



Local Operating Procedure (LOP)

Section: Program Operations	Page 1 of 9
Title: Reemployment Services and Eligibility Assessment (RESEA) Program: Pool Management, Appointment Scheduling, Re-Scheduling, Exemptions, and Reporting Employment	
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Background

The Unemployment Insurance (UI) program is a required partner in the public workforce system and provides unemployment benefits to individuals who have lost their employment through no fault of their own and who otherwise meet initial and continuing UI eligibility requirements. Beginning in 2005, the United States Department of Labor (USDOL), Employment and Training Administration (ETA) funded the voluntary UI Reemployment and Eligibility Assessment (REA) pilot program to address individual reemployment needs of UI claimants, and to prevent and detect improper benefit payments. RESEA replaced REA effective January 2016.

The RESEA program was permanently authorized by amendments to the Social Security Act (SSA) under the Bipartisan Budget Act (BBA) of 2018, Public Law 115-123. The RESEA provisions are contained in Section 30206 of the BBA, which enacted Section 306 of the SSA. Pursuant to Section 306 of the SSA, the RESEA program has the following four purposes:

1. To improve employment outcomes of Reemployment Assistance (RA) claimants and reduce the average duration of RA receipt through employment.
2. To strengthen program integrity and reduce improper RA payments through the detection and prevention of such payments to ineligible individuals.
3. To promote the alignment with the broader vision of Workforce Innovation and Opportunity Act (WIOA) of increased program integration and service delivery for job seekers, including RA claimants.
4. To establish RESEA as an entry point for RA claimants into other workforce system partner programs.

Purpose

The purpose of this document is to provide local policy guidelines for the internal adoption, operations and management of the RESEA program at CareerSource Suncoast (CSS).

Table of Contents

- I. Overview
- II. Pool Management
- III. Appointment Scheduling
- IV. Re-Scheduling Appointments
- V. Exemptions and Reporting Employment
- VI. References

I. OVERVIEW

CareerSource Suncoast (CSS) will schedule an initial RESEA appointment for all claimants selected for participation in the RESEA program. Subsequently, claimants selected for participation in the RESEA program must attend the scheduled initial appointment to avoid adverse action on their claim.

Florida's RESEA program targets services to:

1. Unemployment Compensation for Ex-Service Members (UCX)
2. Claimants determined most likely to exhaust their benefits before returning to work

Claimants are selected for RESEA through a profiling model. The profiling model is a statistical process that predicts the probability of an individual exhausting their benefits before securing employment based on the following variables:

1. Separation reason
2. Primary occupation
3. Education level
4. County of residence
5. Local unemployment rate

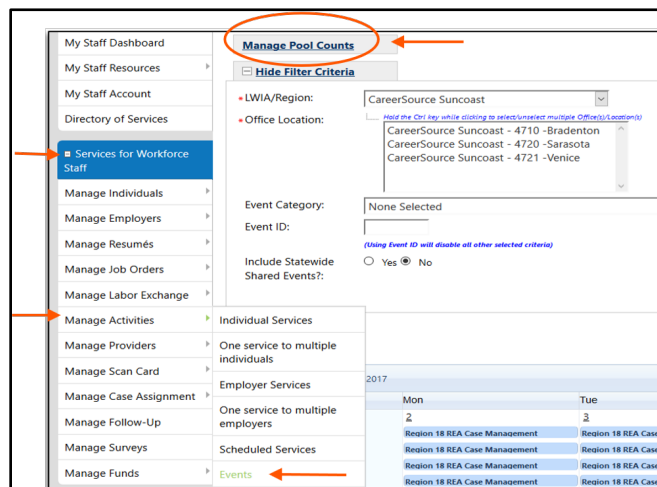
Attendance is **mandatory** for claimants selected for RESEA to avoid adverse action on their claim. Failure to attend the appointment or complete the required program services will adversely affect the claimant's RA benefits, except if the client meets one of the exemptions outlined in Section V.

