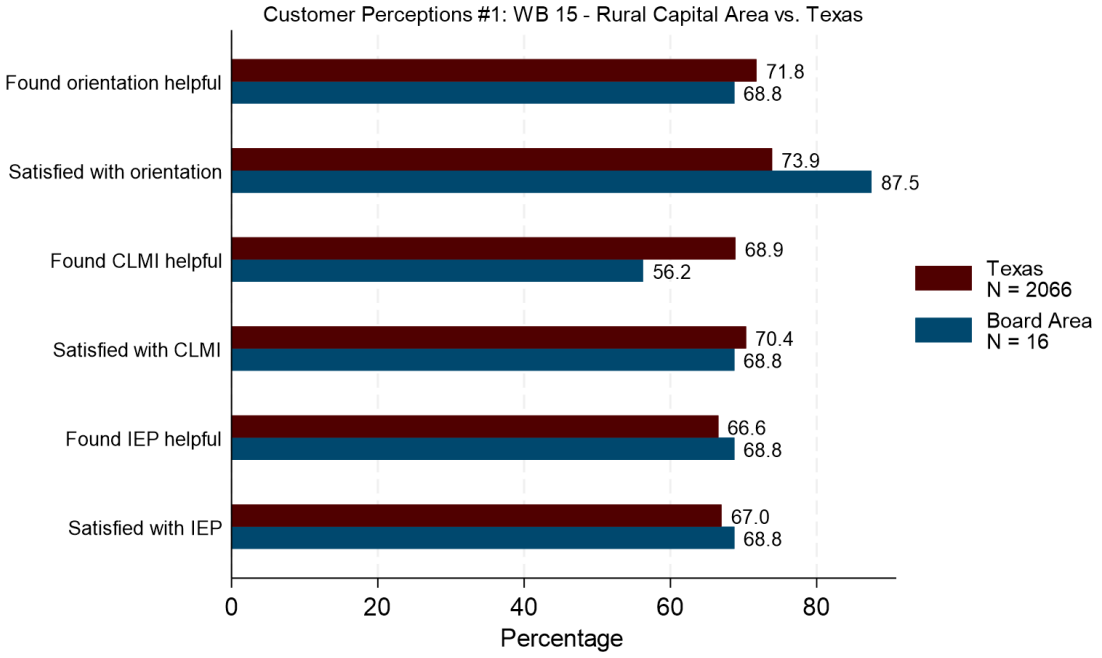
Rural Capital deploys services almost exclusively virtually. The virtual model of service delivery aids customers' comfort with technology and computer literacy. Rural Capital has experienced significant turnover in RESEA service providers but is consistently recruiting new service providers.

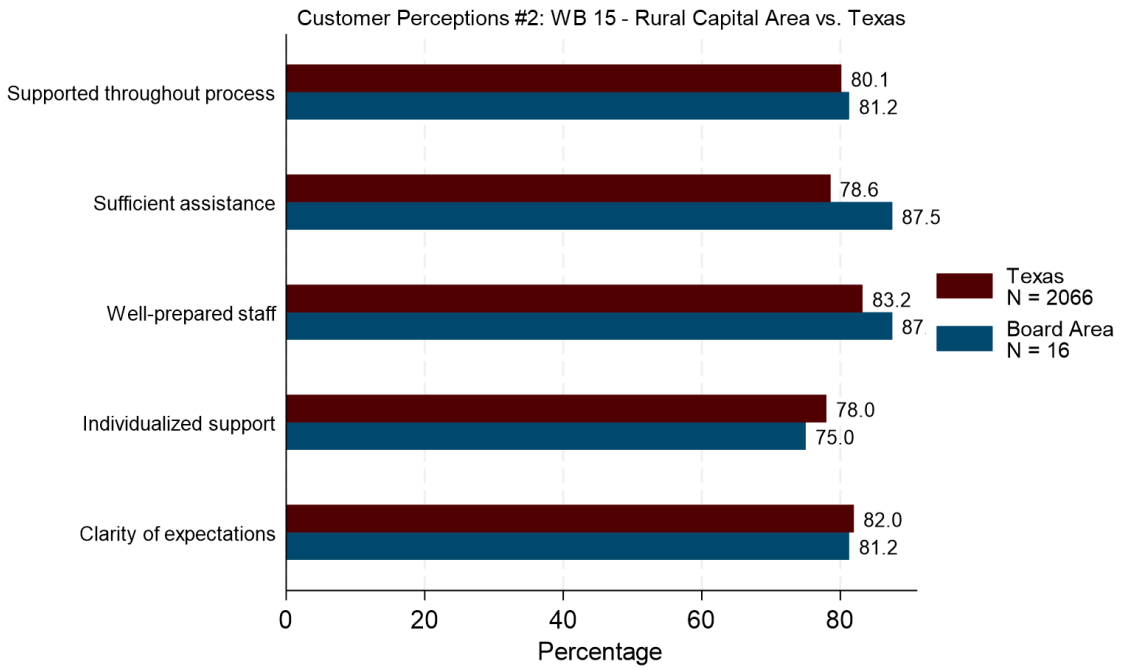
Overall, customer feedback received on the survey was positive and provided suggestions on ways to improve the program, such as additional contacts with their service providers.

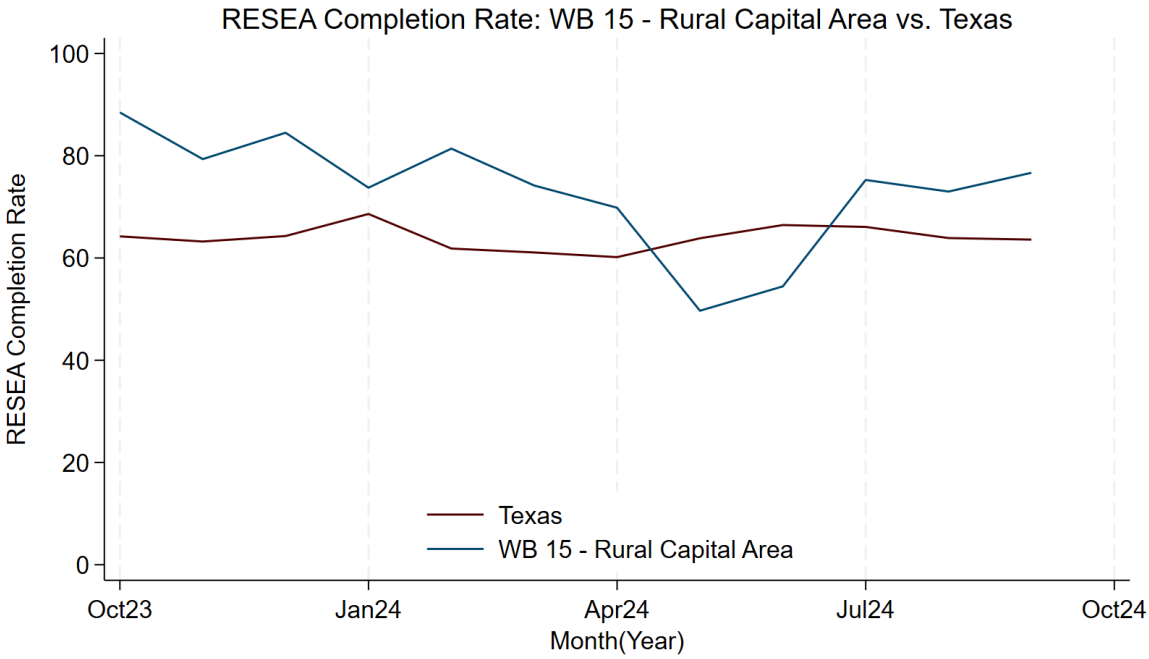
Negative customer feedback was related to customers who felt they were not heard during the process, that the program did not meet their needs, or they were not enrolled in additional services as requested.

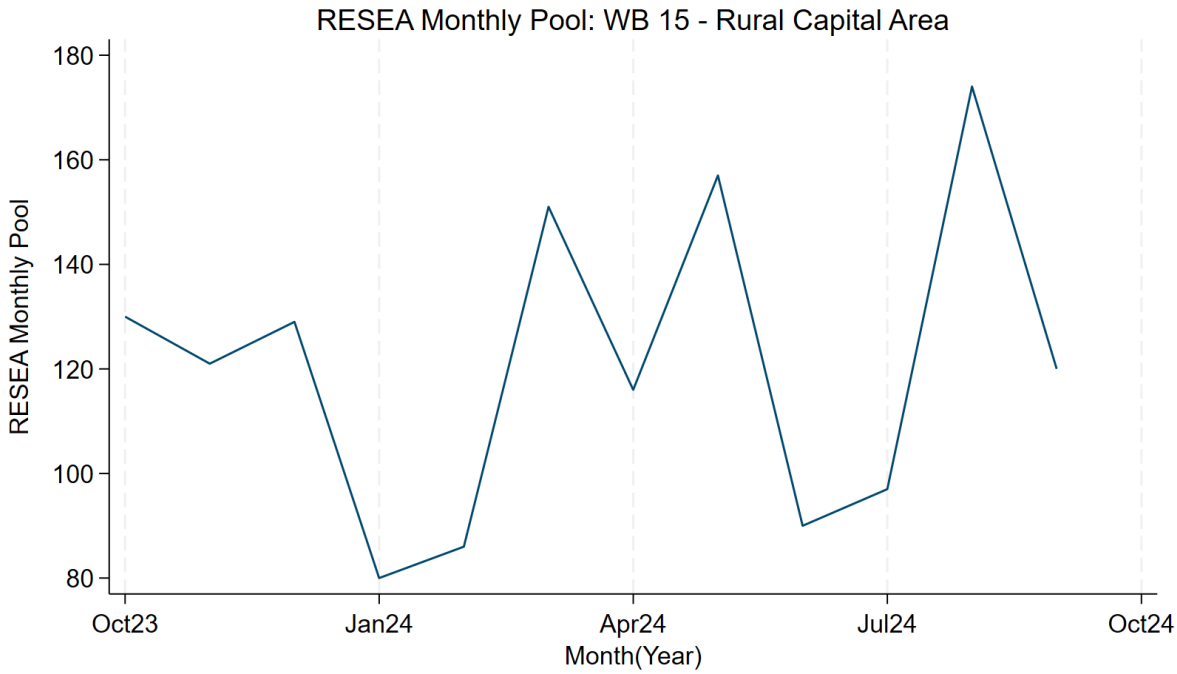
Summary Graphs:






Customer Perceptions #2: WB 15 - Rural Capital Area vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
81.2
78.6
87.5
83.2
87
78.0
75.0
82.0
81.2
Texas
N = 2066
Board Area
N = 16
0
20
40
60
80
Percentage

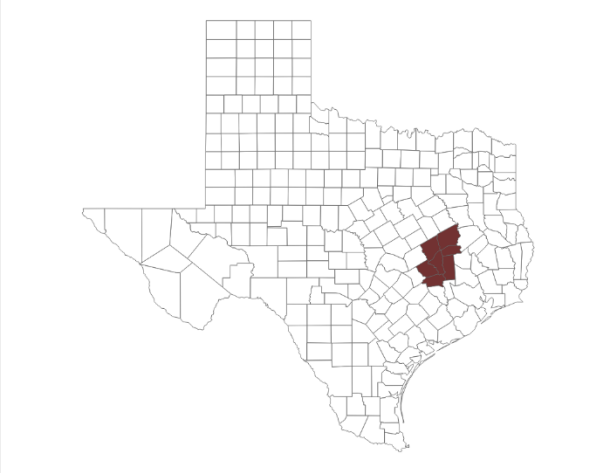

RESEA Completion Rate: WB 15 - Rural Capital Area vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 15 - Rural Capital Area
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 16 – Brazos Valley



PPRI onsite visit: December 13, 2022

About the board area

Counties: 7 **Population:** 380,282
Popular industries: Leisure and Hospitality, Trade, Transportation and Utilities
Fastest growing industries: Machinery, equipment, and supplies merchant wholesalers, Continuing care, assisted living facilities

Board Summary:

# office	# staff FTE	# customers	Pilot board
2	1	539	Phase II pilot - estimated launch May 2025

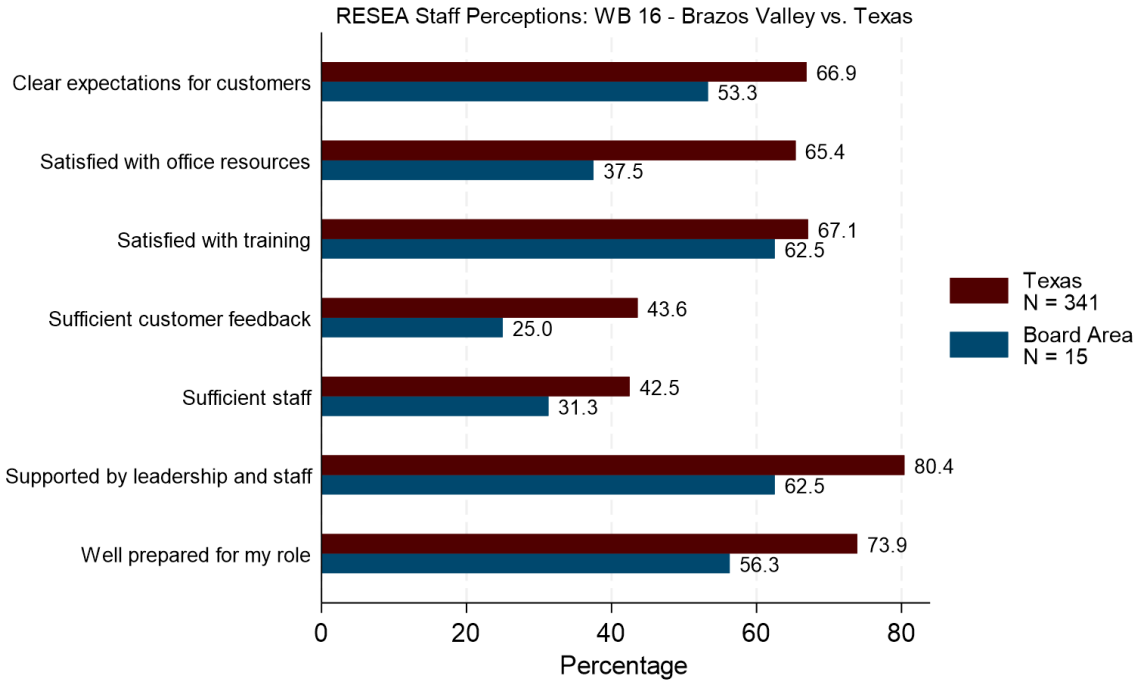
	WB 16 – Brazos Valley	Texas
Total year pool	539	77,778
Avg monthly pool	45	6,482
Avg monthly completion %	41.9	63.9

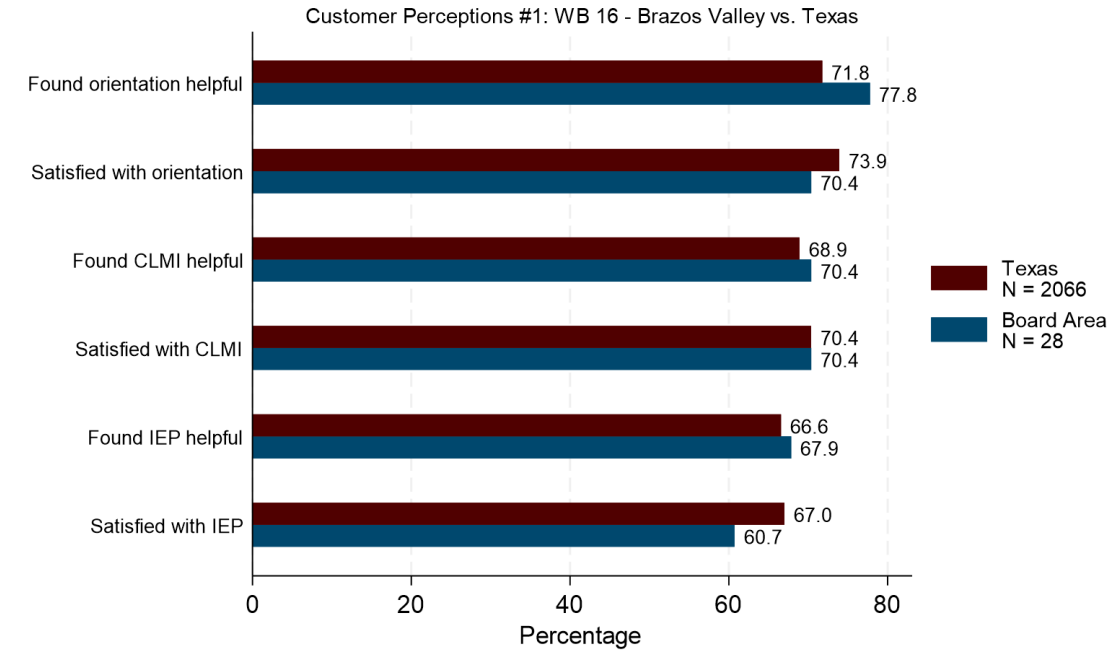
Highlights from board visits and surveys:

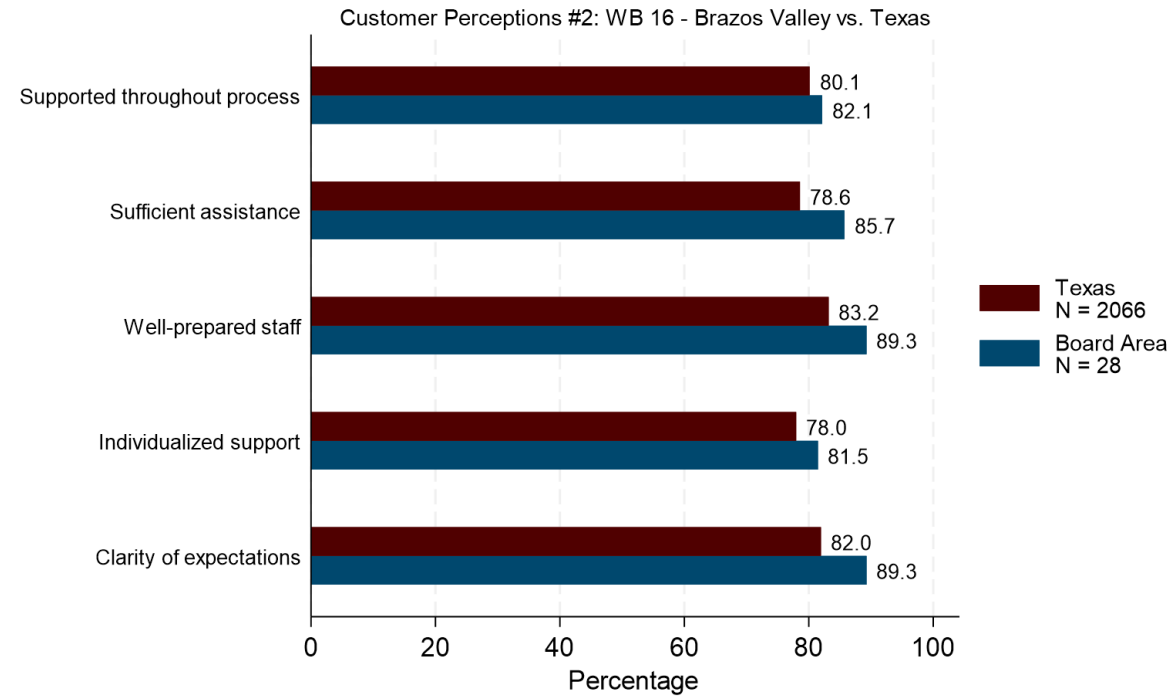
Brazos Valley has a hybrid model for deployment of RESEA services as all RESEA services occur in the main office of the board. Services are offered in both English and Spanish to accommodate the needs of the customer. Service providers work to put the needs of the customer first.

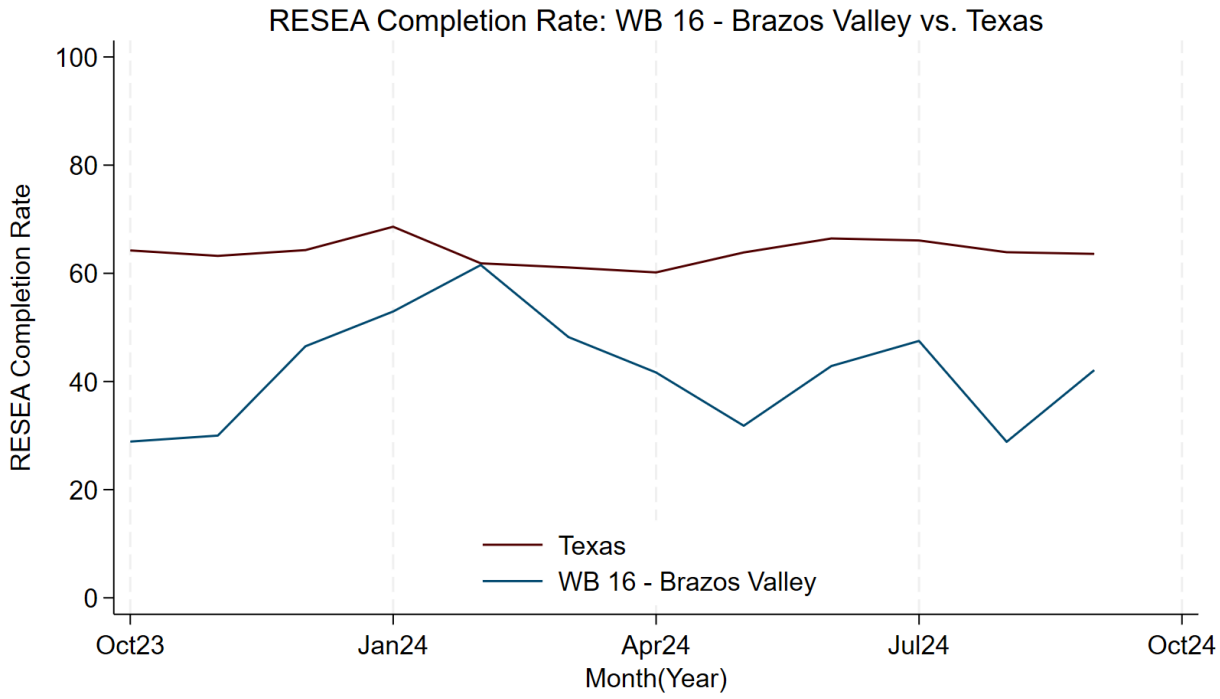
Overall, customer feedback received on the survey was positive and provided suggestions on ways to improve the program, such as additional communication with their service provider.

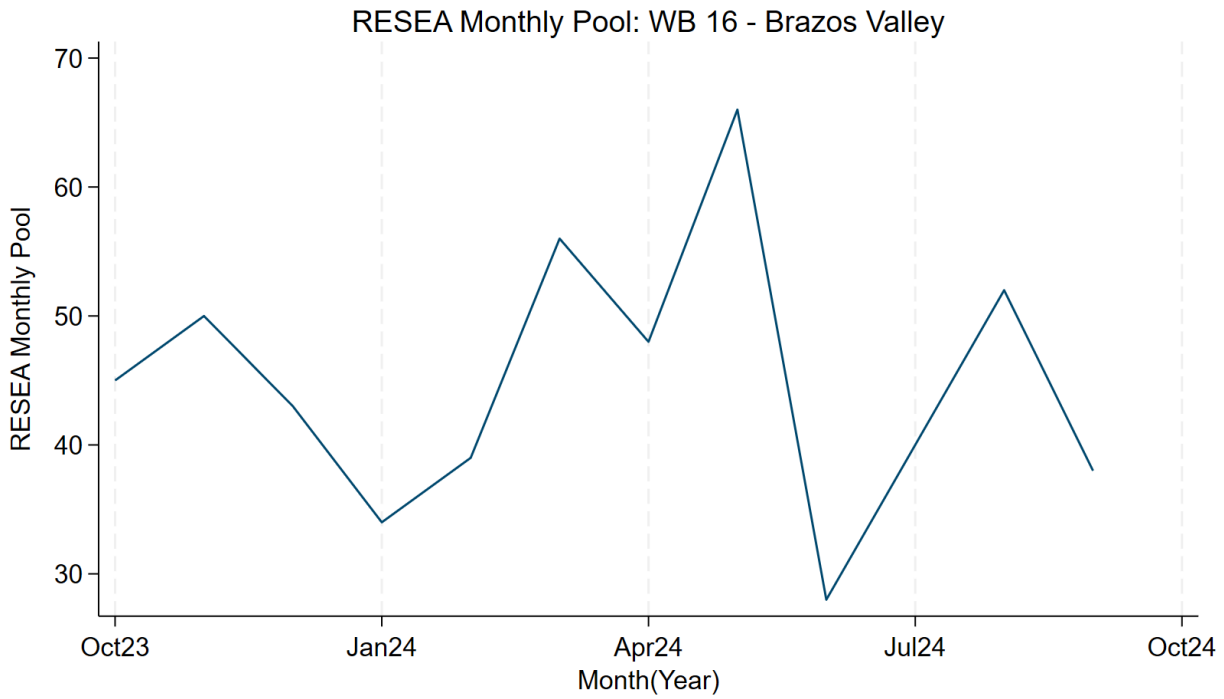
Summary Graphs:






Customer Perceptions #2: WB 16 - Brazos Valley vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
82.1
78.6
85.7
83.2
89.3
78.0
81.5
82.0
89.3
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 28

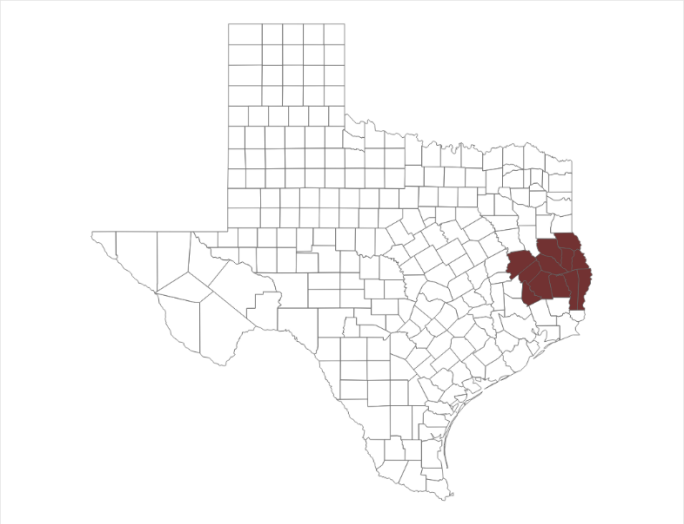

RESEA Completion Rate: WB 16 - Brazos Valley vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 16 - Brazos Valley



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 17 – Deep East Texas



PPRI onsite visit: June 10-13, 2024

About the board area

Counties: 12 **Population:** 380,201
Popular industries: Trade, Transportation and Utilities, Education and Health Services
Fastest growing industries: Individual and family services, Offices of physicians

Board Summary:

# office	# staff FTE	# customers	Pilot board
6	4	865	Phase I pilot - launched March 2024

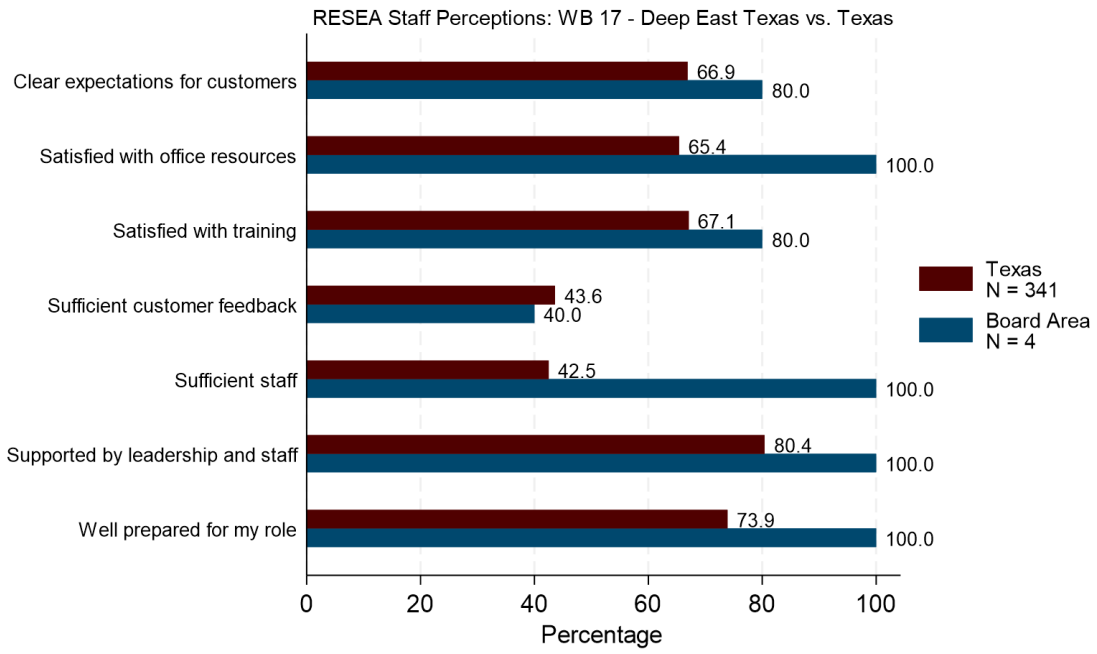
	WB 17 – Deep East Texas	Texas
Total year pool	865	77,778
Avg monthly pool	72	6,482
Avg monthly completion %	49.6	63.9

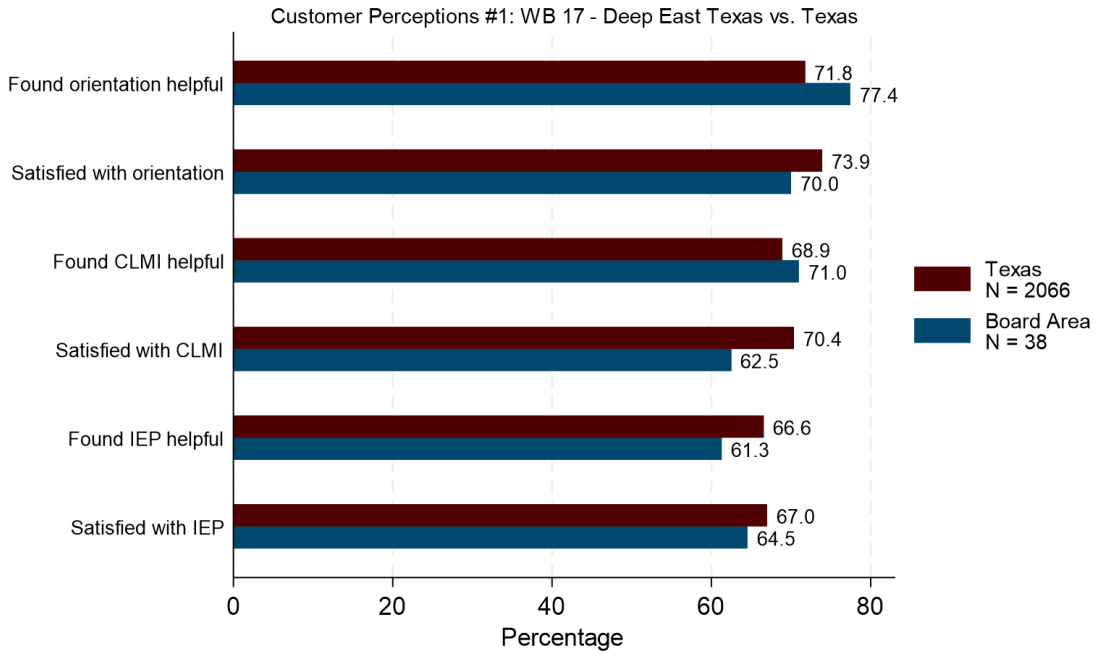
Highlights from board visits and surveys:

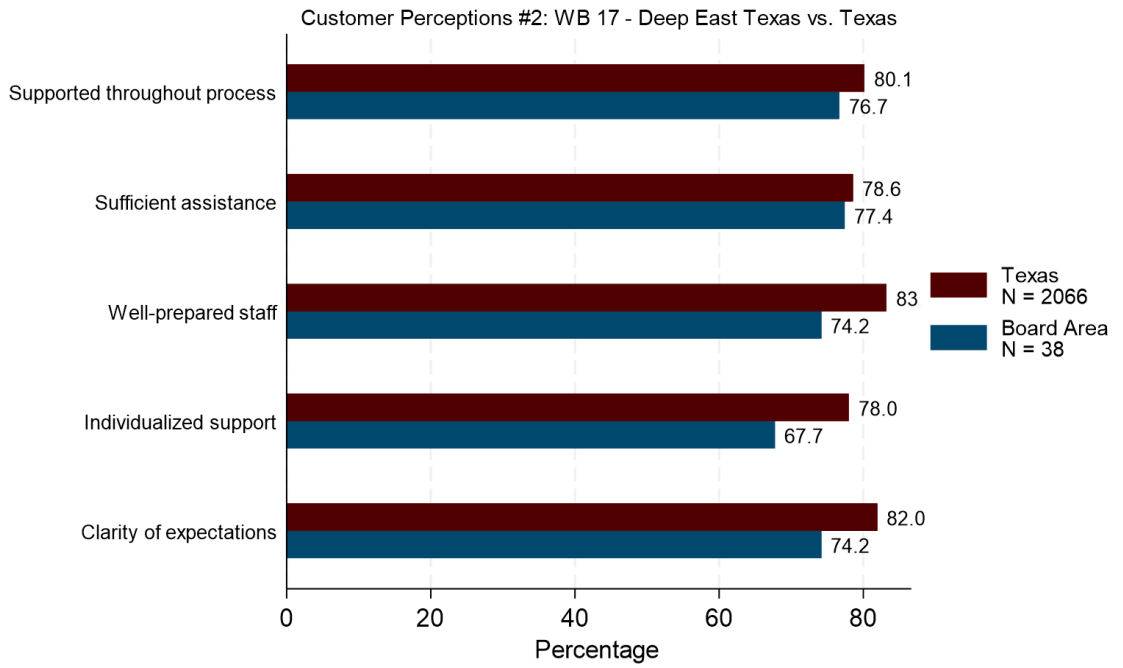
Deep East Texas expressed positive feedback on their initial implementation of the Pilot Program. Their biggest challenge in implementing the Pilot Program was scheduling difficulties and customers' attendance at the initial appointment.

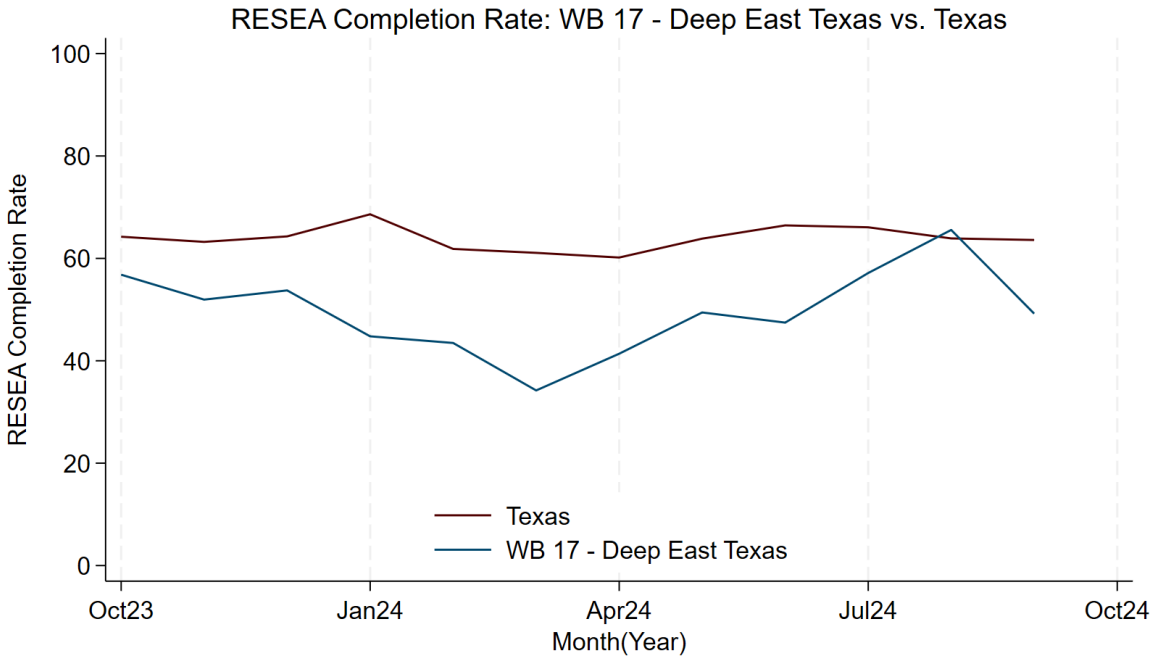
Overall, customer feedback received on the survey was positive and recognized specific service providers who went above and beyond to assist them in their job search.

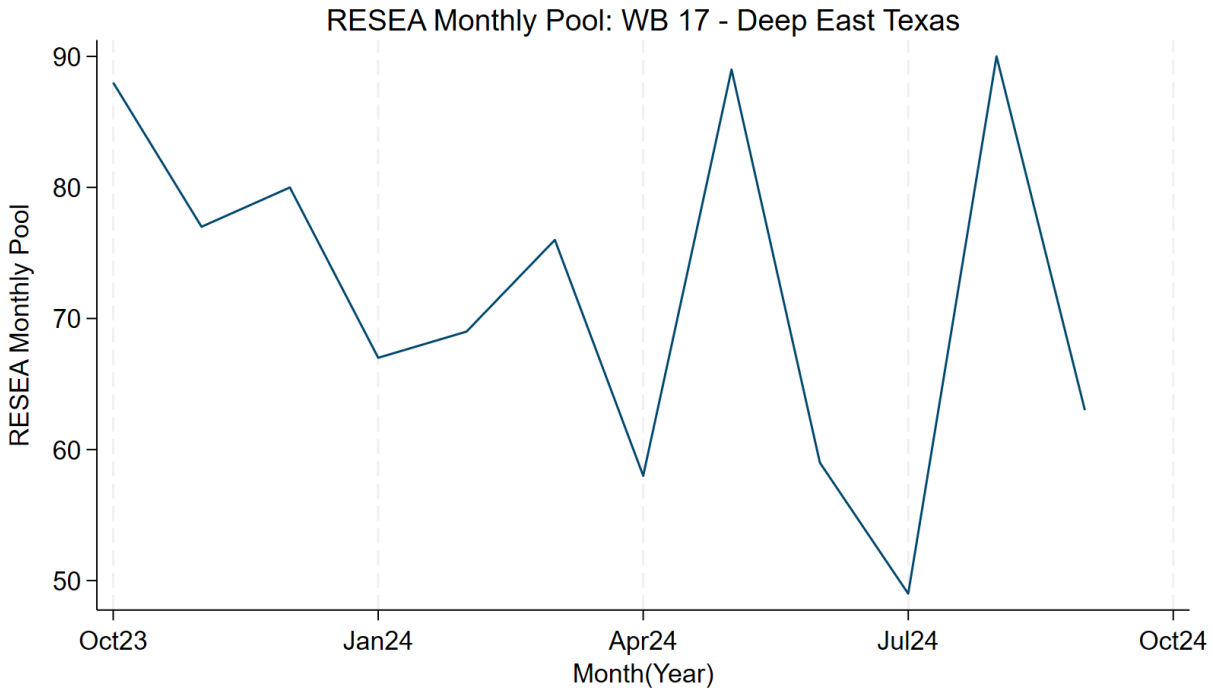
Summary Graphs:






Customer Perceptions #2: WB 17 - Deep East Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
76.7
78.6
77.4
83
74.2
78.0
67.7
82.0
74.2
Texas
N = 2066
Board Area
N = 38
0
20
40
60
80
Percentage


RESEA Completion Rate: WB 17 - Deep East Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 17 - Deep East Texas
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 18 – Southeast Texas



PPRI onsite visit: June 18-20, 2024

About the board area

Counties: 3 **Population:** 396,624
Popular industries: Education and Health Services, Construction
Fastest growing industries: Outpatient care centers, Building finishing contractors

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	.	1,530	Not applicable

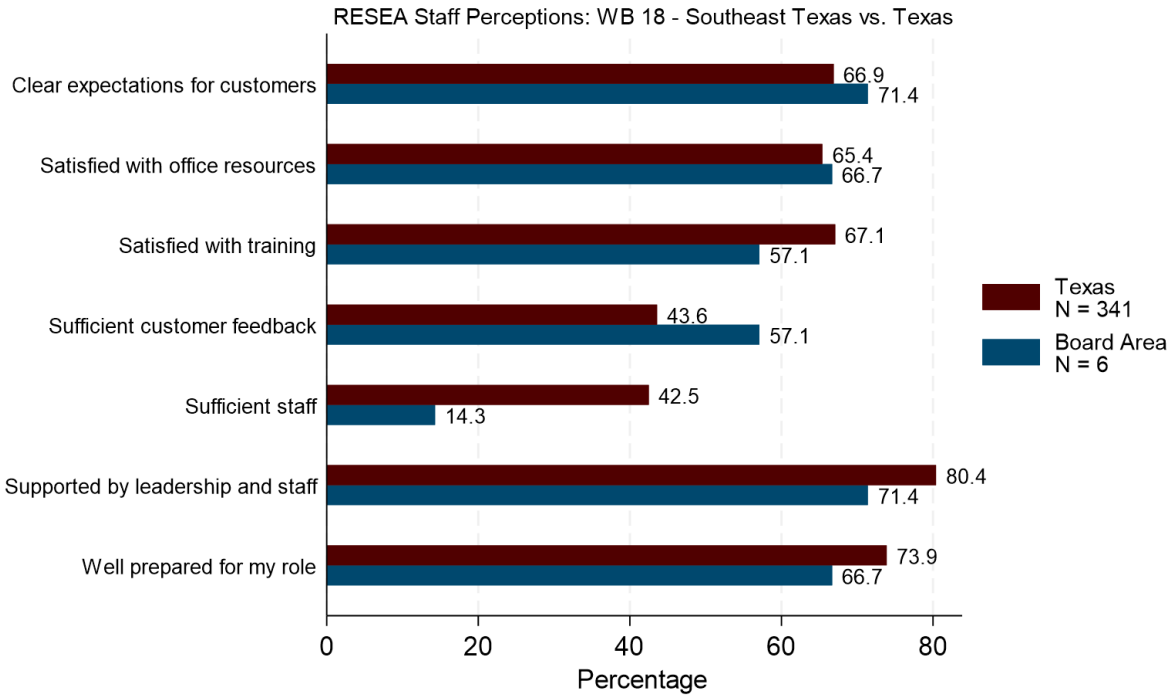
	WB 18 – Southeast Texas	Texas
Total year pool	1,530	77,778
Avg monthly pool	128	6,482
Avg monthly completion %	56.9	63.9

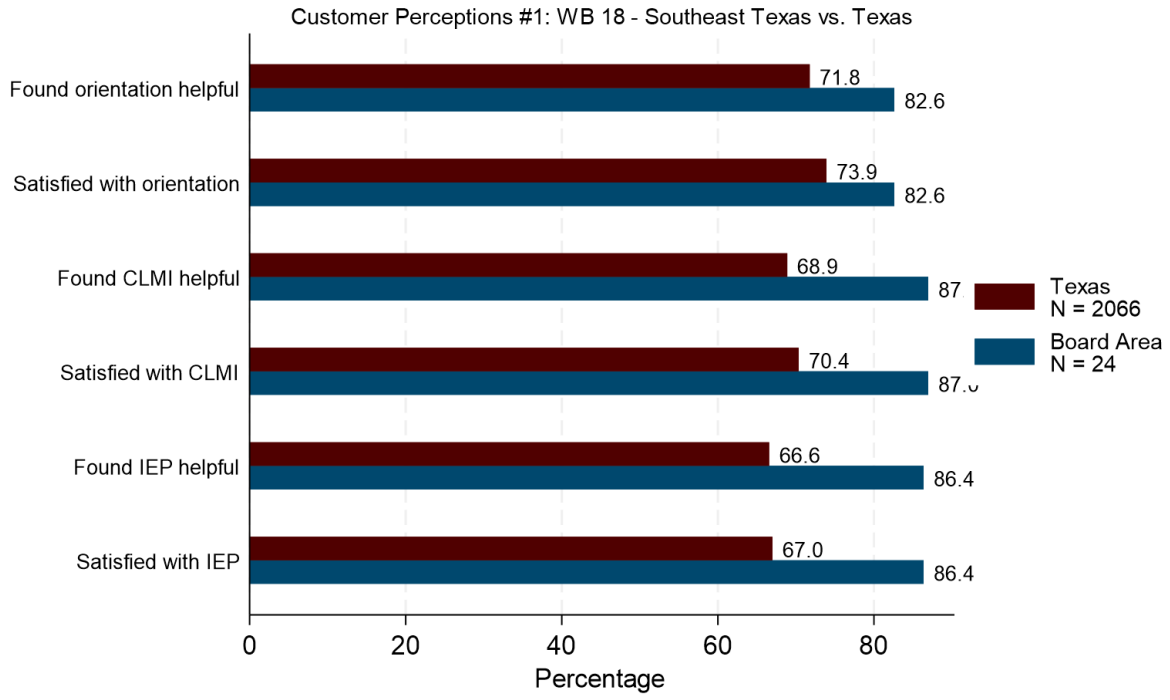
Highlights from board visits and surveys:

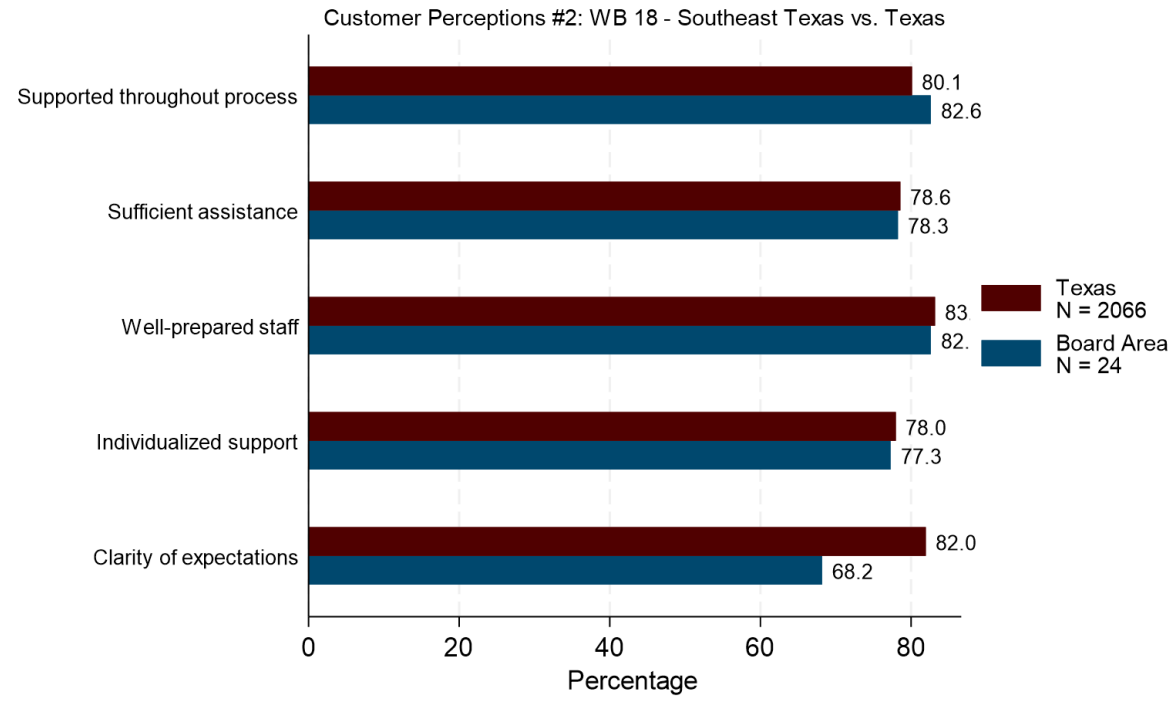
Deep East Texas expressed positive feedback on their initial implementation of the Pilot Program. Their biggest challenge in implementing the Pilot Program was scheduling difficulties and customers' attendance at the initial appointment.

