Reemployment Services and Eligibility Assessment (RESEA) Evaluation: 2022 Report

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Executive summary

The Reemployment Services and Eligibility Assessment program (RESEA) is an initiative set forth by the U.S. Department of Labor (DOL) to simultaneously assess eligibility for unemployment insurance (UI) claimants and provide individualized job search assistance in one-on-one meetings. This program was rolled out in 2015 to replace the Reemployment and Eligibility Assessment (REA) program.[1]

Claimants are typically selected to receive RESEA services based on their estimated likelihood of exhausting their UI benefits. However, since Dec. 28, 2021, the Washington Employment Security Department (henceforth, Employment Security) has been conducting a randomized controlled trial (RCT) where claimants are randomly assigned to receive RESEA services.[2] Employment Security staff use data collected on claimants who were part of the RCT between Dec. 28, 2021, and Dec. 26, 2022, to evaluate whether RESEA met its goals.[3] This report details the evaluation and its findings.

Highlights

Employment Security staff find that:

- On average, being assigned to receive RESEA services increased the probability of a claimant being employed in the first and second quarter after their claim by 2.4 and 1.7 percentage points respectively.
- On average, being assigned to receive RESEA services increased a claimant's earnings in the two quarters following their claim by $842.93.

[1] Many previous evaluations have found the REA program to be effective in helping claimants find employment and reducing the duration of unemployment benefit receipt (Benus et al, 2008; Klerman et al, 2019; Manoli, Michaelides, and Patel, 2018; Michaelides and Mueser, 2018; Michaelides and Mueser, 2020; Michaelides and Mueser, 2022; Michaelides, Mueser, and Smith, 2021; Michaelides et al, 2012; Poe-Yamagata et al, 2011).

[2] In this report, being "selected for RESEA" means that a claimant was chosen to participate in RESEA by the pre-experiment selection process and, being "assigned to receive RESEA services" or "assigned to RESEA" means that a claimant was chosen to participate in RESEA by the random assignment process used during the experiment. These claimants were sent a letter notifying them of the requirement to schedule and attend an RESEA meeting. This does not mean that they attended an RESEA meeting. Only 63% of claimants randomly assigned to receive RESEA services attended an RESEA meeting.

[3] This RCT is ongoing and planned to conclude in December 2024. A follow-up report is planned using this data.

- On average, being assigned to receive RESEA services reduced the amount of UI benefits a claimant received by 0.78 weeks or $435.75.
- On average, being assigned to receive RESEA services decreased the probability that a claimant would exhaust their UI benefits by 2.7 percentage points.
- On average, being assigned to receive RESEA services increased the probability of a claimant experiencing a denial or reduction of UI benefits by 4.2 percentage points and being determined to have received an improper UI payment by 3.9 percentage points. Approximately half of this increase in benefit reductions/denials and overpayments was a result of claimants becoming ineligible for unemployment benefits due to not attending their RESEA meeting. The other half was primarily due to claimants not being able and available for work.
- On average, being assigned to receive RESEA services increased the probability that a claimant utilized additional WorkSource services by at least 24.3 percentage points. This positive impact covers a wide variety of services.
- Being assigned to receive RESEA had a significantly smaller impact in rural areas. Descriptive analyses suggest this is at least in part due to more claimants in rural areas not attending their RESEA meetings because they have already found work.

1 Background

When workers lose their jobs through no fault of their own, they may qualify for UI. Workers that register for UI can file for weekly benefits. This money replaces a portion of their lost income while they search for a new job. If eligible,[4] UI claimants may also be assigned to participate in the RESEA program, which provides reemployment assistance simultaneously with an assessment of claimants' eligibility for UI. The DOL lists the following goals for the RESEA program:

1. "To improve employment outcomes of [unemployment compensation (UC)] recipients and to reduce the average duration of UC receipt through employment.
2. To strengthen program integrity and reduce improper UC 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 UC claimants.

[4] See Appendix A for a full description of the eligibility requirements.

4. To establish reemployment services and eligibility assessments as an entry point for UC claimants into other workforce system partner programs."[5]

Employment Security receives federal funding to administer the RESEA program each year. The Social Security Act §306 provides requirements states must meet to secure federal funding. Two requirements relate to the generation and use of evidence in carrying out the RESEA program. Section (c)(1) reads:

"In carrying out a State program of [RESEA] using grant funds awarded to the State under this section, a State shall use such funds only for interventions demonstrated to reduce the number of weeks for which program participants receive unemployment compensation by improving employment outcomes for program participants."

The second evaluation criterion is in Section (d)(1), which reads:

"Any intervention without a high or moderate causal evidence rating used by a State in carrying out a State program [RESEA] under this section shall be under evaluation at the time of use."

