

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. In South Dakota, participants are also enrolled in the WIOA Title I Dislocated Worker program. The completion of items at RES intake may take more than one 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, complete enrollment steps outlined in the Intake Orientation [Policy 5.5](#)
- Initial Assessment (See Assessment [Policy 4.9](#))
- **SDWORKS Eligibility Review** [Form 60](#) can be used, but all information must be entered into SDWORKS using the electronic Eligibility Review.
- Completion of Labor Market Information [Form 64](#)
- Development of an Individualized Employment Plan

Utilize the Document Management [Policy 8.20](#) for proper naming, tagging, and grouping and for appropriate service codes, refer to the Services Chart WIOA [Resource 1](#).

EMPLOYMENT PLAN

If the individual does not have all the documentation in order to enroll into Title I, the Employment Plan would need to be created in Title III (Wagner-Peyser) and later affiliate with the Title I application. If not yet enrolled in Title I, the Employment Plan should establish a meeting for the following week (there may be exceptions for itinerant offices) with Title I enrollment documentation and two job contacts. If the claimant does not comply with the Employment Plan, see the non-compliance section.

In conjunction with the case manager, Employment Plans are developed every four weeks. Employment Plans should include two weekly job contacts and one activity for the month.

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 the Employment Plan Policy 4.11. **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.

QUALIFICATIONS FOR EXCEPTION

In South Dakota, there are three 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. The RA guidance can be found in the PAM 247 at dlr.sd.gov/ra/publications/pam247.pdf.

- Claimants who have moved out of state. A case note must be entered into SDWORKS and sent to DLR RA Division.
- Claimant is attending training approved by the RA Division.
- Claimant is waived from the work search requirement by the RA Division.

WEEKLY CONTACTS AND MONTHLY ACTIVITIES

Claimants need to make weekly job contacts and complete assigned activities each month.

Weekly Contacts

The RES claimant is required to submit two job contacts each week. 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).

The employment specialist will contact one employer weekly on the claimant's behalf to offer an On-the-Job Training.

A minimum of two different employers in each week (additional contacts may be required depending on the claimant) 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 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 and send the same information to the RA Division of the potential issue.

If no issue(s), document completion in an SDWORKS case notes. If a hard copy Job Search Tracking Sheet [Form 66](#) is used, scan the log and upload into SDWORKS. Send the case note information and attach the scanned log (if the hard copy log was used) to the RA Division.

If a claimant who is not using the online work search log does not have a copy of their manual work search log, the claimant may (with discretion) reschedule a time to submit the log sheet. The date and time must be specific and within the same week. Record in an SDWORKS case note.

DIRECTED REFERRALS

If the Employment Specialist finds a position matching the individual's skill set, a Directed Referral may be made by completing the Direct Referral Letter WIOA [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, 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.

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