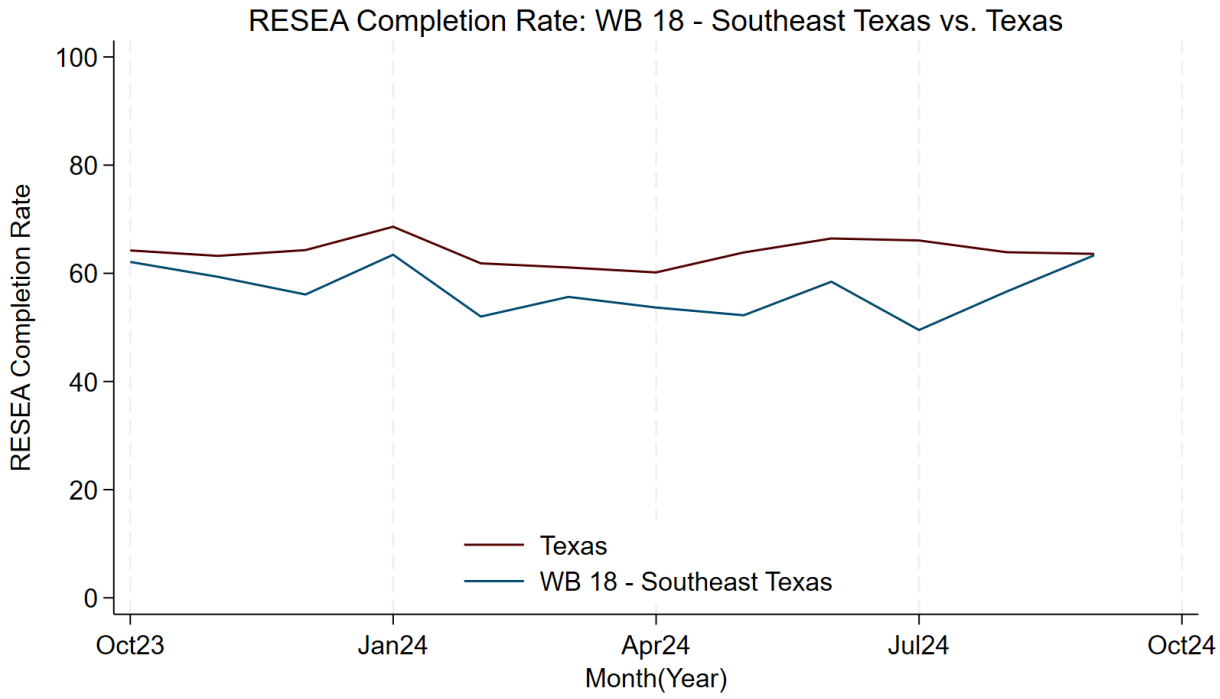
Overall, customer feedback received on the survey was positive and recognized specific service providers who went above and beyond to assist them in their job search.

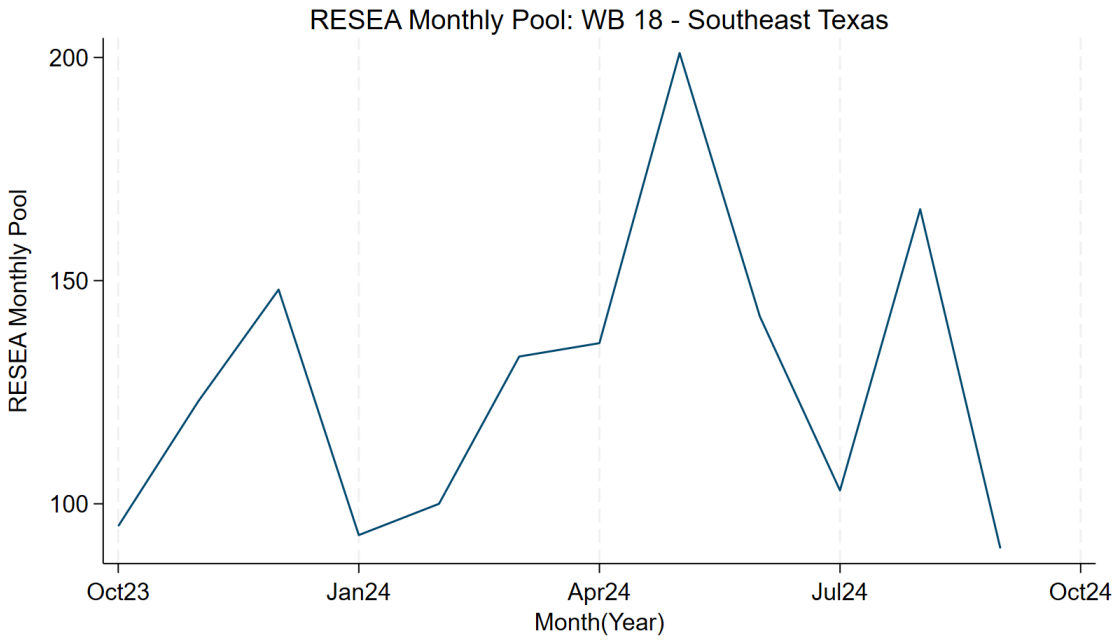
Summary Graphs:






Customer Perceptions #2: WB 18 - Southeast Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
82.6
78.6
78.3
83
82.
78.0
77.3
82.0
68.2
Texas
N = 2066
Board Area
N = 24
0
20
40
60
80
Percentage


RESEA Completion Rate: WB 18 - Southeast Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 18 - Southeast Texas
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 19 – Golden Crescent



PPRI onsite visit: July 24-26, 2024

About the board area

Counties: 7 **Population:** 193,570
Popular industries: Trade, Transportation and Utilities, Education and Health Services
Fastest growing industries: Building equipment contractors, Machinery, equipment, and supplies merchant wholesalers

Board Summary:

# office	# staff FTE	# customers	Pilot board
8	1	268	Phase I pilot - launched March 2024

	WB 19 – Golden Crescent	Texas
Total year pool	268	77,778
Avg monthly pool	22	6,482
Avg monthly completion %	72.8	63.9

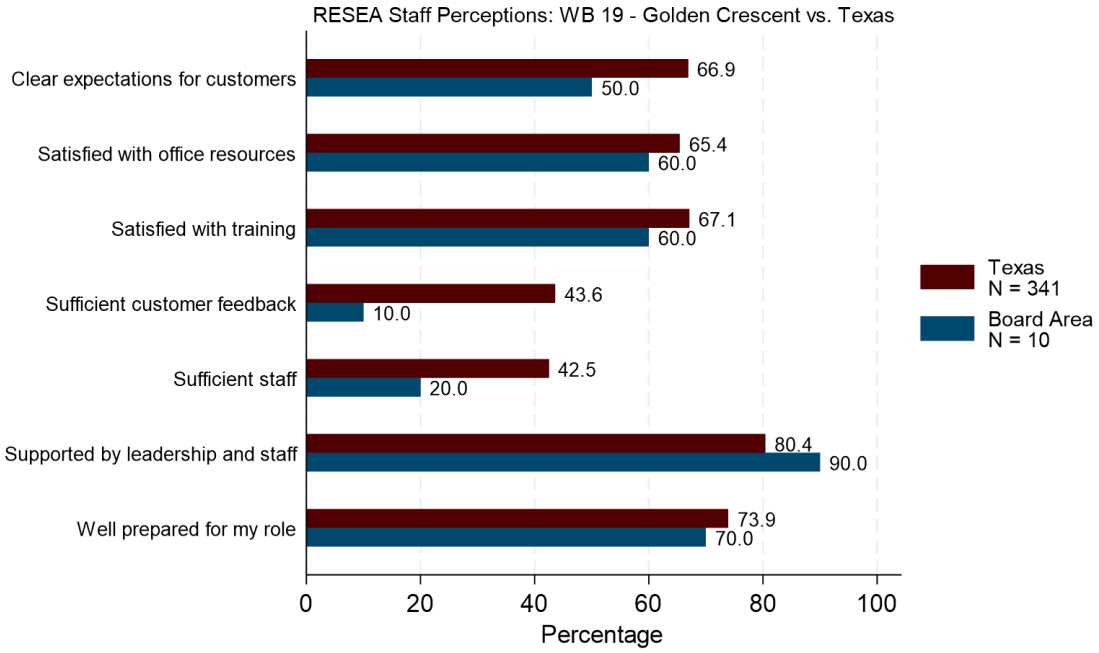
Highlights from board visits and surveys:

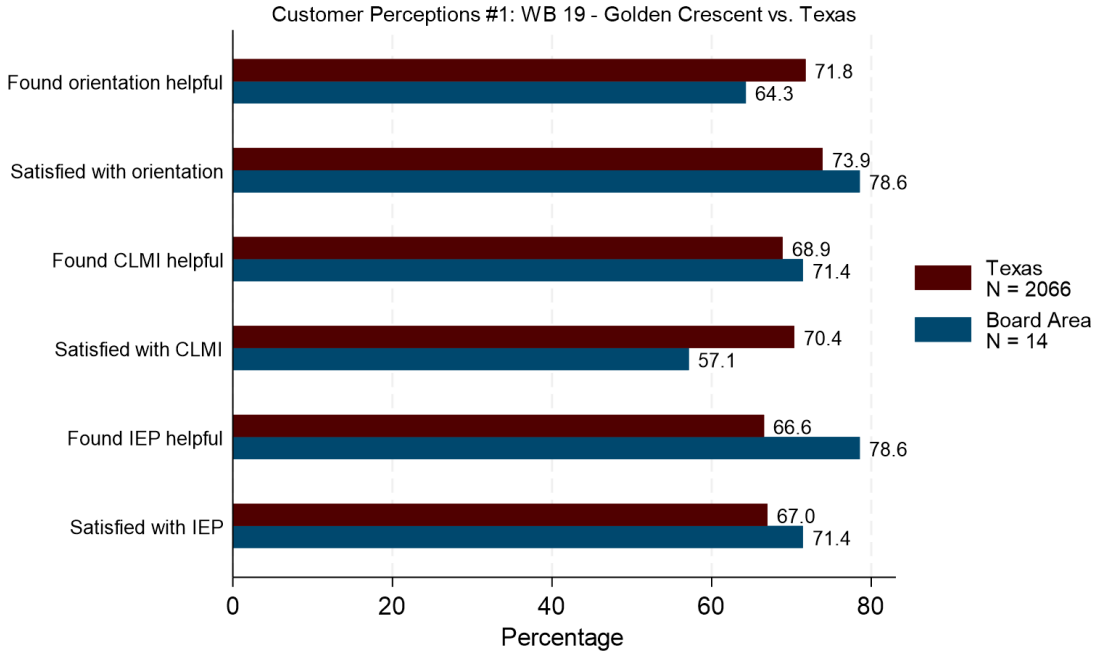
Golden Crescent aims to provide RESEA Program services in person when possible; however, due to the rural nature of the board, many services are provided virtually. Due to the customer base, service providers spend a lot of time coaching and teaching customers about technology and computer literacy. However, one key challenge service providers face is a lack of appropriate job fairs to refer customers to during their RESEA Program period.

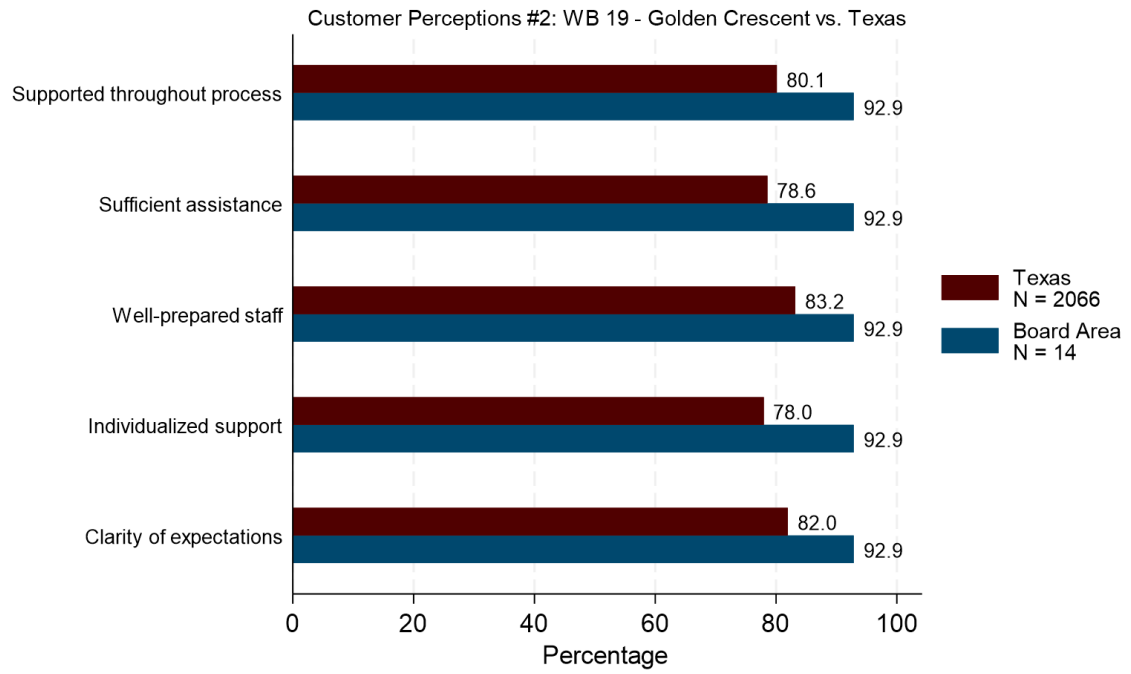
Overall, customer feedback received on the survey was positive and provided suggestions for improvements upon the program such as not spending valuable appointment time looking for a job when the customer has

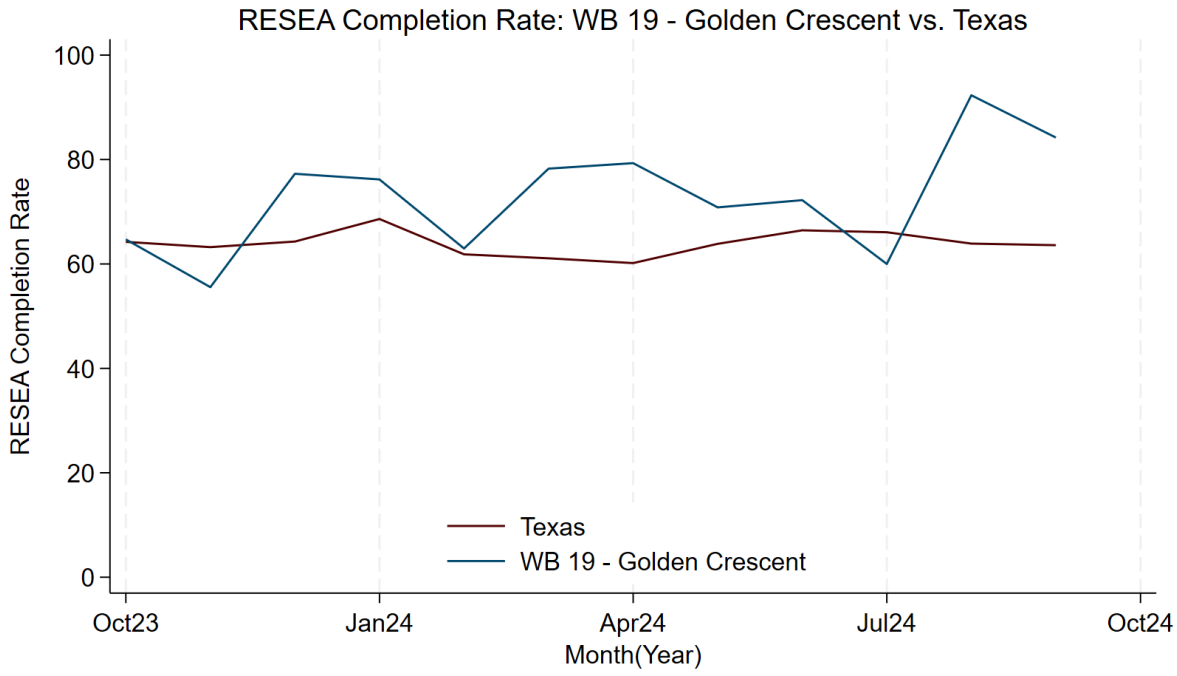
already met their required job searches for the week and having written instructions the customer can take home with them to aid in the job searches.

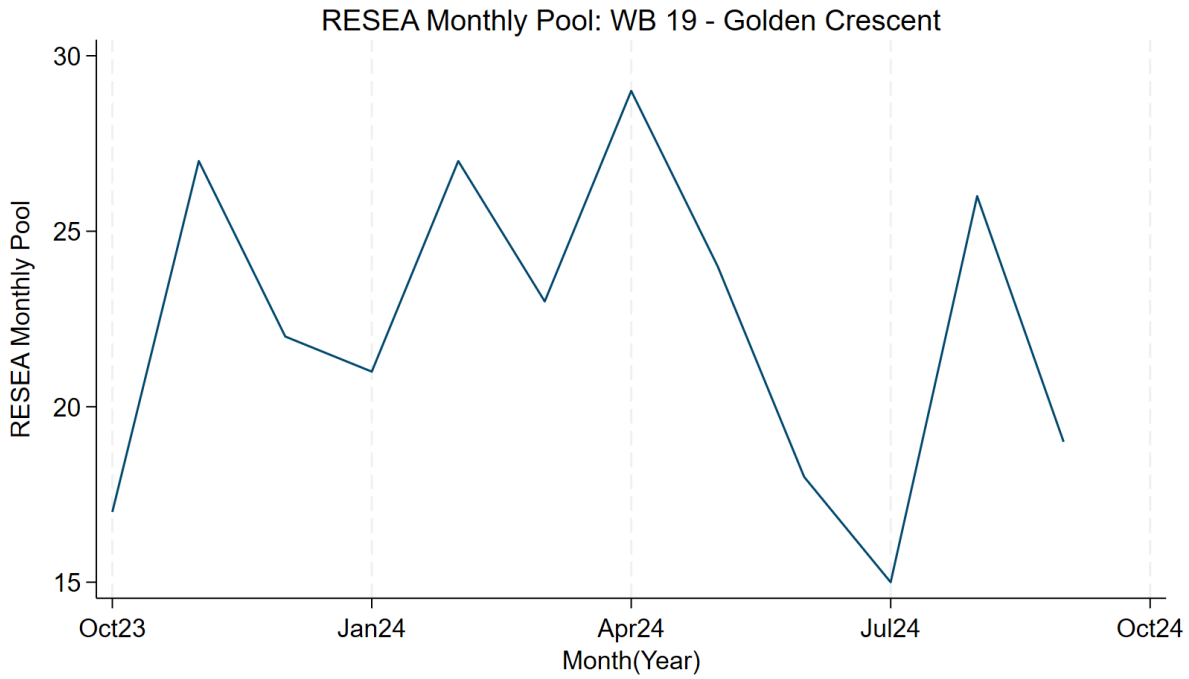
Summary Graphs:






Customer Perceptions #2: WB 19 - Golden Crescent vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
92.9
78.6
92.9
83.2
92.9
78.0
92.9
82.0
92.9
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 14

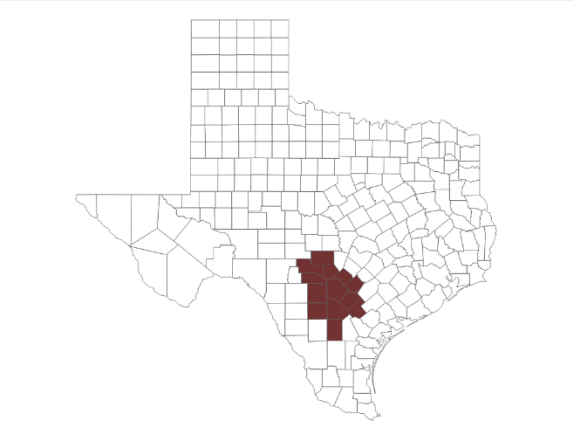

RESEA Completion Rate: WB 19 - Golden Crescent vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 19 - Golden Crescent
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 20 – Alamo



PPRI onsite visit: September 21-23, 2024

About the board area

Counties: 13 **Population:** 2,814,399
Popular industries: Education and Health Services, Leisure and Hospitality
Fastest growing industries: Computer systems design and related services, Scientific research and development services

Board Summary:

# office	# staff FTE	# customers	Pilot board
16	9	4,706	Phase II pilot - estimated launch May 2025

	WB 20 – Alamo	Texas
Total year pool	4,706	77,778
Avg monthly pool	392	6,482
Avg monthly completion %	66.3	63.9

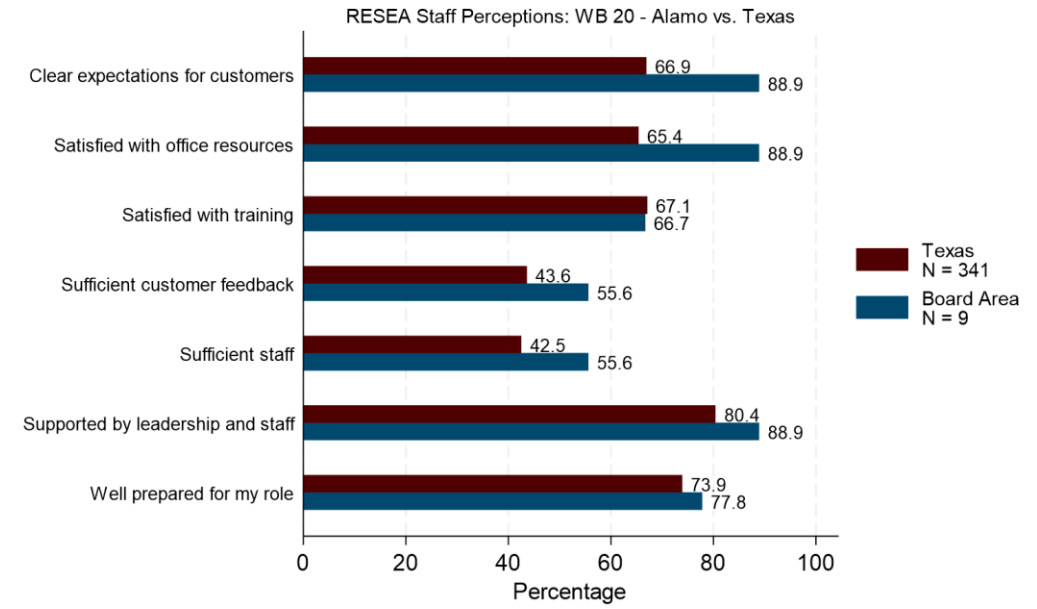
Highlights from board visits and surveys:

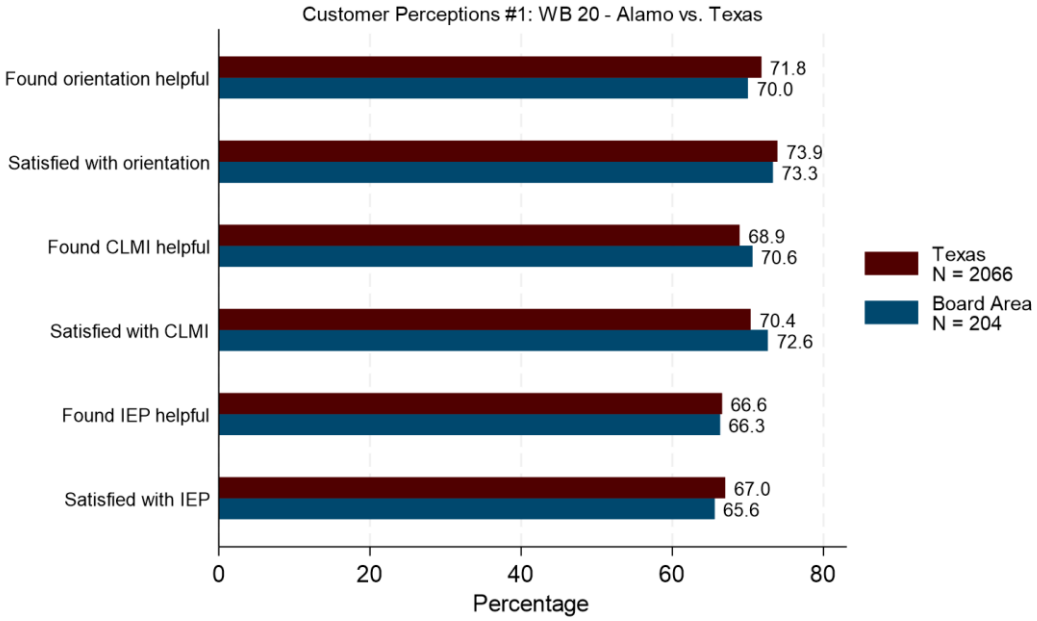
Alamo RESEA Program service providers are committed to helping their customers and strive to make sure they have adequate information about the program. Additionally, service providers focus on removing barriers for customers so they may find long-term employment. Currently, RESEA Program services are delivered in a hybrid manner, but service providers would like to have more in-person meetings with customers.

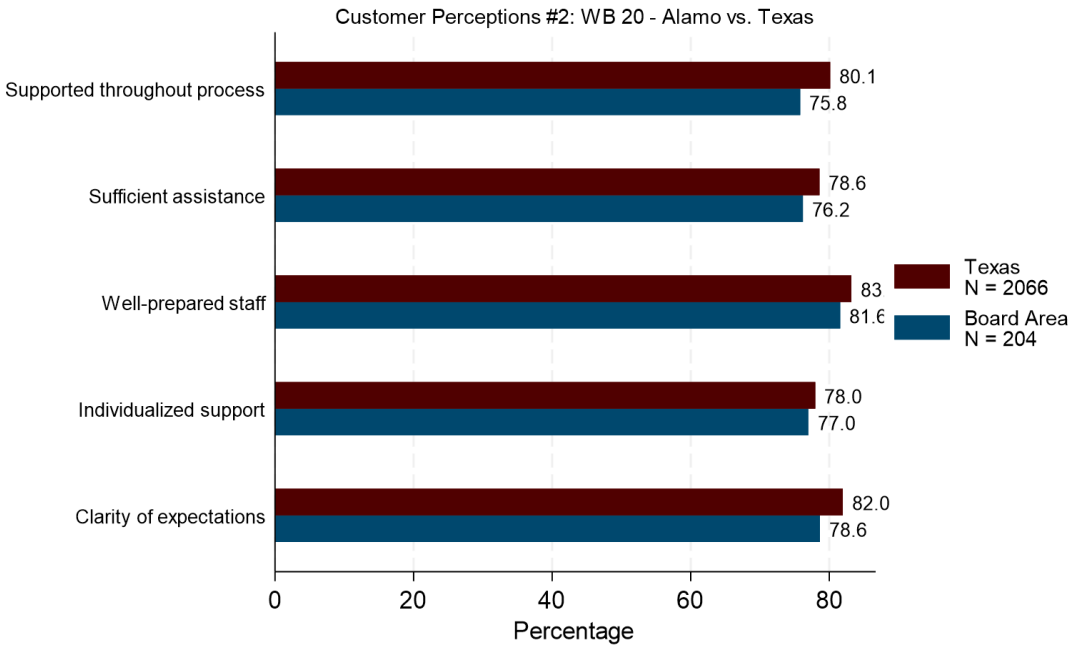
Overall, customer feedback received on the survey indicated the customers appreciated that they were able to receive services virtually to meet their needs but found it challenging to schedule in-person meetings with

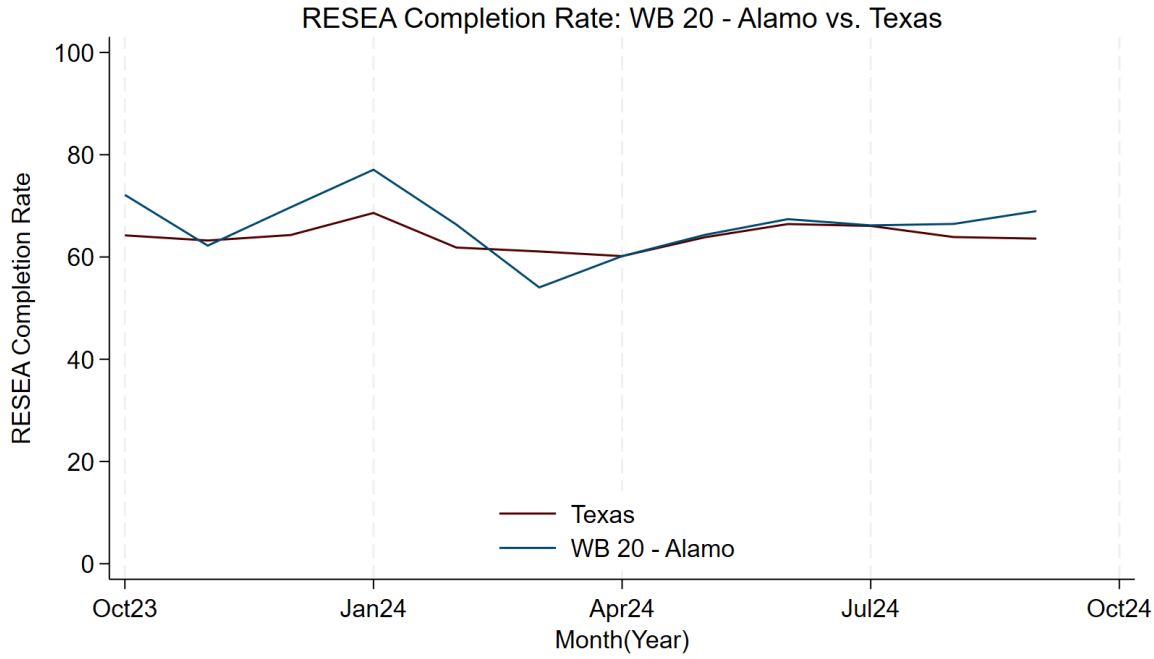
their service providers. Additionally, customers found it challenging to get additional services or personalized support they needed in their job search.

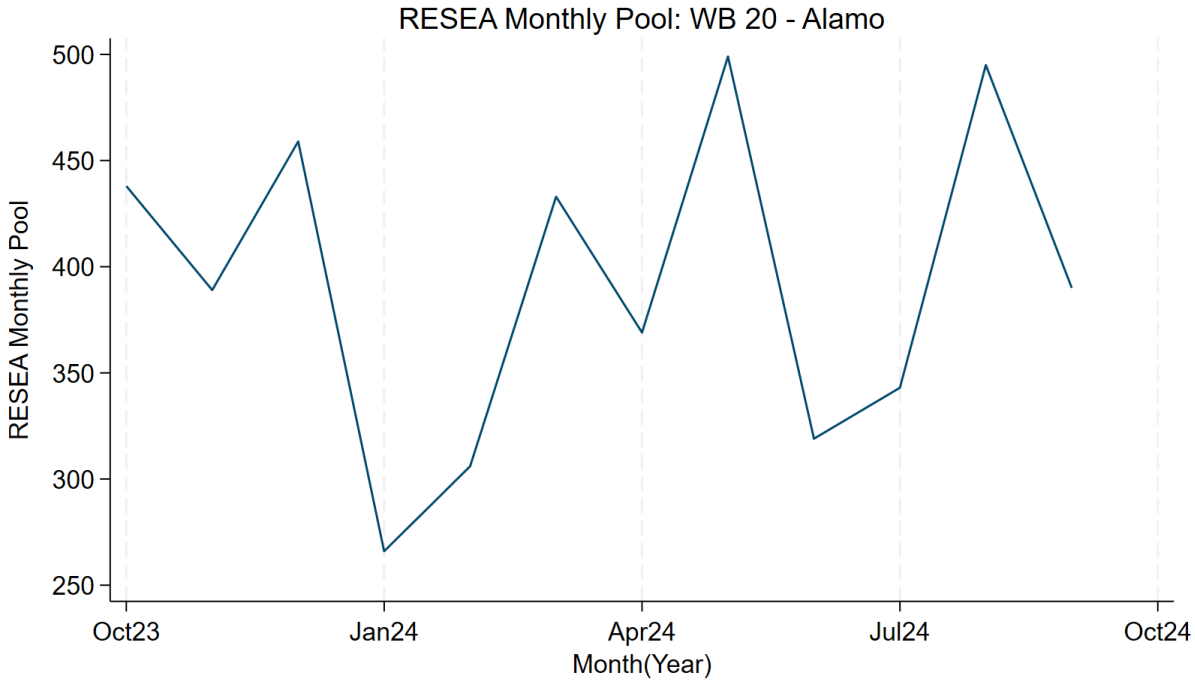
Summary Graphs:






Customer Perceptions #2: WB 20 - Alamo vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
75.8
78.6
76.2
83
81.6
78.0
77.0
82.0
78.6
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 204

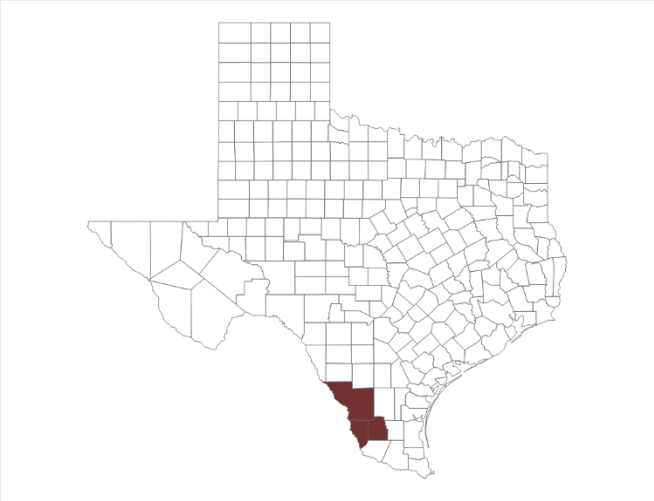

RESEA Completion Rate: WB 20 - Alamo vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 20 - Alamo



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 21 – South Texas



PPRI onsite visit: September 14-18, 2024

About the board area

Counties: 3 **Population:** 290,728
Popular industries: Leisure and Hospitality, Education and Health Services
Fastest growing industries: Offices of physicians, Individual and family services

Board Summary:

# office	# staff FTE	# customers	Pilot board
3	0	593	Phase I pilot - launched March 2024

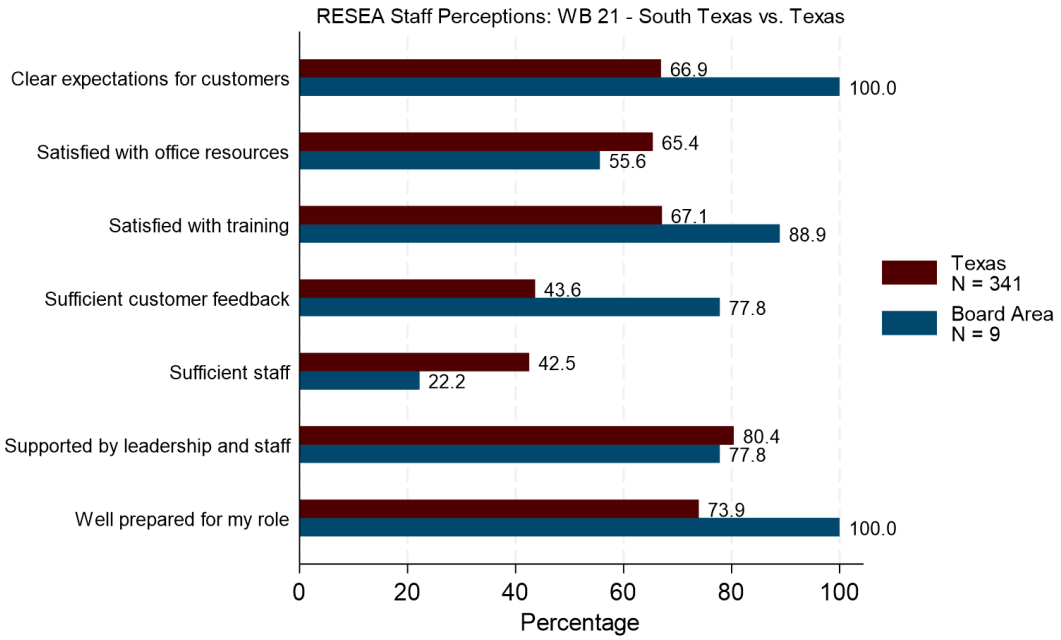
	WB 21 – South Texas	Texas
Total year pool	593	77,778
Avg monthly pool	49	6,482
Avg monthly completion %	72.5	63.9

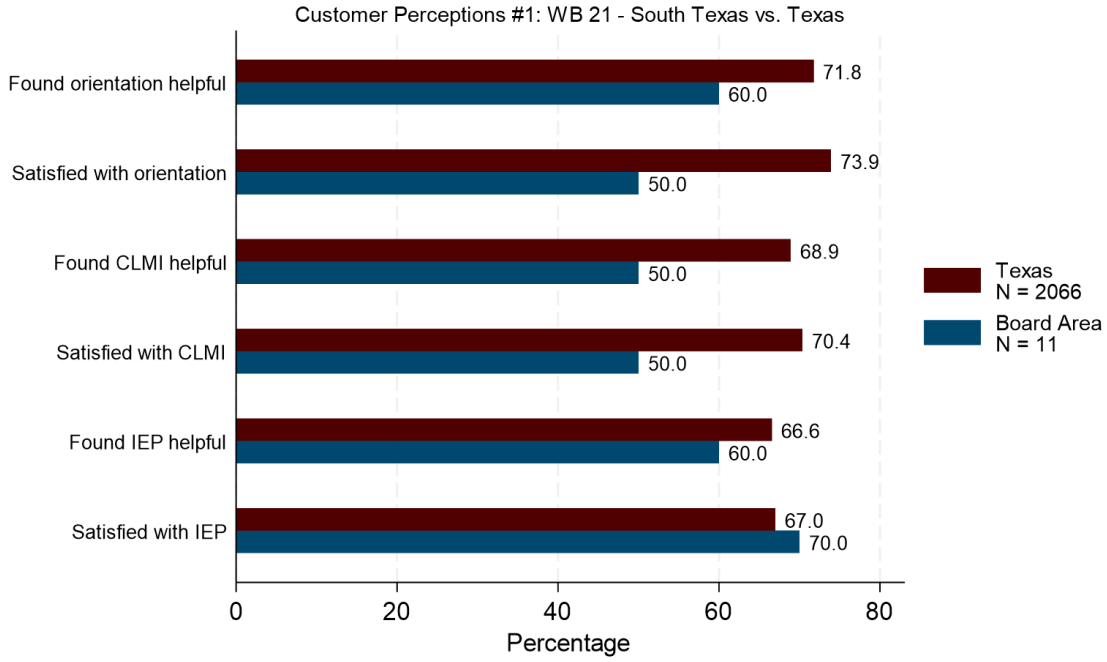
Highlights from board visits and surveys:

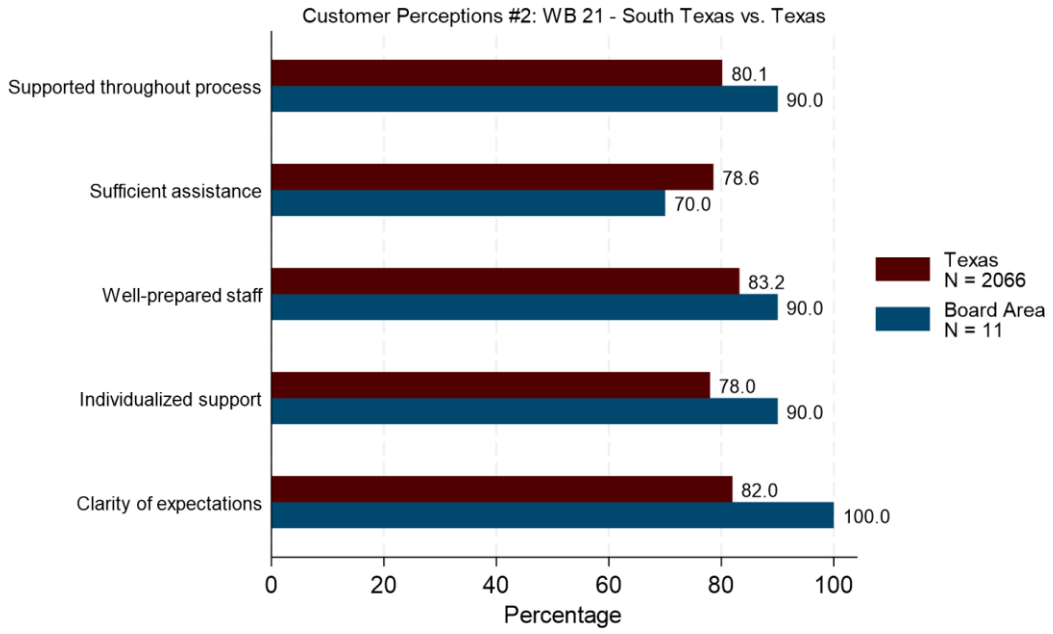
South Texas RESEA Program service providers are committed to helping their customers and empathize with their position as many of the service providers have been unemployed previously. South Texas service providers perform multiple services and do not specialize in the RESEA Program.