The purpose of this evaluation is to ensure that Washington state's RESEA program follows these requirements. To this end, Employment Security began an RCT on Dec. 28, 2021, randomly assigning claimants to participate in the RESEA program. This evaluation uses data on claimants who were part of the RCT, between Dec. 28, 2021, and Dec. 26, 2022, to answer the following key research questions:

1. Does being assigned to receive RESEA services improve claimants' career outcomes as measured by their employment and earnings in the two quarters following their claim?
2. Does being assigned to receive RESEA services decrease the duration of benefit receipt and total amount of UI benefits claimants receive?

Employment Security staff also seek to address the following secondary research questions:

3. Does being assigned to receive RESEA services increase the rate at which eligibility issues and improper payments are detected?
4. Does being assigned to receive RESEA services connect claimants to other WorkSource services from which they may benefit?
5. Are there differential impacts of being assigned to receive RESEA services across different identifiable subgroups?

[5] See Unemployment Insurance Program Letter (UIPL) 13-21, www.dol.gov/agencies/eta/advisories/unemployment-insurance-program-letter-no-13-21.

These research questions are designed to assess whether RESEA is effective at meeting its goals by evaluating whether being randomly assigned to receive RESEA improved claimant outcomes.

2 Description of RESEA services

Upon successfully filing a UI claim, eligible claimants may be assigned to receive RESEA services (the assignment process is described in greater detail in Section 3). Assigned claimants are notified of the requirement to schedule and attend an RESEA meeting. Claimants must schedule and attend their first RESEA meeting within 21 days of being assigned.

Washington's RESEA program consists of at least two one-on-one meetings with RESEA staff and the claimant. The initial meeting typically lasts 90 minutes. In this meeting, RESEA staff are required to:

1. Conduct an eligibility review. This includes a review of the claimant's work search activities and referrals to adjudication, as appropriate, if a potential issue is identified.
2. Provide individualized labor market and career information intended to help the claimant find suitable employment.
3. Provide information and referrals to career services to support the claimant's return to work. This may include referrals to local, regional, or state resources to support the daily needs of the claimant, such as financial aid and supportive services.
4. Provide support to the claimant to develop and implement a reemployment plan.
5. Enroll the claimant into Wagner-Peyser Employment Services.[6]

The follow-up meeting must take place within 30 days of the initial meeting and typically lasts 60 minutes. In the follow-up meeting, RESEA staff provide all the same services as in the initial meeting as well as review the claimant's reemployment plan that was developed in the prior meeting. Additional RESEA meetings may be scheduled after the first follow-up at the discretion of the staff, based on customer need.

If assigned to receive RESEA services, attendance is mandatory. If a claimant fails to schedule or attend an RESEA meeting within 21 days of being assigned to the program, they may be denied benefits for the week in which they were required to attend RESEA. This penalty may be waived if the claimant had a justifiable cause for missing their meeting. Justifiable causes

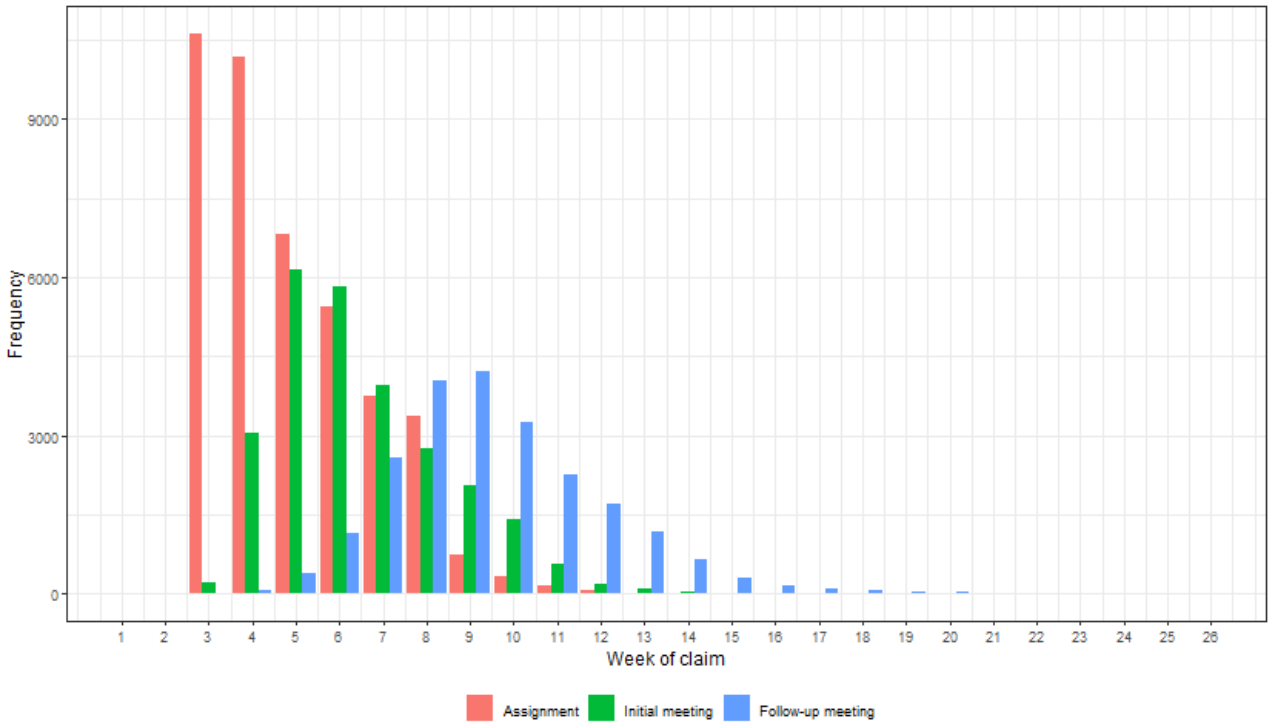
[6] These requirements are listed in Policy 2000.