II. POOL MANAGEMENT

CareerSource Suncoast (CSS) manages our RESEA pool each Monday morning. We select a number of clients to be placed in our pool and on the following Tuesday, the Senior Workforce Development Specialist or Career Services Manager will print and mail RESEA appointment letters to all claimants selected for RESEA program participation. These days may shift when there are office closures, system issues/changes or other actions beyond the state or our control.

How to Manage the Pool Count:

1. In the Navigation Pane in EF, go to Under Services for Workforce Staff > Manage Activities > Events > then Manage Pool Counts (see figure below).



2. Staff will filter the criteria by:
 - a. Event Category: Reemployment Services and Eligibility Assessment (RESEA)
 - b. Event Region: CareerSource Suncoast
 - c. Event Office: CareerSource Suncoast 4710 Manatee
 - d. The Number in Pool Count should already be showing however, the **to be scheduled in RESEA** number can be modified.
 - e. Click Save
 - f. Staff will repeat these same steps above for CareerSource 4720 North Sarasota (See figure below)

III. APPOINTMENT SCHEDULING

CSS has pre-created an equivalent amount of Employ Florida Events within a week for each county. Each event represents an appointment timeslot. Once the pool management is complete, the client's will be populated into these events (see figure below). Each event has an attendance limit of one; however, CSS can change this amount.

today Jun, 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 Jun	2 Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations	3 Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA)	4 Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA)	5 Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA)	6 Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA) - Event is full for individual registrations Reemployment Services and Eligibility Assessment (RESEA) Reemployment Services and Eligibility Assessment (RESEA)	7
8	9	10	11	12	13	14

How to Print the RESEA Letters:

1. In the Navigation Pane in EF, go to Under Services for Workforce Staff > Manage Activities > Event Rosters
2. On the next screen staff will enter the following criteria:
 - a. Roster Type: Per Office

- b. LWIA/Region: CareerSource Suncoast
- c. Office Location: CareerSource Suncoast – 4710 Manatee
- d. Event Category: Reemployment Services and Eligibility Assessment (RESEA)
- e. Date Range: Two (2) weeks from Tuesday the staff if printing the letters.

Example: If the print date is Tuesday, June 10th, the date range (2 weeks) will be for June 24th – June 30th (Tuesday – Monday) (See figures below)

- f. Click View Roster

June 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Event Information

Roster Type: ☐ Per Event ☒ Per Office ☐ Per Region

*** LWIA/Region:** CareerSource Suncoast

*** Office Location:** CareerSource Suncoast - 4710 -Manatee

*** Event Category:** Reemployment Services and Eligibility Assessment (RESEA)

Date Range: 06/24/2025 - 06/30/2025

View Roster

- g. Once staff have selected View Roster, on the next screen Select All > Print Letters > Print to PDF (see figure below).

Last Name	First Name	SSN	Event ID	Event Information	WP Status	Action	Select
			111733	Reemployment Services and Eligibility Assessment (RESEA) - 6/3/2025 @ 8:30 AM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111738	Reemployment Services and Eligibility Assessment (RESEA) - 6/4/2025 @ 10:30 AM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111735	Reemployment Services and Eligibility Assessment (RESEA) - 6/3/2025 @ 1:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	P	Assist Reschedule	<input type="checkbox"/>
			111739	Reemployment Services and Eligibility Assessment (RESEA) - 6/4/2025 @ 3:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111734	Reemployment Services and Eligibility Assessment (RESEA) - 6/3/2025 @ 10:30 AM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111743	Reemployment Services and Eligibility Assessment (RESEA) - 6/5/2025 @ 1:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	P	Assist Reschedule	<input type="checkbox"/>
			111736	Reemployment Services and Eligibility Assessment (RESEA) - 6/3/2025 @ 3:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111737	Reemployment Services and Eligibility Assessment (RESEA) - 6/4/2025 @ 8:30 AM Office: CareerSource Suncoast - 4720 -North Sarasota	P	Assist Reschedule	<input type="checkbox"/>
			111740	Reemployment Services and Eligibility Assessment (RESEA) - 6/4/2025 @ 1:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>
			111744	Reemployment Services and Eligibility Assessment (RESEA) - 6/5/2025 @ 3:00 PM Office: CareerSource Suncoast - 4720 -North Sarasota	RI	Assist Reschedule	<input type="checkbox"/>

Page 1 of 1
Rows 100

10 Records Found

Print Letters
Print Mailing Labels
Export to Excel
Send notice to recipients

Cancel

- h. Staff will repeat these same steps above for CareerSource 4720 North Sarasota
- i. Once all letters have been printed, staff will mail them out to the clients using the addresses on the letters.