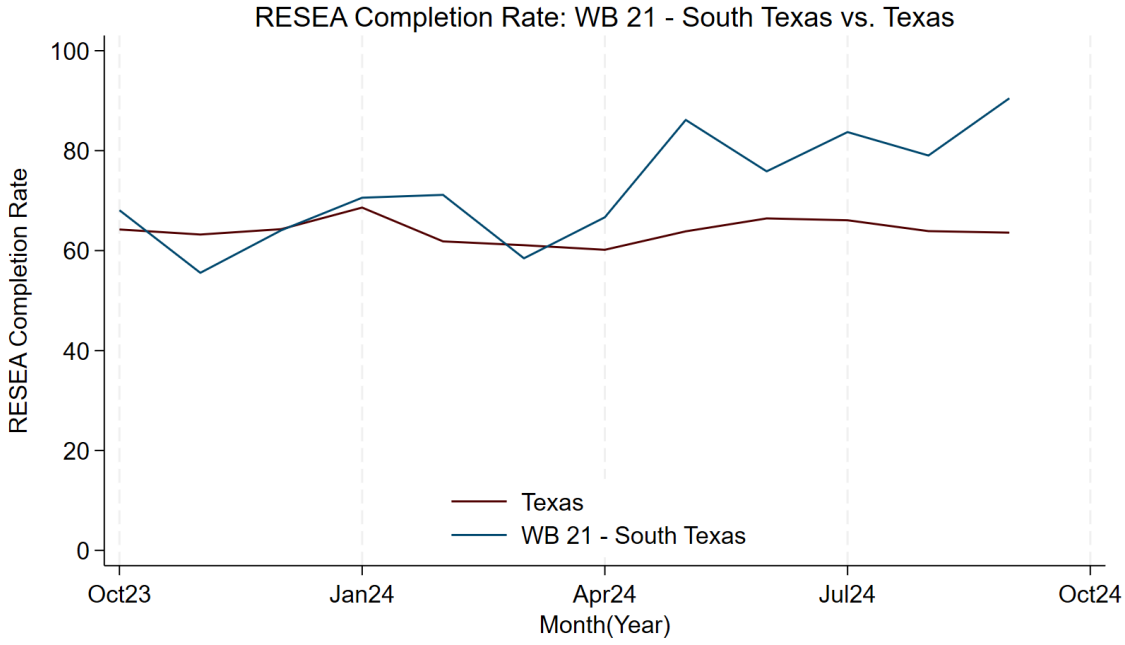
Overall, customer feedback received on the survey indicated the customers found it difficult to reach their local office but appreciated the support they received from their case managers. Additionally, customers suggested a transferable job skill evaluation to aid the customer in exploring alternative careers.

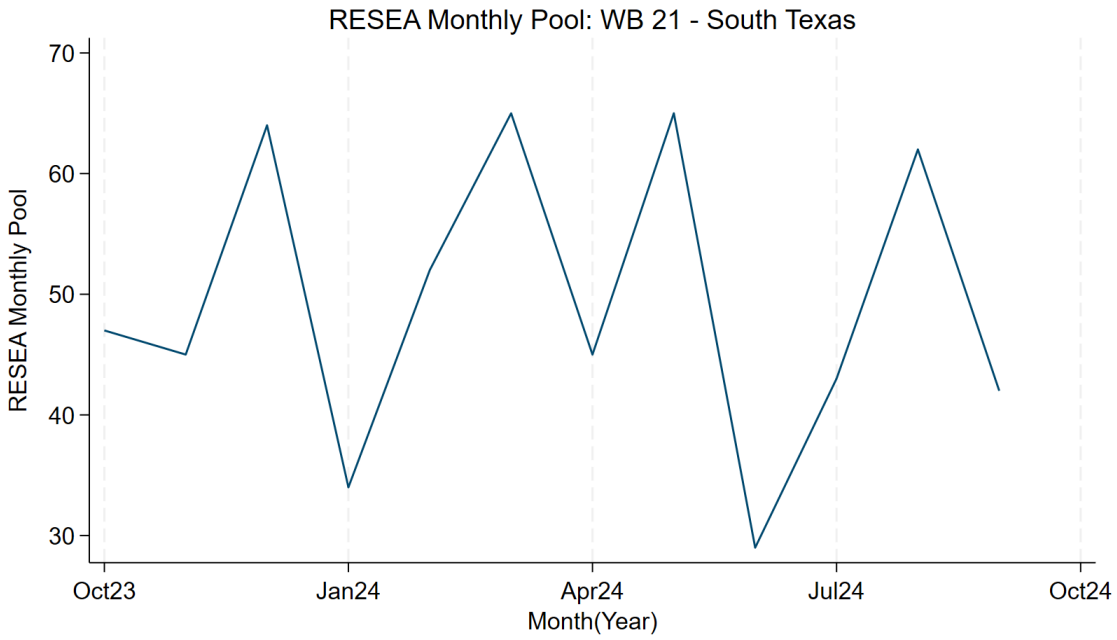
Summary Graphs:






Customer Perceptions #2: WB 21 - South Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
90.0
78.6
70.0
83.2
90.0
78.0
90.0
82.0
100.0
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 11

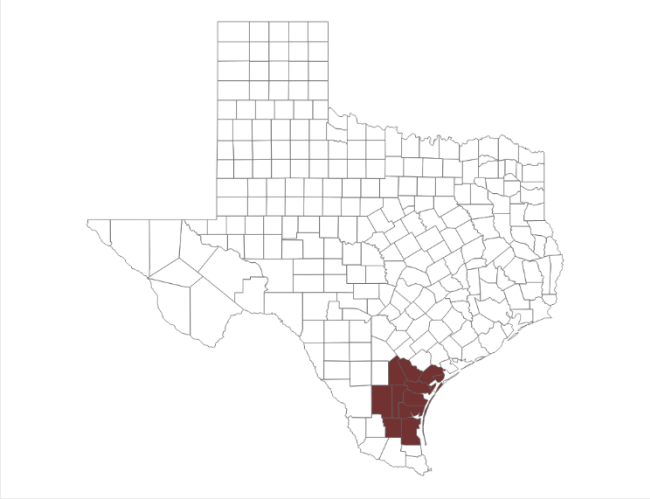

RESEA Completion Rate: WB 21 - South Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 21 - South Texas



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 22 – Coastal Bend



PPRI onsite visit: July 29-August 1, 2024

About the board area

Counties: 11 **Population:** 583,166
Popular industries: Trade, Transportation and Utilities, Leisure and Hospitality
Fastest growing industries: Machinery, equipment, and supplies merchant wholesalers, Individual and family services

Board Summary:

# office	# staff FTE	# customers	Pilot board
5	4	1,501	Phase I pilot - launched March 2024

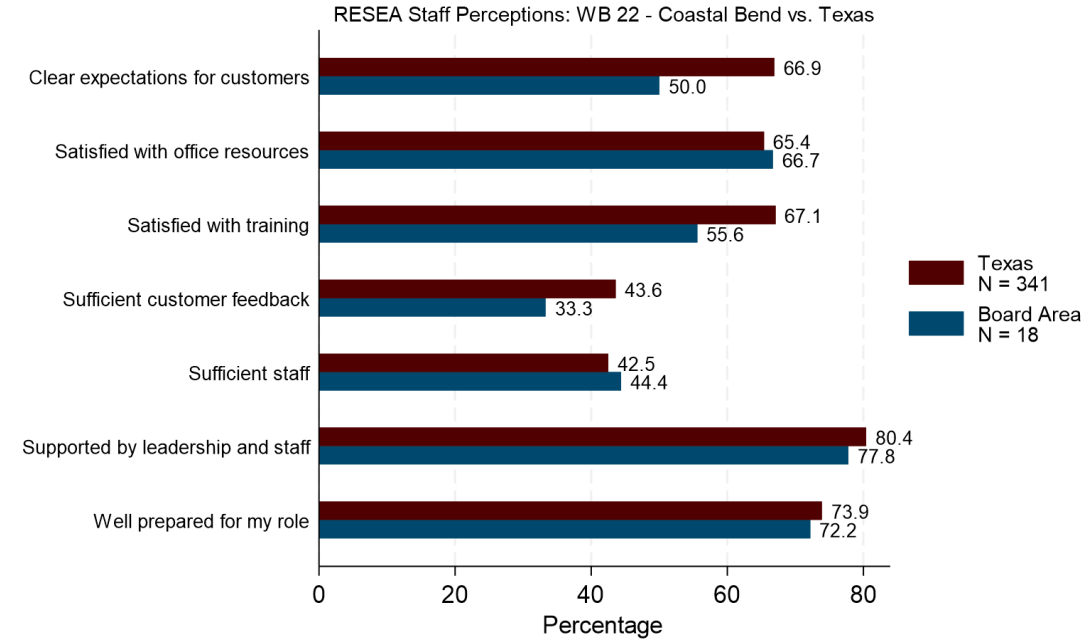
	WB 22 – Coastal Bend	Texas
Total year pool	1,501	77,778
Avg monthly pool	125	6,482
Avg monthly completion %	61.6	63.9

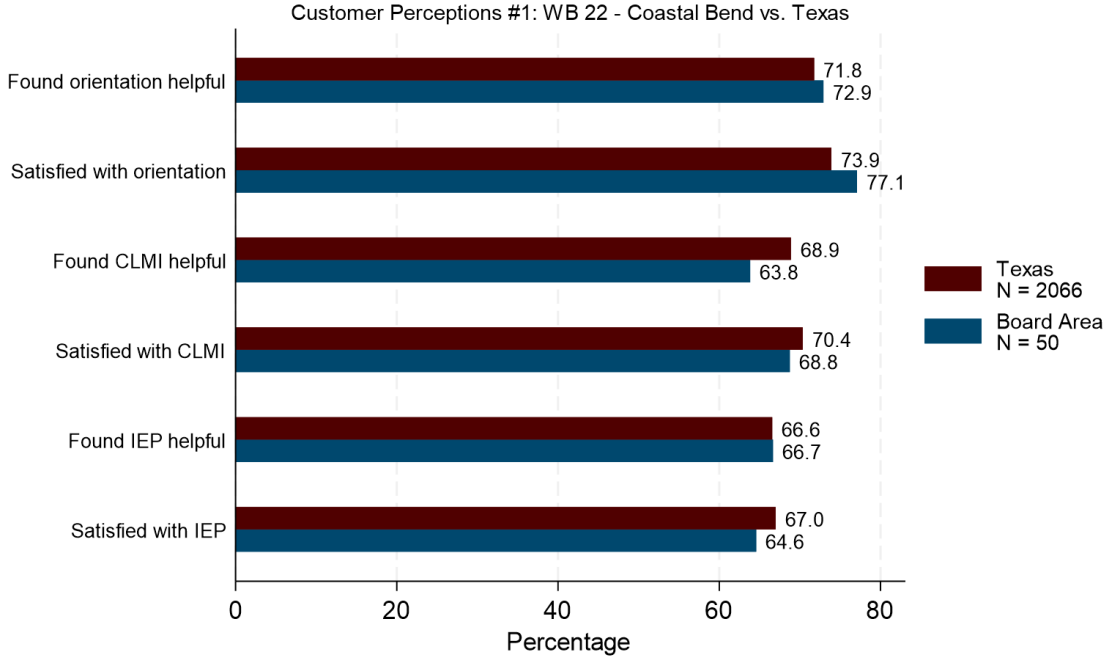
Highlights from board visits and surveys:

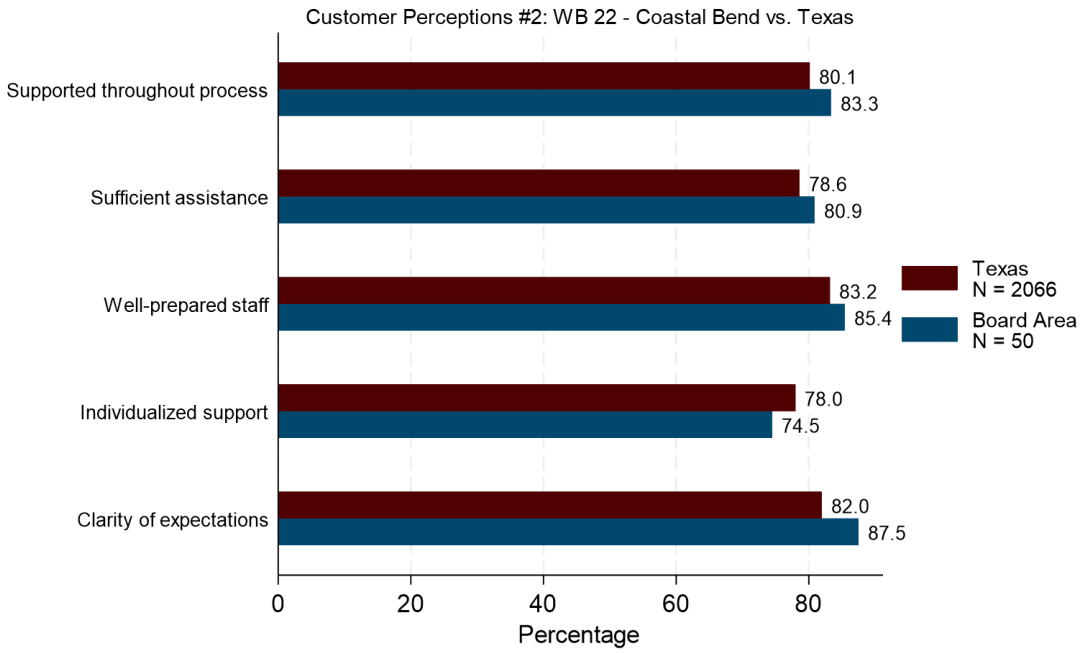
Coastal Bend RESEA program service providers are located in small communities and have fostered strong relationships with their customers. Customers feel comfortable coming to them with questions. Due to their customer base, service providers spend a significant amount of time coaching and teaching customers about technology and computer literacy. One key challenge the board faces is connecting customers to additional services in the rural areas of the board. Transportation is a challenge, and that makes it difficult for customers to travel to the larger city nearby for workshops or employment opportunities.

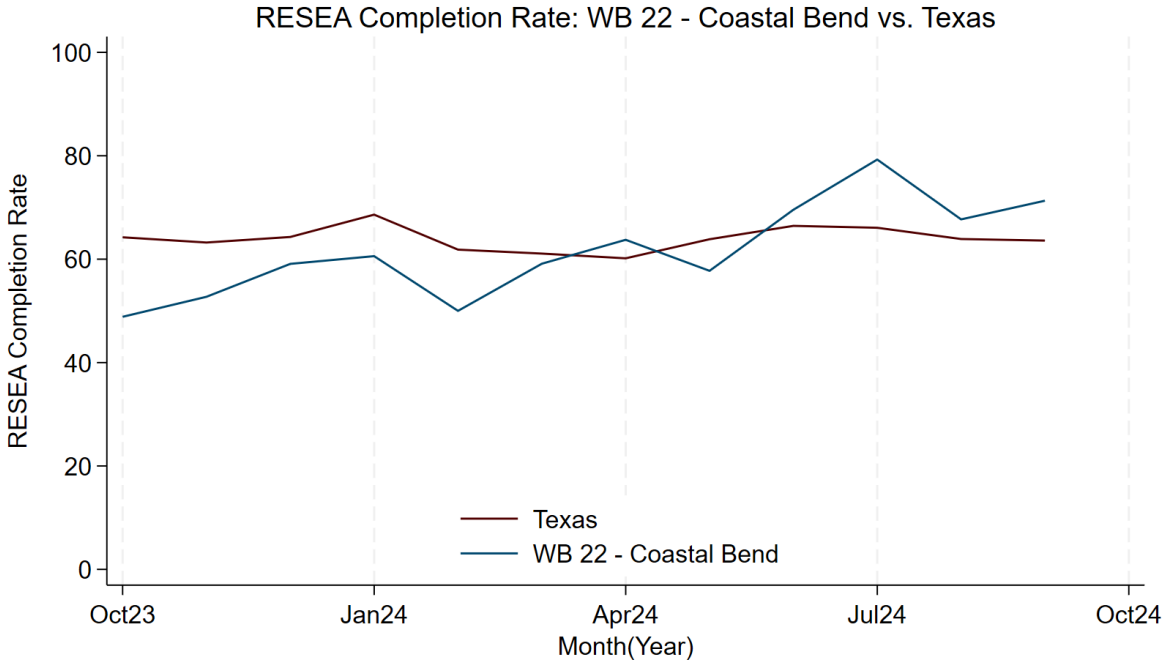
Customer feedback on the survey was mixed. Many customers reported a positive experience with no recommended changes. Those who reported a negative experience felt the program did not meet their needs, nor were there any job referrals that met their needs.

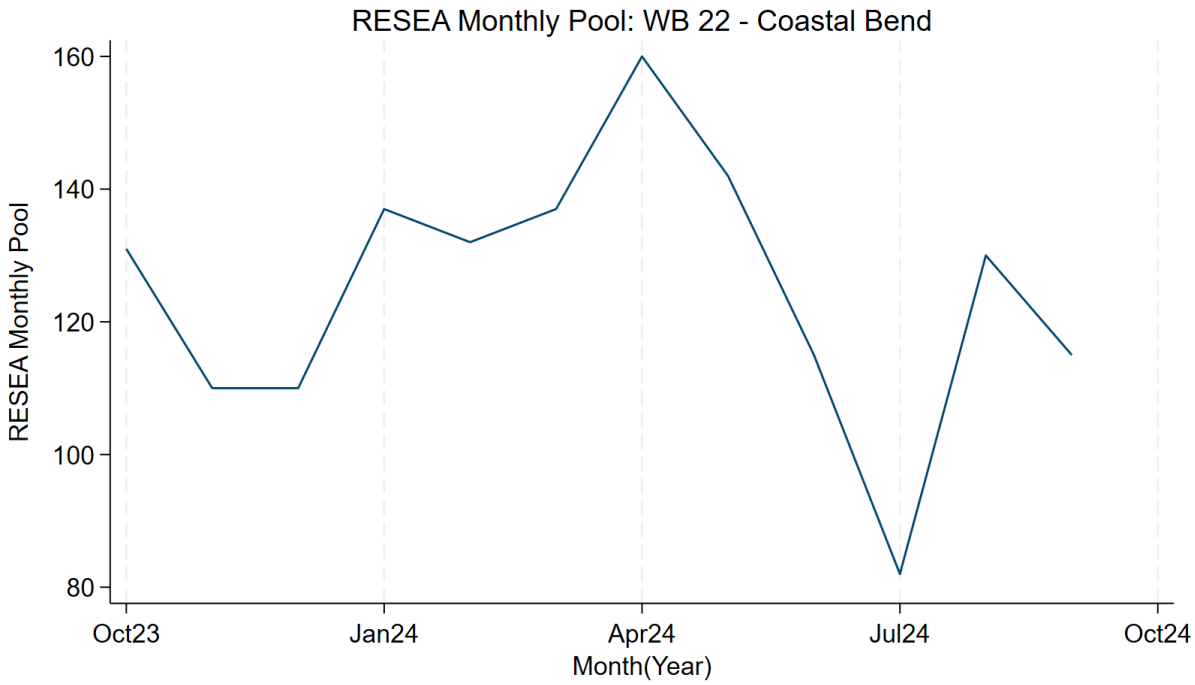
Summary Graphs:






Customer Perceptions #2: WB 22 - Coastal Bend vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
83.3
78.6
80.9
83.2
85.4
78.0
74.5
82.0
87.5
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 50

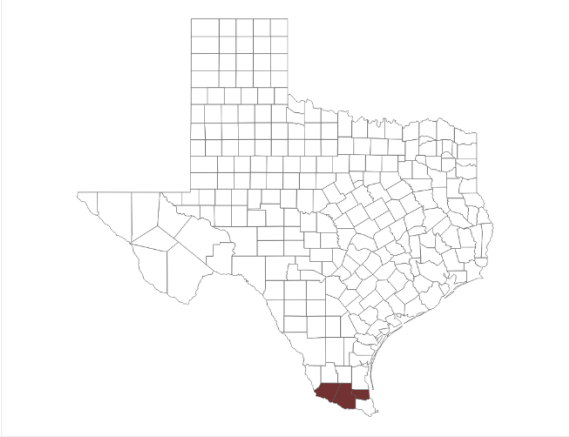

RESEA Completion Rate: WB 22 - Coastal Bend vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 22 - Coastal Bend



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 23 – Lower Rio Grande Valley



PPRI onsite visit: September 21-23, 2024

About the board area

Counties: 3 **Population:** 989,077
Popular industries: Leisure and Hospitality, Trade, Transportation and Utilities
Fastest growing industries: Other ambulatory health care services, Management of companies and enterprises

Board Summary:

# office	# staff FTE	# customers	Pilot board
5	10	4,314	Phase II pilot - estimated launch May 2025

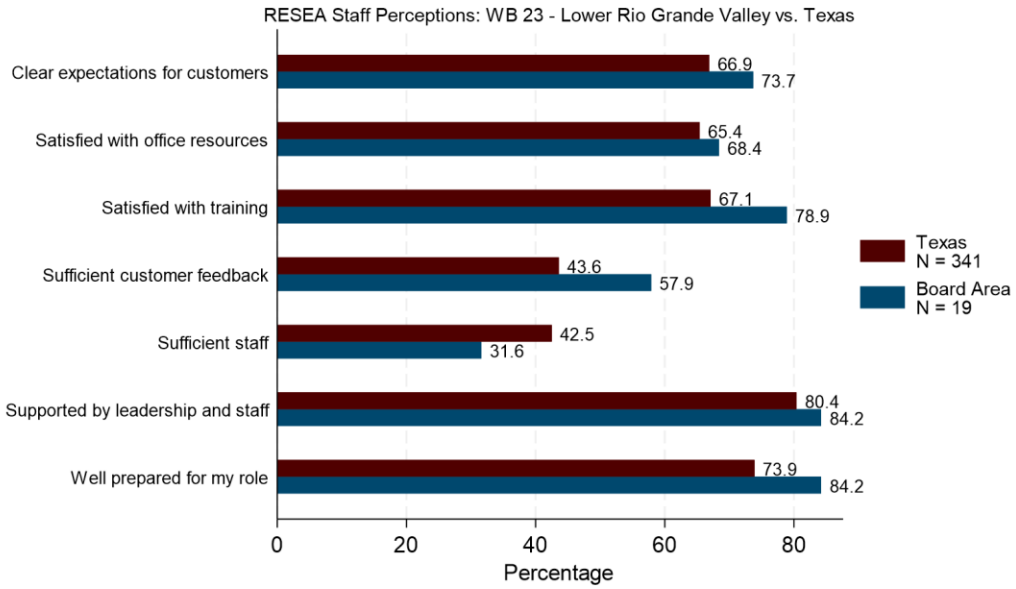
	WB 23 – Lower Rio Grande Valley	Texas
Total year pool	4,314	77,778
Avg monthly pool	360	6,482
Avg monthly completion %	72.3	63.9

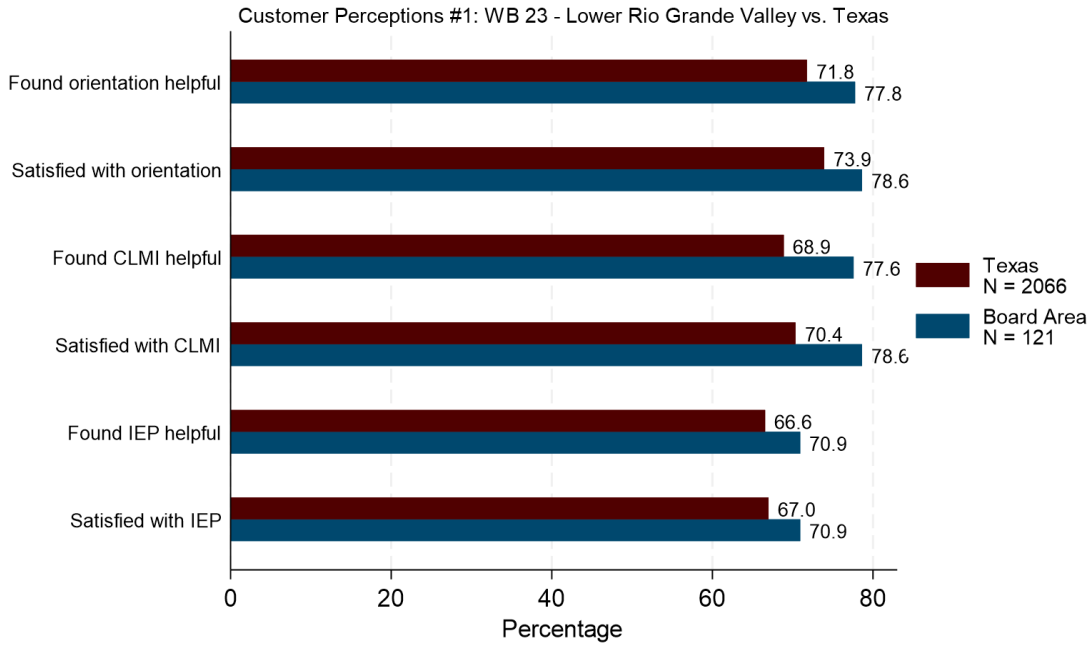
Highlights from board visits and surveys:

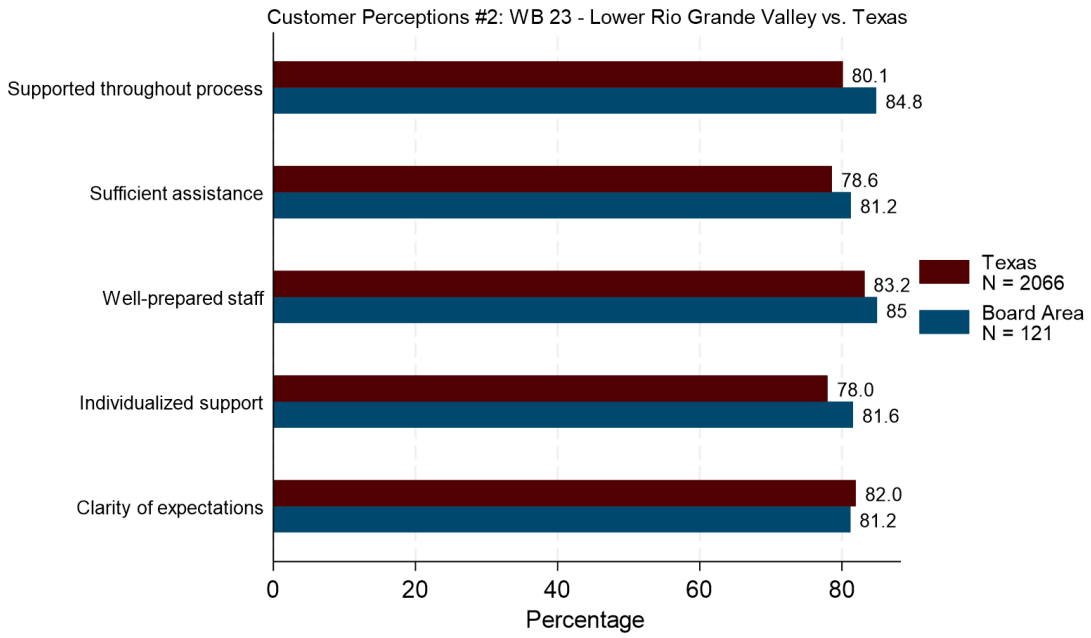
The Lower Rio Grande Valley has a consistent board-wide process for the RESEA Program, and customers can expect to receive similar services across all offices. Service providers communicate very well amongst themselves, and this builds their sense of teamwork. One key observation from this board visit is the service providers see a large seasonal workforce who get laid off regularly. This group is usually "between seasons" and knows when they will get back to work, so it can be challenging to motivate customers to complete all requirements. Additionally, service providers report that many customers struggle with basic technology, and staff consistently stated they wished they had additional resources to assist customers with computer literacy.

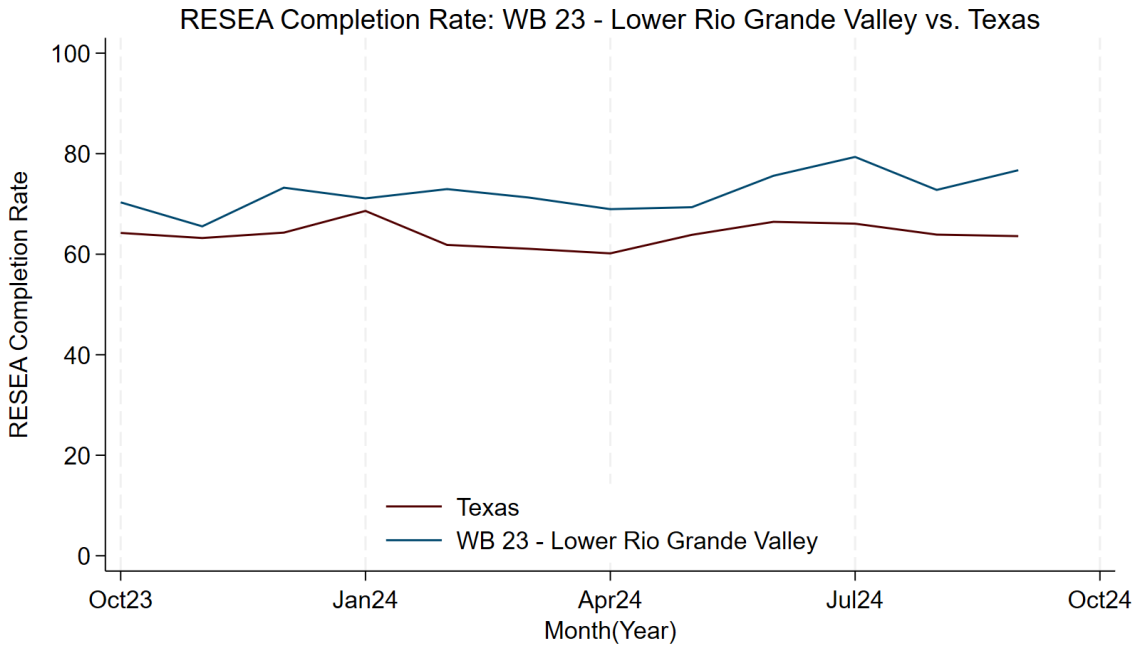
Customer feedback on the survey was mixed. Many customers reported a positive experience with no recommended changes. Those who reported a negative experience felt the program did not meet their needs, referrals were not followed through for continuing education, nor were there any job referrals that met their needs.

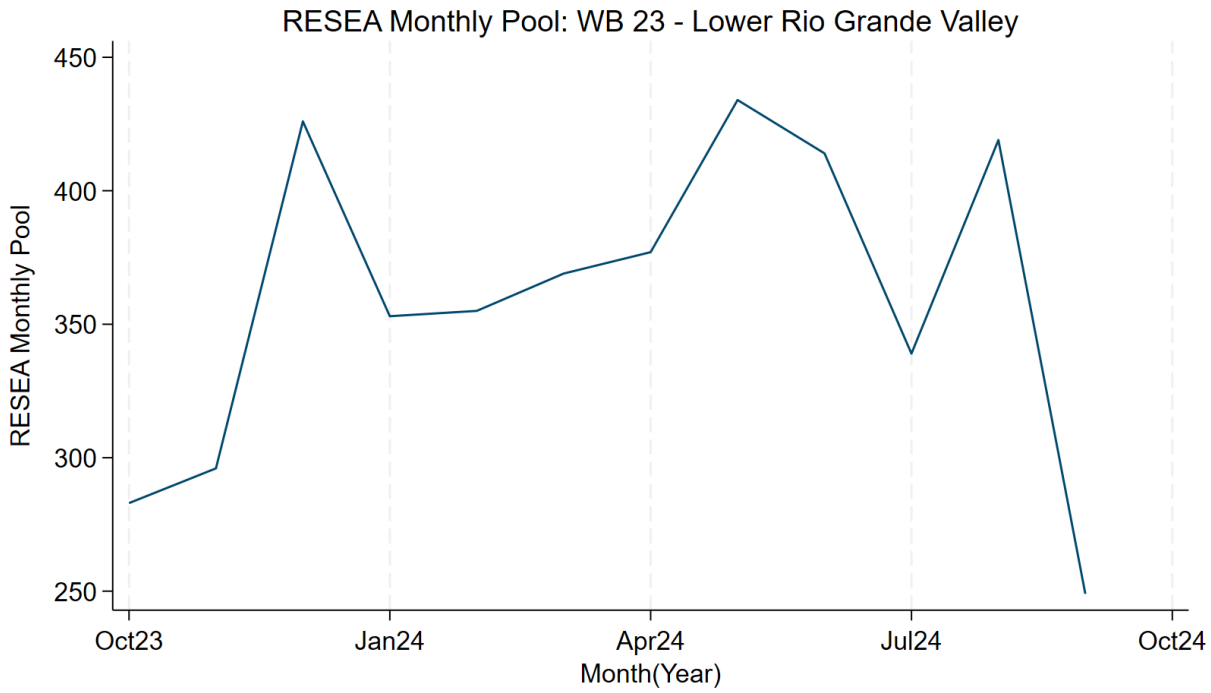
Summary Graphs:






Customer Perceptions #2: WB 23 - Lower Rio Grande Valley vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
84.8
78.6
81.2
83.2
85
78.0
81.6
82.0
81.2
Texas
N = 2066
Board Area
N = 121
0
20
40
60
80
Percentage

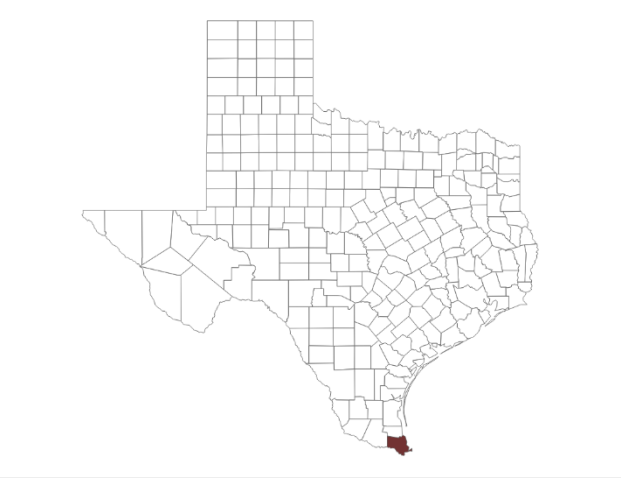

RESEA Completion Rate: WB 23 - Lower Rio Grande Valley vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 23 - Lower Rio Grande Valley
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 24 – Cameron



PPRI onsite visit: July 8-10, 2024

About the board area

Counties: 1 **Population:** 426,062
Popular industries: Leisure and Hospitality, Trade, Transportation and Utilities
Fastest growing industries: Individual and family services, Warehousing and storage

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	4	1,617	Not applicable

	WB 24 – Cameron	Texas
Total year pool	1,617	77,778
Avg monthly pool	135	6,482
Avg monthly completion %	75.9	63.9

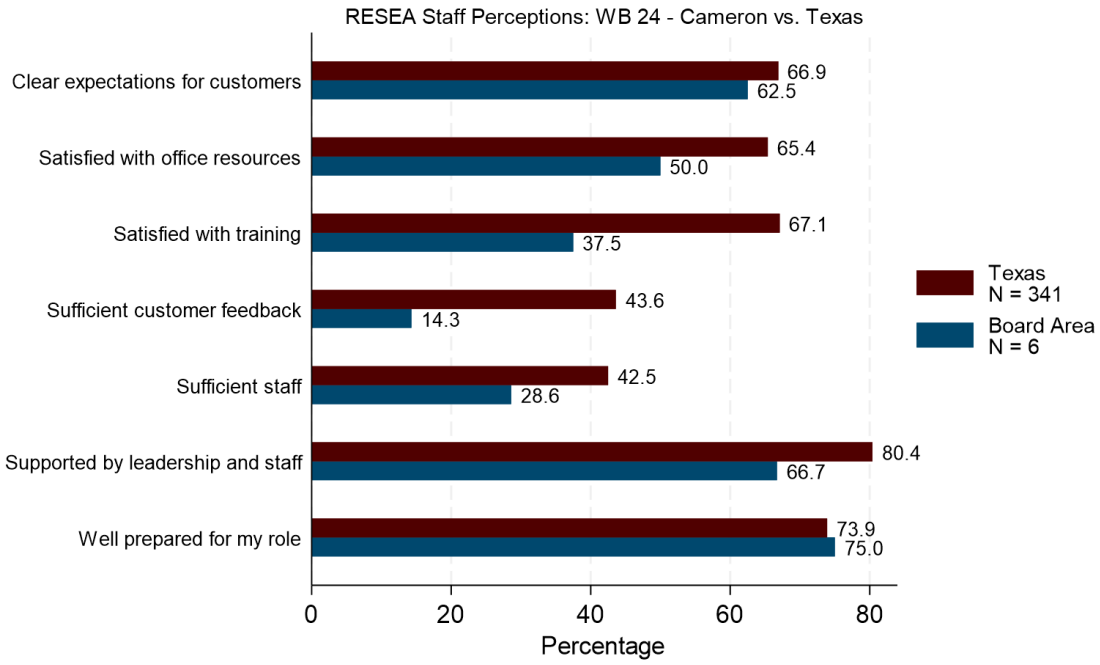
Highlights from board visits and surveys:

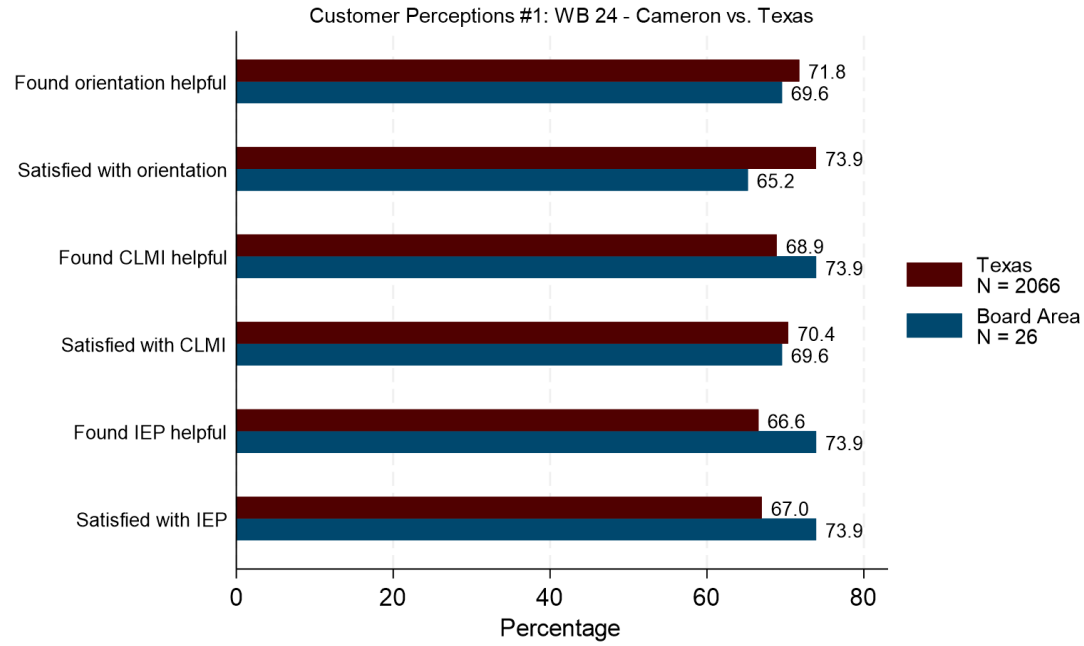
The Cameron Board has a consistent board-wide process for the RESEA program, and customers can expect to receive similar services across all offices. Service providers are team-oriented and focused on serving their customers. Service providers focus on educating customers on what it takes to obtain full-time and long-term employment.

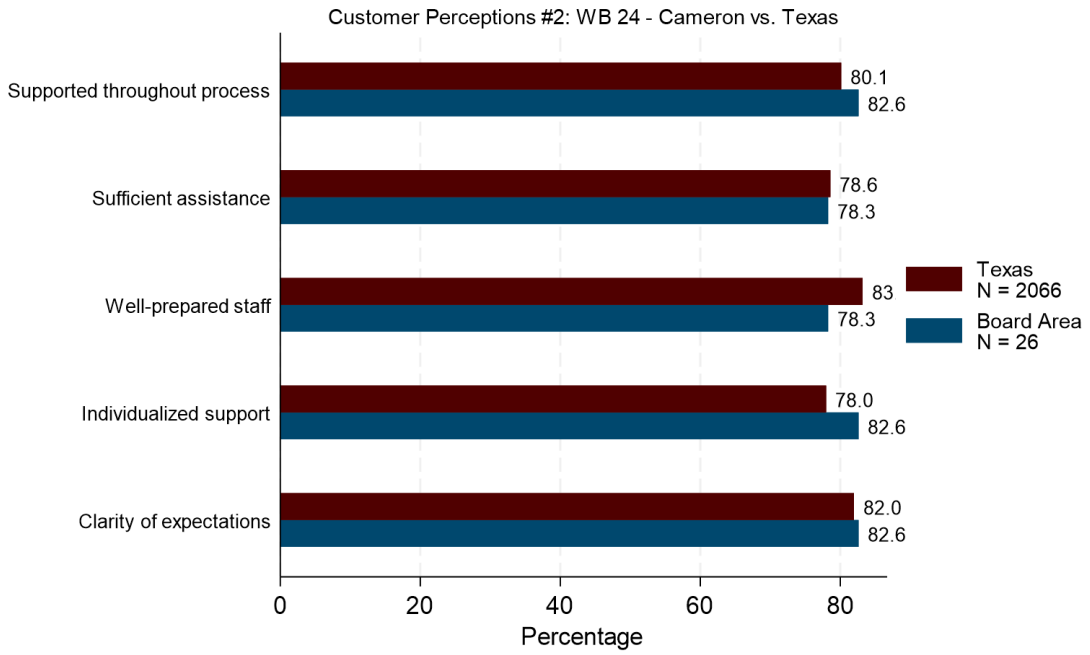
Customer feedback on the survey was mixed. Customers who reported a positive experience recognized the efforts of service providers who went above and beyond to assist them. Negative customer feedback was

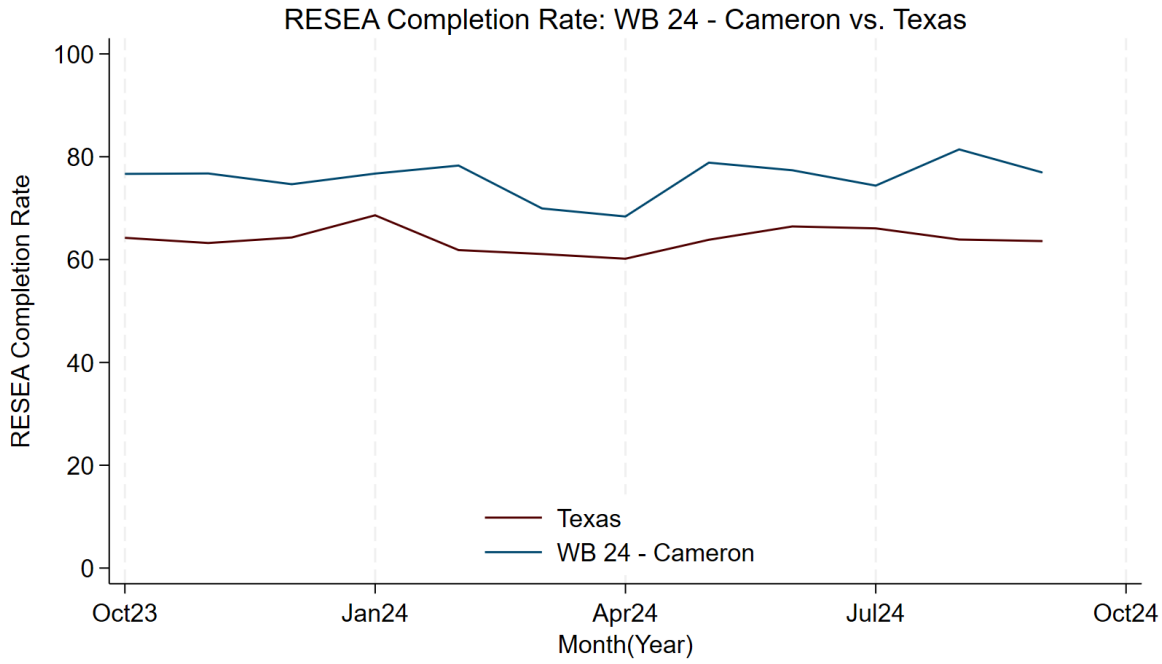
related to the structure of the program and the requirement to attend appointments in person, which could be a barrier to completing the program.