include, but are not limited to, illness or disability, a job interview or work opportunity scheduled at the same time as the meeting, and severe weather conditions.

Claimants may also be exempted from attending RESEA. Claimants may be exempted from attending RESEA if they tell Employment Security they have already found work or if they have participated in a similar service in the past 12 months. Alternatively, they may also be exempted from RESEA if they are exempted from the requirement to actively search for work to maintain UI eligibility. For example, if a claimant had a standby agreement with their previous employer, they could be exempted from the UI work search requirements and thus exempted from attending RESEA. See Appendix A for more information.

Figure 1. Timing of assignment, initial meeting, and follow-up meeting

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis



Timing of meetings

Figure 1 shows when claimants are assigned to receive RESEA services, and when they attend their initial and follow-up meetings, relative to the initial week of their UI claim. This figure has three key takeaways regarding the timing of RESEA meetings.

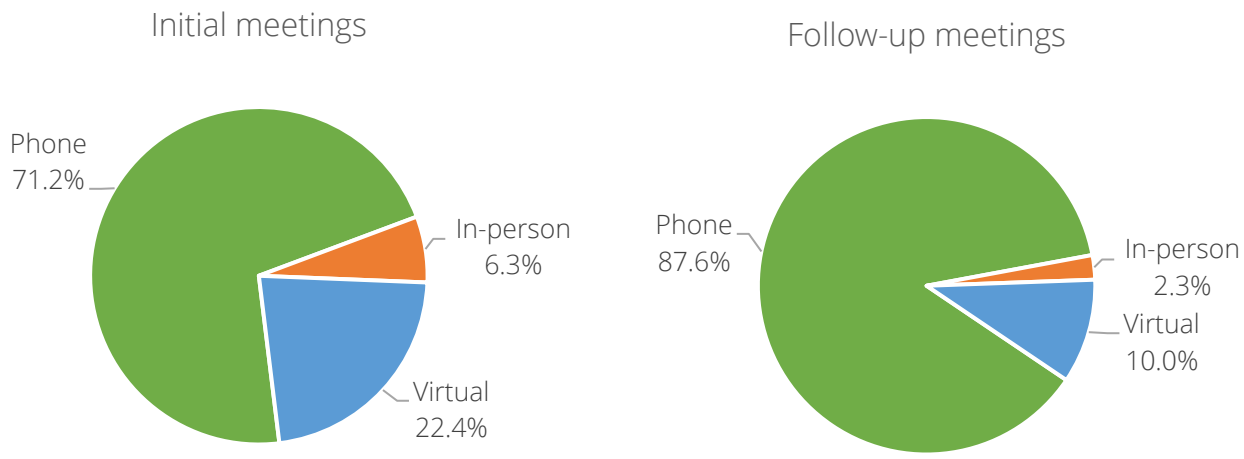
First, claimants cannot become eligible for RESEA before their third week of their claim.[7] Just over half of the claimants who are randomly assigned to receive RESEA services are assigned in their third or fourth week. After the fourth week, assignments decrease, with almost all occurring by week eight of the claim. After week eight, they drop off considerably, with the latest random assignment to RESEA occurring in week 16. Typically, assignments occur this late when there are issues with a claimant's initial UI eligibility that prevent them from being considered for RESEA in the earlier weeks.

Second, not everyone that is assigned to receive RESEA services actually attends an RESEA meeting, and of those that attend an initial meeting, not all attend a follow-up meeting. Of those that are assigned to receive RESEA services, only 63% attend an initial RESEA meeting, and only 50% attend a follow-up meeting.