CSS will use the standard notification letter provided by Florida Commerce; however, it can be appended to include specific local processes and/or information. The letters must include the date, time, manner by which services will be delivered, location of the appointment and contact information for the RESEA staff. Florida Commerce has translated the standard letter from English to Spanish and Haitian Creole. CSS will print the letter based on the language selected by the RESEA client in Employ Florida from the login page.

How to Save the RESEA Roster to Excel

1. Once the Senior has printed the appointment letters, they will use the same roster and select Export to Excel (see figure below).

Last Name	First Name	SSN	Event ID	Event Information	WP Status	Action	Select
			111755	Reemployment Services and Eligibility Assessment (RESEA) - 5/27/2025 @ 1:00 PM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>
			111754	Reemployment Services and Eligibility Assessment (RESEA) - 5/27/2025 @ 10:30 AM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>
			111762	Reemployment Services and Eligibility Assessment (RESEA) - 5/29/2025 @ 8:30 AM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>
			111753	Reemployment Services and Eligibility Assessment (RESEA) - 5/27/2025 @ 8:30 AM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>
			111758	Reemployment Services and Eligibility Assessment (RESEA) - 5/28/2025 @ 8:30 AM Office: CareerSource Suncoast - 4710 - Manatee	P	Assist Reschedule	<input type="checkbox"/>
			111760	Reemployment Services and Eligibility Assessment (RESEA) - 5/28/2025 @ 3:00 PM Office: CareerSource Suncoast - 4710 - Manatee	P	Assist Reschedule	<input type="checkbox"/>
			111761	Reemployment Services and Eligibility Assessment (RESEA) - 5/28/2025 @ 1:00 PM Office: CareerSource Suncoast - 4710 - Manatee	P	Assist Reschedule	<input type="checkbox"/>
			111752	Reemployment Services and Eligibility Assessment (RESEA) - 6/2/2025 @ 10:30 AM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>
			111759	Reemployment Services and Eligibility Assessment (RESEA) - 5/28/2025 @ 10:30 AM Office: CareerSource Suncoast - 4710 - Manatee	RI	Assist Reschedule	<input type="checkbox"/>

Page 1 of 1 Rows 100

9 Records Found

[Print Letters](#) | [Print Mailing Labels](#) | [Export to Excel](#) | [Send notice to registrants](#)

2. Once the list has been downloaded to Excel, the Senior will copy the list to the appropriate RESEA Appointment Spreadsheet located in the RESEA folder under Career Development.

[RESEA MANATEE WEEK \(BLANK\).xlsx](#)

[RESEA SARASOTA WEEK \(BLANK\).xlsx](#)

3. The Senior will update the staff regarding their assigned RESEA clients via the email template below:

Hello,

The RESEA Schedule for the week of [date to date] has been posted and assigned.

Total RESEA clients: [of clients] for Manatee, [Staff names] are assigned to Manatee RESEA schedule.

Total RESEA clients: [of clients] for Sarasota, [Staff names] are assigned to Sarasota RESEA schedule.

Changes/reschedules made in EF this morning will be updated on the RESEA appointment letter being sent out this afternoon.

If you have any questions, please let me know.