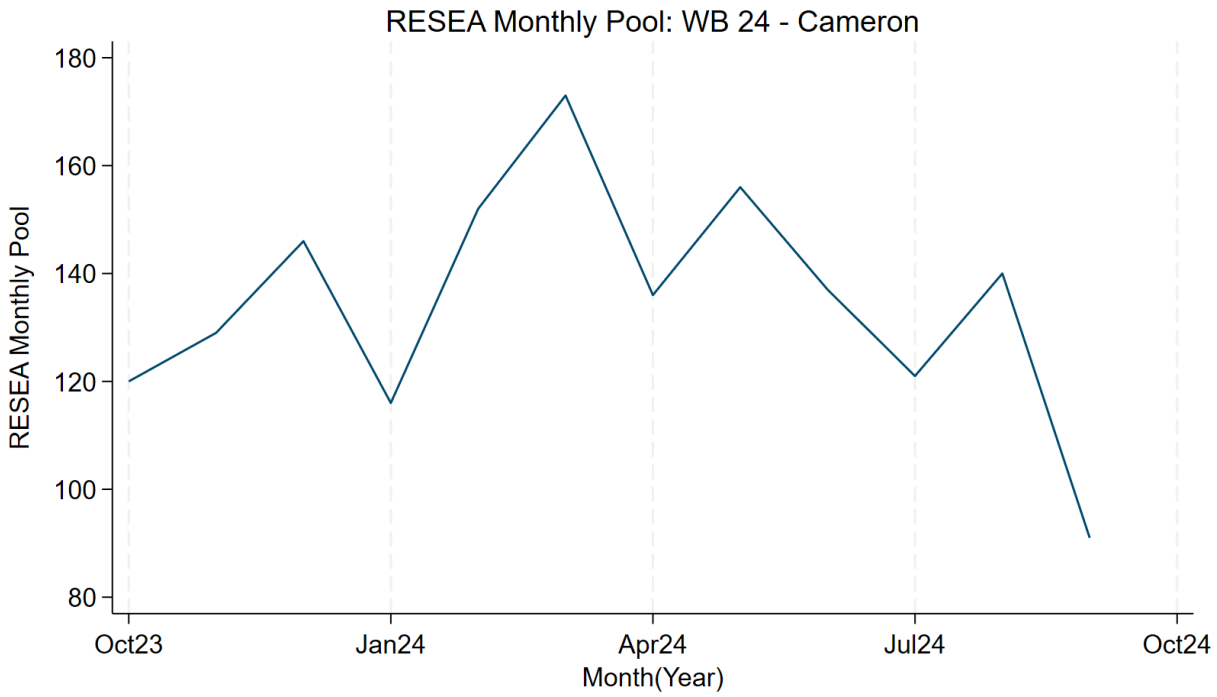
Summary Graphs:






Customer Perceptions #2: WB 24 - Cameron vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
82.6
78.6
78.3
83
78.3
78.0
82.6
82.0
82.6
Texas
N = 2066
Board Area
N = 26
0
20
40
60
80
Percentage

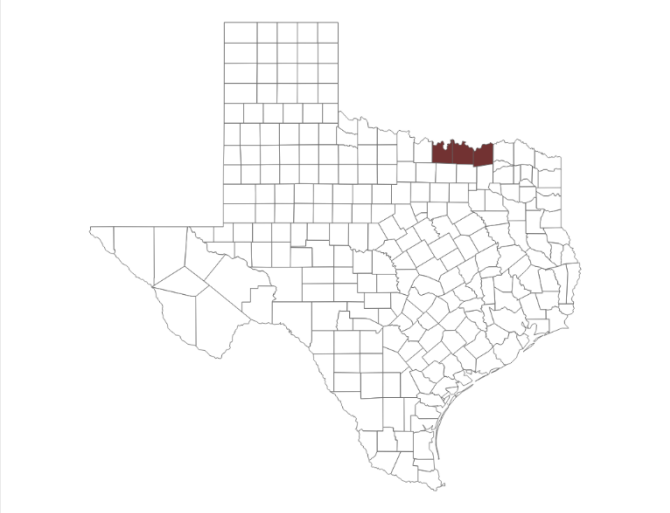

RESEA Completion Rate: WB 24 - Cameron vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 24 - Cameron
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 25 – Texoma



PPRI onsite visit: August 26-28, 2024

About the board area

Counties: 3 **Population:** 228,433
Popular industries: Trade, Transportation and Utilities, Education and Health Services
Fastest growing industries: Manufacturing, Semiconductor and other electronic component manufacturing

Board Summary:

# office	# staff FTE	# customers	Pilot board
3	3	450	Phase I pilot - launched March 2024

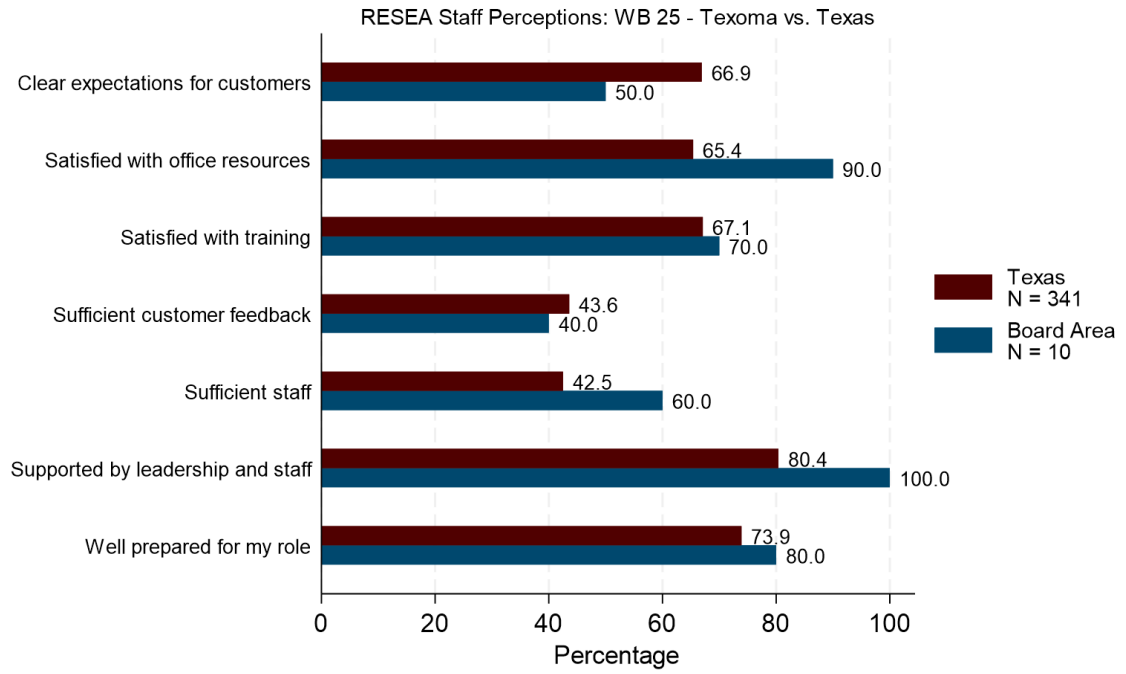
	WB 25 – Texoma	Texas
Total year pool	450	77,778
Avg monthly pool	38	6,482
Avg monthly completion %	64.9	63.9

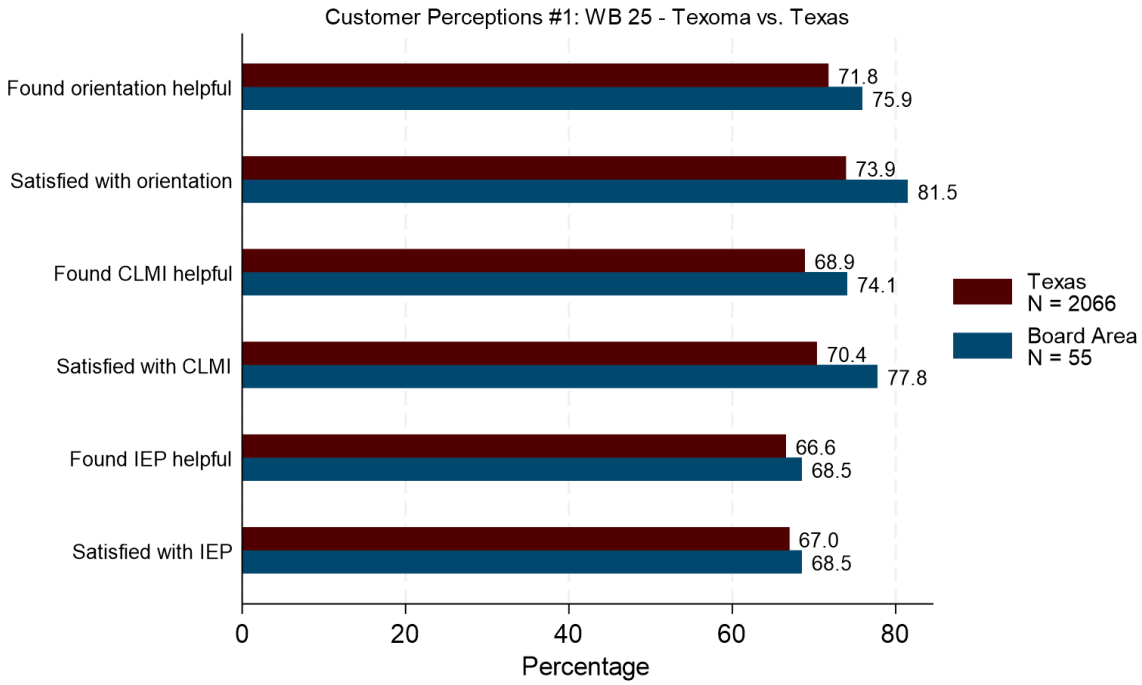
Highlights from board visits and surveys:

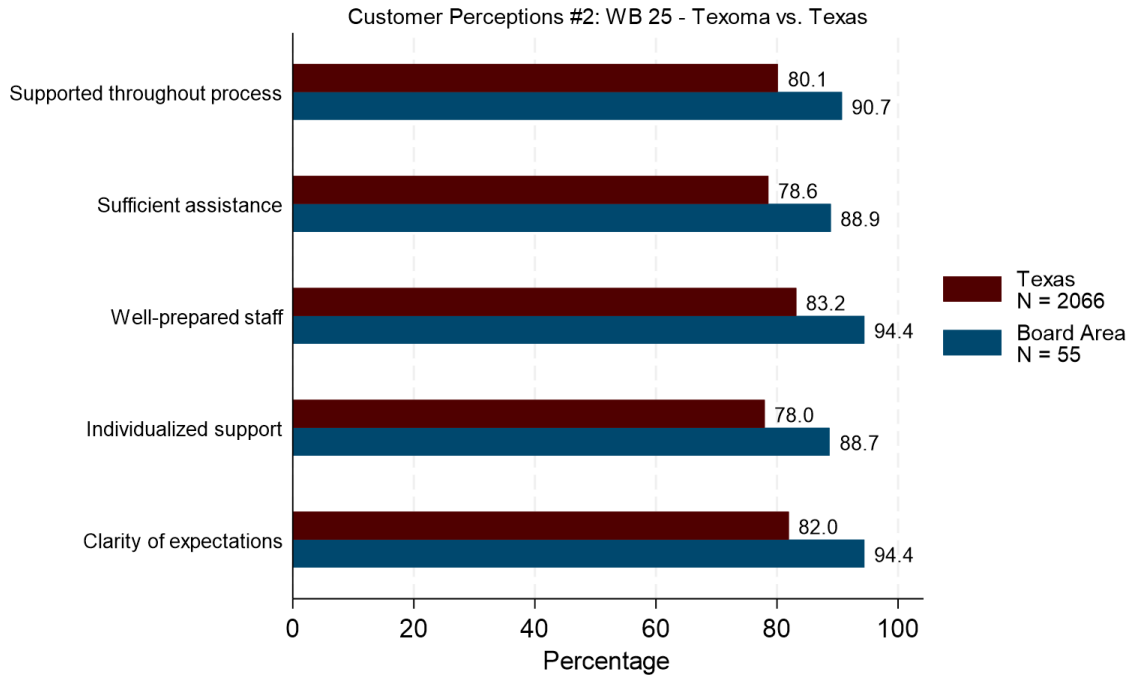
The Cameron Board has a consistent board-wide process for the RESEA program, and customers can expect to receive similar services across all offices. Service providers are team-oriented and focused on serving their customers. Service providers focus on educating customers on what it takes to obtain full-time and long-term employment.

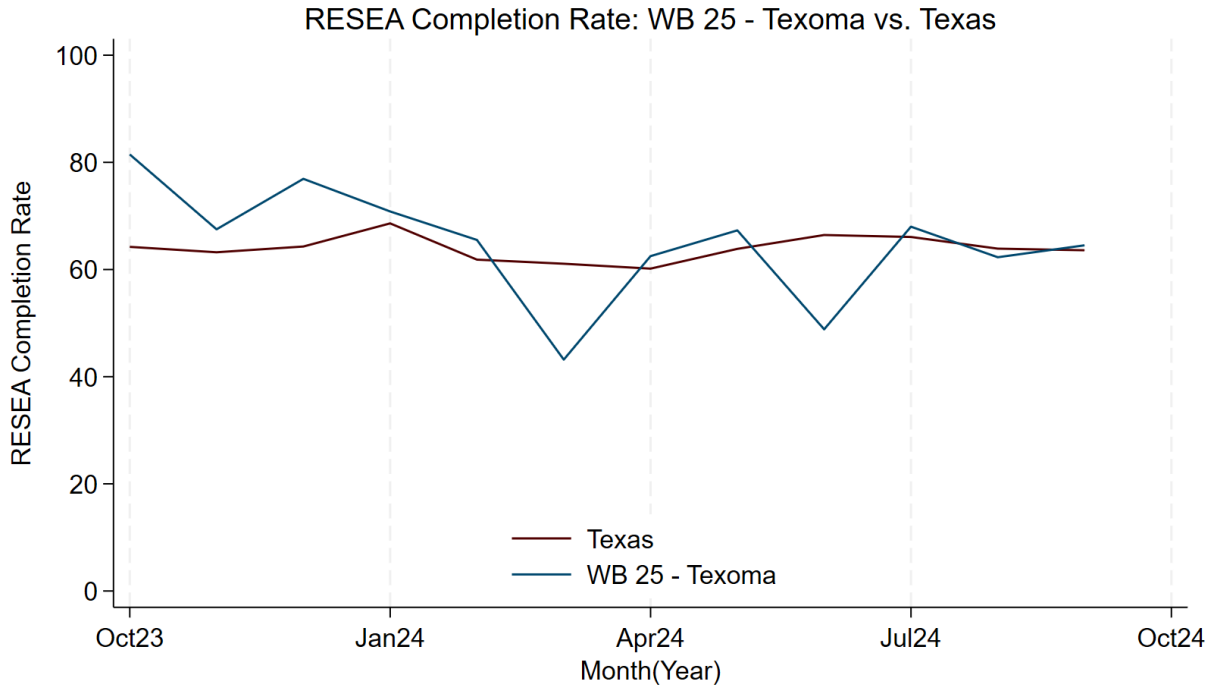
Customer feedback on the survey was mixed. Customers who reported a positive experience recognized the efforts of service providers who went above and beyond to assist them. Negative customer feedback was related to the structure of the program and the requirement to attend appointments in person, which could be a barrier to completing the program

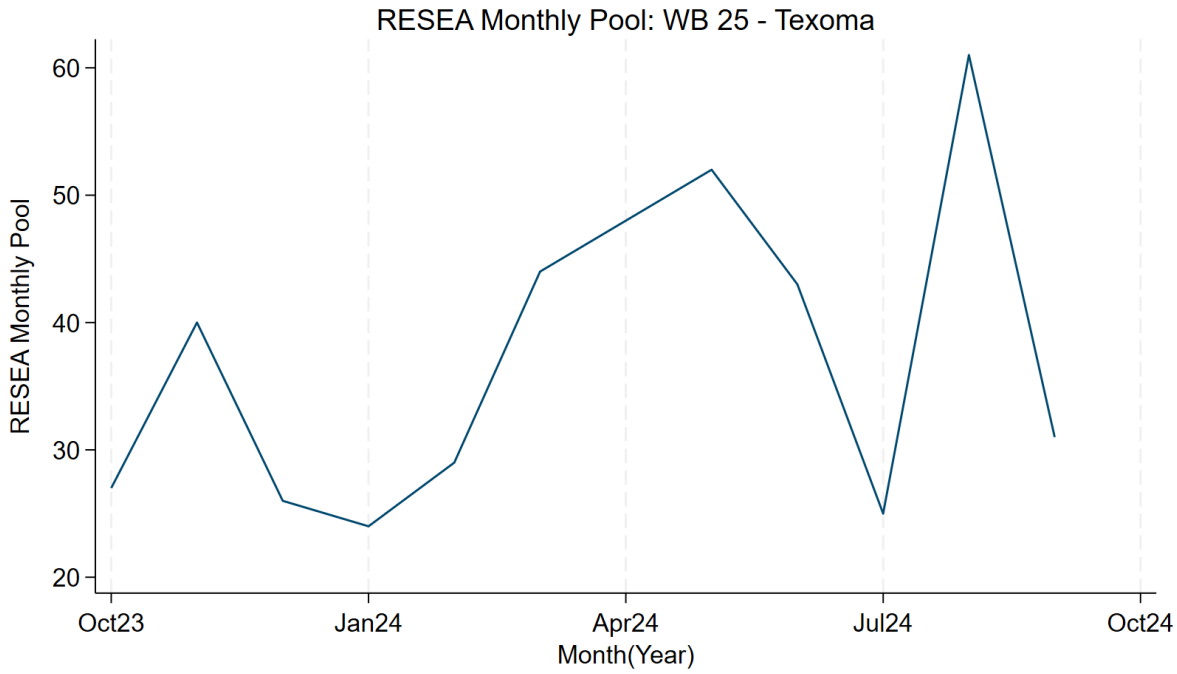
Summary Graphs:






Customer Perceptions #2: WB 25 - Texoma vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
90.7
78.6
88.9
83.2
94.4
78.0
88.7
82.0
94.4
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 55

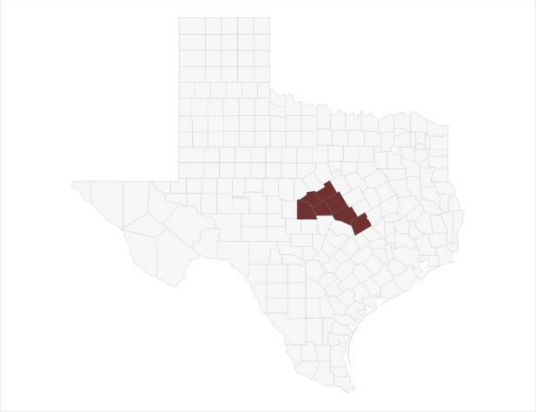

RESEA Completion Rate: WB 25 - Texoma vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 25 - Texoma
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



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Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 26 – Central Texas



PPRI onsite visit: August 5-7, 2024

About the board area

Counties: 7 **Population:** 540,220
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Management of companies and enterprises, Management, scientific, and technical consulting services

Board Summary:

# office	# staff FTE	# customers	Pilot board
4	13	1,458	Phase I pilot - launched March 2024

	WB 26 – Central Texas	Texas
Total year pool	1,458	77,778
Avg monthly pool	122	6,482
Avg monthly completion %	73.5	63.9

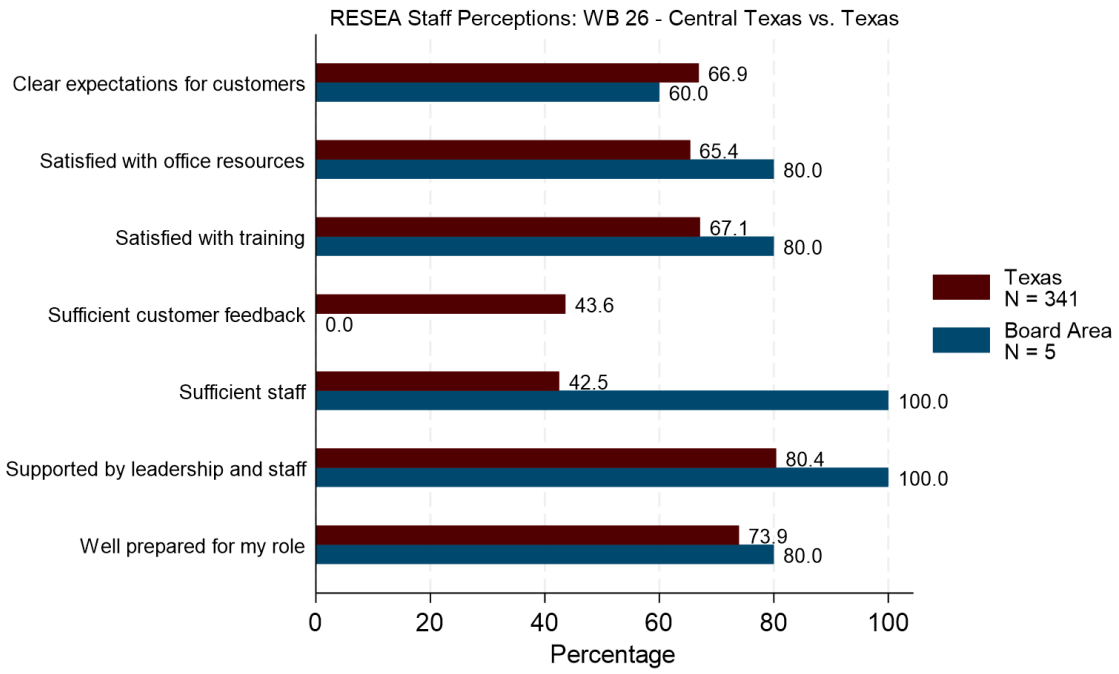
Highlights from board visits and surveys:

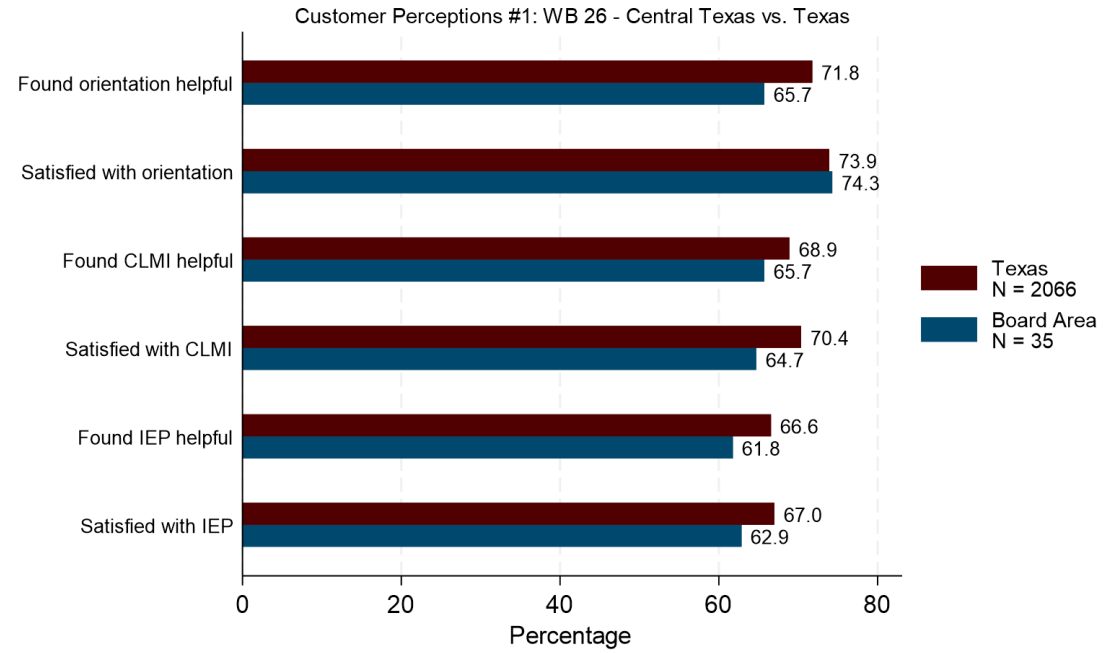
Central Texas service providers utilize multiple outreach methods to connect with customers and engage them in the RESEA Program. This board has implemented an 'early intervention strategy' by reaching out to new UI claimants before they become RESEA customers when time allows. One key challenge this board faces is managing the 'snowball effect' of subsequent meetings as a part of the Pilot Program while adding new customers to their pool each week.

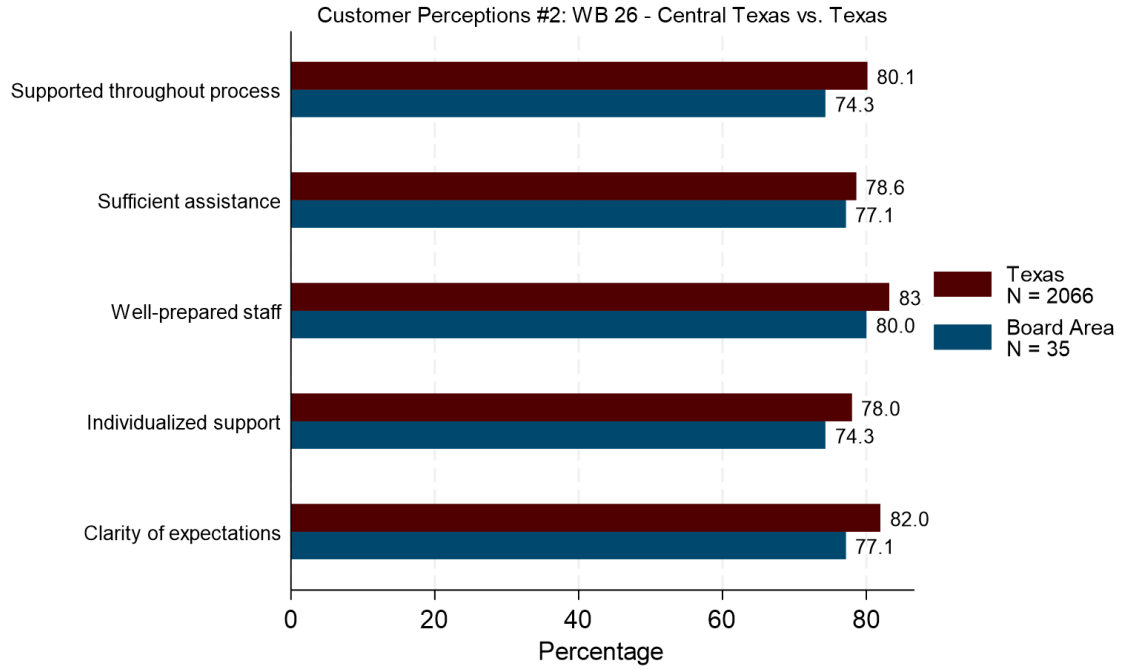
Overall, feedback on the customer survey was positive, and customers who reported a positive experience recognized the efforts of service providers who went above and beyond to assist them. Negative customer feedback was related to the structure of the program, specifically with the requirements to attend meetings

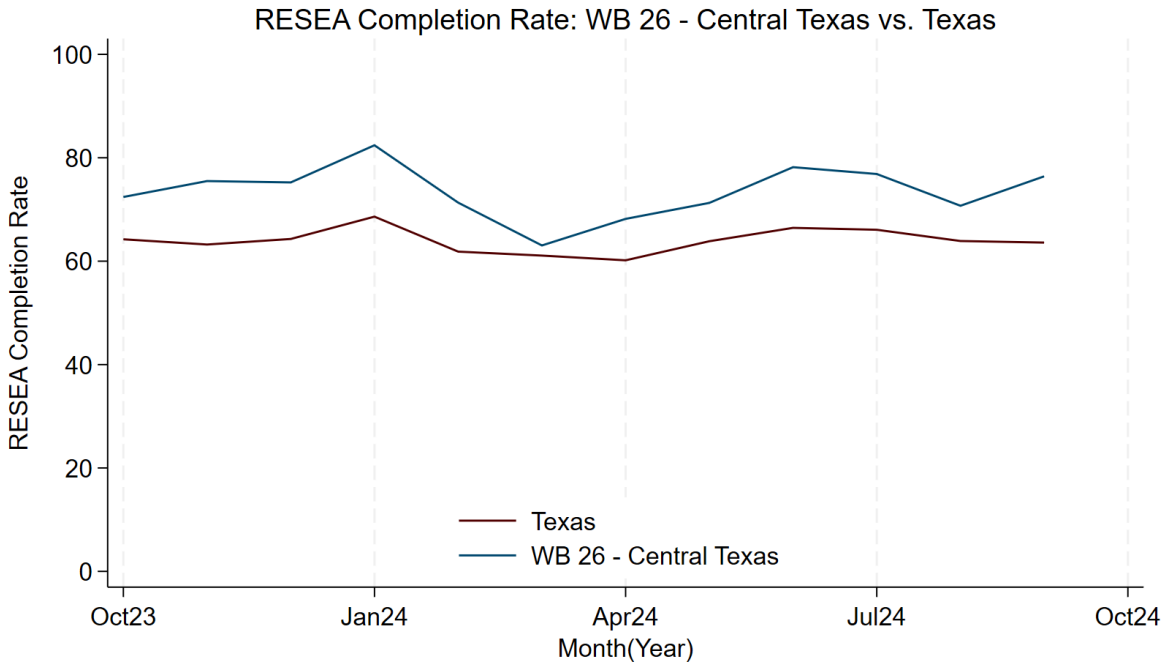
in-person, which can be a barrier for those seeking employment, and the feeling that the program did not meet their needs.

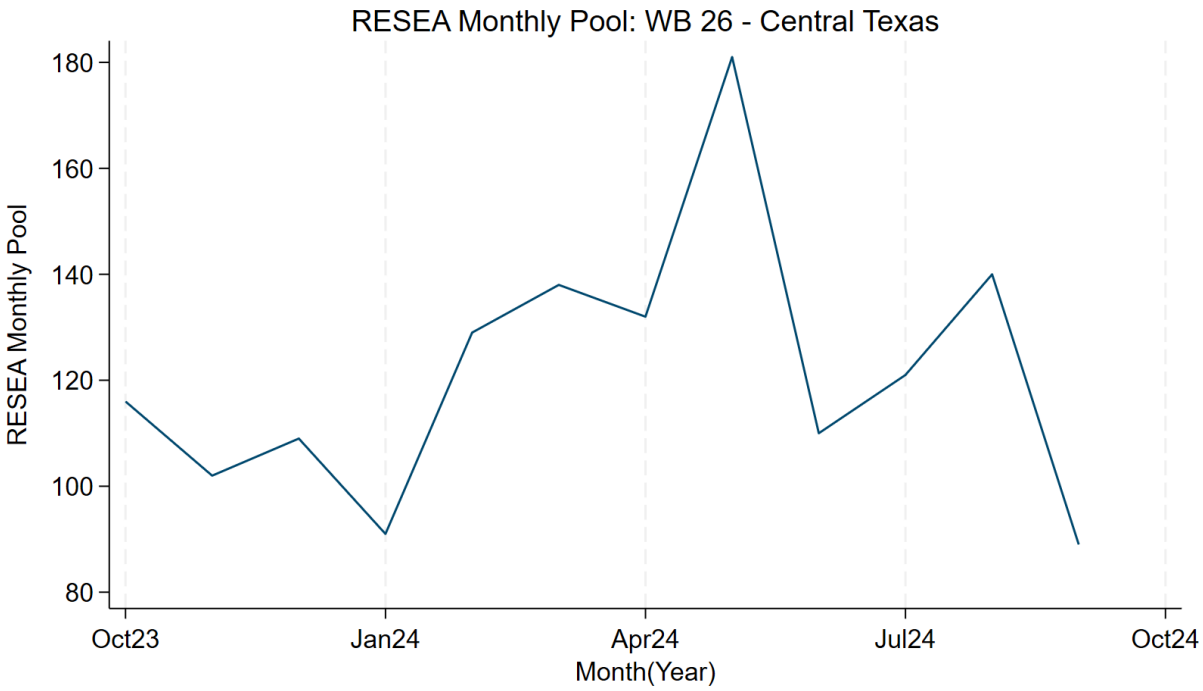
Summary Graphs:






Customer Perceptions #2: WB 26 - Central Texas vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
74.3
78.6
77.1
83
80.0
78.0
74.3
82.0
77.1
Texas
N = 2066
Board Area
N = 35
0
20
40
60
80
Percentage

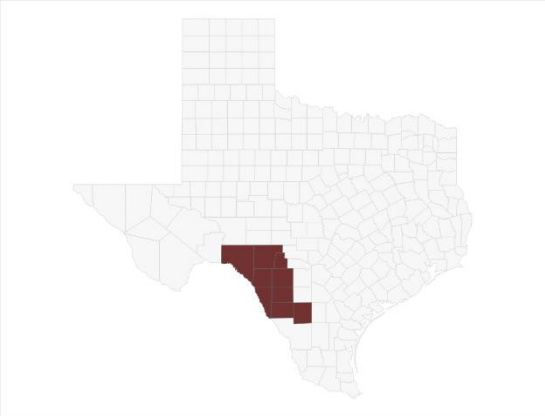

RESEA Completion Rate: WB 26 - Central Texas vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Texas
WB 26 - Central Texas
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)



TEXAS A&M UNIVERSITY
Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 27 – Middle Rio Grande



PPRI onsite visit: September 14-18, 2024

About the board area

Counties: 9 **Population:** 161,815
Popular industries: Leisure and Hospitality, Trade, Transportation and Utilities
Fastest growing industries: Leisure and hospitality, Restaurants and other eating places

Board Summary:

# office	# staff FTE	# customers	Pilot board
6	4	612	Not applicable

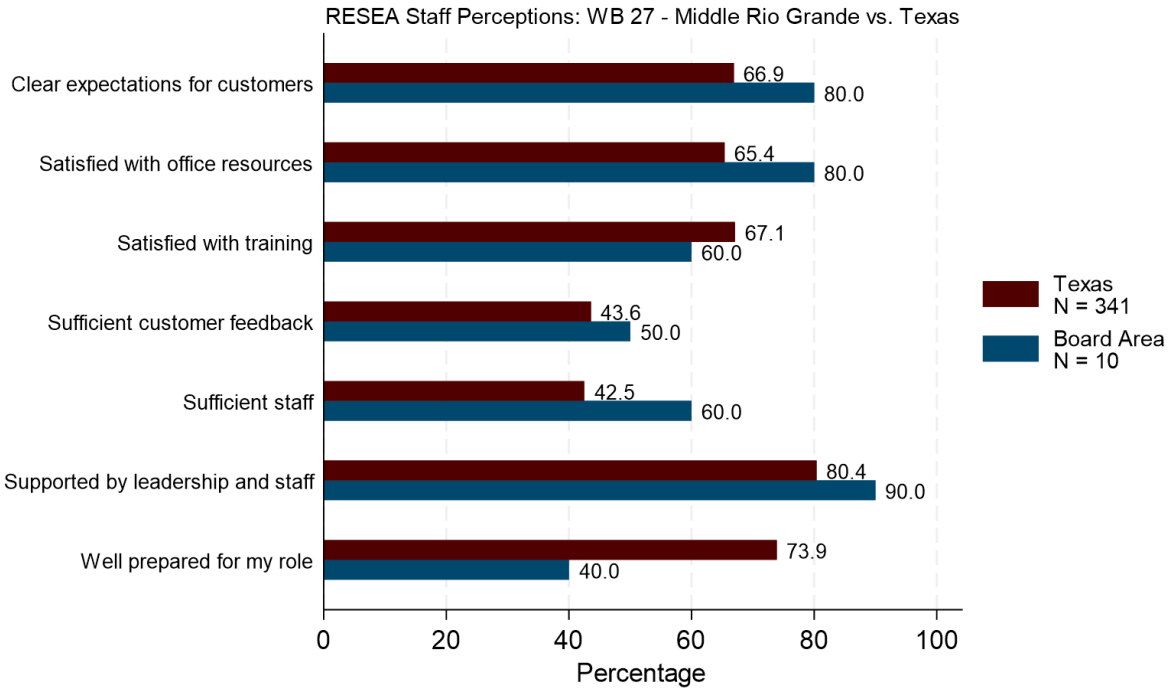
	WB 27 – Middle Rio Grande	Texas
Total year pool	612	77,778
Avg monthly pool	51	6,482
Avg monthly completion %	71.4	63.9

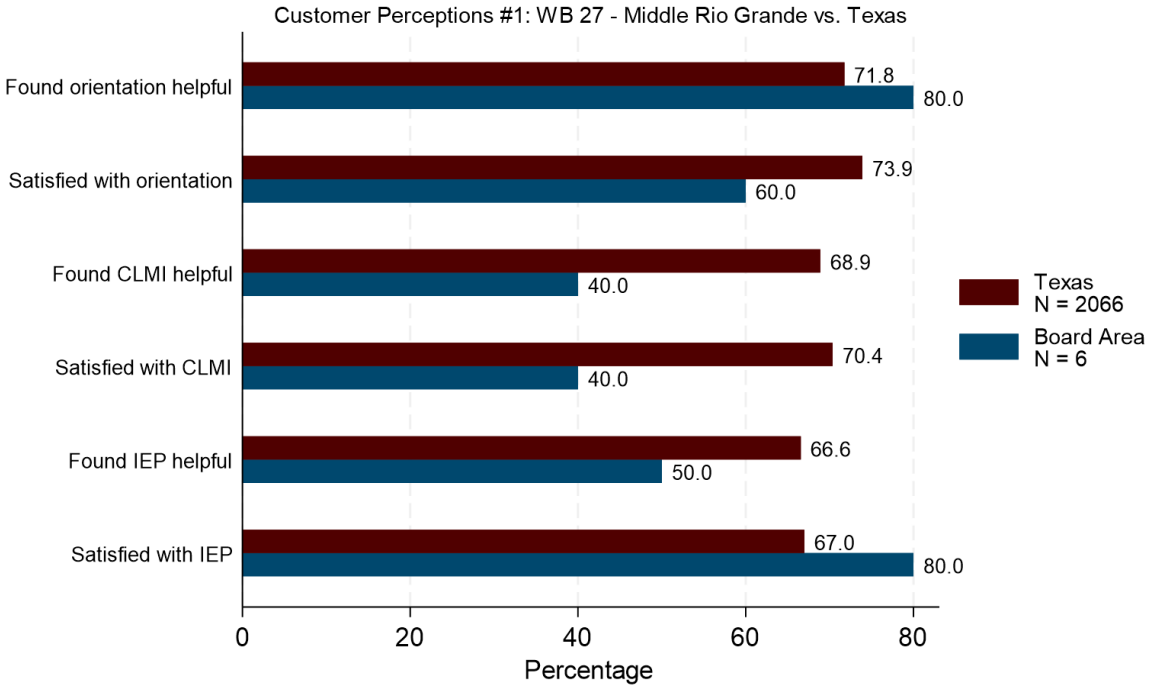
Highlights from board visits and surveys:

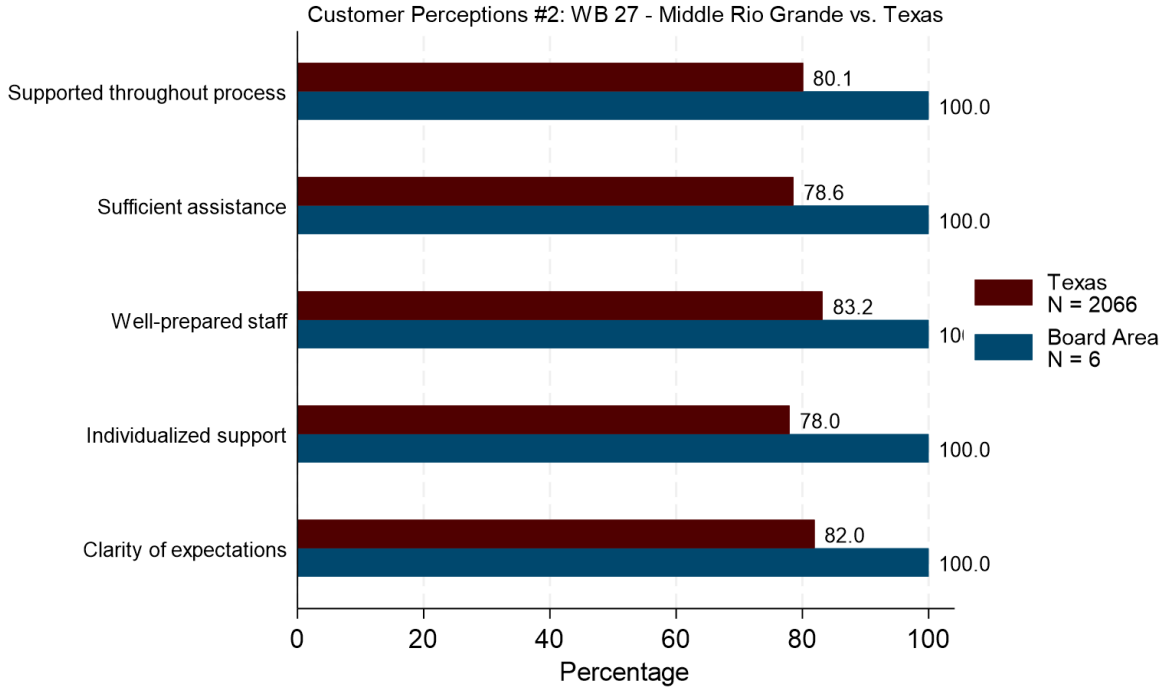
Middle Rio Grande offers services mostly in person in both English and Spanish. Service providers conduct 1:1s in person and enjoy working with their customers to be successful in their job search. However, service providers report language barriers when looking for jobs for their customers. Additionally, the Middle Rio Grande board offers a four-week program called Job Club which helps customers with interview skills and resume building.

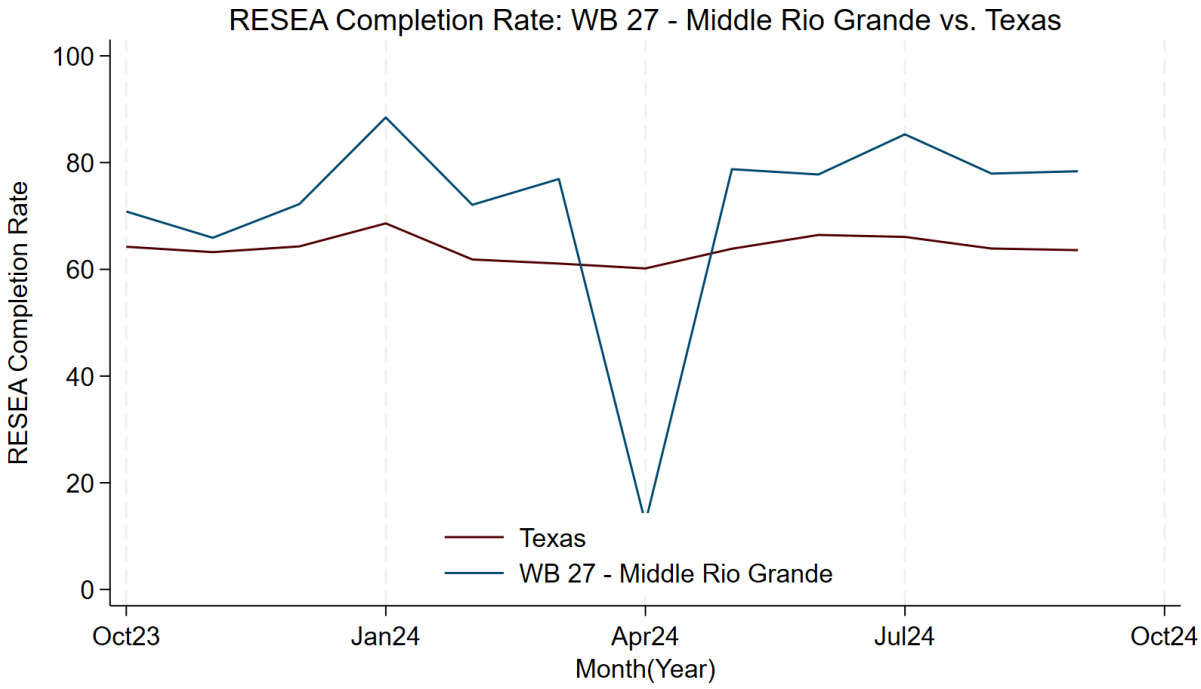
Overall, feedback on the customer survey was positive with no additional feedback on ways to improve the program or negative experiences.

