

## RE-EMPLOYMENT SERVICES

The Re-employment Services (RES) program provides claimants throughout the state of South Dakota with entry to a wide array of available resources that support re-employment and connect claimants to the direct provision of intense career services as appropriate. RES was developed to supplement rather than replace current re-employment activities provided by the integrated workforce system.

RES is a program to assist unemployed workers return to work faster. There are four main goals to this program:

- Improve employment outcomes of individuals that receive Reemployment Assistance (RA) benefits and to reduce the average duration of receipt of such compensation through employment.
- To strengthen program integrity and reduce improper payments of RA benefits through the detection and prevention of such payments to individuals who are not eligible for such compensation.
- To promote alignment with the broader vision of WIOA (29 U.S.C. 3101 et seq.) of increased program integration and service delivery for job seekers, including claimants for RA benefits.
- To establish RES as an entry point for individuals receiving RA benefits into partner programs.

If a claimant resides in South Dakota and is drawing RA benefits from another state, they are not required to participate in the South Dakota RES program. DLR is not responsible for any RES activities, however, they can be enrolled as a WIOA Title I Dislocated Worker.

When an RA benefits claimant receives notice they have been selected for the RES program, they are instructed to connect with DLR via phone or complete the virtual intake steps. If the individual is not already registered in SDWORKS, the RA Division will register them automatically. An appointment with DLR staff and the claimant should be scheduled as soon as possible. This appointment is considered the **RES intake meeting**. Contact between a claimant and DLR staff can be made by phone, email, Microsoft Teams, in person, etc.

### RES INTAKE MEETING

Every individual selected for RES must be enrolled in Wagner-Peyser. Items at the RES intake will be completed in the initial appointment. If the claimant does not report to their initial Re-employment Services meeting, see Non-Compliance section of this policy. The Intake Meeting must include:

- Enrollment in Wagner-Peyser
- Initial Assessment
- **SDWORKS Eligibility Review** [Form 60](#) can be used, but all information must be entered into SDWORKS using the electronic Eligibility Review.
- Review of claimant work search activity
- Completion of Customized Labor Market Information [Form 64](#)
- Development of an Individualized Employment Plan
- Referral and information provided for additional reemployment services, and other American Job Center services, resources, and trainings.
- Review of RES Responsibilities

In South Dakota, participants are also enrolled in the WIOA Title I Dislocated Worker program which is completed at the same time as the RESEA Intake or scheduled the following week, if necessary, based on customer preference.

## EMPLOYMENT PLAN

The claimant will work with an Employment Specialist to develop an initial four, eight, or twelve-week plan that will include objectives, assessments, and activities to outline the steps needed for securing employment. The employment plan is beneficial in addressing any barriers to employment. If the claimant does not have all the documentation to enroll into Title I, the Reemployment Division will be notified of non-compliance. If the claimant does not comply with the employment plan, see Non-Compliance section.

Employment plans are reviewed or revised every four weeks. Employment plans will include meaningful activities (job fairs, etc.), workshops, and services necessary to reach goals.

Claimants must make a reasonable effort to follow their Individual Employment Plan (IEP) to obtain employment quickly and reduce the duration of receiving Reemployment benefits. Continuation of Reemployment Benefits depends on the success of the IEP.

The next meeting date and time between the individual and DLR staff should be recorded in the Employment Plan. Because the Employment Plan is the basis for holds or denials or claims, they must include SMART goals and be signed by the claimant. Refer to Employment Plan [Policy 5.1](#). **Once an Employment Plan has been developed and signed, the goals and objectives start the following week.**

## SUBSEQUENT/ELIGIBILITY FOLLOW UP RES MEETING

The Subsequent Service and Eligibility Follow-Up Form will be completed at the first revision of the Employment Plan. The Eligibility Follow-Up Form will become available in SDWORKS after the Initial Eligibility Review has been completed.

The subsequent Follow-up will be completed during the revision or review (every four weeks) of the Employment Plan to strengthen program integrity and reduce improper payments of RA benefits through the detection and prevention of such payments to individuals who are not eligible for such compensation.

## JOB CONTACTS

The RES claimant is required to submit two job contacts each week to the Reemployment Division: All eligible claimants should maintain a record of work search, including employers contacted, method of contact, and date of contact. Contacts must be entered into the RA system (either online through the Claimant Work Search Log or through the IVR phone system).

Case notes will be entered into SDWORKS detailing the outcome of any conversations between the Employment Specialist and claimant regarding the jobs the claimant is applying for. Whenever possible and appropriate, Employment Specialist should make every effort to contact an employer on behalf of the claimant to offer an on-the-job training .

A minimum of two different employers each week (must be made using a method customarily required by the employer (contacts by telephone are not valid). Repeat job contacts with the same employer are not allowed unless 30 calendar days have elapsed between the contact dates.

If the job contacts the claimant is applying for do not appear to be appropriate based on the individual's education, experience, and skills, the Employment Specialist will assist the individual with a job search and coach them on appropriate job contacts needed to receive RA benefits and obtain employment. If there are any questionable items on the work search activities log, enter a case note template, which sends the same information to the RA Division of the potential issue.

If the claimant is having a difficult time keeping track of their contacts, Employment Specialist should offer a hard copy of the Job Search Tracking Sheet [Form 66](#).

## QUALIFICATIONS FOR EXCEPTION

In South Dakota, there are four situations when a referred individual does not participate in RES. These individuals are still required to follow the RA guidelines for the duration of their claim. Whenever there is an exception, a “Exception” case note template is completed which is auto generated to the RA Division. The RA guidance can be found in the PAM 247 at [dlr.sd.gov/ra/publications/pam247.pdf](http://dlr.sd.gov/ra/publications/pam247.pdf).

- Claimants who have moved out of state.
- Claimant is attending training approved by the RA Division.
- Claimant is waived from the work search requirement by the RA Division.
- Claimant who is verified through an RA Tech or email from an employer with a business email, such as “countryprogress.com”, to be recalled to their employer.

## DIRECTED REFERRALS

If the Employment Specialist finds a position matching the individual’s skill set, a Directed Referral should be made by completing the Direct Referral Letter [Resource 12](#) and emailing or mailing it to the participant. A copy of the letter should be emailed to DLR RAREA. RA staff will validate these applications.

## NON-COMPLIANCE

A claimant who fails to report, does not call to reschedule an appointment, does not follow through with a Direct Referral or has not followed their employment plan is considered non-compliant. The RA Division will determine if a hold of payment is necessary. Individuals must contact their DLR Representative to determine steps to resolve the non-compliance.

## APPEALS

Individuals may appeal a determination by filing a written notice within 15 days of the date on the determination notice. If a written appeal is not filed within 15 days, you must explain why you are late in filing. Unless you can show good cause for the late filing, your appeal may be dismissed as untimely. DLR cannot accept an appeal over the phone or by e-mail.

The following must be included in your request:

- Your name and address.
- The reason for the appeal.
- Your Social Security number.

Mail or fax your appeal to:

DLR Appeals Section  
Reemployment Assistance Division  
SD Department of Labor and Regulation  
PO Box 4730  
Aberdeen, SD 57402-4730  
Fax: 605.626.2322

**UPIL 10-22**  
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