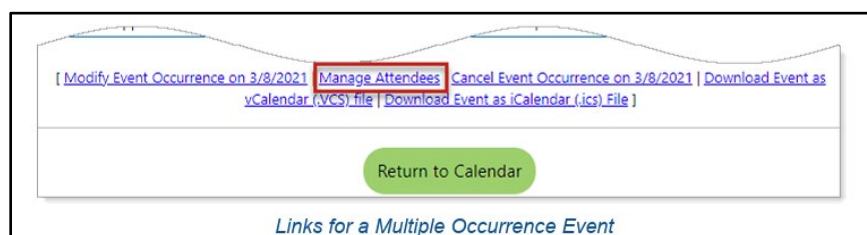
IV. RE-SCHEDULING APPOINTMENTS

1. Clients who request to reschedule their initial appointment must be allowed to do so within the allotted 30-day time frame.
2. The appointment must be rescheduled in the event calendar in Employ Florida and completed within 30 calendar days of the originally scheduled date.
3. Staff must advise clients that the failure to complete the appointment within the allotted 30 days may adversely impact their benefit.

- Staff must also advise clients that they will not be permitted to reschedule their appointment after the 30-day period has passed.
- Whenever a client reschedules their appointment, staff must enter a case note into Employ Florida to document the reason for the reschedule and any additional details to support the rescheduling.
- Because part of our RESEA performance revolves around attendance and no-show reschedules, clients are allowed to reschedule their appointment as many times as needed as long as it's within the allotted 30 calendar days of the originally scheduled date.

How To Reschedule a RESEA Appointment

- From the Manage Activities in the left navigation menu, click **Events**. The Events Calendar page displays.
- Find the client's RESEA event.
- Scroll down to the bottom of the page and click the Manage Attendees link (see figure below).



The Manage Attendees page displays (see figure below).

Total Users: 2 Registered: 2 Attended: 0 No Show: 0 Other: 0 Individual Seats Remaining: -1/1 Employer Seats Remaining: 0									
Attendee	User Type	SSN	Phone	City	Date Registered	Registered By	WP Status	Registration Status	Action
Abigail ABBEWORKFORCE	Individual	****	(727) [REDACTED]	Oldsmar	2/17/2021 10:11:13 AM	State Admin	P	Registered	Reschedule Delete Service(s) Add Case Note
Ashley ABK1234	Individual	****	(727) [REDACTED]	Dunedin	2/17/2021 10:11:24 AM	State Admin	P	Registered	Reschedule Delete Service(s) Add Case Note

- Click the Reschedule link in the Action column (see figure below).

Attendee	User Type	SSN	Phone	City	Date Registered	Registered By	WP Status	Registration Status	Action	Select
FELDKIRCHER Username [REDACTED] State ID [REDACTED]	Individual	****	[REDACTED]	Venice	04/14/2025 12:00:00 AM	Batch Process	RI-C	Registered	Reschedule Delete Service(s) Add Case Note	<input type="checkbox"/>

An orange arrow points to the "Reschedule" link in the Action column of the first row.

- Select a new date/time and click the Reschedule button. (see figure below).

Reschedule User

Individual:

Last 4 of SSN:

Currently Scheduled Event ID:

Currently Scheduled Event Name:

Currently Scheduled Date/Time:

Region:

Office:

* Available Dates/Times:

Reemployment Services and Eligibility Assessment (RESEA) || 05/02/2025 3:00:00 PM

Reemployment Services and Eligibility Assessment (RESEA) || 05/05/2025 8:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/05/2025 10:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/08/2025 1:00:00 PM

Reemployment Services and Eligibility Assessment (RESEA) || 05/08/2025 3:00:00 PM

Reemployment Services and Eligibility Assessment (RESEA) || 05/09/2025 8:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/09/2025 10:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/09/2025 1:00:00 PM

Reemployment Services and Eligibility Assessment (RESEA) || 05/09/2025 3:00:00 PM

Reemployment Services and Eligibility Assessment (RESEA) || 05/12/2025 8:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/12/2025 10:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/13/2025 8:30:00 AM

Reemployment Services and Eligibility Assessment (RESEA) || 05/13/2025 10:30:00 AM

None Selected

Reschedule

Return To Manage Attendees

Cancel

Return to Calendar of Events

Note: If the preferred RESEA date and time is not available, please speak with the Senior or Manager about scheduling options.