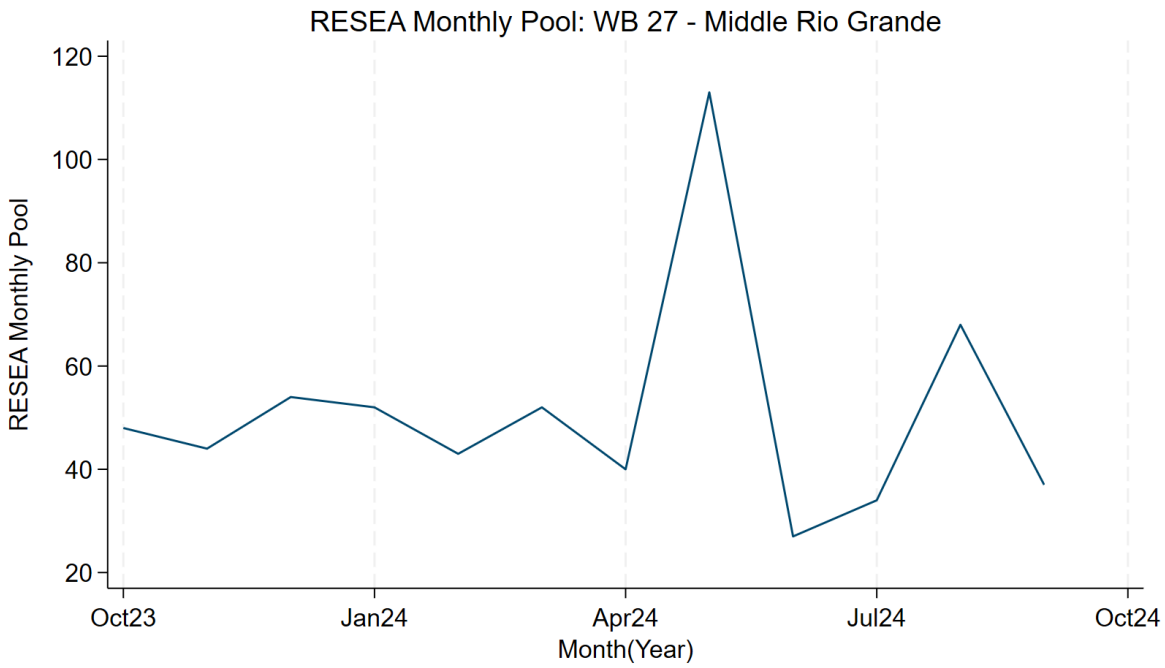
Summary Graphs:






Customer Perceptions #2: WB 27 - Middle Rio Grande vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
100.0
78.6
100.0
83.2
78.0
100.0
82.0
100.0
0
20
40
60
80
100
Percentage
Texas
N = 2066
Board Area
N = 6

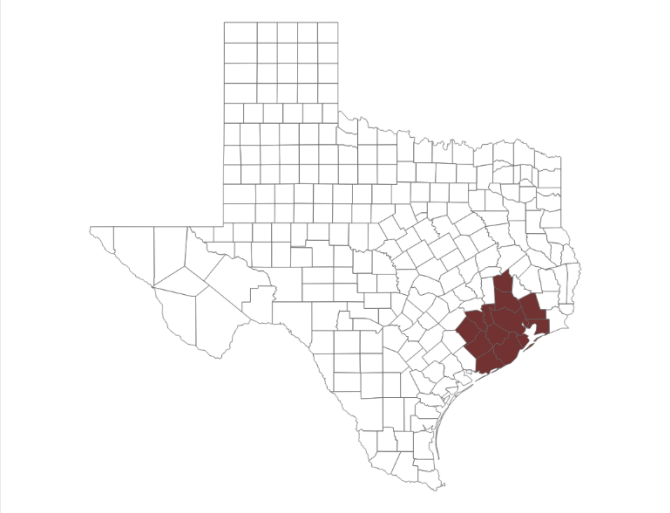

RESEA Completion Rate: WB 27 - Middle Rio Grande vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 27 - Middle Rio Grande



TEXAS A&M UNIVERSITY
Public Policy
Research Institute

For more information:
Dr. Georges Naufal
gnaufal@tamu.edu
(979) 845-1025

WB 28 – Gulf Coast



PPRI onsite visit: August 5-9, 2024

About the board area

Counties: 13 **Population:** 7,638,790
Popular industries: Education and Health Services, Trade, Transportation and Utilities
Fastest growing industries: Educational support services, Computer systems design and related services

Board Summary:

# office	# staff FTE	# customers	Pilot board
29	24	22,973	Not applicable

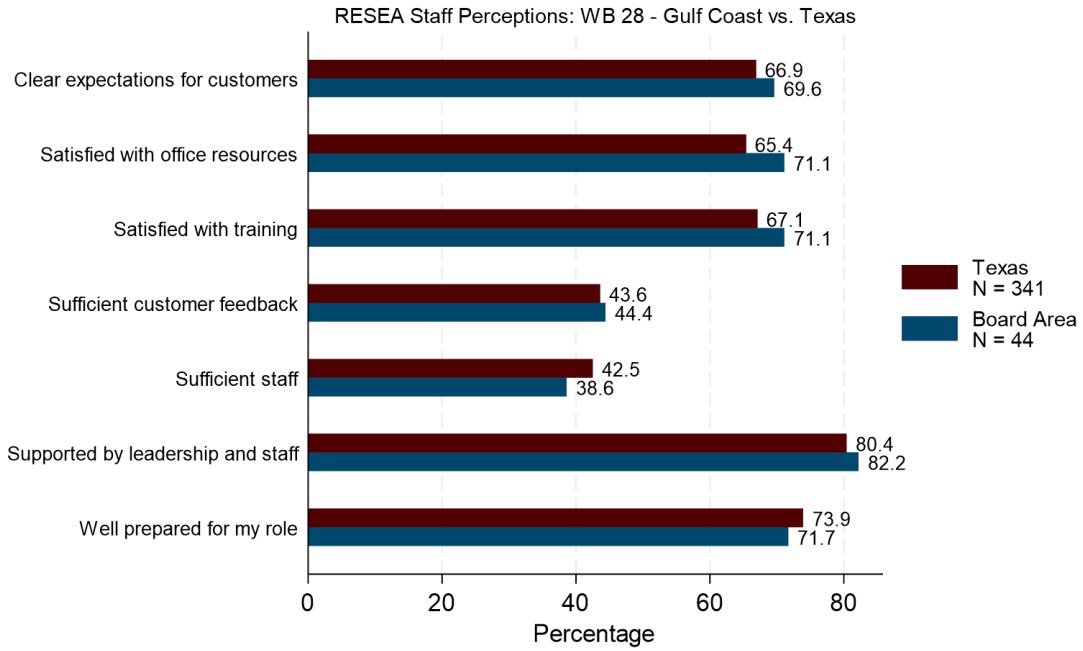
	WB 28 – Gulf Coast	Texas
Total year pool	22,973	77,778
Avg monthly pool	1914	6,482
Avg monthly completion %	66.3	63.9

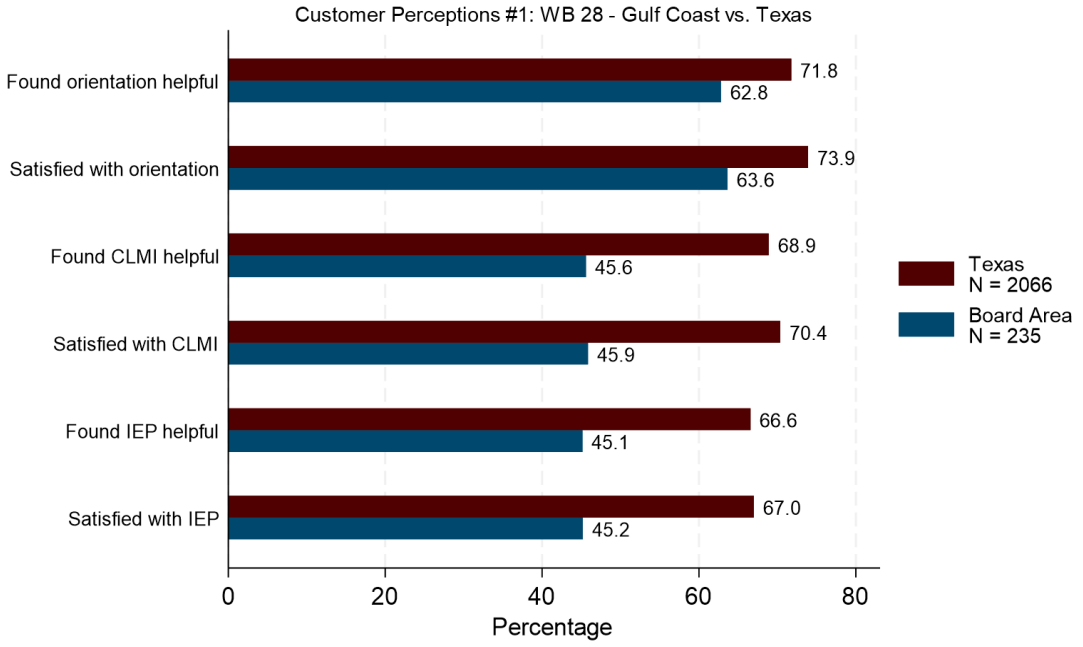
Highlights from board visits and surveys:

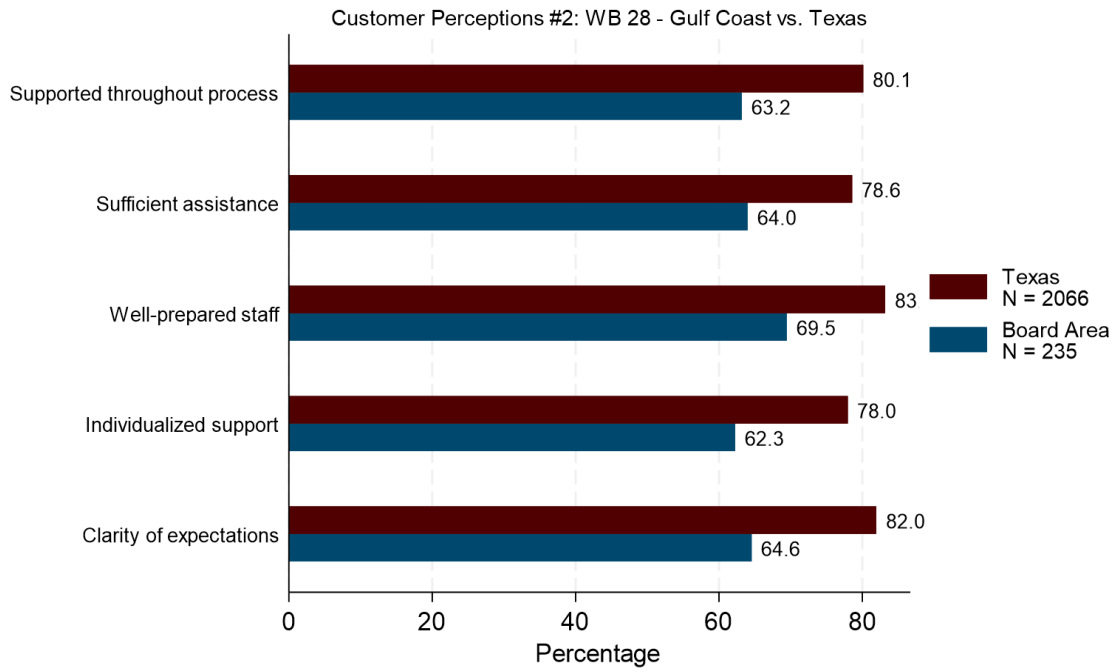
Gulf Coast provides all services virtually unless the customer prefers to receive services in person and visits an office. Gulf Coast has established a Task Force dedicated to providing RESEA services and works across all board offices to provide services to customers in the region. Customers are not assigned to an office or single service provider for their RESEA services, which allows the customer to receive services more quickly and at their convenience. Gulf Coast provides RESEA services to a large number of customers weekly and strives to provide the best service possible. Gulf Coast utilizes data to drive outcomes and customer tracking dashboards to coordinate services between service providers.

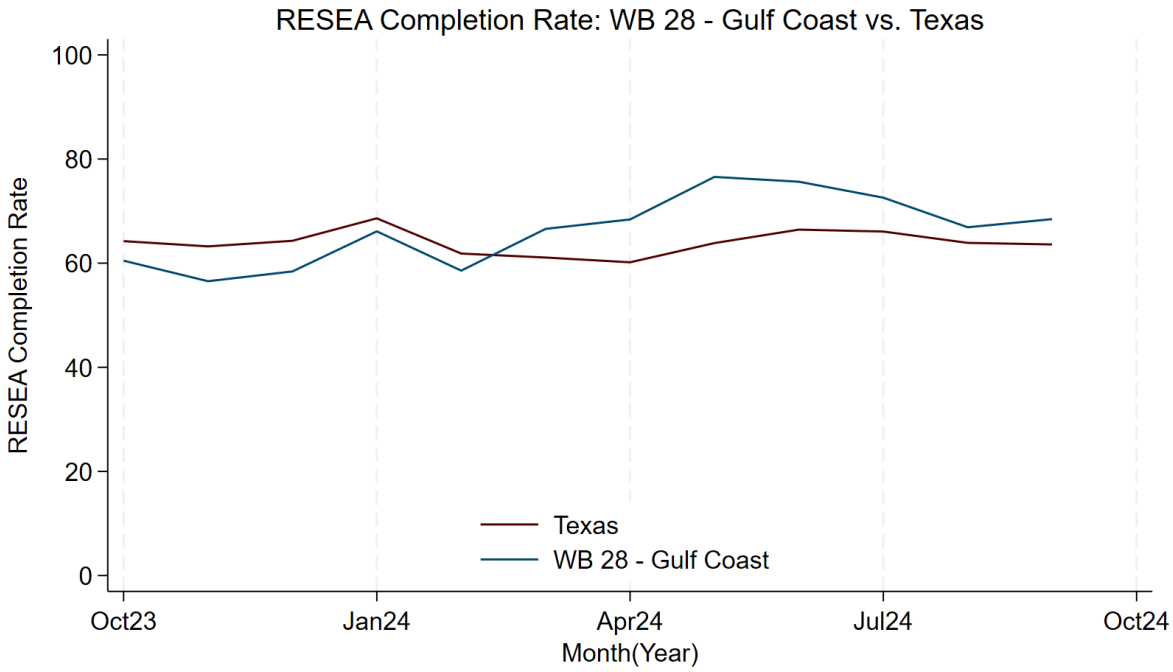
Feedback received on the customer survey was both positive and negative. Customers who reported a positive experience recognized the service providers who went above and beyond to assist them in their search for employment and offered no suggestions for ways to improve the program. Those who reported a negative experience felt the program did not meet their needs, their service providers did not communicate effectively, and there weren't any job referrals that met their needs.

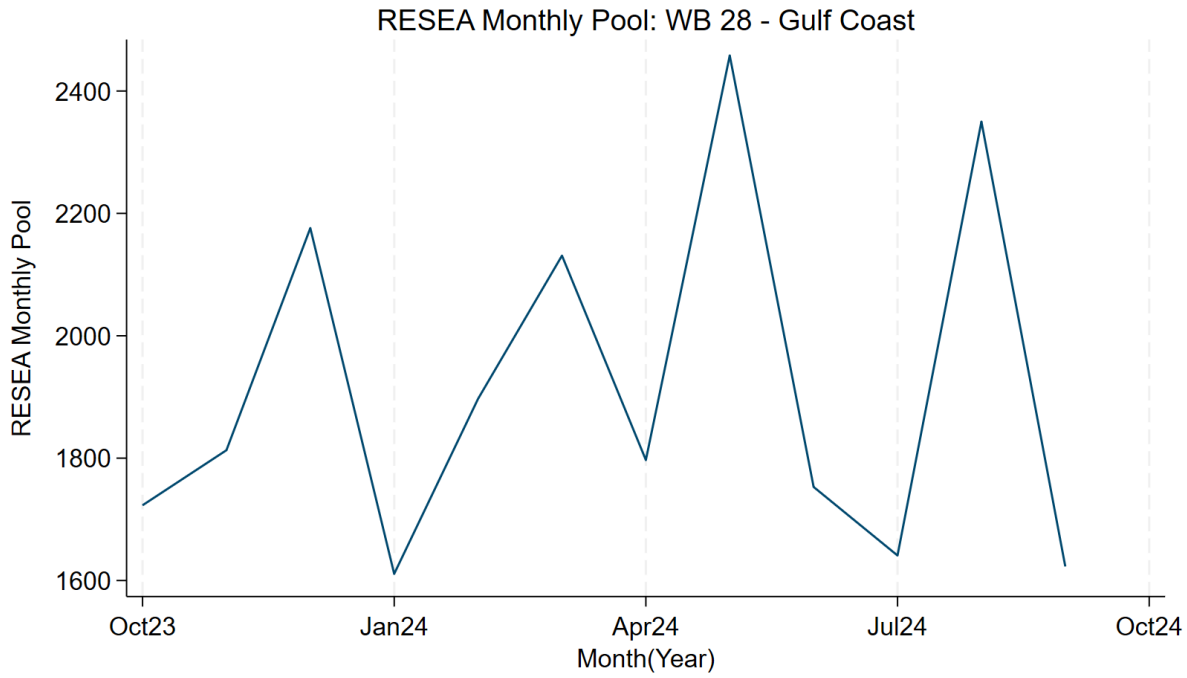
Summary Graphs:






Customer Perceptions #2: WB 28 - Gulf Coast vs. Texas
Supported throughout process
Sufficient assistance
Well-prepared staff
Individualized support
Clarity of expectations
80.1
63.2
78.6
64.0
83
69.5
78.0
62.3
82.0
64.6
0
20
40
60
80
Percentage
Texas
N = 2066
Board Area
N = 235


RESEA Completion Rate: WB 28 - Gulf Coast vs. Texas
RESEA Completion Rate
100
80
60
40
20
0
Oct23
Jan24
Apr24
Jul24
Oct24
Month(Year)
Texas
WB 28 - Gulf Coast



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Dr. Georges Naufal
gnaufal@tamu.edu
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Appendix D: TWC Customer Survey Questions

Introduction

TEXAS A&M UNIVERSITY HUMAN RESEARCH PROTECTION PROGRAM INFORMED CONSENT

Title of Research Study: Evaluation of the Reemployment Services and Eligibility Assessment (RESEA)

Investigator: Georges Naufal, PhD and Emily Naiser, Ph.D.

You are invited to take part in a brief survey covering the RESEA Program conducted by Texas A&M University on behalf of the Texas Workforce Commission (TWC).

Why am I being asked to take part in this research study?
You are being asked to be in this evaluation because you may be involved with the RESEA program.

Why is this research being done?
The goal of this project is to learn more about the RESEA program, its implementation, and activities.

How long will the research last?
It will take about approximately 10 min to complete this survey.

What happens if I say "Yes, I want to be in this research"?
If you agree to participate in this evaluation, you will be asked to respond to a brief survey with regard to the RESEA program.

What happens if I do not want to be in this research?
Your participation in this study is voluntary. You can decide not to participate in this research and it will not be held against you. You can leave the study at any time.

Is there any way being in this study could harm me?
There are no sensitive questions in this survey that should cause discomfort. You can skip any question you do not wish to answer, or exit the survey at any point.

What happens to the information collected for the research?
The records of this evaluation will be kept confidential. No identifiers linking you to this survey will be included in any report that might be published. Records will be stored securely (i.e., in a locked file cabinet, and on computer files protected by passwords) and only members of the research team will have access to the records.

Your information will be kept confidential to the extent allowed by law. The results of the research study may be published but your identity will remain confidential.

Who can I talk to?
If there is a concern/complaint about this research study or if you would like a copy of this consent for your records, please feel free to contact the Principal Investigators: George Naufal, Ph.D. +1 979 845 8800 or gnaufal@tamu.edu and Emily Naiser, Ph.D. +1 979 845 8800 or enaiser@tamu.edu.

You may also contact the Human Research Protection Program at Texas A&M University (which is a group of people who review the research to protect your rights) by phone at 1-979-458-4067, toll free at 1-855-795-8636, or by email at irb@tamu.edu for:

- additional help with any questions about the research
- voicing concerns or complaints about the research
- obtaining answers to questions about your rights as a research participant
- concerns in the event the research staff could not be reached
- the desire to talk to someone other than the research staff

By selecting "next" you agree to participate and will be taken to the survey.

General Questions

What board area are you from? (Please select)

What best describes you?

- ◯ RESEA service provider
- ◯ TWC staff/admin
- ◯ Local board staff
- ◯ Local board member
- ◯ Other (specify)

When individuals file an unemployment insurance claim, they are automatically assessed to see if they qualify for the RESEA program. The RESEA program offers individualized assistance to support people in finding employment. The following questions ask about your experiences and perceptions of the RESEA program in your office. How familiar are you with RESEA program in Texas?

- ◯ Not familiar with RESEA program at all
- ◯ Somewhat familiar with RESEA program
- ◯ Very familiar with RESEA program

Do you have duties related to the RESEA program? If yes, describe your duties as it relates to the RESEA program.

- ◯ I have current duties related to RESEA (specify)
- ◯ I have no current duties related to RESEA

Describe the RESEA program in your own words.

Tell us the most successful aspect of the RESEA program.

Tell us the most challenging component of the RESEA program.

If you could change anything about the RESEA program, what would that be?

Do you have recommendations on how to improve the RESEA program in your office?

- ○ No
- ○ Yes (specify)

Please rate how you feel about the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
The expectations for the RESEA program are clearly laid out for customers	○	○	○	○	○	○
I am well-prepared for my role on the RESEA program	○	○	○	○	○	○
I am satisfied with the training I have received	○	○	○	○	○	○
I am satisfied with the resources we have in the office	○	○	○	○	○	○
I receive sufficient feedback from customers on what works or doesn't work in the RESEA program	○	○	○	○	○	○
I feel supported by the leadership and other staff in the office	○	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
There are a sufficient number of staff to handle the current RESEA workload	○	○	○	○	○	○

Demographics

What office do you work in?

Address:

Name:

Have you ever provided direct RESEA services? If yes, what year did you start?

- ○ Yes. Year started:
- ○ No

What is your current job title?

This survey was given at the TWC conference last year. Do you remember taking it?

- ○ Yes
- ○ No
- ○ Unsure
- ○ I did not attend the TWC conference last year

What is your year of birth? (YYYY)

What is your sex?

- ◯ Male
- ◯ Female
- ◯ Prefer not to answer

What is your race? Select all that apply.

- ☐ White
- ☐ Black or African American
- ☐ American Indian or Alaskan Native
- ☐ Asian, Native Hawaiian, or Pacific Islander (Asian Indian, Japanese, Chinese, Korean, Filipino, Vietnamese, Other Asian or Pacific Islander race)
- ☐ Other (specify)
- ☐ Prefer not to answer

Are you Hispanic, Latino, or Spanish origin?

- ◯ Yes
- ◯ No
- ◯ Prefer not to answer

What is the highest degree or level of school you have completed? *If currently enrolled, highest degree received.*

- ◯ No schooling completed
- ◯ Nursery school to 8th grade
- ◯ Some high school, no diploma
- ◯ High school graduate, diploma, or the equivalent (for example: GED)
- ◯ Some college credit, no degree
- ◯ Trade/technical/vocational training
- ◯ Associate degree
- ◯ Bachelor's degree
- ◯ Master's degree
- ◯ Professional degree
- ◯ Doctorate degree
- ◯ Prefer not to answer

Do you speak another language other than English?

- ◯ Yes (specify what language and your proficiency)
- ◯ No

○ Prefer not to answer

RESEA program service provider questions

For each of the following services, please select your role in providing them either virtually, in person, both methods, or have not provided.

	Provided in person	Provided virtually	Provided both in person and virtually	Have not provided
RESEA orientation	○	○	○	○
Development of individualized employment plan	○	○	○	○
Enrollment into Employment services (Wagner-Peyser Act)	○	○	○	○
Unemployment Insurance Eligibility Assessment	○	○	○	○
Customized labor market information	○	○	○	○

For the following services, what method of delivery do you think is most effective:

	Most effective when provided in person	Most effective when provided virtually	No preference on effectiveness	Unsure
RESEA orientation	○	○	○	○
Development of individualized employment plan	○	○	○	○
Enrollment into Employment services (Wagner-Peyser Act)	○	○	○	○
Unemployment Insurance Eligibility Assessment	○	○	○	○
Customized labor market information	○	○	○	○

For the following services, how satisfied are you with the way your office provides this service?

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Unsure
RESEA orientation	○	○	○	○	○	○
Development of individualized employment plan	○	○	○	○	○	○
Enrollment into Employment services (Wagner-Peyser Act)	○	○	○	○	○	○
Unemployment Insurance Eligibility Assessment	○	○	○	○	○	○
Customized labor market information	○	○	○	○	○	○

Appendix E: TWC Customer Survey Open Ended Responses

The following table presents the responses to the open ended questions on the customer survey for the question on "how to improve the RESEA program". Responses are largely reported as recorded, but have been edited to redact names of providers and have been translated to English. Edits are noted by each comment.

Response Number	Customer Comment
1	Your program isolated me out and made me not receive any benefits for June, July, Aug. I was to receive 203.00 a week. I needed that to survive. During this time the Tornado disaster came through Bell Co. And a tree fell on my house. I had so much to do just to save my personal Belongings, personal property, plus work searches, and meetings at workforce office, and take care of mother in law. This RESEA program screwed me out of any help at all! Thanks for nothing. [Name Redacted]
2	You need more qualified individuals. During my RESA orientation, I discussed going to school to be a Paralegal. At that time my coach noted that since the program did not start until January 9, 2024, then I had plenty of time between October and January 9, 2024 to apply for TWC/RESA to pay for school. [Name Redacted] took several months before he reached out through the WIOA Program and he by the time he reached out I was 3 or 4 days from school beginning. He made no excuse and act as if he didn't care. I knew others that attended with me and decided to get their CDL licenses and with us attended these programs at the same time, they were able to complete the RESA/WIOA Program and begin school meanwhile [Name Redacted] still not contacting me until he felt the need to even after I reached out. This program and other programs that are recommended from TWC need to be evaluated to ensure they have individuals that are reaching out to help those that are desperately trying.
3	You cannot implement a program with people who do bare minimum at best with their jobs. This not only wasted my time but wasted my money and cost me a day of looking for a job to talk about changing my career. This may be helpful for people who only rely on unemployment but as a highly experienced professional this was not of any help. I was informed I could go to school to learn something new and it could be paid for but I have never heard anything else. False hopes and waste of time in my opinion. Just another way to control people who ask for help in their time of need.
4	Wouldn't improve any
5	Would prefer to deal with 1 individual throughout the process.
6	Would not have any suggestions
7	Would be helpful to provide a list of the next steps after the RESEA meeting.
8	With the information and assistance I received, and the coach I had I don't see needing improvement. My coach was sufficiently prepared and knowledgeable and was very assisting in every aspect. People like her make it smoother to adjust back into the working field. I was truly satisfied.
9	With more training to prepare a good summary, as appropriate
10	When sending out job referrals they should be selected your job qualifications.
11	When I went to the appointment, [Name Redacted] had already contacted me about a job, so I never went back for a follow up appointment. Maybe they would have been more helpful if I had gone back.
12	When I was provided referrals I would respond with why I am not a candidate in hopes that it would help my coach help me find me potential job opportunities that are a better potential match. But I had to resend an email requesting confirmation that he had received it and then never heard from him again.

13	[Name Redacted] was wonderful to work with, very nice, organized and helpful! The only negative is that I only received a signed copy of the plan at the very first meeting. The computer system was acting up on my final meeting day, so she said she would email me a copy. Unfortunately, I never received it, even after I sent her a follow up email.
14	Well the only problem was having to reschedule due to no coach available at times. Which we got it all under control. Not a problem now.
15	We were told that we could get our OSHA license free of charge and would be contacted to set up course but it never happened. I would just suggest that if you make offers to train, follow through. No one ever contacted us for free classes
16	We already have to fight to receive benefits so it can be nerve wracking for individuals to receive notification of their enrollment in RESEA. To me, the wording in some emails made me feel defensive. Additionally, I did not receive a letter regarding the appointment until the day after the appt, the only reason I knew of the appointment was because my coach called me the day before. Initial notification should be better and more attempts made to make contact. The program should be sold more as a resource, and something GOOD for you, leaving disclaimers about losing your benefits out of this may help keep people from showing up mad at the world and defensive. Tyleen has been amazing and super helpful.
17	Waste of resources.
18	Was very hard to hear, kept cutting out online. Will have to call back. Very bad connection
19	Virtual appointments
20	Very informative with lots of resources. Maybe add assisting with applying for at least 2 job opportunities before leaving
21	Very helpful very knowledgeable very friendly very people orientated
22	Very helpful tips
23	Very helpful
24	Very helpful
25	Very good, no change required
26	Very good
27	Very friendly but professional and very productive with our time together. Really helpful and knowledgeable and strongly working in my interest.
28	Utilize electronic communication & virtual meetings. In person meetings are sometimes difficult to attend due to transportation issues or weather.
29	Use the facilities [Translated to English]
30	To learn more about job searching and how to apply online or by phone. [Translated to English]
31	But in general [Translated to English]
32	It's very good [Translated to English]
33	The guidance they gave me [Translated to English]
34	Use [Name Redacted] every time
35	Updating more often the job search engine. Most of the jobs posted in there are no longer available.
36	Update the computer systems that are used. The technological age is too far along to have systems this antiquated. Also put more in to hiring individuals like Amber who genuinely want to help and will actively invest their time into setting their clients up for success instead of checking boxes.
37	Update of onsite job fair.
38	Unsure
39	Unsure

40	Unsure
41	Unknown yet
42	[Name Redacted] was great!
43	Everything was very perfect [Translated to English]
44	Everything is very complete [Translated to English]
45	Everything is very good, everyone is very friendly, and they behaved very well. [Translated to English]
46	Everything is fine [Translated to English]
47	Everything is fine [Translated to English]
48	To update tech, programming, and software when logging in and applying for jobs.
49	To still help even after you have had your three visits in the office
50	To have someone just to help you with the resume.
51	To be honest I felt discriminate on in a strong way it was like a pick and choose a lot of running around with good no outcome behind it might as well say lost cause for me when it came to WIOA Career Specialist [Name Redacted] why I say that is because 2 Hispanic males received a grant to go to Truck Driving School ADTS, but I had to get a loan through Fynn Loans to go to the same School. That was not right being that WIOA is Federal Funded. Hate to be the one to say it this way overall truly nightmare to my mind state unbelievable. Everyone who have went through WIOA in a different smaller Town not a City even received Grants from WIOA so to whom do read this text you tell me. How would you feel if you were in my shoes? A man who have made mistakes in his life but at the same time needing to better my future. Meaning job security period.
52	This was a generic call wasn't really any help got told to keep applying on indeed and he sent jobs through work in Texas. Things I could have did a google search for.
53	This program should be discontinued. It is a big inconvenience to those who know all the steps for finding a job. This program does not include those with mental health problems. The request this program asked for is overwhelming and should be considered unconstitutional. I believe this program is a way to not pay individuals their benefits especially those of a certain demographic. To threaten a persons income/lively hood just to make them take some job training classes is unethical.
54	This program is great!! There are no improvements needed to this program.
55	"This program is great for people who need resume help, interview practice, aren't sure what jobs are available, or don't have much job experience. I did not find value in it personally, but can see that it would benefit others.
56	Communication could be improved. I received an email notifying me I was registered for an event that so had never heard of before I had received any information on what the program was. I received a letter in the mail a couple days later. "
57	This program is good for people with lesser experience. As a person with extensive skill and experience the value add was minimal for me.
58	This program is a waste of funds. The information could literally have been an email. The information covered is available through the online resources from the State of Texas websites (TWC and Work In Texas). This program should be voluntary for those that are not adept in how to access this information independently.
59	This can be done virtually.
60	This can be done by zoom
61	Think it is good and works well with individual needs
62	Things were good.
63	They were wonderful no improvements needed
64	They should focus on persons needing help! This is my 2nd time and I'm a Mastered Level educated person. These programs are targeted for those whom do not need help in

	finding jobs. As I inquired how I was selected again, they said Texas Unemployment- TU said they have nothing to do with assigning this program. I have colleagues who work PRN work and have never had to be assigned to this program. Funds are being used where not needed!
65	They should actually do what they say they will. After RESEA Orientation was scheduled an appointment for class training following day. The training was for Customer Service and improving your interview skills. On that day the class was just told to do work searches for 4 hours. The trainer did not cover anything at all.
66	They need to meet in person with the employees and not just call them and or email them
67	They don't need improvement
68	They do a good job, no need.
69	They did an amazing job educating me since it's been 25 years since I had my last interview.
70	They are extremely diligent I won't change anything
71	They are clearly geared toward helping people to get lower level jobs. The information provided was not super helpful at my job level, but I understand that I'm able to find other resources myself whereas people at that lower level need the additional support.
72	These programs are not designed to help people with masters degree or above, business owners, and/or people used to making well over six figures a year.
73	There's nothing to change, all went well. Thank you.
74	There's no need to improve this program with the help of the employee of [Name Redacted]
75	There was a lot of glitches in the system. If you're trying to retrieve it on a mobile phone is very difficult.
76	There should be some form of follow up with this program. I am in my 7th month of unemployment, and still struggling with just being selected to interview. I apply for at least 15-30 jobs daily. At some point, something should trigger a follow up to see why people are still unemployed.
77	There should be some concrete ways to help individuals back to being employed instead of throwing them into an online self search to employers that look phony. Also the AI resume match is not realistic.
78	There should be more options for virtual classes and hiring events. If you are unemployed, it makes it hard to get childcare, gas money etc. to attend something in person. Some people may be able to get a ride to work but not get a ride to another city for a class that may take an hour or two and then have a ride back.
79	There needs to have individualized coaching, and not just references to routine documents. The job market has been extremely difficult and it is very hard to get employed currently in the United States. Individualized coaching, and check-ins will mean so much more and make a difference to people. Heck, hire me!
80	There needs to be more for executive positions. Unemployment assistance was geared more towards those looking for hourly positions and not individual contributors
81	There needs to be more assistance for highly compensated individuals. I was told that I would not find anything near my level and it was implied that I didn't need to bother although I continued to meet the requirements.
82	There is still a lack of support of certain kinds of office workers. I'm a social media manager and between just a general lack of roles available by the commission and all of 1 meeting I had with my coach, I felt very on my own for my job search. I was able to land full time work but I did that mostly on my own.
83	"There is nothing to improve the Resea Program is amazing "

84	There is not a need for 3 of these meetings, much less 1 when I have a job that is just seasonal.
85	There is no need for 3 of these meetings. I had to work around a couple interviews just to make a couple of these meetings. One meeting is enough. There isn't any more information given out in the other 2 meetings that couldn't be emailed to me.
86	The Workforce Texas website could be easier to navigate.
87	The WFS staff; especially RESEA coaches are very professional, approachable, knowledgeable and helpful as they guide you through each phase of the employment plan.
88	The website workforce needs updating
89	The Weatherford location and [Name Redacted] did a great job. Other locations was not as helpful. The portal for job search could be more reliable and user friendly.
90	"The virtual online sessions were an effective use of time, especially since I did not have to spend the time, gas and wear and tear on my vehicle traveling about 90 miles to attend something face to face. However; the staff need better resources. Our sessions were delayed time and time due to their computers not keeping up with their work.
91	I was very uncomfortable providing my full SSN on the work activity logs. There are many entities that will accept the last four digits.
92	I suggest a more logical labeling of the sessions.
93	The TWC phone assistance line is not responsive. You need more staffing and/or a better program.
94	The threat of losing benefits if I didn't attend in person. A virtual option would be beneficial.
95	The system has really been not good. Update make sure the system is error free. It's been too many mistakes and cannot get a live person on the phone. It's very stressful.
96	The staff were not organized and did not provide clear instructions as to what to do. When I asked for specific assistance with my career path the coach was not fully educated on how to help me nor did he try to help me.
97	The staff are great and really helped me look at my job search and how I could make the most out of WorkinTexas.com. But all the hoops and red tape for this is redundant and a real waste of gas and time. I could have called and done everything from home and not wasted 1/2 my day doing something I didn't want to do. I worked for 20 years prior just to have to sit in a class on the same things I can read in the book I was sent and read in the website. The job search help and WIT how to helped but sheesh the paperwork we had to fill out and what TWC expects because we are receiving UI, just felt like a total waste of time. Let me come in, do that one on one part with the business services guy and let me go on my way. Give those guys a raise, they go above and beyond to help people unlike DHS or the social security office. I felt like I walked into a friend's house rather than a stuff office. The presenter was great, energetic and made sure we had all the info. Great guy!
98	The RESEA support person was only available for 1 of my appointment times. She did not contact me ahead of time to let me know she would not be available on the other appointment times.
99	The RESEA program is good nothing to improve on my point of view.
100	The RESEA program is fine. The WorkInTexas website needs MAJOR improvements. It is a complete WASTE of time. It does not make the changes when you upload a new resume, the old data remains. I had to copy and paste each section to make the changes. There are a lot of VERY inconvenient parts of the website. The site does not have the profession that I am pursuing so identifying jobs that interest me are non-existent. I am doing what is asked of me... for example, I increased my resume score to above 90% but

	I am not using the site to look for a job. LinkedIn is better than all of the other sites and I have access to the postings the day they are posted, not 1-2 days later (like the workintexas site). Employers are using LinkedIn rather than all of the others ...Indeed, Career Builder, etc. I received that information from a recruiter and confirmed it from hiring managers.
101	The RESEA program is Fine
102	The RESEA program has really improved me to prepare myself for job interviews and job searches. I feel like with the right tools and resources that I've received, I feel more confident in my job searching
103	The RESEA orientation was on a Monday morning scheduled for 8:00 but took place at 11:00 due to counselor delay. I have not been contacted again to complete the RESEA for job search plan.
104	The representatives were very thorough and eager to assist with all questions and inquiries
105	The program should put in an effort to hold more job fairs at local facility for those unemployed. It's important to connect the unemployed with those who are hiring in the community to have a better chance of filling those positions quickly. Most of the time the jobs that come to the TWC website is already filled, not giving you a chance to even apply. I know there are a lot of people looking for work but there should also be an effort from the RESEA to do a better job of connecting people with employment. It feels like their job is routine instead of helping people find true employment. I hope in the future they realize how to make a better connection with employers and the unemployed.
106	The program seemed beneficial; however, I got a job the old-fashioned way, I took resumes to companies and filled out applications to get companies to call me back. I felt very uplifted by [Name Redacted] when doing my one-on-one meetings, but in the long run, it was I who got my own job.
107	The program is very thorough as it provided everything I needed to continue my job search. [Name Redacted] said I can reach out to her whenever I need help or have a question.
108	The program is perfect, it was very helpful and I feel there is no need for change in the program.
109	The program is not tailored for executive-level candidates and in all honesty, is not necessary for executive-level candidates. The program should be utilized for others who can benefit from these services.
110	The program is good.
111	The program is a great concept, but it did not fit my career level. Executive jobs have different requirements and expectations.
112	The program for on the job placement was the help I needed due to having exceptional work skills and habits, but I was automatically denied the necessary assistance.
113	The program can be improved with more information for the field of work I am working in to find employment.
114	The process is well laid out.
115	The personnel onsite were extremely organized and efficient at explaining the importance of each of their roles to help provide the resources necessary to expedite employment opportunities and highlight my skill set!
116	The orientation was very informative and it provides a lot of good resources that are made for those who need it.

117	"The orientation meeting was good and the facilitator was engaged and helpful in answering any questions in the class. The 1:1 meeting I feel could of gone better. The person I met with just confirmed that I had updated my resume on work in Texas and asked if the information was matching correctly as she had to update it to reflect correctly. I asked about possible assistance with maybe looking into getting into some Welding classes and how workforce can assist me into getting a foot into the door as I am new to all of this. She provided me with a printout of into and I was looking more into guidance step by step on the proper way of doing it. Really the only thing I may recommend is if someone is seeking additional guidance on something specific to seem more welcoming and offering assistance with the entire process instead of giving names of trades available and given a printout. "
118	The orientation information was helpful; however, the individual portions of the RESEA program did not feel personalized or tailored in any way. The phone call after the orientation very much felt like my representative was checking questions off a checklist with little thought for my answers.
119	The Orientation could be improved; the info received wasn't clear on what the orientation would cover and when I joined it felt like everything was covered very quickly - it was over in 15 minutes. I know there are a lot of folks on the orientation so it's not a targeted call but the overview could be a little more in depth.
120	The only thing I would fix is the workintexas website because it can be quite buggy
121	The only thing I would ask is that I would have been guided to better suited employment opportunities. I lost my previous employment due to a job injury so I'm limited to certain physical activities especially in lifting. Yet most, if not all, of my job referrals are not suited for my disabilities. How am I to get hired applying to jobs that won't take me because of my physical limitations? Makes me feel that when I was explaining why I was unemployed, I was just being heard but not listened to. So what's the point in being assigned a coach?
122	"The one thing I saw is how the survey is set up. I almost made a big mistake in selecting my answers. As a previous leader and expect in delivering coaching. I was always trained to start with the positive then the opportunity. I would flip the options to select from negative to start with the positives. Just my thoughts. I can tell you that [Name Redacted] did a great job. She was very helpful, patient and knowledgeable. She is a pleasure to work with. I was nervous about the call not knowing what we needed to do, but she made me feel super comfortable and I enjoyed the meeting."
123	The number of face-to-face RESEA meetings and their length of time should be determined by the RESEA coach based on the individual's needs.
124	The Longview office was preparing for a big move to new location. That probably affected the level of usual service. We thought we had a second meeting to attend, but have received no notice. We found resources online for extra help for senior citizens. At age 68, I wish the RESEA coach who was never clearly identified to us would have told us about this upfront. We still don't know who my RESEA coach is. We've never been invited to the new location. Maybe they are not quite ready yet.
125	The lady was very nice and tried her best but I do not believe she had the adequate training to be able to assist me. Not even the video she was told to play me worked.
126	The help from the program I received was not very helpful to me because my university already provides these services for life at no cost. For me personally the program did not improve my job search, also most job referrals or hiring events did not have work for what I am looking for and skilled in. I would invite those that do need the services provided in the program, those that do not have other resources to get help. For example ask those

	on unemployment what resources they have or do not have and pick from that. I went to the program because it was mandatory for me to get my unemployment benefits, if I did not already have my university program then maybe it would have helped me more but by the time I went to the meeting I had already done resume writing, interview prep, how to search for a job and much more.
127	The first week of February, I was referred to receive assistance going back to school, because there are no jobs in my industry available here. My name and info was given to [Name Redacted]. She didn't reach out to me. I spoke with several other members of the team, [Names Redacted] trying to get ahold of [Name Redacted], and asked all of them for referrals. [Name Redacted] didn't reach out to me until March 21st. Well over a month after I was referred to her the first time. My unemployment ends on March 31st. She told me that I would need to provide a series of documents, and get accepted to a specific school, get financial aid figured out with that specific school, and have that school on my approved FAFSA... all of that would need to be done in 10 days. As anyone knows, FAFSA takes a lot longer than 10 days for approval. She completely set me up for failure. Not to mention, her spelling was absolutely atrocious (she spelled financial "finical" several times in text, among other mistakes). She needed all of this documentation ASAP, but still said it could take two weeks or longer to get approval from her supervisor for me to even go to that specific school. Obviously, I had some concerns about her recommendations and the timeframe, as FAFSA approval is out of my control, and I expressed this to her. She did nothing to address my concerns. If she had responded to my referral the first time it was sent, within a reasonable timeframe, I would have had the time to complete all of the necessary parts of the process. I feel that people like [Name Redacted] in such important positions have the ability to create impassable bottlenecks for people in need of assistance. I'm very disappointed that this was the quality of service I received, after my orientation had given me so much hope. I feel that if the organizations funding this had any idea how their grant money was being used, they would not provide financial assistance to this program.
128	The communication has been absolutely horrible. Nobody has contacted me since the person I first met with and they quit. I have no clue what's going on and I have emailed at least 12 times and called with no response. This is absolutely terrible.
129	The coaching provided felt more like a threat to my benefits THAN actually help. With a decade of experience in customer and client service, this experience was terrible. The coaches seemed to lack empathy and thoroughness, giving the impression of being more focused on meeting sales targets than on my success. Despite informing my coach of my industry and field, they still suggested jobs outside my skill set. The coaching felt off, disrupting both my job search and peace of mind. I'm trying to fit my interviews in between my resa appointments. The only useful aspect was learning to navigate the website. Otherwise, the interaction felt more disciplinary than genuine support. Lastly, I felt somewhat belittled by the coach, as if they were superior and I was lower on the totem pole, until I shared more about my career experience, as though I had to earn respect. This experience can be a little demeaning at a sensitive time in one's life.
130	The cabinet ok work/job fairs have seemed to not be a fit coming from my prior roles in corporate America. More options, more corporate partnerships would be very helpful for anyone looking for similar roles or with a similar skill set.
131	The biggest struggle I have with the program is that it does very little for senior or executive-level employees. Most of the information is geared toward lower and mid-level employees, blue-collar workers, shift workers, and service workers. It was helpful to understand how the system works and how to maximize the benefits, but it doesn't offer a lot for high level managers looking for their next big opportunity. I wish there could be

	some differentiation there and a more tailored approach based on the type of work and management level.
132	"The advisor provides me no information. She said just we want the documents and you provided us, that's all. I am confused. No questions were asked, no career advisory. NOTHING "
133	The actual RESEA employee was a great person! But she is not equipped to help individuals seeking high net worth roles that pay upwards of $80-100k a year. She did not seem to know how to help me besides what I already was doing. I already had my profile completed. I already had an excellent resume. I already was interviewing often. I already was submitting to 10-25 jobs a week. I didn't need to participate in RESEA, as the program didn't offer anything of value. I don't think the employee who helped me is connected with the white collar workplace and, therefore, she could not refer me to actual open positions that I'm qualified for. Basically, I wasted my time (and hers) and only attended because I was required to. I did not learn anything. However, I don't doubt the program is a GOOD program for low income and blue collar employees, who do NOT know how to make a resume, do not know how to create an online profile, and so on. It just isn't a good program for those of us who do know these things. Ultimately, I spent $20 on gas getting there and back home and wasted a good 5 hours of my life, including drive time, only to be told I already had completed all the things normally taught at Orientation. Furthermore, while she is a kind and good person, she just doesn't seem to have the capacity to help people at my level of income and employment. Lastly, there really should be an option to complete all three visits virtually. I don't like wasting my time. Time is money!
134	The coach assigned to me was unprepared & disorganized. I could have given her coaching on multiple occasions throughout the process.
135	That TWC gets more employees like my coach that love what they do and motivate the people.
136	Thank you
137	"Texas Workforce Commission's options for journalists are a mess, and it was no fault of the staff. I do written work. I was open to written communications jobs and similar corporate/PR-side versions that would use my decade-plus of skills in written communications work in another field. What I get from Texas Workforce are like, camera operator jobs and entry-level local newsroom gigs that aren't anything close to matching my experience level and skills. Again, this is no fault of the staff, but rather, how the whole system is structured. Journalism and media work need to be split into more granular skills-based categories in Texas Workforce's system. Otherwise, it's useless and a waste of both my time as well as the staff member's time. The tools we're given to search are inadequate, and it's hard to even get information on how to pivot to a or be considered for corporate role out of the media world when the tools aren't there and there aren't many resources as to how to make that pivot and land work that will actually provide me with a job that reflects my experience and skills. I ultimately found my job through an industry Facebook group, for Pete's sake. That's how inadequate Texas Workforce is for media workers and journalists. "
138	Target people who need the services by vetting their current progress before compelling them to jump through hoops.
139	Taking steps and attending job fairs
140	Take too much time to response, or follow ups, I found a job myself no help from any person on workfare and person said she will review my resume I provide a copy and she never sent me a review.

141	Take more time one on one with coach to show us more methods for job searching and bettering ourselves for getting a job.
142	To have a point person to touch base with periodically even after employed to see if anyone can be directed to RESEA services.
143	[Name Redacted] has been very helpful in guiding me through the process of finding a new job.
144	Survey be online through twc not cellphone
145	"Streamline process of systems the applicant needs to use to one system versus two. This can be confusing to applicants on where to find information and be prompt to meet required deadlines. It will reduce issues with access and password issues as well"
146	Start over the program is a failure
147	Staff seem to be overwhelmed with caseloads and therefore do not have time to work with clients 1:1 in any detail. Please provide the staff with more support so they can spend meaningful time with their clients.
148	Staff had great customer services, very helpful, very openminded and top it off very helpful, answered all our questions
149	Sometime its hard to contact someone by phone at the local office. When calls are transfer to an extension, the line hangs up.
150	So far so Good.
151	So far I like how it is made especially virtual online because I do not own a vehicle and its hard walking to a bus being that I have a gunshot wound on my leg.
152	Snacks :)
153	Smiles, everyone, smiles.
154	Since I don't recall the meetings, I cannot comment on this section.
155	No comment [Translated to English]
156	She was great no change
157	She was great I really don’t know what else she could of done differently she was awesome
158	It would be good to implement a better understanding of the field of work in which one is seeking employment, rather than simply using keywords to search for job openings and applying for positions that may not be what one was looking for. [Translated to English]
159	RESEA Rep had too heavy workload to schedule 2nd appt timely, so too much time lapse. The recommended Alison Training didn’t link as expected. Work-In-Texas website is problematic and not useful for job searches.
160	RESEA agent refused to set up time with me instead we played phone tag while weeks pass and my access to job postings was denied.
161	Replace it with anything else. At all. It was useless.
162	Recommend more jobs.
163	Receiving alerts for new jobs. [Translated to English]
164	Received certain unidentified problems with my Access to the TWC Portal mostly, wasn’t handled timely manner, as if I were (Locked) out the System very frustrating to me. I deal w/Anxiety & Depression. So il just coping, sometimes no communication. Perhaps hands on counselor would have been helpful life's tuff. Sometimes scary. Thanks for the service you provided to me.
165	Really nothing I could suggest. They were very helpful and passionate about their work
166	Rather, say the session was on point. Well implanted beyond my wildest dream. Bravo.
167	Qualify RESEA recipients for more unemployment money than non RESEA recipients
168	What's in the emails? Don't say. That there's nothing for me. [Translated to English]
169	Provided gas vouchers.

170	Provide transferable job skill evaluation to potentially explore other career areas.
171	Provide REAL job assistance! I am STILL out of work, and I have been trying SO hard to find DECENT employment. There should be a process that connects you to a recruiter, that can help you get an actual INTERVIEW. I don't see how I was helped in ANY way. It only allowed me to get my unemployment, which ended two months ago. I have TWO MASTERS degrees and cannot find a job. This is INSANE.
172	Provide more opportunities to find work remotely
173	Provide more assistance like a Recruiter service
174	Program works wonderful
175	Program is great
176	Program is fast and easy cannot think of any improvements.
177	Process is a little slow, but since I am in the start to middle, I hope that all works out
178	Prior to orientation, some additional info in writing to help have a better understanding of the program.
179	For now, only the scheduled time they give you, and the delay is about 20-30 minutes of waiting. [Translated to English]
180	Combining the two unemployment offices into one—my unemployment payment location and guidance for any issues related to unemployment—was resolved in a timely and proper manner, as it is a labor right for work. Thank you. [Translated to English]
181	Place individuals of whom are actually there for the public not for a paycheck. This program For Me was a waste of taxpayers funding, you absolutely need to place hard working individuals who place their clients as who they need to work for, not the other way around. There are individuals who milk the system I get it, I understand, however you have individuals of whom like myself which need leads, contacts and make adjustments to each individual application I place. There are many other issues I see but Ido not want to sound like a disgruntled individual which I am not. I'm unemployed and was seeking assistance of which I did not receive.
182	Phone assistant to improve
183	Continue with the good work you are doing. [Translated to English]
184	Perhaps recruiters of local businesses should interview the candidates for feedback and explore career options.
185	Perhaps more skills training for a larger variety of jobs.
186	Perhaps meet a little more weekly?
187	Perhaps better resources for older job seekers and professionals
188	People in executive positions need to network more. Not sure how RESEA could help with this? Maybe train on what informational interviews are and how they look like, how to network, etc.
189	For people who don't use technology much, it is a bit difficult to take all the courses on a computer. The courses should be more accessible and in Spanish. [Translated to English]
190	For me, this is new. I still can't give an opinion about it since I don't know the program 100% yet. [Translated to English]
191	For me, it is a good experience and very helpful. I think it is very well done. [Translated to English]
192	Overall the Work Force Solutions was not responsive to any of my requests. I called them several times and lest messages but none of them respond. Very inefficient, the complete waste of State money and taxpayers' money.
193	Overall it was a great experience.
194	Overall great experience
195	Overall everything was on point. Bravo!!

196	Overall agree!
197	Outstanding service professionalism with a personalized touch
198	Orientation staff did not know how to connect sound for the orientation video. I had to instruct them on how to connect the sound devices. It feels less like a re-employment program and more like social services. It should not be social services. There is a lack of follow-up from the staff and a lack of understanding of technology and work from home employment. Much much better training is required.
199	"Orientation session can be a video record. The host did not have knowledge in the IT so she had difficulty to show her power point presentation. We joined the session on-time, but she waited for the remaining participants who were late. This is unacceptable and not professional which discredit her presentation. In my view, there is no need to do an orientation, just go to the one-on-one session directly. I give 2 out of 7 for the orientation. I would like to point out that [Name Redacted], my 1-on-1 coach, is the best. She was very detail and prepare. I give 7 out of 7 for [Name Redacted] "
200	"Orientation needed to be done sooner, only took about 3 questions. I didn't get to ask a question. I rushed out and downloaded my job search and driver's license the same day and was then told to come down in person. Only a couple of jobs in workintexas match my skill level in 4 months.
201	Orientation is rough. Robotic
202	Open Wi-Fi for applicants
203	One on One meeting with a case manager, to further discuss my options and areas of improvement
204	One on one contact is more preferable in other to have a proper assessment on the individual.
205	On my initial walk in date in September I inquired about Metrix learning and to this date I have yet to have the opportunity to even participate in the program, my RESEA rep has made several requests to her upper management and now after my second review I still do not have access to the program offered. New: Metrix Learning is a FREE online learning program offered by the Texas Workforce Commission. Brush up on skills to prepare for better employment opportunities. Contact your local Workforce Solutions office to find out if you are eligible to access Metrix Learning. To find your local office, go to the Workforce Solutions Directory at: https://www.twc.texas.gov/find-locations.
206	[Name Redacted] was very helpful. She followed up regularly and provided relevant resources throughout our conversations. I believe she had my best interest in mind.
207	Okay so far so good
208	Okay
209	Ok
210	Offer online/virtual options. Money is tight and driving back and forth can be costly. I am much more suited to meet more often and ask for me help in the comfort of my home and would like that option.
211	Nothing. Everything was great!
212	Nothing, very knowledgeable and informative.
213	Nothing to improve. I have been taken care of with great support.
214	Nothing to improve great workshop
215	Nothing needs to be improved very helpful
216	Nothing needs to be changed
217	Nothing its good.
218	Nothing I can think of
219	Nothing I appreciated your help and input. I did both on phone and in person@ the Katy workforce office

220	Nothing everything was helpful
221	Nothing everything was good
222	Nothing everything was amazing
223	Nothing else, doing a good job
224	Nothing comes to mind currently.
225	Nothing at the moment
226	Nothing at all [Name Redacted] was GREAT! and she made sure I had a lot of sources to look into for a job
227	Nothing as for now
228	Nothing
229	Nothing
230	Nothing
231	Nothing
232	Nothing
233	Nothing
234	Nothing
235	Nothing
236	Nothing
237	Not to much required
238	Not sure.
239	not sure.
240	Not sure right now
241	Not sure I have any suggestions at this time.
242	Not sure
243	Not sure
244	Not Sure
245	Not really worthwhile. It was kind like putting lipstick on a pig to be blunt but didn't really provide any personal assistance or begin to help with my longstanding unemployment issue.
246	Not really sure. This whole program is rather new to me.
247	Not really sure what information the other coaches provided; but [Name Redacted] was very helpful!
248	Not quite sure. This was the 1st time being involved in this, so not quite sure what to compare it to. I will say I had no idea this office was even there, nor what services this office provided prior to my initial invite/visit. It is really a nice and valuable center that all should know about and be invited to attend.
249	Not needed
250	Not everyone participating in the unemployment process needs this kind of help. I wasted approximately 105 minutes of my times I'll never get back, listening to the moderator; read and reread tediously the same information that was previously presented to me. The information was presented three times (at least), first on your website one must navigate to complete the application process, a second time in an email, a third and fourth time during the lecture. The age of the moderators should be of concern also; they are too old to effectively communicate quickly and succinctly with a younger audience. While I am not employed, I work for third party contractor, in the UT stadium, I have off summers and was encouraged to apply for unemployment until August. The criteria set for by the unemployment agency- I should not have been enrolled in this class; as I have employment in August. The moderators have no control over who's assigned to their class more over they don't care or listen; they are there to regurgitate the information. Lastly, it takes on average 3-5 days and hundreds of failed phone calls to reach anyone

	at the unemployment office with this phone number (800) 939-6631). The unemployment process has MANY flaws, most of which could be alleviated with more personal hired to answer the phones and answer questions.
251	None. Everything was well laid out and explained to me. The RESEA Coach was well prepared and very knowledgeable. The VA Reps, on the other hand, were less efficient in their presentation, but still were able to completed their tasks.
252	None, all went well.
253	None needs to be improved. Everything went well and continue to go great.
254	None needed staff is on point
255	None at this time
256	None
257	None
258	None
259	None
260	None
261	None
262	None
263	None
264	None
265	None
266	No wat to contact the coaches, a set up voice mail, coaches don't take calls, no one is accountable, they don't care. Program not set up for individual needs for employment such as senior citizens and handicap. A waste of money
267	No suggestions at this time
268	No suggestions at this time
269	No suggestions at this time
270	No suggestions
271	No suggestions
272	No suggestions
273	No suggestion
274	No suggestion
275	No suggestions as of right now.
276	No specific notes for improvement. I was satisfied with the assistance I received.
277	No problem here it's was all very helpful and easy to understand no need change
278	No one explained why I was singled out in this program, but there was really no help provided to me for my job search. I definitely didn't receive any individualized support for my job search. The only message they provided was that they had to make sure that I wasn't cheating the system. I also didn't receive appropriate disability accommodation. They insisted that I come into the office because that was the only way they could give me "information." I drove there only for me to receive a folder with a bunch of outdated job fair printouts. I went in July but the folder had job fair flyers from April. All of it was a huge waste of paper. Another disappointment was the quality of the printouts. I thankfully don't need shelter services, but the paper they printed out for the list of shelters was so faded and degraded that I could imagine it being terribly frustrating for someone who needed those phone numbers. I felt hopeless in this situation since I have a bachelor's degree. The only program the counselor recommended to me was getting a commercial driver's license, as if I didn't already tell her I had a disability. Plus I'm not sure how she thought that truck driving would be a good fit for my skill set and background. It's disheartening that the only education options seem to be for people who don't have an existing education. I tried to look into getting a project management certification, but the

	program would only pay for scammy looking training courses but not the actual certification exam fee. I already trained but I can't afford the exam fee since my only income was from unemployment and I need to pay rent and buy food. Why would they limit our opportunities? They wouldn't provide any answers, and I felt like they were just going through the motions. The counselor's appearance was also very sloppy when I went in for my appointment, and she was late. I don't think either of these things sets an example for job seekers. Even the webinars were full of outdated information. Who is faxing a resume in 2024?? This program provided NO current information about navigating today's job market, not even about the best way to use LinkedIn or something, so I don't see how it was supposed to be additional help for job seekers. Speaking of LinkedIn, they kept lying about offering free access to LinkedIn Learning. The counselor specifically said she would email me that, but she sent a poorly formatted email with a bunch of other unhelpful info that did not include anything about LinkedIn Learning. I just hated feeling like I was in trouble and saddled with extra obligations like I did something wrong by getting laid off. I spent so much time filling out the TWC job search form from my own separate spreadsheet (because I did more than the required amount every week, shame on me) only for the counselor to print it out (after I emailed it... why?) and completely ignore it. She just had it sitting on her desk while she talked to me about what else I needed to do. I guess doing what they asked wasn't enough. They could have at least accepted my spreadsheet if all she was going to do was print it out of decoration. Throughout the process, so many people in Workforce Solutions seemed to make it clear that they didn't want us to cheat them and their system, but I feel cheated if this is what my tax dollars were funding when I did have a job. I STILL DON'T HAVE A JOB. THANKS FOR NOTHING, RESEA.
279	No need for improvement
280	No need
281	No issues
282	No improving [Name Redacted] was outstanding she is very professional yet kind,
283	No improvements needed. Everything is straight forward and very informative.
284	No improvements needed
285	No improvements my advisor made sure I had all information and communicated suggestions and tips
286	No improvements great program
287	No improvement, everything was great and very detail oriented
288	No improvement required
289	No improvement needed.
290	No improvement needed in my point of view.
291	No improvement needed
292	No improvement needed
293	No improvement for the RESEA program everything is good
294	There is nothing that could be improved personally. I have no complaints since I was guided very well at all times. [Translated to English]
295	No feedback
296	No complaints, staff is very friendly and helpful
297	No comments
298	No comments
299	No comment. They are professionals on what is they doing providing good customer service.
300	No comment just everything was helpful and very nice people
301	No comment

302	No comment
303	No comment
304	No changes needed
305	No changes
306	No changes
307	No changes
308	No changes
309	No changes
310	I wouldn't change or add anything. Very professional and kind. [Translated to English]
311	No
312	No
313	No
314	newer software and better job leads for my skill set
315	Never got Continuing Education info
316	Never do it again!
317	Needs to be on time and more professional
318	Needs to be more selective within industries that workers are in. Industrial industry that I'm in is always off and on again so trying to use a program to gain employment within my skills is mostly unlikely to happen. It is a heavily referral based industry.
319	Need to be more active with clients. And they should be told different in Resea and wia program. Need more hands on when people are looking for jobs
320	Need no improvement
321	It needs assistance in other languages. My assistant did not speak Spanish. [Translated to English}
322	N/A. My employment coach, [Name Redacted], was amazing!
323	"N/A. I enjoyed my experience as well as how professional and helpful my career coach was."
324	N/A the presenter was good.
325	N/A it's perfect the way it is
326	N/A It was great all around except for the Wi-Fi not working often times.
327	My specific situation being unemployed also made it where my career was impacted and is making it impossible to continue my career because the employer is telling potentially new employers, their original lie which was exposed during the tribunal. I was offered no resources or knowledge that would help me make them stop violating the several rights that they are as of now. I believe that in a situation like this where I'll have to seek further judgements to ever hope to return to work. The Texas workforce commission should help the unemployed party find, complete, and even file the proper documents or help make a SOLID contact with actual legal council on the matter. Seeing as how I was found to be with no form of violation of the company policy and they openly admitted several times that they shared by word of mouth "that I had drugs in my system" which I didn't and had no positive test result either, but also had added me to a dot randomly selected state required test list (without randomly selecting me and personally singling me out a month after I passed a test because they "believed I shouldn't have passed ")yet even though I had to fight for almost a year to get my payments and it all went to debt and at least 33% alone was extra fees from trying to help the employer keep me from my benefits and assistance that I desperately needed to survive. My point is this system claims to be for the people to offer some form of survival when terminated without just cause since Texas is a right to work state. However I was forced to defend myself from the very beginning and they had to provide absolutely no evidence. Which is not the guidelines. Then allowed to admit extra documents at the tribunal hearing and pushed me another month

	of no money no work and no way to provide. This system says one thing but is clearly built to aid the businesses. The employee walk through on what to do in the hearings is very broad and no actual guidance of what the best actions are to take to protect yourself. However I printed of pages and pages of the EMPLOYER assistance for the hearing offered by twc. They tell them what to say what not to say, tell them how to protect themselves not only in the hearing but also go as far as to offer guidance on what might be used against them in trial outside of the twc in civil court and that is way to far. At that point the twc is literally helping run interference against the employees possible livelihood (if deserved) but also (on behalf of the state) offering these businesses FREE LEGAL COUNSEL (because that's exactly what that is defined as) while at the same time will ignore this and refuse to offer employees that deserve it the same treatment. Even tho EVERY business (right or wrong) received it free of charge...
328	My RESEARCH Representative was great!!! No need to change anything.
329	MY RESEA MAY ME FEEL SHE CARED ABOUT MY PROGRESS IN THE PROGRAM.
330	My personal experience was very satisfactory so I didn't feel there was need for improvement
331	"My experience was great!"
332	"My experience started with [Name Redacted] cold calling me before sending any email regarding who she was, the program, nothing. She cold calls me, tells me I'm required to be at a meeting tomorrow, when I asked for what? She responded with something along the lines of because I'm receiving unemployment benefits that I'm required to go to this meeting. I asked her Who are you? What meeting? What are you talking about? She then sighed very loudly and dramatically hung up the phone. She THEN sent me the email with the pertinent information. Mainly WHO SHE WAS AND WORKED FOR. I have the emails saved where I responded to her. Would gladly forward those over. Now lets talk about the actual meeting. I showed up with my laptop and resume ready to review. I was then sat down at her desk, and told that there was no Wi-Fi access back here. She then admitted that she just didn't know the login info and didn't want to ask anyone cause I wouldn't need my laptop. Where my resume is stored... She then proceeds to go over printouts with their SPECIAL jobs. It was for one position, with Whataburger in a different city as a cashier. That was the RECOMMENDED job or whatever phrase they're using. When I asked her about these highlighted jobs, she said that any job over 15 hr. is on a list where they just pull randomly. Nothing at all was relevant to my BA degree in Communication or my AAS degree in Chemical Laboratory Technology. At the end of our meeting she just flat out told me there was nothing she could for me, and that this program is not meant for people like me. Its meant for people with no degree, no skills is what she insisted. Ironic considering that morning I applied to a Media Communications job with TAMUCC and with the city of Corpus while waiting for the meeting to start. At least I had a cell phone with internet access, If I had to rely on them for further employment, I'd have to wait till I was willing to flip burgers or work at a gas station. "
333	My counselor was wonderful very knowledgeable and impressive to work with through this process. I'm not sure anything I would change with all the programs inside this TWC Program. Thank you!
334	MY CONTACT WAS VERY HELPFUL. DO NOT HAVE ANY SUGGESTIONS.
335	My coach was very professional and helpful a lot of info nothing else is needed.
336	My Coach was changed and some services was not told to me because I was rescheduled but know one pick up where she left off.

337	My coach was almost never at the office when we had scheduled (and rescheduled) appointments, so it would be an improvement just for them to be there. Very ironic that I'm struggling to find a job and the person employed to help me do so is never at theirs.
338	My coach did an amazing job explaining and helping me understand the hiring process and overall helping me go in the direction I need.
339	My coach [Name Redacted] was awesome. Very helpful and prepared.
340	My career navigator gave me everything I needed to obtain employment. He was very helpful and knowledgeable
341	"My advisor was committed and dedicated his time to assist me with finding a job in the beginning. However, He was not the same person that called me and shared brief information for RESEA. I received a call from a very nice female rep. who signed me up to receive notifications for workshops. I haven't heard from either one of them since March 26. I have been searching on Linked-In, Glassdoor, and Indeed to get interviews. I had to pay for a premium package from Linked-In (that I really can't afford.) but I need the resources and services. when I receive the job Fair notifications I attend the ones in my area. I have a Masters degree in IT and I appreciate the service that has been shared. I think there is a level of responsibility the advisors should commit to such as sharing positions that are relevant to your resume, reviewing a resume to determine a good fit or not, and sending job referrals. Just to name a few. I would even love to be an advisor at workforce solutions. I was a hiring manager for my company before the layoff. Thank you for your time."
342	[Name Redacted] did a great job with the knowledge she gave.
343	[Name Redacted] 's expertise was evident; however, the session were rushed and lacked sufficient time to address all my concerns thoroughly. Our meeting on the Zoom platform were abruptly cut short due to time constraints, leaving me with unresolved questions. She tried to addressed by phone but it wasn't the same without the access to my resume. Furthermore, when I requested to meet [Name Redacted] in person for a more comprehensive discussion, I was provided with only a one-hour time slot for all her clients, which felt rushed and insufficient for the level of assistance I required. To enhance the effectiveness of the RESEA program and ensure a more positive experience for participants, I would like to offer the following suggestions for improvement: Extend the duration of coaching sessions, allow to schedule a 3rd coaching session and provide more flexible scheduling options for in-person meetings to allow for more in-depth discussions and the addressing of all client concerns adequately.
344	[Name Redacted] did an amazing job every step of the way! I'm very excited to have her as my coach!
345	More Work Shops and Job Fairs
346	More ways to attain work from work from home job opportunities
347	More training. It was new for those folks
348	More specific activities with each category of career in the future. Depending on your career objective and individual learning activities approach the time.
349	More resources for workforce to be able to help people with more jobs
350	More recourses
351	More professional,
352	More phone or virtual interactions between staff and clients after the initial one-on-one.
353	More or less information relevant to each person
354	More one on one time, as well as more activities, often felt that things were thrown on the table without full explanation or how to utilize resources fully/
355	More notice.
356	More listings on the Work in Texas website regarding variety, salary

357	more job options
358	More job leads unrelated to warehouse or production.
359	More intuitive website, webinar times more clear.
360	More interaction
361	More information, assistance, and insight.
362	More information
363	More help with resume and interview processes the classes had more to expand on but could never get into 2nd part of resume building even after several request.
364	More help helping people find a job
365	More has on computer help which I understand that this staff is allowing me to use computers here and get assistance here at the work force solutions.
366	More hands on until you know for sure employee has guaranteed job or has started working
367	More hands on skills
368	More guidance for professionals such as teachers. There are different expectations and processes for applying to jobs in Higher Education and other areas of instruction that are not addressed by Texas Workforce Commission. Have at least one person who can provide guidance and feedback on Curriculum Vitae writing and organization.
369	More engagement from the programs outreach.
370	More direct help with creating resumes
371	More communication through phone and email rather than just through Work In Texas messages which tend to go unnoticed for a while due to the lack of notifications unless on the website specifically.
372	More communication
373	More communication
374	More clarity on services provided. I do not have feedback on the jobs I have applied for and their fit for my qualifications.
375	more age appropriate
376	More accessible tools like a work search app
377	More 1 on 1 with your coach
378	More 1 on 1 communication
379	[Name Redacted] was amazing and a true human being during the entire process.
380	My conclusion is that RESEA is a very practical and well-planned employment assistance program. [Translated to English]
381	Less waiting time to speak with the person assisting us. [Translated to English]
382	Fewer requirements. [Translated to English]
383	meet in person
384	meet in person
385	Greater participation from people. [Translated to English}
386	Maybe just one meeting
387	Maybe get the people who are to do all these things to actually do them. My situation is a little different because I am a seasonal worker and always go back to the same job I've had for over 15 years. It's a little disappointing to know that people who really need these services don't get them. The only thing the person who over sees the meeting did was read exactly what was coming up on the screen and did not explain anything. I was told the meeting would be a couple of hours and it was done in about 40 minutes.
388	Maybe follow up emails or calls.
389	Maybe actually help people to find a job rather than just saying your going to help and then never doing a thing

390	Match people with someone who actually knows about their profession. I feel like the meeting was a waste of time as the person I met with had no idea what my job as Pharmacy Technician involved. He was falling asleep during our meeting.
391	[Name Redacted] said they use to teach a class on the scams or fraud job attempts. I would've loved that. She gave me all the material and answered anytime I asked. She was extremely helpful. I feel bad for those who missed out on the scam info. I would get them on average 1 every week.
392	Making the survey shorter
393	Making the one on one's in person mandatory, and have all job submissions collected and stored in real time without delays.
394	Making sure going over all the tools on workintexas website
395	Makie it virtual and last longer.
396	Make website for work in Texas more user friendly
397	Make the website user friendly
398	Make the website more user friendly
399	"Make the RESEA program more personalized. I was told that a recruiter would contact me, but that never happened. No recruiter contacted me."
400	Make the program longer. I am out of benefit and I still have not found a job.
401	Make sure the jobs on twc aren't scams because a lot are. Keep the Texas wages up to date because the information was missing for me and my assister. Virtual visits shouldn't be hard to set up or take weeks for people with accommodations.
402	make sure that the location is closest to the job searcher. All of my correspondence was being sent to me in Yantis from the Tyler office--which is 15 hours from Yantis. The Sulphur Springs workforce office is 25 min from Yantis. Texas counties are very big so logistics should be better organized. Another person in my RESEA class was from Mt Pleasant and was supposed to report to the Texarkana office--again, a much greater distance for him than Mt Pleasant to Sulphur Springs.
403	Make sure everything that is on this survey is done in the RESEA program.
404	Make it more accommodating for people who have a legal obligation to not disclose classified information in order to complete these procedures.
405	Make [Name Redacted] the manager
406	More bilingual people [Translated to English]
407	Low communication. I was continually told by others I didn't complete it when my case manager said I did
408	Loved my coach. Have no complaints
409	Lot of information was provided during the virtual orientation. Was hard to catch everything and write it down to be sure and follow up/finish what was expected. An email or some type of written instructions would have been helpful. I had noticed when we had finished and we were asked if there were any questions, many individuals were confused about following up or next steps needed.
410	Like most job seekers, I always appreciate any solid leads on employment opportunities. It would be beneficial if the local office had any type of placement process with local businesses.
411	Like I stated [Name Redacted] was so help and she send me emails of different jobs that she comes across. I appreciate her so much.
412	Less talking more action
413	Less computer for old people
414	Leave it the same
415	Larger screen to present with
416	[Name Redacted] was awesome, no real need for improvement

417	Knowing your coach prior to the meeting.
418	[Name Redacted] was very professional, helpful and she went above and beyond for me. Since I was placed with her I have no complaints whatsoever.
419	Keep up the good work
420	Keep up the good work
421	Keep [Name Redacted] she is amazing
422	Keep reps at a close reach because full communication is key, thank you.
423	Keep like it is
424	Keep it
425	Keep going
426	Keep doing good for people.
427	Keep contact with clients
428	Keep adding elements to it
429	"[Name Redacted]'s caseload was very heavy. There was not time available on her schedule to meet with me after the Orientation Meeting until several weeks later. This delay could be prevented by limiting RESEA participation or increasing the number of coaches delivering program services (i.e., improving coach to participants ratio.) Also, there were many new acronyms to learn and lots of RESEA jargon which is not common knowledge. Efforts should be made to simplify communication about the RESEA program.
430	[Name Redacted] was phenomenal! She was very professional and knowledgeable. She was the type of coach I needed in this difficult time. God bless her!
431	Just keep providing the same care and effort [Name Redacted] gave to me when I went in seeking help. Thank you.
432	[Name Redacted] helped me update my resume, he showed me how to get additional training to add to my resume. He showed me the different ways to look for jobs and helped me with my interview skills. I believe he covered everything and no improvement is needed.
433	Jobs applying for and sending in resumes to have a confirmation that the docs were received.
434	Job fairs closer to your home location
435	[Name Redacted] was so helpful
436	I would prefer all meetings with the coach to be in person rather than virtual.
437	It's hard to go to a site when you are unemployed because of gas prices. I attended the site to sit in a virtual meeting that I could have attended at home.
438	It's great how it is
439	It's good.
440	It’s fine as is
441	It’s perfect. No need to change.
442	It’s great so far
443	It’s good the way it is
444	It’s good
445	It’s fine the way it is
446	It’s fine now.
447	It’s effective as it is, no improvements needed
448	It’s a well trained program
449	It’s a big state to run the program from a central office
450	It’s already good

451	It would look more like out-processing from the military. Appointments, 1x1 counseling, to ensure customized and personalized assistance for the unemployed.
452	It would help if they assisted with job placement.
453	It would have been nice to have received a copy of the slides presented at the orientation as the presenter moved through them quickly. It feedback received was that I have a great resume and to keep doing what I am doing.
454	It would be great if the representative looks in detail to the job skills and degrees received by the individual. For example if the person receiving unemployment has various degrees and has a vast knowledge of the work environment.
455	It would be convenient to have a coach locally to be person to person, face to face.
456	It was very helpful with the classes and the people there answered all my questions
457	It was very educational. I was confused at first, but afterwards I felt a lot more confident in looking for a better job!
458	"It was very confusing and felt unnecessary; especially initially. It is such as stressful time to lose a job - through no fault of your own - and then to add this additional requirement; it was a bit much. I appreciate the information and resources and the coach was EXCELLENT. I just wish this were an option and not mandated."
459	"It was not helpful at all and unfortunately felt like a waste of time. We discussed additional training and I was asked to send my resume and give my Info to the person who coordinates training- I did both and NEVER heard back from anyone else. It has been months with no follow up and no assistance. Why waste My time by forcing me to come in when nothing is actually being done to help me?"
460	It was great. No changes.
461	It was great. A lot of resources
462	It was easy to communicate, but probably more virtual options.
463	It was adequate and through. An Excellent program
464	It took a few minutes to figure out the connection instructions to the online orientation. I have not had the follow-up for the employment assistance, but if they have reached out I do not recall. I would like to work with them when they have the chance to call.
465	It seems you do not have enough staff to meet the needs of your clients. I waited several weeks for follow up re: WIOA, finally received helpful information on my final week of unemployment. Did not receive bi-weekly follow up with coach as promised. Lack of follow up on email communications requesting referral to employers I had applied to for interviews.
466	It seems to be a great program and growing. Improve on having accurate information to provide to job seekers and opportunities to start right away with great benefits.
467	"It seemed like there was a broad population of different labor skills in the room. I assume the RESEA is helpful for some, but as a professional / executive, I didn't find this to be very helpful for me personally. All of the people were fine, and the orientation was good, and speaker was dynamic. But I would have rather used the 3 hours doing something else and don't think attending the RESEA orientation made a difference versus not going at all to my re-employment plans. So, the suggestion would be to not require this depending on the type of job that the job seeker is looking. "
468	It ok
469	It is already great. No improvement is needed.
470	It great to me.
471	It good
472	It don't need no fixing lol
473	It doesn’t need improvement it’s very well organized

474	It doesn't need improvement
475	It always room for improvement but so far I'm satisfied with the program
476	It all depends on the volume of applications each individual has to deal with. It might not be as personal because they are flooded with work.
477	Is good to me
478	Integrating mental health and wellbeing support.
479	Include virtual meeting option with the coach.
480	In person visits, at least 3 meetings in person. The first being the intro, expectations, services provided, and screening/assessment, then once the IREP has been completed, assign some homework/tasks to be reviewed during second meeting, second meeting review the homework/tasks, follow up on work searches and then provide targets/goals for the third meeting in which will set up client to be able to utilize resources, able to either create a resume or update to a more modern resume style, by the time the client leaves the 3rd and last meeting. He or she will have all the tools, resources and information specifically for them to be able to not only look for work, but also to address any concerns or issues that they may have had in looking for employment (ex, transportation, resume, how to interview, etc..) by the time I leave that office I want to be able to be confident in myself when searching for a job, whether it's transportation-learning bus route, preparing and how to dress for an interview, or utilizing certain websites for job opportunities. I don't expect them to find a job for us, but at least be able to provide whatever it may be that is hindering us from looking for a job. It doesn't have to be three meetings but a program like this has to have in person contact and make the client feel at ease or lift their confidence. They or we are already going through so much mentally that my experience felt like okay your eligible for a program, be on time for orientation on zoom, meet your coach, hi I'm your coach here are the resources if you need any help feel free to come in our location and utilize our resources. Computers, etc. it's almost like this program and I may be wrong was funded by a grant and you have to meet or have a certain number of participants kind of thing.
481	In person resume class or coach.
482	In being assisted with the RESEA program, I felt that all was very professional and easy to understand for laid off workers looking for another job. The variety of sections of the orientation was fully understandable and useful. So, I have not suggestion for approval.
483	In a poor job market and personal confinements, there's not much that can be done.
484	Improvement is need with the employees at the TWC
485	Improve the hot job to be more aligned with individuals job search goals
486	Improve communication. I gave a phone number and email. In this day and age, who sends out mail anymore, and expects someone to know they are supposed to receive email from the TWC? I didn't receive the notice in a timely manner due to poor communication.
487	Implement services sooner it was 5 months after I was granted unemployment ins. Before I was contacted by RESEA then when they did it was under threat of losing unemployment, I should have been receiving 4 months prior, to comply none of the employment ops. came close to my skill set/level
488	I'm still looking for work, but I was very happy with the support I received. I have been more confident in negotiating a salary, and I have not removed education, or work experiences from my resume so I won't intimidate prospective employers. I know something good is coming my way soon!
489	I'm not sure I could improve the program. My coach impressed me with her knowledge and resources made available to me and also her positivity.

490	I'm not certain. I was assigned a job search consultant who has really given me assistance in working around the algorithms companies use to weed out candidates. She also has helped me to make my resume more impactful. The biggest hurdle -- and I don't think you can do anything about this -- is the fact the recruiter is independent of the companies I'm applying to. I think retained search firms have built-in credibility on that front.
491	If the person already has met the 4 work job searches, then don't spend time looking for a job during 1:1 meeting. This made the meeting longer than an hour.
492	If the objective of RESEA is to introduce newly unemployed workers to certain re-employment related resources, it's fine, and it did that, but those resources have, thus far, been little use to me in finding my next job.
493	Identify if the training received through Metrix is counted as training for requesting payments from TWC
494	I've never participated in Texas unemployment but I felt that my employment specialist was always prepared and was also very supportive throughout this process and communication was successful.
495	I'm not sure. It seemed pretty well thought out.
496	I'm not sure
497	I'm not sure
498	I'm not quite sure how to improve it as it is new to me. [Name Redacted] was great. She made me feel like I was not alone in the process. She was attentive and helpful. I was impressed with her ability to offer so much information to me. She was very empathetic to my situation and that really helped me to feel hopeful during this
499	I wouldn't. [Name Redacted] was very polite and handled her programs very sufficient. She was very helpful.
500	I wouldn't, it is a great set up, more money would be really great
501	I wouldn't fix it if it isn't broken
502	I wouldn't change really nothing
503	I wouldn't
504	I wouldn't inundate someone who is unemployed and trying to find funds to pay rent/etc. with lots of superfluous data. Unemployed individuals really need 1x1 contact on like a weekly basis to make sure they are staying motivated and on top of their job searches and doing any and everything they can to get a job as well as provide them (us) with support services AND ESPECIALLY when they've asked for them-repeatedly- as I've done and no one has responded to nor helped me. THE SNAP lady could have enrolled me in her program & gotten me some education & Support Services, but nope she failed me 3 separate times WOW. I've asked for WIOA assistance since 01/04/2024 and no one has assisted me or contacted me to enroll me in WIOA at all. I could use some education and Support Services to help with my rent/two months behind. I have found a job on my own-my first day is April 1, 2024. I've never been so utterly disappointed with a system like this one that failed me miserably-I'm so completely disappointed with work force solutions /TWC Rural Capital, and RESEA-it's like I was invisible regardless of my emails, phone calls messages and office visits. We have to do better.
505	I wouldn't improve it's working very well
506	I wouldn't have minded to having stayed a longer time at this event.
507	I wouldn't change anything. It's great.
508	I wouldn't change anything. It well laid out and helpful. My coach is terrific Very caring He always checks on me. Great guy!
509	I wouldn't change anything as I believe it's very through and goes over everything you could need if you actually come prepared in the meetings

510	I wouldn't
511	I would take into consideration the needs of the people to gain training that will increase the earning power and not just continue to refer them to jobs that pay less than what they were making when became unemployed. Focus on increasing the peoples education and skills so they can have better access to jobs that pay higher wages or even become business owners.
512	I would suggest a coach reaching out monthly, virtually or in person to work with the person 1:1 to assist with prepping and providing all useful resources, that aligns with that person's job history, to help with a higher chance of getting employed.
513	I would stop doing it! Everything you guys offered I had already done all myself online so it was more an inconvenience of time
514	I would start this process asap. Mine was started after 2 months.
515	I would not change a thing. Perfect just the way it is.
516	I would meet with individuals and find out what their employment desires are, the create a plan that helps the find what they are looking for. The RESEA program seems tailored to people who already know that they want to stay on the same career path that they have been on, but many people are looking to find work that is new and interesting instead of just staying in the same line of work that they have been in. I think quite a bit could be done to make a job search more individualized. For example, no one looked at my resume to see the quality of it, and no one checked to see how my interviewing skills were. It was assumed that I needed help with these, but I'm not convinced that these were areas of need.
517	I would like to see better advise to seek applicable job opportunities.
518	I would like to have the ability to participate in a few more mock interviews but I can get friends to ask the questions my coach provided me.
519	I would like to get skills or go back to school until I find me a job.
520	I would like a packet because this is my first time being unemployed, and applying for unemployment. So a packet if in pdf form will be helpful for a first timer like myself.
521	I would improve program by adding zoom meetings.
522	"I would improve it with more educational programs. Make sure most of the programs are close to where the person lives "
523	I would have more people participate in the RESEA program, at least the first time they are seeking help or on unemployment. I have two degrees, but the assistance I received truly helped me utilize more tools that are available. Most people are apprehensive about trying new things, but I believe this truly helps.
524	I would have a few counselors who are trained up in white-collar jobs/skills. Many of the counselors seemed focused on hourly/wage jobs such as administrative, some IT, and warehouse/manufacturing, but few had any answers for the people like me who came from other backgrounds such as education, HR, or higher-skilled business positions. The prevailing attitude seemed to be "just get a job that can get you on your feet again" and not "get the right job for your skills."
524	I would focus on using it for those who do not have an educational background and are unfamiliar with how the job market, resumes, interviews, etc., work. I recruit as my career and have my Bachelor's degree. This program could and should have been used on someone who actually could use the help and information.
525	I would ensure the counselors actually did their jobs,
526	I would design support that would be better designed for professional people. It was a huge waste of time. After an initial meeting to assess the person's needs, people who are well educated and trained should not be forced to complete petty little worksheets and activities. My rep, [Name Redacted], was great. She was kind, professional, supportive

	and understanding. I was also dealing with the illness and death of my MIL. She was simply not given an appropriate program for me. I do however want her to be commended.
527	I would add an entire "course" on how to navigate through the Work in Texas website. There are way too many buttons and links to click on that would have not been covered if I had not asked.
528	I won't its great just like it is now
529	I wish there was a website they'd refer to that keeps record of everything all together. Other than that my coach was amazing and very helpful
530	I wish the career advisor would have called when scheduled no one ever called after appointment was made nor did she respond to my emails. Even when [Name Redacted] who scheduled reached back out to them they still did not call to schedule. I was looking forward to working with a career advisor
531	I wish I had more assistance with finding a job I'm still unemployed.
532	I will say that the phone call instead of email and to set up appointment with a person so that it could get done together whatever might need to be done
533	I will keep it as it is cuz it's a great opportunity for each individual that's looking for
534	"I will have to go: well-defined goals and achievable objectives to Make a plans, involvement in improvement activities. Planning and organization, leadership and management, and communication and interpersonal skills and fight for my personal safety rights! "
535	"I wasn't really asked what my goals were or what steps I've taken. My 1:1 was about 6 minutes and he did help me get logged back into the app, I felt it was more to get these questions answered and get done. Unless that is all the 1:1 is, then awesome. But to say just go into the workforce office if you have challenges and here's my number and email. Have a great day... didn't feel like much of a conversation to me. "
536	I was very impressed with how easy and helpful
537	I was treated fair with respectful staff. Everything was a learning experience. First time in this type of setting. I would improve the RESEA PROGRAM by having more financial support on the training educational programs.
538	I was satisfied with the process
539	I was only made aware of my coach if they are my coach when I started receiving email. I feel that I should definitely know who my coach or coaches are.
540	I was impressed with how well-organized the program was and how helpful my counselor [Name Redacted] was, so I really wouldn't change anything.
541	I was excited when I attended the orientation on September 19 Granville office in Dallas. After that the person whose assigned to help me, didn't help me at all. I don't get any help. I sent my resume to [Name Redacted] no answer I don't think she check my resume at all. I'm very disappointed. What was the point of attending orientation, if I didn't get any help to find a job or resume help or any training. However My comment is only to [Name Redacted] supposed to help me after the orientation but not help me at all! Not the orientation representative or the host that day. I believe her name [Name Redacted] was very kind and very helpful very positive approach I was really enjoyed the orientation day but after that, I don't get any help from [Name Redacted] I'm so surprised and confused, I tried to follow up on with [Name Redacted] email. She didn't tell me anything. No meeting or anything after orientation. No plan noting
542	I was coached and given a plan for success in going back to work.
543	I waited two hours before emailing [Name Redacted] letting her know that I have been waiting and getting up to ask the front desk if something was wrong. They went back to tell [Name Redacted] I was waiting and when she came out she called Amber not my

	name. They have no consideration and lied to me saying they called me when I never saw [Name Redacted] come out and call my name. She lied saying she phoned me and I have no missed call. This was a horrible experience.
544	"I used LinkedIn Learning as the Career Edge system had a login issue. I tried multiple time through the portal to click the link for forgot password and help and never received any return communication. [Name Redacted] tried through her channels and was told they knew of no way as this was a 3rd party system. I think the services offered were good, I had already been in my search prior to the meetings. [Name Redacted] told me multiple times I was not her normal client in that I had already done most of the steps prior to our first meeting."
545	I use schedule and work in Texas website.
546	I think with all the information that the RESEA [Names Redacted] have provided to me is well taken. Well informed.
547	I think this program is a wonderful idea! [Name Redacted] is great!
548	I think the RESEA rep should have some type of pipeline to jobs and hiring managers for those jobs that fit my experience and skills. That would make the time spent much better and more productive. I wish I would have been referred to jobs where I was given a direct link to a Hiring Mgr.
549	I think the program is really completed
550	I think the program could be better if the unemployment staff could actually work with the potential hiring clients; to come up with solutions to would really get the unemployed person hired. Now that will be some serious progress. It would be less people being unemployed, families would get feed, and less homelessness; which is an on growing issue here in Texas. We have been doing all that was required of us, way before we singed those documents and filing application for unemployment. Who wants to be unemployed with no living financing?
551	I think the orientation could be improved. I can read and I can definitely read and advance a slide. No need to pay for someone to do that. Making the presentation a little longer and more in depth may help some. I think it would definitely be helpful to do it in front of a computer so individuals can visit the sites listed. Absent of that the information should be sent via email. I had to ask for a copy of the slide presentation to get the career maps workshop links.
552	I think the only thing I would like to have was maybe a list of things we talked about, as I am unable to recall the names of the said documents mentioned in this survey. She may have had me fill out them documents, but I just cannot recall. That is all.
553	I think that their case load is big and they need more time with individuals.
554	I think so far the program has been helpful. [Name Redacted], Cleburne office was extremely helpful in my 1:1 meeting.
555	I think my talent specialist is amazing and doing so amazing in helping and supporting me. But this has so much potential. This needs to be like a classroom there is so much info and it's too overwhelming to get through in 1hr once a month. This should be 1 to 2 times meeting for maybe 3 months to get us the help we need.
556	I think its ok the way it is
557	I think its great just like it is
558	I think it's already in great working order.
559	I think its good already!
560	I think it is a good program
561	I think is more theorical than realistic outside in the market is totally different from theory. Employers should have more contact with coaches and let them know what are they really looking, and listen the advices from coaches, sometimes I felt it make it harder in

	purpose + a lot of scams that can be prevented with a closer communication between employers and couches.
562	I think is a great program helps you to get prepared to find another job should get additional sessions towards the end of the unemployment benefits if we still have not found a job
563	I suggest a dashboard for Resea participants in which we can log on and have access to all the resources.
564	I should have been afforded the opportunity like everyone else and not treated differently
565	I received one phone call and that was the end of the RESEA program for me. I was supposed to get a follow up and never received any calls or emails again. So it was just an inconvenience to be required speak with someone. With no follow up, no assistance, really nothing other than answering questions for the representative was all that the program provided. I was basically given the basic information included in the UI Handbook.
566	I received no unemployment, yet I was encouraged that the program would be beneficial not to take a full time job while in this program was ongoing. Coaches were paid while I was not and my livelihood was in shreds and unable to pay my bills (storages, loans and credit cards). This program was less than beneficial and they talked and knew I was capable and ready for work in my career field while my Coach encouraged me to soar and basically said I looked well and not like what had happened to me. The Coach sold wolf tickets and I believed something rewarding would happen yet it did not for me. I repeatedly asked for jobs and I did not receive 1 interview though I applied both in Korn Ferry Texas Workforce Ctr. All the hype and resume revamp for Nothing. The program is only valuable if I solved the need of the applicant. I needed and wanted to work while encouraged by Coach to aspire for greater position like a manager.
567	I really like the program now
568	"I probably would have encouraged me to attend the Dislocated Worker Program despite the minimal $10/hour opportunities. This could have prevented me from exhausting all of my unemployment. Although my RESEA Case Manager/Coach was helpful and made me feel empowered, he probably should've pushed me more towards the Dislocated Worker Program midway as I wasn't getting job offers. I, myself, should've been more proactive as I know this is the first year you incorporated this program. I actually applied for this type of position at Workforce Solutions before being terminated and nothing. Overall, I don't blame my Case Manager; I feel that since this program is new, benchmarking/cohorts should be gaged/monitored to verify success or lack of with this program."
569	I prefer be closer to home the office.
570	I personally like the process in place right now.
571	I personally don't see anything that needs to be improved upon. Maybe pay these people more money, just joking. I don't know what they make, just stating that people like my coach are priceless. The few interactions we shared were great, I can only imagine what the client's that needed more help have to say. Thank you [Name Redacted] for all your help.
572	I participated!!, Effort leads to success