The Registration Status will be updated with the new event date and time. It will also show the staff member who rescheduled as well as the date (see figure below).

Attendee	User Type	SSN	Phone	City	Date Registered	Registered By	WP Status	Registration Status	Action	Select
BALTIMORE Username State ID	Individual	*****		Englewood	04/14/2025 12:00:00 AM	Batch Process	RI-C	Rescheduled Rescheduled by THENDRICKS18 on 04/15/2025 to Event ID 111744 occurring on 05/01/2025.	Delete Service(s) Add Case Note	<input type="checkbox"/>

- Staff must enter a case note stating why the appointment was rescheduled and the new appointment date and time.

Note: All rescheduled appointments will show up on the RESEA yellow and red flag reports regardless of the appointment date. This is an issue with Employ Florida and Florida Commerce is aware of it.

- After the client attends the re-scheduled appointment, staff will then notify Florida Commerce via email to: RESEA@commerce.fl.gov of the completion of the re-scheduled RESEA appointment. The email must include the client's first and last name, State ID, and a snippet of the rescheduled appointment that was resulted as 'Successful Completion'. (See figure below)

Username: [REDACTED]
User ID: [REDACTED]
Last 4 SSN: [REDACTED]
Individual's Name: RAMIREZ, ASHLEY

State ID: 14184918
Phone: [REDACTED]
Address: [REDACTED]
Email Address: [REDACTED]

[Add Service | Add Multiple Services | Print Table]

Filter Criteria
To sort on any column, click a column title.

PE	EE	Office	Activity	Program	Scheduled Date/Time	Actual End Date	Completion Code	Service Created By
No	No	CareerSource Suncoast - 4710 - Manatee	006 - Self Service Job Search through VOS	WP #165405689 (Registration-Only)		06/09/2025	Successful Completion	SYSTEM
Yes	Yes	CareerSource Suncoast - 4710 - Manatee	203 - Objective Assessment	WP #165405689 (Wagner-Peyser)	6/9/2025 10:30 AM	06/09/2025	Successful Completion	SYSTEM
Yes	Yes	CareerSource Suncoast - 4710 - Manatee	205 - Develop Service Strategies (IEP/ISS/EDP)	WP #165405689 (Wagner-Peyser)	6/9/2025 10:30 AM	06/09/2025	Successful Completion	SYSTEM
No	No	CareerSource Suncoast - 4710 - Manatee	101 - Orientation, Staff Assisted	WP #165405689 (Wagner-Peyser)	6/9/2025 12:00 AM	06/09/2025	Successful Completion	SYSTEM
Yes	Yes	CareerSource Suncoast - 4720 - North Sarasota	106 - Provided Internet Job Search Support / Training	WP #165405689 (Wagner-Peyser)		06/09/2025	Successful Completion	2145271392 - Hysong, R
No	No	CareerSource Suncoast - 4710 - Manatee	107 - Provision Of Labor Market Research	WP #165405689 (Wagner-Peyser)	6/9/2025 12:00 AM	06/09/2025	Successful Completion	SYSTEM

Note: If the client is rescheduling within their seven (7) day timeframe, staff do not need to email Florida Commerce. Staff will result the appointment in EF as normal.

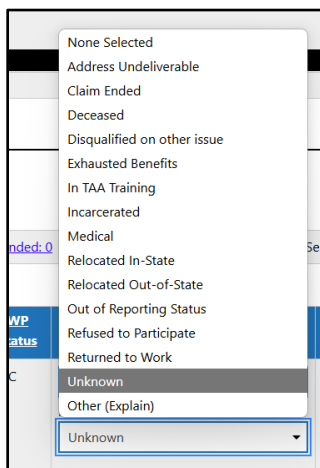
V. EXEMPTIONS and REPORTING EMPLOYMENT

If a client fails to attend an RESEA appointment or notify CSS of an exemptions prior to an appointment, then staff must record “no show” in Employ Florida and document the exemption in the event calendar. If an exemption is recognized after an appointment, then staff must case note the exemption. The following are exemption reasons that may be applied to RA claimants selected for RESEA:

1. Persons who are attached to regular jobs.
2. Persons who are temporarily unemployed due to lack of work and have a fixed or approximate return-to-work date within six weeks.
3. Persons who are non-Florida Residents.
4. Persons who are in training approved by Florida Commerce RA staff, including WIOA.
5. Persons who must appear for jury duty screening and/or perform the service of jury duty, as evidenced by documentation from the court.
6. Persons who are union members who customarily obtain employment through a union hiring hall. Staff must obtain from the client and document the union hiring hall local number.
7. Persons who are unemployed because of a temporary layoff or who are claiming benefits under an approved short-time compensation plan.
8. Persons who are unable to complete online work registration due to illiteracy, physical or mental impairment, a legal prohibition from using a computer, or a language impediment. If a person is exempted from online work registration, then the filing of his or her claim constitutes registration for work.

Resulting a Client as an Exemption

1. From the Navigation pane, select Manage Activities > Events.
2. Select the Event Office: Manatee or North Sarasota.
3. Select the Event Category: Reemployment Services and Eligibility Assessment and Filter.
4. Locate the client’s RESEA appointment on the Employment Calendar and open it.
5. Scroll to the bottom of the event and click “Manager Attendees”.
6. On the next screen, mark the client as “No Show”.
7. Another drop down box will appear; staff must select a “No Show Reason” then Save (See figure below).
8. Enter a case note stating the client was a no-show/exemption and the reason. Staff must also collect any support documentation if applicable.

A screenshot of a software interface showing a dropdown menu. The menu is open, displaying a list of reasons for a 'No Show'. The options are: None Selected, Address Undeliverable, Claim Ended, Deceased, Disqualified on other issue, Exhausted Benefits, In TAA Training, Incarcerated, Medical, Relocated In-State, Relocated Out-of-State, Out of Reporting Status, Refused to Participate, Returned to Work, Unknown, and Other (Explain). The 'Unknown' option is currently selected and highlighted. Below the list, there is a text input field with the word 'Unknown' entered, and a small downward arrow icon to its right. The background of the interface is partially visible, showing a sidebar with 'WP' and 'atus' and a main content area with a table.

Reporting Employment

When a client reports employment before, during or after any RESEA appointment, staff must verify and record the employment in Employ Florida. Staff must not require a client who is working full-time to participate in a RESEA appointment. The client must be marked as a “no show” with reason of “employment”.

When staff manually records an obtained employment on a client’s service plan, they must verify when the last service that either triggered or extended program participation was recorded. If the client secured employment within 180 days of receiving said last service, staff must select Service Code 880 – Obtained Employment Manual. If the client has not received a service that either triggered or extended program participation, staff cannot record the employment as a service.

Prior to manually recording an obtained employment, staff must:

1. Confirm the client received a service that either triggers or extends program participation.
2. Confirm that employment began within 180 calendar days of receiving the last service that either triggers or extends program participation.
3. Verify that there is no placement recorded for the employment.
4. Confirm that the employment obtained is unique and has not been previously recorded.
5. Verify from a reliable source, preferably through the employer, the client has started working. Staff can use form [All Programs-008 Employment Verification.pdf](#) to verify employment
6. Case note the following information for an obtained employment:
 - a. Employer’s name
 - b. Source of verification
 - c. Certification the service is not a duplicate of a previously documented placement.
 - d. Actual start date.
 - e. LWDB/office information (This information is system generated when entering a case note).

Note: Staff must always follow the Florida Commerce Employ Florida Service Code Guide for Jobseeker Services.

Additional information on obtained employment can be found in CSF Administrative Policy 099 Job Orders and Placements

VI. REFERENCES

[CSF Administrative Policy 128 - RESEA Program Design and Framework](#)

[CSF Administrative Policy 099 - Job Orders and Placements](#)

[EF Service Code Guide - Job Seeker Services 050125.pdf](#)