573	I never received follow up for job readiness but I don't really require any further assistance. I have access to many job listing and am perfecting my resume & cover letters.
574	I need it in Spanish
575	I liked it exactly how it is
576	I like the old ways.
577	"I like how it was set up
578	Very helpful "
579	I like as is
580	I just received an email stating that I didn't complete the orientation but I have confirmation email where I had an appointment on March 6 at 2:15 with [Name Redacted] and I completed both orientation one and two and now my benefits have been stopped because someone made an error.
581	I just don't think there are opportunities in El Paso that are at a higher level and pay.
582	I improved in RESEA with how to use the system to apply for jobs. Having to make a full resume for a job how to go about interviews
583	I honestly have no specific memory of this, so no suggestions
584	I have thought it was good experience
585	I have only had one appointment, but based on this questionnaire it seems that my appointment was not long enough and needed more detail in order to be really progressive, most of what was presented was just the same stuff that was presented on the websites that TWC and Work in Texas has already given. With that being said some things were pointed out that I wasn't aware of. More time on the initial appointment I believe is necessary to improve quality of success.
586	I have no thoughts on that. I thought the team did a wonderful and thorough job and have been quite supportive.
587	I have no suggestions, as it was such a great experience... However, I had prior obligations (doctor's appointment) initially and I found it a tad difficult to get rescheduled. I feel like, maybe there needs to a different department contacted for scheduling purposes. It appears that the representatives have enough on them and should not have to deal with additional scheduling mishaps for each and every client they have.
588	I have no suggestions to improve the RESEA program, as it provided me all the information and services that helped me get employment.
589	I have no recommendations
590	I have no idea what these questions are for. I was in two programs I think I'm still in one but I don't know what they're called, or which one is which. I know one ends April 30. Something about 90 days and reemployment as a my own business. But nothing is really getting done on that one either. I don't think you should use my survey answers for anything because I don't know which answers go to which program and I think my date is wrong because I didn't know I'd have to remember any of this stuff for a survey so I don't know what time or day I did what other than sometimes I went to the office and sometimes it was by phone and sometimes it was by email but I don't know which one was which so disregard my Responses. I am employed in a full-time job already, and there was confusion with one part of the program because of that they were telling me I needed to go through some sort of testing and reassessment because I was employed as a commission only job it's too confusing I really don't know what the heck is going on. Other than I have a job and the only thing I care about is being self-employed if I can do it. I don't know if this refers to that or not.
591	I have no idea what the purpose of this program is. Got email and letter in mail that it was mandatory to attend, which I did, but then nothing came of it. Provided resume for review,

	but no feedback. No courses, job lists or other activities separate from regular information from the Workforce Commission. What should have occurred? Was told I was selected due to years of experience and level of employment and having never filed for unemployment previously, but this didn't provide any insight or support that met with my needs or experience. Still don't understand the intent and there was no follow up communication after initial meeting.
592	I have no complaints the program was clearly designed to help people navigate their way through the process of getting back into employment and or careers
593	I have low vision and am receiving treatment to help preserve the vision I have and that influenced my one on one advisor meeting. Maybe provide more information to help someone with disability like me to be employed. I was advised to check with vocational rehabilitation and asked if I had state assistance. I also got leads for at homework which is what I am pursuing since I cannot drive and that is how I worked recently before the sight issues started.
594	"I have a new disability of limited vision and I'm not sure if I will improve my vision but wanted more input on help for successfully continuing to work. I was asked if I had Snap/Tanff and other assistance but that was it. Also advised to contact Vocational Rehabilitation which I finally have contacted them but still in the early stages. I did like being informed of the great MAPS workshops. They have very enlightening sessions on how to do a successful resume and how to prepare for the new job searches and interviews. I attended several times due to technical issues since they were all virtual classes and some problems came up. Overall, this is a very valuable source of employment information that I believe will help me in my search for a new normal and back to work."
595	"I had to drive 40 minutes to my appointments 3 times and drive again to submit paper job search proof. This when I am unemployed. This is cost prohibitive. Also, while my Coach [Name Redacted] is the loveliest and most professional of men who followed the laid out plan to a tee, I remain unemployed. These meetings were mandatory and felt like I was meeting with a parole officer. The notifications are confusing and intimidating. Again, my Coach [Name Redacted] was excellent."
596	I had only 2 meetings in the 4 months of being unemployed and the last call received was in January. I have not heard from anyone since then. Should check in more often.
597	I had already accepted a job offer, so the entire process was unnecessary and irrelevant to me yet was still required. Do not make this mandatory for people who have already accepted a job offer. Also, I had already registered for and used the work in Texas website several weeks prior to the RESEA meeting and did not need someone to walk me through it in real time. Reading web pages to people is a poor training tool.

598	"I had a very positive experience with the RESEA program, and from my point of view, no real improvements are needed. The program significantly helped me navigate today's tough job market and supported my job search effectively. My coach, [Name Redacted], was incredibly helpful, patient, and encouraging throughout the entire process. [Name Redacted]'s guidance was truly a breath of fresh air, especially considering I had been searching for new employment for months prior to my layoff with little success. She helped me identify transferable skills I hadn't considered, opening doors to a new niche in the job market. [Name Redacted] was always responsive, polite, and ready to answer any questions I had, which made the whole experience smoother and more manageable. I'm truly grateful for the support and feel more confident moving forward in my career thanks to this program."
599	I had a very positive experience during a very difficult time suddenly losing my job.
600	I had an outstanding Orientation with a great Positive attitude
601	I had a good experience. I just would allow the participant to be able to choose the location of the orientation with Workforce Solutions that is more convenient.
602	I got a follow call about wanting to farther my education but they needed more info. They never called me back to tell me how to get them the info to them. So, I haven't been able to farther my education through them with the help they offered.
603	I find it disappointing that the program does not provide services for those of us with advanced degrees and higher salary ranges ($80K). I was informed that no changes were recommended for my resume, I never received job opportunity referrals. I was told the date and time of my phone appointment and that if I didn't attend my unemployment would be suspended. I notified the individual that I was unavailable due to an appointment and received no response. I then emailed the supervisor whose name I received in the orientation. It was thoroughly disappointing that I was not treated like an adult who had other obligations. I should have had a choice of times. I did not receive any assistance in obtaining a new position. I also have moved out of Travis county and despite repeated requests, you have not removed me from your email list. This is worse than marketing emails. My email and phone number are for my convenience and you should honor the request to remove me from your lists.
604	I felt unheard and I was not matched with jobs that met my needs and was told to change my expectations.
605	"I felt the program as it is today has been well thought out. The amount of resources that are available through the program are very impressive. My coach, [Name Redacted] was helpful. She helped me to feel relaxed and confident. My hope is all of the coaches are as helpful and reassuring as [Name Redacted]. I believe the success of the program lies with the coaches. "
606	I felt the orientation was a fast paced. It was quickly rushed through the slides. Once the last slide approached after it's reading of last slide the meeting ended quickly. There was no does anyone have questions there was no referring to email if you do have questions. I was lucky that I had originally saw the email it did indicate that if anybody had questions they could use that email. However, I don't speak for everyone, but sometimes you can easily miss that and people are not aware of that. I felt that my one on one was way better than that orientation meet. My online advisor showed empathy and listened to me and provided me with more detailed information. She went away above and beyond for me and I'm truly grateful.

607	I felt the information provided were good and I am close on getting a job. Grateful for y'all's help. Thank you
608	I felt no direction and did not get the questions answered to my satisfaction. The process was confusing and I felt frustration.
609	I felt many points of assisting were left behind. I need professional help with updating my resume, interview coaching, and job hunting strategies.
610	I felt lost in the system for the aging people over 60 most of the jobs were for the younger people, or men.
611	"I felt like everything they did was amazing I just have a background record so it's a lot harder to land a job then it use to be for me. That's not really in there control so I don't put that on them. "
612	I felt it was a waste of time, I'm not working and spending money on gas to fill out paperwork that really didn't help.
613	I felt from what I received from the RESEA program was great and helped me.
614	I felt from what I experience it was very helpful and that the information is clear and the improvement would probably come up on the person who may not have understood. So that sum what becomes a personal matter. Thanks
615	I felt as if this was a bait and switch situation. Initially I was told that training would be available and that I could earn a certificate. After meeting with a coach for the second time I was told that training is not guaranteed. In fact I had to ask several questions to get to this information. I did not have a good experience and felt that information should have been disclosed upfront instead of leading with "we will provide you with training for in demand skills."
616	I feel that workforce should have personal relationships with these companies that you are matching me with...to place me in a career, since the goal is to get me off unemployment benefits... you sending me matches and I still have to apply just like the rest of the world...I have been through unemployment program more times than I care to count.. sad to say I have NEVER been place in a career, that unemployment match me to... unemployment has cut out all assistance, Rental, Car payment, phone bill, and gas cards..so what exactly do you help with...I hate being unemployed..I have worked for some of the Top government agencies making nearly 3k bi weekly..to get laid off and receive 547 a week...it's heart breaking that with all my skill I cannot find a decent paying career...it's impossible to list all my skill..I have worked at the Department of Treasury, working with the Treasurer of the U.S , to Homeland Security all the way to running ' People ready staffing agency, to cleaning the Texas Rangers stadium after games..so please help me
617	I feel that nothing needs to be improved, it was overall an amazing experience for me at the workshop I feel that I learned a lot and met great teachers the days that I attended and helped me with the questions that I asked.
618	I feel like this was for people that struggle with necessary labor skills which I found that I do not lack. Everything was redundant and felt like a waste of time. While I can see how the program is useful to some people; I think there should be a way to filter out who needs the extra assistance and who doesn't. I did find certain resources helpful; such as being informed of opportunities for my college tuition to be paid since I pay out of pocket for mine. However, I do not think it was necessary to be mandatory for me, and especially be there for almost 4 hours.
619	I feel like my coach wasn't familiar with my field of employment, which is a laboratory technician, so I didn't feel like she was able to help me very well with finding a job. Also, this program was distracting me from my job search sometime because I had to prepare for meeting with my RESEA coach instead of preparing for the job interviews I was

	getting at the time. I also had to schedule job interviews around when I had a RESEA appointment, so that was a bit inconvenient. The location was kind of far from where I lived so it would have been a lot more convenient if I could have had a virtual meeting instead. I think this program would be helpful for people looking for a more generic job.
620	I feel like even though I read through and signed the paperwork having a meeting to go over it and really following up in regards to the progress and how they can help get me a job.
621	I feel it was very helpful
622	I feel everything was organized and my coach handled everything good and gave me good information concerning jobs and different websites to go to look for jobs.
623	I enjoyed my time learning about the program and what it has to offer us. Thank you!
624	I enjoy the program. The speakers are very informative and lighten the atmosphere. The energy they provide is contagious and everyone plays a role in the training.
625	I emailed my r e s e a rep several times and never once received a reply back. She Seemed like she was checking the box but not really interested in helping me find my next placement. Quit creating programs that are understaffed. Put the money toward the existing programs and make them worthy of the time and effort.
626	I don't think anything was needed to improve
627	I don't recall whether our first appointment was the orientation or a one-on-one. I feel like I was thrown into this program and wasn't given enough information about whether this program was just part of the unemployment process or if it was a separate program to help me find employment. By the time I had my first appointment, I had already signed myself up and been using the TWC job search services, had also already had an appointment with the Veterans assistance person. Again, I don't remember an "orientation" unless the first meeting was supposed to be orientation.
628	I don't like the program. It has been a waste of my time.
629	I don't know
630	I don't have the slightest idea and don't know
631	I don't have any suggestions
632	I don't have any recommendations at this time
633	"I don't have any improvements to share about the RESEA program, the root of the problem supersedes re-employment and unemployment services. These are good tools, and they help people. They're also band-aids being used for a more serious injury."
634	I don't feel that there are any improvements necessary. My coach was incredibly helpful and supportive and the knowledge gained was of great help
635	I don't feel like anything should change. The staff is very knowledgeable and understand with everything that I needed. Very helpful.
636	I don't have anything negative to say.
637	I do not have anything to add.
638	I do not have any suggestions at this time.
639	I do Not have any feedback I thought it was good.
640	I didn't have all paperwork needed when orientation was given. I had to ask for the paperwork. All paperwork that was laid out on the desk provided for Us was not complete many pages were missing and I had to keep asking for the paperwork that was needed wf to be filled out and returned. But all in all They All did a great job. I learned new information that was very useful. I Would recommend this to any and all possible job seekers.
641	I didn't get any information for reemployment or new position is hiring by TWC
642	I didn't get a call on some of the things mostly just were to look for work
643	I did not know this even existed.

644	I can't think of anything
645	I cannot think of any needed improvements at this time.
646	I can't think of anything at this time.
647	I cannot think of anything more
648	I believe the program would help tremendously however the person I met with transferred shortly after our meeting and I wasn't able to get help with anything from other staff members, agents, supervisors, etc. at the McKinney office. I've called, attended WIOA orientation which I was told I would be contacted by another agent and no one contacted me. No one at that office seems to know what they're doing. I contacted a different location in Irving Texas as they have helped me in the past to see if I could get some actual help, but they couldn't help me because I'm registered in McKinney. I don't know what's going on at the McKinney location but I found it very unprofessional and unhelpful.
649	I believe the program is great the way it is.
650	I believe that they did all they could do. The problem is with the economy. Until we get proper federal policies that encourage job creation and a good economy, there isn't much that can be done to help the unemployed.
651	I believe my experience was great and I cannot think of anything else to improve my experience.
652	I believe more communication is needed concerning the process and expectations.
653	I believe it went very well. No changes necessary, in my opinion.
654	I believe it is well laid out
655	I asked multiple times with my RESEA coach that I wanted individual help with editing and cultivating my resume and all she would say is "oh we're going to have a workshop on that, but it's not until middle of November." but she was teaching the class. Why would she not schedule individual time with me to work on my resume personally? or Why would she not at least refer me to a colleague. This seems like a lot of meetings and paperwork to sign that was only used to deny my Texas Workforce Commission coverage on a week where I had to reschedule an appointment due to a job interview that was scheduled.
656	I appreciated the systematic way it was done. Each meeting had an agenda, I was treated as a person; not a number. No changes
657	I appreciate your service.
658	I am ok with the program
659	I am not sure
660	I am new to this, would need more familiarity to suggest improvements.
661	I am an overqualified individual for most positions open within my area. I do not think my RESEA guy was equipped to handle my circumstances. I am sure he meets people from all walks in life, but each one is unique. I needed help managing my overqualifications on resumes and interviews. Also, the websites used are very clunky with too many call to actions on each page. It would be hard for any individual to find the information they need. Also, the website layout is different from admins and users, so the path going to the information may vary or look different.
662	I am already working 30+ hours at my job but my employer does not have me listed as full-time so therefore I'm having to attend meetings not only am I working 30+ hours every week I'm having to look for a job and attend classes just to get the difference for my unemployment so I'm asking myself is it worth it how could it help it could make employers list their employees as full-time if they are full full-time employees there's nothing I can do if my employee will Not List as a full-time employer or I can just withdraw my employment and lose money I was let go on July 31 on August 3 I started

	my new job so please tell me how I was at high risk of not getting another job I think I was a terrible candidate for this program I've received $918 unemployment so far
663	I am a seasonal worker and I get chosen every year for this program. It would be nice if it was an every other year thing, unless there are major changes in the workplace.
664	I after the orientation I was advised someone would follow up with employment assistance and their was no response when the date I was advised I should from someone I didn't I call the coach back and left 2 voicemail and never heard back again
665	Honestly? I think y'all are doing a great job, and the RESEA program is probably extremely helpful for a lot of people. I feel like my specific circumstances are unusual, making it so that the helpful systems within RESEA are a lot of things I'm either already doing, or have already done. I don't think I would change anything, because I think most people benefit tremendously from the program as it is.
666	Honestly, I thought it was very thorough. Individual needs to improve would be determined by what each person was looking for.
667	Hire taxpayers to work
668	Hire qualified people to run the program
669	Hire more staff!!! You don't have enough counselors to help people.
670	Hire more people like [Name Redacted]
671	Hire me to help others using the RESEA program.
672	Helpfully
673	Helpful
674	Help be more understanding of what's going on and what's expected from me
675	Having the coaches follow up with the individual for a one on one
676	Having at least basic computer classes, I don't know how to use the computer, at work they change all paperwork to computer. I belong to the old school
677	Have specialized programs for 60+ people
678	Have my actual trade available instead of being offered jobs which were not related to my last job
679	have more peoples in class
680	Have more frequent on site job fair type activities.
681	Have more access to all programs that are in there
682	Have instructions in writing for the person to be able to take home so that they can further work on looking for a job
683	Have follow up meeting and actually try to refer people to employment
684	Have an actual training to help with resume assistance and helping with employment
685	Have a class at the TWC office in groups on certain days some people don't have computers
686	Have 1-1 contacts in the meeting.
687	Had some good updates on my resume and interview practice
688	Had a good experience
689	Great program thank u
690	Great program
691	Great info provided
692	Great as is
693	Great 1:1 experience.
694	Great
695	Great
696	Good, but no have people that speaks Spanish
697	Good program

698	Good output services good job leads
699	Good job no problem
700	Good as is.
701	Good
702	Good
703	Give the option of in-person or virtual. Let the experienced workers determine their needs.
704	Give people more time to do it. As a single mother with other things going on throughout the day it was hard to stop what I was going to get this done as she had other people to help as well
705	Give more notice to the appointment than a day or two.
706	Give more notice or flexibility to change assigned date. Week of Thanksgiving when schools are out was a bad time to be required to attend something with little notice.
707	Give more information upfront. The staff was prepared but I was not and was missing quite a few things that were necessary.
708	Give job seekers more resources to help them locate employment. Maybe provide some leads on jobs, companies hiring new employees.
709	Getting rid of it or having better trained employees who can actually complete this
710	Get rid of it. Completely unhelpful. I had to cancel an interview to attend and the business filled the spot. At least make it more flexible. Have multiple orientations and let us schedule it. It felt like high school detention. I felt like I was being punished.
711	Get rid of it
712	Get more RESEA coordinators so that they are not all maxed out with clients to attend too, which will give them more time to get you everything they say they will on time and not weeks later.
713	"Get more people like [Name Redacted]. Not familiar enough with program to provide an answer"
714	get more coaches like my coach is
715	Get and maintain more people like my coach, [Name Redacted]. Her level of engagement to see me succeed was fabulous and she made me feel more confident than I've felt in years. With her I actually felt like I was a person and not just a case number.
716	From my experience, the skill trainings were rudimentary and the jobs listed were entry level or middle management. I suppose that is because this program most likely serves those seeking those roles. However, there is a lack of executive level positions for someone with a 30 year work history. Understandably, those positions are usually filled through your personal network connections and long-standing relationships. They typically won't be found here.
717	Free training or at a discounted amount.
718	Free education
719	For the type of background I possess, the RESEA program didn't really help me. My background is more niche and specialized. There needs to be more diverse avenue to help those like myself obtain solid employment. That task starts with solid relationships with the employers. A lot of the employment links I clicked where not exclusive to the RESEA program, nor was the information fresh. It appears your program scrapes the job boards and downloads links to jobs already posted. For me, most of the jobs I saw, if they were a fit, I had already applied to.
720	For my follow up meeting I received an email with information on when and how to attend. However, the beginning paragraph of the email was in all caps and ended with an exclamation point. It was about my voice mail box being full. I did not appreciate being

	yelled at immediately... this person does not know my situation and I felt being screamed at via email was very unprofessional.
721	For me it felt somewhat of a waste of my time. Coach was usually late to the meeting, and spent most of her time typing my plan which left me just sitting there.
722	"Follow up with the slide presentation during orientation and have it emailed directly. Also would've liked to record the orientation meeting, when asked virtually, my request was clicked denied instead of accept.
723	The orientation presenter [Name Redacted] (Customer Solutions Facilitator on Zoom, provided an excellent overview and presentation. She was organized, well spoken, knowledgeable of the information presented, task orientated, and schedule driven. [Name Redacted] individual coach (Customer Solutions Representative is a Rock Star and valuable asset to your organization. She has a passion for customer service, providing resources and information, timely, professional, knowledgeable of all information, able to navigate quickly through multiple screens and information, encouraging, compassionate, and establishes a true connection as well as an intentional demeanor to get people back in the workforce."
724	Follow up more with the individual
725	Follow up calls or emails regarding job search status, challenges etc.
726	Follow up as indicated.
727	Follow up after first meeting as discussed. Having problems with accessing the site as well now.
728	Fix the film download
729	First thing is, I will take away the assessment test for any funding that anybody need to get through this program. I would make sure that every individual know that this is not a personal job and they are not talking to someone. They know personally and that everyone does not take whale to aggressive talking. In the fact that they cannot share their life stories of how they were successful throughout their life It's crazy, but they're trying to better my life. And the board that runs the Texas work force. Needs to meet with real peoples and not who they sit at the table with?
730	First of all, learn who you're talking to. Not everyone who lost their job is uneducated and willing to take a low paying position to replace their executive level career job. Second, don't make suggestions on jobs if you literally know nothing of the industry that the person is educated and has skill in. This system should only be required for people who can find a job online or is willing to be paid low wages to replace their last low paying job. This program is useless for executives. And a total waste of my time. For it to be required was both insulting and disrespectful. Unless you have six figure income level jobs at your disposal, leave the person alone and let them find their work on their own instead of making someone jump through completely useless tasks. I hated being forced to be involved and sit through an online orientation that was never meant to help someone like me. Total crap. And even after I told the counselor, she still sent low paying BS jobs that I would literally never even entertain much less apply to. If I could say anything more about how bad my experience was I would. This program is a just a way to suck money from the state. Useless!
731	first of all I would make employers start identifying their employees as what they are I work 30+ hours at a store that my employer has me listed as part time so she does not have to offer insurance to her employees I believe the workforce should make employers identify their employees correctly and therefore I would not have to be doing the reset program at all I was unemployed on July 31 I was reemployed on August 3 how am I at

	risk of non-employment I've received $981 of unemployment so far since August I believe the services could be used on someone else
732	First meeting
733	Explain this is an additional program for assistance further details for employment.
734	Excellent. [Name Redacted] was exceptional and very informative and supportive.
735	Excellent Service.
736	Everything went well.
737	Everything was perfect and they're all very helpful and I felt clear and comfortable about everything.
738	Everything was ok
739	Everything was more than I expected. I'm very grateful for the assistance [Name Redacted] offered me!
740	Everything was great.
741	"Everything was great!! [Name Redacted] was very helpful and informative. He also let me know I could reach out to him if I needed any further assistance."
742	Everything was great wouldn't change a thing.
743	Everything was great
744	Everything was great
745	Everything was good
746	Everything was excellent
747	Everything is fine I have no issue.
748	Everything is excellent
749	Everyone was great and willing to help!
750	Every was well educated.
751	Every meeting there was a repetitive set of basic questions regarding previous work experience and salaries which can be eliminated and replaced with more quality information about prospective job opportunities.
752	I am very satisfied and very grateful to all of you for the treatment, patience, and help you provide us, and especially for speaking my language, Spanish. Thanks to [Name Redacted] for her support. [Translated to English]
753	It's fine like this. [Translated to English]
754	It's excellent. [Translated to English]
755	It's fine, it depends on the person you get; that's how the program is run. [Translated to English]
756	It's fine as it is. [Translated to English]
757	In two languages, Spanish and English, it would be more perfect. [Translated to English]
758	Email updates on a weekly.
759	Email Notifications of Jobs and provide job related information in Newsletter form
760	Eliminating the down time between the Orientation and the actual meeting with my Mentor/Coach.
761	Elaborating more on what the RESEA program actually is.
762	Economy, cost of living and available jobs are extremely difficult for taxpayers seeking stable income in technology that often short term like a plumber or roofer leading to much uncertainty. There is nothing wrong with RESA, but America seems to put taxpayers seeking employment in unstable scenarios that block housing or education options. The USA needs to help taxpayers with life basics, e.g., water, food, housing, medical, energy & fuel. Without having employment I don't have income to be taxed.
763	Don't need to; great program!!!
764	Don't fix what's not broken

765	Don’t waste my time with busy work like making a work search log that isn’t even reviewed by TWC. I was told that I was going to receive a phone call from RESA 2 weeks after my initial consultation
766	Doesn’t need improvement
767	Do not need to
768	Did not see any areas in need of improvement. The program covers all necessary topics needed for a successful job search.
769	Detailed information in emails to better understand. It would also help to use an easier text font style for easy reading.
770	The way it was explained to me was very good. [Translated to English]
771	Continuous monitoring of errors making sure IT glitches and online support is maintained
772	"Continue to personalize the aids as much as possible. Read and understand the information the applicant has provided to TWC. In my particular case, I live in the City of South Houston. My most recent employment was in Houston. My job searches are in Harris County. I'm assigned to the WFS office in Austin because of a fraudulent claim filed in 2020. I have asked repeatedly to have all information from that fraudulent claim purged from the system; TWC supposedly purged their system, I'm able to access my account and continue to receive unemployment benefits payments. I don't understand why WFS cannot seem to correct their files; I should be working with the WFS office in Houston that is within 5 miles from where I reside. That would improve this program for me."
773	Continue to be proactive with clients immediate needs.
774	Continue looking for work
775	Continue funding staff for RESEA
776	Continue follow up, getting advises and working to find new jobs
777	Continue doing what y’all are doing
778	With discussions in Spanish or other applicable languages [Translated to English]
779	Communication and no one could understand what she was saying
780	Communicate more
781	Coaching should be tailored to the individual. The person doing the coaching should understand the different programs available to provide assistance. She should also be able to provide wise counsel about expectations and requirements of the program.
782	Coaching classes virtually for tips and encouragement for those laid off or terminated.
783	Checking boxes and going through the motions is meaningless when you are the job seeker. Also - Senior level positions are missing from the offering.
784	Change the orientation of the furniture in the cubicle. I faced the back of the RESEA representative. It felt very awkward.
785	Change nothing
786	Cannot think of anything
787	Can’t think of anything else
788	Can’t think of anything < my coach was very helpful with my questions. And help me thru the process!!
789	Call week prior
790	By sending participants to jobs that are available on the spot.
791	By hiring me
792	By following up with employment opportunities
793	By educating the councilors of the expectations of the program. They clearly do not know.
794	By applying myself and achieving my job replacement plans that I set for myself to achieving.

795	By actually talking with people instead of telling them a time and then never showing up. I was looking forward to help.
796	Looking for more jobs and seeking help from Workforce Solutions [Translated to English]
797	Good [Translated to English]
798	Better people skills
799	Better marketing about this program and the basics of unemployment services available to folks when they get laid-off. One big misconception floating around was the fact that you could not get any help while you were still being paid severance and that was not the case! When I called, it was not explained to me either. So, better outreach explaining the differences and services available. I encourage partnering with local networking groups and job search groups like DFW jobs.org, Frisco Connect Networking Group, and Southlake Networking Group. THESE are all volunteer groups.
800	Better job opportunities for immediate jobs on hand/available to hire immediately
801	Better job matching
802	Better helping individuals
803	Better follow up. I did not hear from anyone for over 5 months.
804	Better coordination / plan for reemployment/
805	Better connection to local offices. It has been 2 months and I have not heard from the local office about follow up appointments.
806	Better communication. Was hard to follow on what was presentenced.
807	Better communication, correct address for location
808	Better Communication
809	Be more in contact and have more assistance and someone there when struggling.
810	Be more considerate of others circumstances
811	Be able to work with disabled individuals, answer questions and not infantilize us. Inform us. Do not bully us into doing things, do not invalidate us. Do not enroll us in programs that are not needed. I am in the vocational rehab program and the food stamps program and this program and the unemployment program. This is too much and is overwhelming for autistic individuals such as myself. I shut down and do not understand any of the reasons I was put in this program or what it does at all. None of my questions have ever been answered. This is horrible.
812	Be able to suggest more job search websites
813	Help find jobs in the desired area with a salary equal to or better than my previous job. [Translated to English]
814	Awesome
815	Attending all workforce shops and classes etc.
816	At this time I don't see where improvement is needed
817	At the end of the program, I had a mock job interview. Rather than waiting to the end of the program, the interview would have been more helpful if it had taken place earlier in the process.
818	As far as my experience, there is nothing to improve. We understand that with inflation and all the challenges we've been experiencing is hard to find a good and steady job that provides economically enough for all our necessities.
819	Apply for jobs on my behalf, along with me to increase interview probability.
820	Another meeting, follow ups, next steps to complete
821	[Name Redacted] is a highly qualified person in her job, especially in providing information about jobs, certifications, and helping us resolve any questions we may have. [Translated to English]
822	[Name Redacted] was amazing. She walked me through the process and provided individual instruction that I greatly appreciated. My first meeting with [Name Redacted]

	was a WOW session. I was amazed at how TWC was willing to support me in my employment efforts. [Name Redacted] was a key player, providing coaching and direction on the next steps. She was extremely professional and knowledgeable and could communicate with me in person, over the phone, and via email. She did her very best to get me into the WIOA program. [Name Redacted] was truly invested in my success.
823	Amazing, Excellent and very useful.
824	All went well.
825	All policy and efforts to help an individual was established with this program-it is great and the coaches are always there to assist
826	All personnel was very kind and informative. My coach [Name Redacted] was very nice and helpful
827	All of the employees were very helpful. I was astonished at the level of professionalism and guidance. Very good job and much thanks!
828	All is ok
829	All is good
830	All great
831	All good and good experience
832	All good
833	[Name Redacted] sounded like a robot and never understood what the program was about. There has been no one on one assistance to help me find a job.
834	After the orientation nothing further happened.
835	After the original meeting, I was assigned to a coach/assistant. She gave me a couple of leads of the initial day and has not contacted or sent any referrals since. I have emailed her asking for referrals and have gotten no response back from her.
836	After being laid off after 24 years of service the RESEA program was tremendously helpful.
837	Actually look at qualifications of individuals and stop sending jobs that require certifications that I'm trying to get. There's no list of schools that work with WIOA
838	Accurate time
839	Access to programs for Spanish as a second language due to the demographics of DFW
840	Absolutely nothing, the help there is outstanding
841	A lot of the information feels outdated and the program is incredibly detached from the expectations of a modern workplace. I specifically stated I had been attempting to change my career path due to injuries and other reasons and I was ignored. I also disclosed my disability and was disregarded by the person assigned to help me.
842	A better email explaining the RESEA program, what the benefits are, what services a case manager can refer you to, and what will be discussed with you.
843	1. I would inform people who are in the program, of the program. 2. I had a meeting with someone in September and never heard from anyone again. 3. Sending sub par jobs that pay $15 won't get anyone very far.. if I wanted to make $15 an hour I would go to Chick-fil-A. "
844	""Improving the job search matches for virtual assistants is important, even if they can't be 100% perfect. As long as the job is in the same field and the individual can perform it, it should be considered a good match. Additionally, there is an issue with repeated words on resumes, such as IT terms like GRC, governance process, IT auditing process, PCI DSS, and Sox Audit. The resume builder counts these as repeated words, even though they have been used in different contexts for each previous employer. This results in a lower resume completion percentage.""""
845	The program is pretty good, I liked it a lot it should stay as is.

846	"'- Provide online/virtual options. We are told these follow up/meetings (scheduled every 2 wks.) are mandatory but not everyone has transportation or some share vehicles with spouses/family. These meetings could basically be an email or talked about on the phone. - Meetings are scheduled to a time of your choosing but you are seen almost an hour after. What is the point of a scheduled meeting if you're going to still sign in a list and go in order. - Meetings are mandatory but not helpful - other than being provided a job referral and asked if you applied to 3 diff jobs, nothing else is discussed. A goal is added to the Individual Employment Plan but it's not talked about - I don't recall being told the goal was to return within 6 months from orientation but it's documented. I don't recall going through LMI but per document it's noted in the comments. "
847	PROBABLY WILL ADD MORE 1:1 IF AFTER A PERIOD OF 6 MONTHS THE PERSON IS STILL IN THE JOB SEARCH, OR WILL ADD MORE OF THE ALISON LEARNING SEMINARS
848	I'm not sure there would be much else to do, but continue the process.
849	I would start by improving the communication of RESEA coaches with the people who qualify for their services. I am so confused by this survey because I received a call from a TWC rep that I would get this opportunity, but I never heard from anyone.
850	I have yet to be assigned a coach or administrator to provide me with regular support. Whenever I attempt to reach out via phone, my calls are consistently directed to voicemail. Although I have also reached out by email, I have not received any follow-up calls. Securing employment is crucial for me at this time.
851	" I feel as though the program could be improved by adding more resea program associates in order to assist the work seekers on a one on one basis."
852	I can't think of anything else that can be done.
853	" I believe the program was good.
854	The actual WIT website is confusing and full of Information-but hard to follow. The coach was well versed in the website, but I felt Lost and used my networking methods to hopefully find employment.
855	I am not too sure for now.
856	I am not a fan of RESEA. I have been laid off several times and had to attend the program each time. Some of the workers just seems like they were not genuine. However, I am not sure if they were the TWC Worksource reps or the actual RESEA reps. I must include that the RESEA reps that I am aware of and worked with were helpful. Again, I am not sure of the other people that I encountered were Worksource or RESEA, but I hated how they made me feel when I walked in. Like I am nothing, they made me stand there for several seconds before even acknowledging me. No, "I will be with you in just a second" or anything.
857	I AM learn about some New resources...like trainings and certifications
858	Enjoyed my experience with the RESEA employee - she was very helpful and listened to what my needs were. I have no suggestions for improvement. It was perfect for me.
859	Y receiving an email with more information
860	I would have liked to receive training on how to get to the career maps and the additional Metrix training program. I still do not know where to locate that information if I was interested in any training courses.
861	I didn't feel a need to improve the program.

TEXAS A&M UNIVERSITY
Public Policy
Research Institute

TEXAS WORKFORCE COMMISSION






Evaluation of the Reemployment Services and Eligibility Assessment (RESEA) Program

Implementation and Process Evaluation

External Innovations Report

February 2025

Revised October 2025

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We also appreciate the support and cooperation of organizations and institutions that facilitated these interviews, allowing us to gain a deeper understanding of the subject matter. Specifically, we thank the Texas Workforce Commission (TWC), the Florida Division of Workforce Services, the Pennsylvania Department of Labor & Industry, and the Massachusetts Department of Career Services.

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Introduction

The Reemployment Services and Eligibility Assessment (RESEA) Program in Texas is finalizing the Implementation and Process Evaluation (IPE) phase of study. In this phase, the Texas Workforce Commission (TWC), who administers the RESEA Program has contracted with the Texas A&M University Public Policy Research Institute (PPRI) to document how the RESEA Program is implemented across the state and to make recommendations towards improvements.

The IPE study includes multiple approaches including observing RESEA Program meetings, interviewing RESEA Program staff, and surveying customers. The lessons learned through these activities will be presented in a subsequent report. Another piece of the study is conducting interviews with RESEA Program administrators in other states. The aim here is to understand how these states implement the program and discover potential innovations that can be applied in Texas's processes. This report focuses on those interviews, supplemented by a review of the states' websites and relevant documents.

Methods

Three states alongside Texas were selected for this portion of the larger evaluation study. Florida was selected based on its comparable size and structure to Texas. Massachusetts is known for its accessible training and videos regarding the RESEA Program and Pennsylvania is making strides in evaluating the RESEA Program.

RESEA Program administrators in Texas gave PPRI email contact information for each state's administrators based on Texas's participation in national program networks. We emailed each contact to schedule a virtual interview. For each state, we spoke with RESEA Program Administrators who have awareness into the program's implementation and oversight in their respective state. These individuals have varying levels of authority over the execution of the RESEA Program but have a holistic view of the program in their state. The research team used a set list of questions for each state to better understand their administration and oversight, program implementation, evaluation, and education and outreach efforts (see appendix for list of questions). All interviews occurred between Spring and Fall of 2024. It should be noted that these interviews provide a snapshot of where the States were at the time of interview; processes may have changed.

Interviews were recorded and detailed notes were taken. From these notes, summary reports have been created that document the processes at each state along domains. These summaries allow us to see similarities and differences across states.

In addition to virtual interviews, we collected relevant RESEA documents for each state throughout Fall 2024 and Fall 2025 to conduct a thorough programmatic review of the program. Documents collected include administrative policy and training materials, statutes, grant awards, and monitoring and compliance documents. Additionally, we reviewed publicly available RESEA Program webpages, which document program processes, customer requirements, and other programmatic performance information. It is important to note that we aimed to gather the same information for all four states, however, each state determines what information to make publicly available, and we were not able obtain the exact same information for each state.

This evaluation focuses on five themes: service delivery model; performance; education, outreach, and training; compliance and monitoring; and program evaluation. We start with a summary of our findings for each state by theme, then we synthesize the findings across the states, with an aim towards understanding what potential points for innovation in Texas's processes. We end with a list of recommendations for Texas administrators (and other state administrators if they would like) to consider.

The initial draft of this report was shared with the Texas Workforce Commission in February 2025. The document was updated to include additional information gathered from our review of the states' documents and websites in October 2025.

Florida

Service Delivery Model

In the State of Florida, the RESEA Program is administered at the state level by the Florida Department of Commerce and is specifically the responsibility of the Division of Workforce Services (DOWS). Much like Texas, Florida provides oversight at the state level, but implementation of the RESEA Program at the local level. Florida is divided into 21 local workforce development boards, and each of these boards has discretion on how they implement the RESEA Program in their area. According to a representative from Florida Commerce DOWS, some boards utilize board staff to provide RESEA services, while others contract with service providers.

Overall, Florida follows a very similar process to Texas in the implementation of the RESEA Program. Each week, customers are profiled into a pool and then scheduled into services at their local career center based on their profile score. As noted in the Florida RESEA State Plan, the state uses a methodology to assign customers a coefficient value to predict the likelihood of benefit exhaustion (U.S. Department of Labor, Employment and Training Administration [USDOL/ETA], 2025). The plan does not explicitly state the cutoff score for inclusion in the RESEA Program, but states those with the highest scores are selected for participation in the RESEA Program (USDOL/ETA, 2025). The individuals who participate in the program are not up to the local board's discretion and local boards cannot invite additional customers to the RESEA Program.

In Florida, the board will decide how many, either as a percentage or a number, of customers they will see that week. This number of customers is based on the board's capacity to see customers. The boards usually make a standing decision on the percentage of the pool they will see each week (i.e., 90% or 100%) so they do not have to decide this week to week, but they can modify this number based on their own availability and capacity, if needed.

It is important to note boards can go below their 'set number' of customers if the number of customers in the pool falls below their maximum number of customers. However, if the board says they will see a percentage of the pool they will always get that percentage of appointments, regardless of the number of customers in the pool. If a board does not reach out to 100% of all customers in any given week, the remaining participants in the pool are not invited to participate at a later date.

Operationally, each Monday, the board staff will go in and manage their pool of customers via the Employ Florida platform. On Tuesday mornings, the local board staff print the notification letters and mail them to the customers. Per the Florida RESEA State Plan, local boards use brightly colored envelopes or paper when they mail the notification letters in an effort to draw the customer's attention to the letter (USDOL/ETA, 2025). Some local boards will also stamp the outer envelope with the words 'Reemployment Appointment' to draw attention to the envelope (USDOL/ETA, 2025). The notification letters are auto populated for each local area and for each career center. The letters are mailed to customers about 2 weeks in advance of their scheduled appointments. At the time of our interview, Florida had recently moved to a model in which they are using standard language for the notification letters across the state, regardless of the local board the customer is assigned. Once a customer receives their notification letter, they can reschedule their appointment within 30 days of the originally scheduled appointment (USDOL/ETA, 2025). Local boards encourage customers not to schedule beyond 30 days of their original appointment to prevent customers from exhausting their unemployment benefits before completing the RESEA Program (USDOL/ETA, 2025).

At each RESEA appointment, the following services occur:

- Orientation - an overview of the program and the different services that are available in that local area
- Objective Assessment - a guided interview with a career center job counselor that provides an initial analysis of the customer's strengths, weaknesses, and barriers to employment
- Labor Market Information - an individual snapshot of the local labor market which is tailored to each individual customer based on their interests, job industry, and career interests
- Employability Development Plan - a roadmap on how to get back to work
- Work Search Activities – documented job searchers and other activities that help to develop the customer's soft skills as well as career readiness. Some examples of these include resume writing workshops and cover letter basics courses

Currently, Florida only requires the customer to complete initial appointments and does not require any follow-up appointments. The initial appointments may be conducted in-person or virtually.

The representative from Florida highlighted a few recent changes to the program's processes during the interview. They are standardizing the letter and assessments across the state, as opposed to local board discretion. They also changed to the Objective Assessment as they felt the previous assessment did not capture all the necessary information to support customers.

Performance

The State of Florida uses their own online platform, Employ Florida (https://www.employflorida.com), to execute and manage the RESEA Program as well as other employment programs. Employ Florida is used to track all interactions with the customers and services provided as well as performance measures for the RESEA Program. In addition, Employ Florida is integrated with state and federal systems that track RESEA completion and return to work.

Currently, performance metrics for the RESEA Program in Employ Florida are not publicly available and could not be reviewed for this report. However, Florida Department of Commerce hosts a Monthly Management Report Dashboard that allows the public to view the RESEA Entered Employment Rate and RESEA Job Placement Wage Rate (Florida Department of Commerce, 2024).

The Florida RESEA State Plan projects 22,193 customers to be served for Fiscal Year 2026, which represents at least 59 percent of the projected unemployment claimants in Florida (USDOL/ETA, 2025). Based on our interview with the representative from Department of Commerce and review of documents, it is unclear if Florida is at its customer capacity.

In terms of staff effectiveness, the representative from Florida did not believe that this metric was tracked. However, if it were tracked it would be tracked in Employ Florida.

Compliance and Monitoring

As it relates to customers, non-compliance is tracked via the Employ Florida platform. Customer attendance and compliance with assigned programming is recorded in Employ Florida. Staff members at the board level working with the customers are encouraged to document any reasons for non-compliance or absences in Employ Florida. Non-compliance will be investigated by the Reemployment Assistance (RA) Program, Florida's name for their Unemployment Insurance (UI) Program. Non-compliance with the RESEA Program at the customer level can result in suspension of benefits.

At the board level, DOWS provides annual monitoring for the 24 local workforce development boards to ensure program compliance, including an annual visit to each workforce development board by state staff. If any issues are identified, the Monitoring Team will work with the Policy Team to resolve the issue. Additionally, RA Program staff provide training

and technical assistance to the local boards via the Bureau of One-Stop and Program Support (OSPS) (USDOL/ETA, 2025). DOWS also hosts a Statewide RESEA Workgroup that meets virtually on a monthly basis.

The representative from Florida reported that all financial support for the RESEA Program is given to the local boards by the state. Additionally, some boards receive additional funding from in-kind donations. Local spending is also monitored.

Education, Outreach, and Training

DOWS hosts an annual training event called their Workforce Professional Development Summit. A RESEA training is usually included at every summit. They ensure the training covers the full program from start to finish. The training covers the profiling system, all the services available to customers, and how to implement and operate those services locally. The training also covers work search activities and goal setting.

As per the RESEA State Plan, Florida has implemented several strategies to reduce the number of customers who miss their appointments for RESEA services. Notably, Florida has streamlined their RESEA appointment processes to ensure that all steps in the process are completed by local board staff, rather than duplicate processes that must be completed by both local board staff and RA staff (USDOL/ETA, 2025). Additionally, Florida has implemented additional training opportunities for local board staff to better identify potential RA eligibility issues (USDOL/ETA, 2025). Finally, Florida has moved to a model that standardizes the RESEA Program processes to provide a more uniform customer experience and plans to implement a statewide template for the Claimant Notification Letter (USDOL/ETA, 2025).

In terms of general outreach, the RESEA Program is very well known in Florida within the state agency. However, the representative we spoke with does not think the public knows much about the program. The State of Florida does not do any general education about the RESEA Program to the public. The State does not have any resources for outreach for the RESEA Program because the public cannot 'opt-in' to the program. Customers will only know about it if they have been in the program or have a loved one who has been in the program.

Program Evaluation

A search of the Clearinghouse for Labor Evaluation and Research (CLEAR) reveals the Florida RESEA Program has been evaluated twice. The first evaluation took place in 2011, and evaluated RESEA's predecessor program, the Reemployment and Eligibility Assessment (REA) Initiative. This randomized control trial found statistically significant reductions in weeks of UI benefits received, reductions in the total amount of UI benefits received, and the probability of benefits exhaustion for the REA treatment group (Poe-Yamagata et al, 2011). Additionally, this study found those who participated in REA had a statistically significantly higher probability of employment and earnings over the four quarters following their participation in the program (Poe-Yamagata et al, 2011).

The second evaluation took place in 2016 and evaluated the impact of Florida's Priority Reemployment Services (PREP) program on UI customers reemployment rates, earnings and receipt of UI benefits (Michaelides & Mueser, 2016). This randomized control trial found the PREP group had statistically significantly higher rates of reemployment and lower UI benefit receipt rates than the control group (Michaelides & Mueser, 2016). The study found no difference in the amount of earnings between the two groups (Michaelides & Mueser, 2016). Additionally, the study evaluated the impact of the REA program (Michaelides & Mueser, 2016).

Our interview with the representative from DOWS revealed that Florida is currently undergoing an evaluation of their RESEA Program. This evaluation is being conducted by an external vendor who was procured for this evaluation. From this evaluation, they hope to learn how effective RESEA is in Florida as well as how participation in the program is impacting their customers, specifically those who choose to participate versus those who do not. The evaluation will use a randomized approach to test the changes in the distribution of the pre-RESEA observed characteristics using

the number of RESEA participants selected, the historical cutoff score, and the random assigned score (USDOL/ETA, 2025).

Massachusetts

Service Delivery Model

In the State of Massachusetts, the RESEA Program is administered at the state-level by the MassHire Department of Career Services (MDCS) with coordination by the Department of Unemployment Assistance. Much like the State of Texas, the State of Massachusetts provides oversight at the state level, but implementation of the RESEA Program at the local level is performed by local workforce development boards. Massachusetts is divided into 16 local workforce development boards which oversee the 25 MassHire Career Centers and 4 youth development centers. According to the representatives interviewed from the MDCS, the framework for the program is set by the state and career center staff may personalize delivery of the program to fit the customers' needs within the state. Additionally, services may be provided by whomever is designated to do so in the office, these staff may be employed by the state or local board. Additionally, they may be partner staff employed by the selected operator/service provider entity.

Much like other states, Massachusetts enrolls customers into the RESEA Program each week. However, according to representatives from the MDCS a few key differences set Massachusetts' approach apart from Texas. First, customers are profiled into the RESEA Program after receiving their first payment, which is significantly sooner than other states (Mass Legal Services, 2023). Second, Massachusetts specifically excludes seasonal workers or those in occupations such as bus drivers who have weeks off at a time from the RESEA customer pool. Additionally, Massachusetts sets aside a small number of control customers each week from the pool for tracking purposes. Finally, Massachusetts sets a weekly participant cap of 2,000 customers across the state. According to MDCS representatives, each workforce area "owns" a percentage of the pool and customers are enrolled in the workforce area closest to their residential address.

Upon automatic enrollment into the RESEA Program, the customer will receive an electronic notification in their UI inbox. This notification is waiting for the customer on Sunday mornings, should they go into the system to claim their benefits. In addition to the electronic notification, the customer will also receive a mailed letter. The letter and RESEA Program website emphasize a 3-step process for customers, in an effort to make the process easy and transparent. The MDCS representatives highlighted that an intentional piece of their process is providing the information in as many forms of communication they can – whether that be mail, UI inbox, or email. Similarly, they allow for virtual or in-person appointments.

The Tuesday after enrollment, the customer receives an email from the MDCS welcoming them to the RESEA Program. This email also explains the requirements of the program and gives information on their next steps. First, the customer is instructed to log on to their MassHire JobQuest account where they can complete the first requirement, a Career Center Seminar (CCS). MassHire's JobQuest (https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx) is Massachusetts' customer portal, similar to Work in Texas and serves as their state job bank and online career development resource center. This seminar is available via on-demand video on their portal, or they can schedule an in-person or virtual CCS appointment at their local MassHire Career Center. During the CCS, the customer will be required to complete:

- Orientation of MassHire Career Center services
- Complete an Individual Needs Assessment (INA)/Job Search Inventory (JSI)
- Begin to develop a Career Action Plan (CAP)/Individual Re-employment Plan (IRP)
- Introduction to Labor Market Information (LMI) and LMI tools

- Register on MassHire JobQuest prior to initial RESEA appointment
- Review of Section 30 and Trade Requirements
- Complete the RESEA UI Eligibility Assessment Questionnaire (Massachusetts Department of Career Services, 2025).

Once the customer has completed the CCS, they are instructed to schedule an appointment for an initial RESEA appointment with their local career center representative. Initial appointments may be conducted in person or virtually. During the initial RESEA appointment, the career services representative will:

- Update, finalize, and sign-off on the CAP/IRP
- Discuss LMI and how to research
- UI Eligibility review of work search activities for each week benefits have been requested
- Complete RESEA UI Eligibility Assessment Questionnaire
- Make a referral to an interim career center service/reemployment service
- Review Resume
- Schedule RESEA Review (Massachusetts Department of Career Services, 2025).

During the initial RESEA appointment, customers are referred to at least one interim career center service. The service should be a workshop or other verifiable career center service and should be appropriate to the needs of the customer (Massachusetts Department of Career Services, 2025). Examples of interim career center services include but are not limited to LMI workshop, Resume Development Workshop, MassHire JobQuest Workshop, and Job Readiness Workshop (Massachusetts Department of Career Services, 2025).

The third and final requirement for completion of the RESEA Program is to attend the RESEA Review meeting. The RESEA Review meeting is scheduled for approximately two weeks after the initial RESEA appointment, and customers are informed they should have completed all assignments from the initial meeting before their review meeting. This meeting may be conducted in person or virtually. During this meeting, the career services representative will:

- Review and discuss LMI exploration results
- Verify MassHire JobQuest registration
- Verify and review resume updates
- UI Eligibility review of work search activities for each week benefits have been requested
- Complete RESEA UI Eligibility Assessment Questionnaire
- Verify participation/attendance at an interim career center service
- Make referral(s) to any additional services as needed (Massachusetts Department of Career Services, 2025).

Performance

The State of Massachusetts uses their own online platform, Massachusetts Once Stop Employment System (MOSES), to execute and manage the RESEA Program as well as other employment programs. MOSES is used to track all interactions with the customers and services provided as well as performance measures for the RESEA Program. Currently, performance metrics for the RESEA Program in MOSES are not publicly available and could not be reviewed for this report. However, MDCS informed us that performance reports that include information on planned enrollments versus actual services as well as average length of time to employment provided are given to the career centers. MDCS stated these reports are purely informative and career centers do not have their funding reduced for not meeting their planned goals as the state automatically does the enrollments and numbers are dependent on the unemployment rate/claims.

It is important to note that MDCS staff shared their current customer capacity is 2,000 customers per week. However, as of our interview, Massachusetts was serving on average 1,000 customers per week. MDCS staff did not know how the initial ceiling for customers was set. However, MDCS staff stated the current usage and attendance rate was due to the current low rate of unemployment in their state and lack of demand for services.

MDCS staff did not share whether or not staff effectiveness measures were collected in MOSES, however, they did mention they do have a process for handling clerical errors. This allows career centers to submit forms to correct data entry issues that may impact customer's ability to receive services and unemployment benefits. MDCS has started to collect data on which centers are submitting these forms, and the reasons for the clerical error, to follow-up with more training as needed.

Compliance and Monitoring

At the customer level, non-compliance is tracked via the MOSES system. Career Center staff are required to log any potential issues with customer eligibility or attendance in the system via the Potential Issue Form and email it to the Department of Unemployment Assistance (DUA), the department that administers unemployment insurance in Massachusetts (Massachusetts Department of Career Services, 2025). DUA will investigate each potential issue and determine if a violation has occurred. DUA has the right to suspend benefits, though it is unclear how frequently this occurs. At the programmatic level, the division of Field Management and Oversight within MDCS provides annual monitoring for the 16 local workforce development boards to ensure program compliance. As a part of this monitoring function, employees of the division will visit each workforce development board annually and observe program implementation. In addition, this team will also sample each board's files for their annual monitoring report.

In Massachusetts, MDCS utilizes the MOSES and the state's fiscal system to disseminate and monitor spending on the RESEA Program by the Career Centers. Career Centers bill MDCS, quarterly, as they serve RESEA customers and this spending is monitored via prepared reports.

Education, Outreach, and Training

Representatives of the MDCS reported that career center representatives who are responsible for providing services of the RESEA Program are trained using a manual which contains the policy for the program (Massachusetts Department of Career Services, 2025). This manual is updated by MDCS as needed and can be found online. Additionally, MDCS provides training opportunities every other month for career center representatives. The local board also acts as a resource for local Career Centers and will provide training and assistance upon request.

In terms of public knowledge, customers will only know about the RESEA Program if they have been in the program or have a loved one who has been in the program. Representatives explained this is why the introduction letter should contain all the information a customer may need to understand the program and its requirements. They also noted they would like to include more outreach and training materials on their website.

Program Evaluation

A search of the Clearinghouse for Labor Evaluation and Research (CLEAR) reveals the Massachusetts RESEA Program has not submitted any evaluations for publication. Our interview with the representatives from the MDCS revealed Massachusetts is currently undergoing an evaluation of their RESEA Program. This is the first evaluation of the RESEA Program in Massachusetts, and it is focused on implementation, process, and outcomes. MDCS hopes to learn which services are most/least effective and what their customers find most/least helpful about the RESEA Program. They are also interested in understanding the perspectives of the staff providing the services.

Pennsylvania

Service Delivery Model

In Pennsylvania, the RESEA Program is administered at the state-level by the Department of Labor and Industry and is specifically the responsibility of the Program Implementation Team. The State of Pennsylvania is set up into an office system, much like the board system in the State of Texas. Pennsylvania is home to 62 American Job Centers, known as PA CareerLink Centers, where the RESEA Program is delivered to customers. However, unlike the State of Texas, in Pennsylvania, RESEA services are provided by state employees who are officed in the local PA CareerLink Centers. There are approximately 250 state employees located across the state at the PA CareerLink Centers who can provide RESEA services.

In Pennsylvania, the implementation of the RESEA Program follows much of the same general process as Texas. Each week, customers who have been issued their first unemployment insurance payment are profiled using a three-step approach using a statistical model approach or additional characteristic screen to identify appropriate customers for inclusion in the RESEA Program. They are notified by a letter informing them that they are selected to participate in RESEA. In addition to the letter, the customer will have a module, known as the personalized service meeting or PSM, loaded into their Commonwealth Workforce Development System account to complete. The meeting module will introduce the customer to the RESEA Program, explain the requirements for completing the program and provide the customer with an opportunity to schedule a follow-up appointment with a service provider. The follow-up appointment, also referred to as a personalized service meeting, is required and can be in-person or virtual. In-person and virtual RESEA meetings are scheduled with the closest PA CareerLink Center to the customer's address. Customers should receive a reminder notice prior to their meeting to remind them to attend.

During the personalized service meeting, the career service advisor will review labor market information, Wagner-Peyser application, individualized employment plan and complete unemployment eligibility verification. After the customer attends their personalized service meeting, there are follow-up activities required of the customer. These activities can include workshops, referrals to Title I services, or other amenities the customer may benefit from. Customers are referred to these activities based on their needs as identified in their personalized service meeting. Additionally, all customers have access to the virtual learning platform, Metrix, for more educational and skill building opportunities.

Additionally, providers have 30-day and 60-day follow-up to check in with the customer. In the interim between meetings, customers must look for employment. They are required to complete two to three job search activities per week to maintain their benefits. Their career counselors check job search logs as part of their unemployment eligibility verification at each visit.

Performance

To monitor the execution of the RESEA Program, Pennsylvania primarily tracks the number of customers who complete the RESEA Program each month. Pennsylvania is largely interested in those customers who complete the whole process versus attending the initial appointment. In addition, Pennsylvania records whether customers complete the process in-person or virtually, as this is crucial to their current evaluation and local audit.

Pennsylvania measures success of the RESEA Program by the number of customers they are able to assist in finding employment at or above their previous employment. Additionally, success is defined by the number of customers who successfully complete additional training and education to prepare them for future employment opportunities.

One of the key points covered during the interview was that Pennsylvania would like to serve more customers but are currently limited by staffing capacity. Presently, the state capacity for serving RESEA customers is approximately 1,800

participants per week. Although the capacity is 1,800, Pennsylvania currently sends letters to 1,100 to 1,400 individuals each week. RESEA providers only serve customers profiled for RESEA services. This number is the max capacity of service for the 250 RESEA providers working at PA CareerLink centers. Interviewees stated they would like to serve 500 more pool customers per week if they could increase staff employment.

Compliance and Monitoring

Pennsylvania utilizes their own online platform, the Commonwealth Workforce Development System (https://www.cwds.pa.gov), to execute and manage the RESEA Program as well as their other programs. This platform serves as the system of record for Pennsylvania and tracks customers compliance with the program.

Compliance is a lynchpin of success in the RESEA Program. If customers do not comply with RESEA requirements, they can lose their unemployment benefits. There are two main ways they can lose the benefits, first by not scheduling or second by missing their in-person/virtual meetings. Customers can reschedule the first meeting up to two times. Additionally, they can lose their unemployment benefits if they do not comply with their follow-up activity. The penalty for not complying with follow-ups is losing a week of unemployment benefits. However, individuals will have the lost weeks of compensation added to the end of their benefit period.

Compliance is also tracked at the local level as well. Each office has a list of what services to complete during a visit with a customer. The RESEA provider can see on the customer portal who has completed the online module and who should be scheduling an appointment. This is how supervisors and providers can track non-compliance as well. When a case manager completes a RESEA case, the supervisor reviews that all steps were completed following a check list to confirm that the client has completed their services.

Education, Outreach, and Training

The Program Implementation Team is responsible for reviewing the rules and regulations around the RESEA Program and disseminating policies and procedures for how the RESEA Program is implemented in the state to the PA CareerLink Centers. In addition, the Program Implementation Team hosts quarterly meetings with RESEA staff by region. These quarterly meetings are opportunities for regional program leadership to come together to discuss the RESEA Program, any changes to the program, and receive updates to their Program Manual. Additionally, the Program Implementation Team annually offer training and educational opportunities via regional symposiums for all RESEA staff in the field. As new staff are hired at the local level to conduct RESEA services they are trained at the local office. For changes to the program or process, these notifications and updates are conducted by the Program Implementation Team.

Frequent questions RESEA customers ask are: Why do I have to be here? Why did they pick me? As these questions come up, staff are encouraged to highlight the positive aspects of the RESEA Program. Staff also strive to change customers' hesitant mindset, particularly among highly educated RESEA customers. RESEA staff explain opportunities the program offers to work one-on-one with a career advisor to walk alongside the customer, answer questions, and assist with obtaining career goals.

Pennsylvania has not created outreach material regarding the RESEA Program for general distribution. Because the RESEA Program serves a small subsect of individuals receiving unemployment benefits, and customers cannot opt-in to RESEA services, Pennsylvania predicts they may have issues with turning away people who are not in the pool but would like to opt-in to the program if they advertise. While Pennsylvania would like to serve more customers, they are restricted by staff numbers at this time. However, at Rapid Response Informational Meetings RESEA is discussed with the audience because at dislocation events it is beneficial to inform potential customers, they may be selected into RESEA. Presenters will focus on selling the program as an opportunity and encourage them to ask questions.

Program Evaluation

A search of the Clearinghouse for Labor Evaluation and Research (CLEAR) reveals Pennsylvania has not submitted any evaluations for publication. Recently, the Program Implementation Team conducted an evaluation of pre-pandemic RESEA implementation and processes. Findings from this evaluation generated a comparison of virtual vs. in-person service visits. Based on the results, the Program Implementation Team are working with local offices to transition to a 50% hybrid and 50% in-person service model. From this service provision change they will evaluate if one is more effective at serving the customer as well as increasing customer attendance at services. The Program Implementation Team would also like to see what offices are doing well and what they can improve on for customer services.

A second evaluation is starting in which the Program Implementation Team will investigate the RESEA Program as a whole in addition to various components of the program. While these evaluations are currently conducted by an external vendor, the Program Implementation Team is planning to transition it to an internal evaluation at a later date.

Texas

Service Delivery Model

In the State of Texas, the RESEA Program is directed at the state-level through the Texas Workforce Commission (TWC). Throughout the State of Texas there are 28 Workforce Solutions boards which take their direction on administering RESEA services from TWC. The individual Workforce Solutions boards hire contractors to provide RESEA services at over 70 Workforce Solutions offices around Texas.

For Texas customers to become candidates for RESEA services, they must meet a .501 threshold through a profile pool based on a federally set algorithm. The profile pool runs on Fridays and scores are assigned to customers. The customers are then assigned on Monday to a Workforce Solution office that provides RESEA services based on their zip code in Work in Texas (WIT). On Tuesday the schedules are reviewed and solidified by the RESEA service providers and notification letters are sent out. These letters inform customers they have been selected for RESEA services and when they are expected to come into the Workforce Solutions office. The letters are mailed, and a message is sent through customers' WIT accounts. RESEA offices are given flexibility in scheduling the initial appointment once a customer receives a letter, customers are either automatically scheduled for an appointment date or are contacted by the local Workforce Solutions office to schedule the appointment.

In Texas, service delivery for the RESEA Program must be face-to-face in person, on Teams, or on Zoom. If the services are delivered virtually, those services must meet the same quality standards as though they were in person. Virtually is defined as the customer is not at the same location as the provider; the provider must be in the office and in the state of Texas. This allows the provider to be accessible to customers who may walk into the office. To serve rural areas in Texas, some local Workforce Solutions offices employ mobile units that can meet customers in their communities. These units offer RESEA services, as well as other Workforce Solutions services including WI-FI. RESEA services can also be offered in community spaces such as schools, libraries, or other places accessible to the customer if they cannot meet at the office or in the mobile unit (Texas Workforce Commission, 2024).

TWC maintains a comprehensive Program Guide which outlines the policies and procedures of the RESEA Program in Texas (Texas Workforce Commission, 2024). The Program requires customers complete the following services in order to be in compliance with the RESEA Program:

- RESEA orientation
- Enrollment in employment services funded by the Wagner-Peyser Act
- Assistance in developing and implementing an individualized employment plan (IEP)

- Complete an Unemployment Benefits Eligibility Assessment, which includes a review of work search activities
- Review of customized labor market information (CLMI) based on the customer's history and needs (Texas Workforce Commission, 2024.

Workforce Solutions boards may deliver the required RESEA services in the format of their choosing, so long as it meets the requirements of the Program Guide and their contract with TWC. This means that service delivery may be different from one board area in Texas to the next, and that the customer experience is likely to vary depending on their geographic location in Texas. Further, Workforce Solutions boards have the discretion to provide additional services to customers based on customer's needs, however, any extra services for customers must be funded from an alternate fund. When using RESEA funds, what is and is not permissible in utilization of those dollars is set out in RESEA federal guidelines and board contracts.

As of this evaluation, Texas did not require any follow-up visits for customers, if all required RESEA services were provided at the initial appointment. However, Texas is in the process of piloting a new service delivery process that requires boards to follow up with customers by providing two subsequent meetings (at 4 weeks and 6 weeks). The pilot program schedules one 60-minute initial individual appointment which is followed up by two subsequent 90-minute meetings if the customer has not obtained employment. Follow-up meetings provide additional services and support to customers to assist them in their job search. The activities covered in the follow-up meetings include resume review, completing a job application together, and a mock interview. Phase I of the Pilot Program consists of 12 boards, and Phase II of the Pilot Program consists of 9 boards.

Performance

There are two forms of data the RESEA Department at TWC collects, first is external data (I3 Data), which is public facing data, the second is internal data. I3 data is available to the public through dashboards, WIT, and customized labor market information. The RESEA Department at TWC has a workforce automation group, and a data analyst for computing internal data. This internal data group tracks failure to reports and expenditures, which are reported monthly back to the boards. Internal monitoring mirrors some of the data the Department of Labor (DOL) requires which is reported quarterly. This information is sent to the UI system. Additionally, the RESEA Department at TWC has an in-house recipient monitoring located in the fraud compliance group. This arm monitors fiscal reporting as well as DOL compliance.

Annually, RESEA serves approximately 50% of the estimated capacity of possible customers. Capacity is projected at 90,000 customers a year, presently RESEA serves 40,000-50,000 customers yearly. RESEA customers make up approximately 15-25% of the UI population in Texas. Annually, Texas's UI population is estimated at 1 million claimants. The UI number (and subsequently the RESEA number) fluctuates depending on industry layoffs and seasonal work.

Compliance and Monitoring

Work in Texas (WIT) (https://www.workintexas.com/) is the platform used by customers to upload their resume, look for jobs, and update their contact information. This contact information is how service providers reach out to the customers. Service providers use WIT to record all interactions with customers and log all services the customers receive. This data is not public facing. WIT serves as the system of record for all customer interactions and compliance tracking. When benefit eligibility issues are discovered during the Unemployment Benefit Eligibility Assessment or when customers do not fulfill their obligations for the RESEA Program, service providers must submit a WF-42 Form to UI (Texas Workforce Commission, 2024). UI will investigate each WF-42 submission. Ineligibility and non-compliance can result in benefit suspension (Texas Workforce Commission, 2024).

For additional oversight of the RESEA Program, TWC has a Technical Assistance Board Service Strategy which is a separate department from RESEA. The Technical Assistance Board ensures all customers are scheduled for

appointments, that no customer is left in the profile pool, provides technical assistance, evaluates whether services were provided or not, and reports when service requirements are not met. The Technical Assistance Board reports what the profile pool looks like each month as well as performance indicators by board and office level. Based on this data, board directors are contacted regarding their successes and areas needed for improvement.

Education, Outreach, and Training

For newly contracted providers, TWC has an onboarding and training department which provides basic onboarding, and a Workforce 101 training module with three components that give an overview of the program, information on partners, and an evaluation course. Within the onboarding process, there are required courses such as project management training, facilitating meetings training, and skills development program for trainers. For case managers, training modules in WIT specific to case reporting are also assigned. The RESEA Program Guide is available to staff, and all additional resources, which include YouTube videos for both the public and internal staff, are saved in an online library. Staff are encouraged to read the Program Guide and view these videos as a part of their onboarding process. Additionally, TWC offers webinars for staff as regular ongoing training efforts and a specific RESEA Day Training at the annual TWC conference. Looking forward, the RESEA Department at TWC is seeking more buy-in with additional tools to serve customers and the expanded role of the service provider as a recruiter and headhunter for customers. They are also looking into additional training for case workers relating to both low- and highly skilled customers.

Internally, TWC acknowledges a lack of knowledge and understanding about the RESEA Program at both the board and customer level. At the board and provider level, TWC is striving to educate leaders the RESEA Program is a program designed to assist customers as well as what the board and providers have to offer the customer. At the customer level, TWC hopes customers talk to friends and family about the services they received in the RESEA Program and what services Workforce Solutions offices have to offer. One step toward remedying the identity issue TWC took was making the RESEA Program its own department therefore giving the RESEA Department at TWC more autonomy to address issues.

Regarding customer understanding of the RESEA Program, efforts are being made to design a clearer and more accessible letter for customers. In tandem TWC hopes to create an online space and social media information where customers can get information about the RESEA Program, as well as encourage them to come to an appointment.

At the provider level when customers make their appointment, often they are unclear what they are required to come in for, or why. While the customers receive a notification letter informing them about the services they will be provided there is a disconnect there when they are handed off to the service provider, and in an effort to remedy the disconnect, redesigned RESEA Program trainings and conference training are in production.

Program Evaluation

A search of the Clearinghouse for Labor Evaluation and Research (CLEAR) reveals Texas has not submitted any evaluations for publication. However, Texas is in the process of an implementation and process evaluation contracted through Texas A&M University's Public Policy Research Institute. Within the RESEA Department at TWC there is a performance group and an executive office who perform outcome studies. These are informal outcome studies in which data is collected for the purpose of illustrating the story for the RESEA Program including providing a cost benefit analysis and policy implementation. This form of program evaluation occurs with each legislative session.

At the executive office level there is a process improvement division in the Strategic Planning group. They conduct capstone projects evaluating different elements of the RESEA Program. The Strategic Planning group has completed

part one of a RESEA Program service evaluation and is planning to conduct part two soon. Additionally, some of the data is intended for use in Texas A&M studies as well. These evaluations and research will be presented to legislators.

From these studies, TWC hopes to show that the RESEA Program is improving outcomes for customer employment and reducing customers duration on UI. TWC also hopes to identify which boards and offices have successful practices and apply those practices statewide. These successes include not only the quantitative data, but the qualities of a supportive culture and community for the customers.

Summary

While all states are given the same policy guidance in the deployment of RESEA Services, how they approach the program varies. The table below provides a summary display of these conversations and comparisons of the four states in each of the key theme areas.

	Florida	Massachusetts	Pennsylvania	Texas
Service Delivery Model				
Administration of Services	Local Boards	Local Boards	State	Local Boards
Who provides services	Local Boards - Combination of state staff or local board staff	Local Boards – Combination of state staff or local board staff	State Staff	Local Boards
Selection of Participants	Worker Profiling	Worker Profiling	3 Step Screening Approach	Worker Profiling
Notification to Customers	Letter	Email, Letter and Electronic Notification	Letter	Letter and Electronic Notification
What services are provided to Customers	Local Discretion	Local Discretion	Staff Discretion	Board Discretion
Services Provided at RESEA Appointment	Orientation, Objective Assessment, Labor Market Information, Employability Development Plan & Work Search Activities	Career Center Seminar, Reemployment Service, Labor Market Research, Job Goals	Customized Labor Market Information, Wagner-Peyser application, Individualized Employment Plan, & Unemployment Verification	Orientation, Customized Labor Market Information, Individualized Employment Plan, & Unemployment Eligibility Verification
Number of Appointments Required	Initial Only	Initial and Review Appointment at 2 weeks	Initial Appointment, Follow-up Activity, 30-day and 60-day Check-ins	Initial Only – Except for Boards Participating in Expanded Appointment Process Where Initial and 2 Follow-up Appointments are Required at 4 and 6 weeks

Service Delivery Method	In-Person and Virtual	In-person and Virtual	In-person and Virtual	In-person and Virtual
Performance				
Percentage of Pool Served	Set at Board Level, based on capacity	Up to 2,000 Customers Per Week	Up to 1,800 Customers Per Week	Approximately 50% of the projected 90,000 customers per year
Compliance and Monitoring				
Customer Compliance	State	State	State	State
Board Spending Tracked	Yes	Yes	Yes	Yes
Education and Outreach				
Training Provided	Annual Training from State	Bi-monthly from State	Quarterly Regional Symposiums	Annual In-person Conference and Quarterly Webinars
Public Outreach	No	No	No	No
Evaluation				
States' status of Evaluations	In-Progress	In-Progress	In-Progress	In-Progress
Review of RESEA Published Evaluations or Studies	2 Previous RCTs	None	None	None

Conclusions and Recommendations

These conversations shed light on the administrative functions within the RESEA Program, a part of the process that is often overlooked. While all states are given the same policy guidance from the federal government, how states implement the program varies in key areas that may foster innovation for other states.

Overall, we saw some common approaches and themes across states. Representatives describe the RESEA Program success in similar ways, emphasizing that not only is it the purpose to get customers back to work but back to work in a position that is equal to or better than the one they just left. Each state has a state-specific platform to track customer progress, outcomes, and success in the program. These platforms may also double as a job search function and a connection to other resources.

All the state programs rely on collaboration with staff in local areas to implement the RESEA Program. The administrators support the local staff's work through training and communication about RESEA Program updates. The administrators also play a compliance role to ensure local staff are following the program protocols. Staffing is a critical piece to program implementation. The number of staff available seems to be one of the driving factors in how many customers can be served. State administrators would support increasing the number of customers they serve if enough staff could also be brought on. Some states are in the process of studying the needs of the staff to better understand this dynamic.

All states were interested in understanding how to implement the program in the best way possible. This has led to states trying new things such as standardizing letters, utilizing different assessments, designing clear pathways on materials, and communicating in multiple ways to ensure customers receive the message. This has also resulted in future studies surrounding the ideal number of meetings a customer should have and what services should be provided virtually compared to in-person. One key question for states is the role of technology in supporting the RESEA Program experience.

From these discussions, we have identified multiple recommendations for the Texas RESEA Program and future study. First, develop public outreach materials and distribute them to local board areas to utilize. As our interviewees discussed, public outreach about the RESEA Program can be tricky. It may reach individuals that cannot qualify for RESEA Program services. On the other hand, there is a lot unknown about the program itself and local staff often find themselves having to convince customers that the program is to their benefit. As offices offer additional non-RESEA services the most effective strategy may include working with local boards offices to promote the RESEA Program alongside their other services offerings, incorporating the outreach into any other outreach they may have or supporting them to develop outreach if they do not have it. The messaging should emphasize the benefits of the RESEA Program, customer success stories, and the potential to find a better job.

Second, we suggest further study into Texas's operations in areas that may yield better outcomes:

- Office and board capacity study to better understand what an ideal customer load per staff person is.
- Study the time between first UI payment and the first RESEA contact and the potential effect on program success.
- More in-depth investigation into how the profile pool, including certain populations (e.g., seasonal employees) is influencing outcomes.

Third, we recommend expanding the external innovations report to include more of an in-depth analysis of the RESEA Program in other states. This report draws largely from conversations with state administrators, but more information about the RESEA Program in other states can be learned from their State RESEA Plans and Program Guides. These documents are not easily accessible on the states' websites, but much can be learned about a state's approach to RESEA from these documents. Therefore, we recommend requesting those specific documents from the states included in this report, and additional states, for more in-depth study of other states' approach to RESEA.

Finally, continue to share information and best practices among state RESEA administrators. States are considering and tackling the same challenges in RESEA administration and therefore can benefit learning from each other. While there are already formal opportunities through the national RESEA Program, technical assistance and networking, we also recommend more informal and earlier collaboration and sharing of preliminary study results and best practices. Repeating and expanding discussions like we had with states may yield information faster than waiting on formal study results to be published.

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Informing the Next Phase: Lessons Learned and New Research Questions

Implementation and Process Evaluation

Lessons Learned Report

July 2025

Background and Methods

The Reemployment Services and Eligibility Assessment (RESEA) program is a federally funded initiative by the U.S. Department of Labor that supports individuals likely to exhaust their unemployment insurance benefits. RESEA program participants must complete several requirements, including an orientation, an individualized employment plan, customized labor market information, and an unemployment benefits eligibility assessment. In Texas, the provision of these services is delegated to 28 Workforce Solutions board areas who maintain offices with locally hired RESEA staff. While certain parts of service provision must follow strict guidelines, other aspects of the program allow board areas the flexibility to make decisions and implement localized strategies.

This report summarizes findings, specifically the conclusions and future research questions, from an Implementation and Process Evaluation (IPE) of the Texas RESEA program conducted by Texas A&M University Public Policy Research Institute (PPRI). An IPE examines how a program is delivered in practice, whether it is implemented as intended, how it operates, and the factors that influence its delivery, including successes and challenges. All IPE activities occurred between August 2022 and December 2024.

In this evaluation, we utilize a mix of quantitative and qualitative methods, relying on understanding the perspectives of those who know the program best, the staff in each board area who are involved in the RESEA program and the RESEA customers. Some highlights of these methods include:

- Visted 112 offices across all 28 board areas to observe, document, and investigate RESEA program service provision.
- 109 interviews/focus groups conducted with RESEA staff and administrators.
- Observed 34 RESEA orientations and 52 RESEA one-on-one (1:1) meetings with RESEA customers.
- Surveyed 500 TWC conference visitors each year for 3 years (a total of 1588 responses) to understand the larger Texas perspective on RESEA.
- Surveyed 2209 RESEA customers to understand the “end-user” experience of the Program.

A full report was provided to the TWC RESEA administrators in March 2025 which included key conclusions and recommendations from the IPE. Here we focus on lessons learned through the evaluation process that can affect future study of the RESEA program.

Key Insights and Implications

Insight #1: Visiting all offices and observing multiple examples of RESEA service delivery yields the richest information.

By visiting each of the board area offices where RESEA services are provided, we were able to observe service delivery and interactions between providers and customers. These site visits generated our most valuable data for drawing conclusions about RESEA program implementation. In addition to observational data, we met with local service providers and spoke with the individuals conducting outreach and delivering services directly. This helped us understand frontline staff perspectives on both the successes and challenges of program implementation. Without visiting each site individually, our team likely would not have connected with local providers or observed how service delivery differs from the TWC desk aids on which the program is based, critical information that leads to the next areas of study.

Insight # 2: Despite a well-defined program, customer experiences vary across the state.

Each of the 28 Workforce Solutions board areas has a unique culture and implements the RESEA program standards differently. We recognize the size and diversity of Texas and the importance of allowing boards the flexibility to meet their local needs. However, in practice, this flexibility results in RESEA customers having widely varied experiences depending on the board and office to which they are assigned. Outreach, orientation, and follow-up procedures differ across locations. Customer interactions may take place in person, virtually, or by phone, and follow-up policies vary—some boards provide routine follow-ups, while others require them. Meeting spaces also differ; some offices offer private rooms, while others conduct meetings in open areas with limited privacy. Additionally, the level of detail and support provided by RESEA staff varies significantly.

Insight #3: The decentralized structure of the board system and TWC's functional units adds complexity to data collection and coordination.

Each board area is unique in the size and makeup of the population it serves. Some boards cover many rural counties with relatively small populations, while others serve a single urban county with a large population. This decentralized network is essential to ensure responsive, localized service delivery. However, it also presents significant challenges when conducting a statewide evaluation. Datapoints must be linked between local board areas, RESEA administrative staff, and other units within TWC for performance tracking and outcome monitoring. This can be a time-consuming process. As such, localized board areas often track their own data that may not align with state data and create divergent perspectives on board area performance and service delivery experience.

Insight #4: A customer's personal journey greatly shapes their needs in the program—and capturing this in more detail is essential to fully understand the program's impact.

RESEA customers vary widely across the state, reflecting diverse labor markets and the challenges they pose for local boards. Participants include highly skilled professionals—such as tech workers and individuals with advanced degrees—as well as low-skilled workers without a high school diploma or those in manual labor roles. The program also serves seasonal workers, like oil-field workers, as well as individuals who have been in the workforce for decades. Each of these groups brings unique needs that service providers must address through tailored support.

Currently, the available data does not fully capture this variation in customer backgrounds. With more detailed data, we could better understand customers' individual circumstances and needs. This would allow providers to more effectively customize job readiness services and individual employment plans. Additionally, boards would gain a clearer picture of their customer base and the specific needs within their communities.

Insight #5: RESEA service providers use multiple outreach methods simultaneously, making it difficult to isolate and measure which approach is most effective.

Reaching RESEA customers continues to be a challenge across all board areas, with providers often struggling to establish contact. To overcome this, boards have implemented a variety of outreach strategies, including phone calls, emails, physical mail, text messages, and WIT system messages. Desk aids instruct providers to use a combination of messages in WIT, phone calls, and emails, but many staff go beyond this guidance by layering additional methods and varying the frequency of outreach attempts.

Despite these efforts, the effectiveness of outreach appears inconsistent and does not clearly align with any one method. Because multiple strategies are used at once, it is difficult to determine which approach—or combination of approaches—is most impactful.

Insight #6: RESEA is valued by both customers and staff—though that support may not be fully captured in administrative or quantitative data.

During our site visits, many providers shared that they had personally experienced unemployment and previously used Workforce Solutions services. This lived experience gives them added credibility and empathy when working with RESEA customers. In addition, most surveyed customers agreed that the RESEA program helped them in their job search. Satisfaction was consistently reported across various program elements, including orientation, customized labor market information, individualized employment plans, and provider interactions.

Although RESEA is relatively small and new compared to other TWC programs, awareness and understanding of its value continues to grow among TWC staff. To build on this momentum, TWC should continue gathering feedback from both customers and staff and consider establishing a regularly updated feedback database. These insights can help TWC, and local boards better identify trends, surface concerns, and improve service delivery.

Future Research Questions

Research Question #1: Who is the RESEA customer in Texas? How do they vary across the state?
Goal: Track customers' traits and characteristics statewide to better understand the market each board serves.
Description: Some data on RESEA customers is collected and tracked by UI applications; a more detailed descriptive analysis of that data can be done to better understand the demographic profile of the RESEA customer across Texas and across time, in regional areas, and potentially at the board area level. Tracking how a customer moves between board areas can also be helpful. A supplemental survey to understand the customers' challenges to services and jobs will provide deeper contextual information not captured in the administrative data. Additional data may also be captured by the individuals board areas. Understanding what data is being collected at each board and creating an overarching catalog of data can highlight the successes boards achieve in serving different customer groups.
Suggested research methods to answer RQ1: Descriptive data analysis of administrative and survey data.
Type of evaluation: Descriptive

Research Question #2: What outreach efforts are board areas implementing, and which strategies have proven most effective?
Goal: Identify the outreach strategies used and assess their effectiveness.
Description: A research study should be conducted to determine the most effective outreach strategy. An initial step is documenting each board area and office's strategy (frequency, method, timing) for outreach via survey. Additionally, a few board areas utilize outreach coordinators. Documenting how prevalent outreach coordinators are and when the shift was made; and then looking at appointment attendance rates before and after their use can shed some light on the potential impact. From here, more rigorous research can be done. For example, New Jersey is testing whether text-based motivational messages support customers. Texas could do the same or consider looking at the use of text messages for appointment reminders and its impact on RESEA appointment compliance. Another recommendation derived from the IPE study

was to consider the time between UI application and first contact related to RESEA to understand how timing can affect outcomes. Other experiments could consider varying outreach times (days or time of day) or methods to help pinpoint the best strategies to maximize compliance. This study should be a collaborative effort involving the Department of Labor, TWC, boards, and PPRI.
Suggested research methods to answer RQ2: Descriptive data from survey of board areas, followed by either a quasi-experimental design (difference-in-differences or regression discontinuity) or an experimental design (randomized control trial) to look at the impact of varying outreach strategies.
Type of evaluation: Descriptive and causal

Research Question #3: How does the initial notification letter impact RESEA attendance rates?
Goal: Study the impact of the initial notification letter on customer attendance.
Description: TWC, in collaboration with the Department of Labor and individual boards, should revise the letter to ensure clear and easily understandable information for customers. Additionally, mailing addresses should be sourced from the mainframe to improve accuracy and delivery. Other suggestions include putting it on a postcard to increase the likelihood of customers reading it, changing the tone to emphasize the program is a support not punitive, and allowing for more localized information to be included.
Suggested research methods to answer RQ3: Randomized control trial of agreed upon variations in letter tone, address, content, and mechanism.
Type of evaluation: Causal

Research Question #4: Are in-person RESEA services more effective than virtual services?
Goal: Compare the effectiveness of in-person versus virtual RESEA services in improving participant outcomes.
Description: It is unclear which provider-customer interaction method is most effective. Some boards require in-person meetings, while others rely solely on virtual meetings or phone calls. Some boards offer both options. This question is one that other states are considering as well. Feedback from qualitative research methods is mixed. TWC should conduct a more comprehensive study to evaluate the effectiveness of in-person versus virtual interactions, using the most rigorous causal research designs.
Suggested research methods to answer RQ4: Randomized controlled trial or quasi-experimental design depending on how board areas implement services and when.
Type of evaluation: Causal

Research Question #5: How do differences among RESEA providers impact staff turnover, and what is the ideal caseload for service providers?
Goal: Examine RESEA providers' turnover rates and identify the optimal caseload for effective service delivery.
Description: TWC should consider conducting a staffing study across boards. The study would include the number of staff, roles, salaries, caseload, titles, support (including trainings), and tenure to help understand what leads to turnover in the provider position. Subsequent analysis would also determine the optimal number of customers a RESEA provider can effectively serve. Feedback from the IPE suggested that each service provider should have 4 or 5 appointments a day. However, this was before the pilot studies which include additional follow-up meetings and does not consider variation in how each board provides services. A deeper analysis can document the time commitment of these activities and look at the relationship with outcomes. This study would help boards improve planning, provide better support for RESEA providers, and reduce turnover rates.
Suggested research methods to answer RQ5: Survey of board areas on staffing specifics and compared to outcomes; and conduct a time study. This could potentially lead to an experimental design to test (randomized control trial) lower caseloads through hiring additional RESEA providers and examining the impact on the process, turnover rates, and customer outcomes.
Type of evaluation: Descriptive and causal

Research Question #6: What lessons can be learned from other states regarding RESEA program implementation?
Goal: Identify best practices and lessons learned from other states.
Description: The research team had conversations with four states on how they implement RESEA. However, these conversations provided only high-level overview of program implementation and more can be learned. Additionally, talking to other states on what components of RESEA they are evaluating and what findings they have uncovered can shed light on recommended improvements for Texas. TWC and the research team should continue engaging with other states about the RESEA program to stay informed about best practices and new developments.
Suggested research methods to answer RQ6: Qualitative interviews, in-person visits, and document/data review with other states on implementation and evaluation.
Type of evaluation: Descriptive

Research Question #7: What factors contribute to the success of some board areas compared to others?
Goal: Identify key factors that differentiate successful board areas (based on customer attendance and employment outcomes) from others.
Description: Success in the RESEA program relies on a mix of customer, service provider, and local job opportunity variables. Looking at how customer demographics, service provider characteristics, board area processes, and local employment opportunities are associated with outcomes can shed light on what is working well and how.
Suggested research methods to answer RQ7: Statistical analysis modelling outcomes data with local board area characteristics.
Type of evaluation: Descriptive

Research Question #8: What impacts do some specific services have on the RESEA process and outcomes?
Goal: Identify specific services that can help RESEA providers better serve customers.
Description: Through the IPE study, some providers noted that mandating specific services could improve the efficiency of the RESEA process and enhance customer outcomes. A commonly mentioned recommendation was to require a computer literacy course at the beginning of the process. TWC should consider studying the effects of such a mandate on the length of the RESEA process, provider satisfaction, and customer outcomes.
Suggested research methods to answer RQ8: Randomized control trial of specific service offerings.
Type of evaluation: Causal