Lastly, while there is a lot of variation in the exact timing of when claimants attend their RESEA meetings, they all generally occur early in the claim. Eighty-three percent of initial meetings occur within the first eight weeks of the claim, and over 90% of claimants who attended RESEA services attended their last RESEA meeting (initial or follow-up) by week 12. In other words, RESEA services are highly concentrated in the second and third months of the UI claim.

Figure 2. Phone, virtual, and in-person meetings in 2022

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis



[7] Claimants are not eligible to be considered for RESEA until after they have claimed their waiting week. Therefore, they may not become eligible for RESEA until later in the claim. See Appendix A for further details.

Service delivery mode

In 2022, as a result of the COVID-19 pandemic, the vast majority of RESEA meetings were held over the phone. *Figure 2* displays the delivery modes for completed initial and follow-up RESEA meetings in 2022. For initial meetings, 71.2% were held over the phone, 22.4% were held virtually, and only 6.3% were held in-person. For follow-up meetings, 87.6% were held over the phone, 10% were held virtually, and only 2.3% were held in-person.

This is a drastic departure from how services were delivered before the pandemic when most initial RESEA meetings were held in-person (most follow-up meetings were still held over the phone). Since services were primarily held over the phone in 2022, it is challenging to compare the results of this study to the results of prior evaluations of similar job search assistance programs that were conducted in-person. However, this presents an opportunity to evaluate the effectiveness of a primarily phone-based reemployment service.

3 Experimental design

Employment Security began assigning claimants to RESEA using a random process on Dec. 28, 2021. To randomize which claimants were assigned to receive RESEA services (the treatment group) and which were not (the control group), Employment Security made two changes to the standard operating procedures. This section first describes the standard selection process[8] used before the RCT, and then details the changes made to this process in order to randomly assign claimants to receive RESEA services.

Standard RESEA selection process

After being approved for UI benefits, eligible claimants are added to an appointment scheduling software called the Reemployment Appointment Scheduler (RAS). Each week, RAS selects claimants for RESEA services. The selection process is as follows:

1. Eligible claimants are assigned to their closest WorkSource office's queue. Offices have separate queues for English-language appointments and Spanish-language appointments. Claimants are added to the queue matching their language preference.

[8] To disambiguate, Employment Security staff use the words "selection" or "selected" to refer to the standard, non-random process used before the experiment, and the words "assignment" or "assigned" to refer to the random process used during the experiment.

2. Each claimant is assigned a Worker Profiling and Reemployment Services (WPRS) score based on their estimated likelihood of exhausting benefits.[9]
3. Each Monday, all eligible claimants in an office's queue are ranked by their WPRS score. Claimants are selected for RESEA starting with the highest WPRS score and working down.[10] The number of claimants selected each week is determined by the number of available appointments in each office and language group.[11] Selected claimants are notified that they must schedule and attend an RESEA appointment. Under certain conditions, a claimant may be exempted from selection in a given week, most often because they are also exempted from work search requirements.[12]
4. Unselected claimants remain in the queue. Over the course of the next week, additional claimants are added to the queue. Next Monday, the queue is reordered and the process repeats. Claimants keep the same WPRS score each week.
5. Claimants are considered for up to five weeks.[13] If a claimant is not selected after their fifth week, they exit the queue and do not receive RESEA services. These claimants are said to have "dropped off" of the queue.

Randomization procedure

To randomize which claimants are assigned to receive RESEA services, Employment Security made two changes to the standard selection process. First, the WPRS score used to rank claimants was replaced with a randomly generated score.[14] Second, each week, within each office and language group, the bottom 1% of random scores (rounded up to one) are

[9] This score is the fitted value from a logistic regression. It predicts which unemployment insurance claimants are most likely to remain unemployed and claim all their weekly benefits.
[10] Unemployment compensation for ex-military personnel (UCX) claimants are automatically given priority over all non-UCX claimants. In the case of tied WPRS scores, claimants who have been in consideration for RESEA for longer are given priority.
[11] Offices are made aware of how many claimants are in their queue each week and may adjust their number of available appointments in the system to select as many claimants as possible, anticipating that many will not schedule an appointment.
[12] These exemptions are described in greater detail in Appendix A.
[13] Some claimants were considered for 6 weeks based on the day of the week their initial UI claim was processed due to a coding error.
[14] Some claimants were still assigned to RESEA non-randomly based on their WPRS score to maintain compliance with the Social Security Act. Each week, the claimants with the highest WPRS scores in each queue were assigned to RESEA. These claimants are not considered part of the experiment and are not included in the following analyses. Only claimants who were assigned to the treatment or control group based on the random score are considered part of the experiment.

automatically assigned to the control group.[15] This measure ensures that a sufficient number of claimants are not assigned to receive RESEA services each week. Otherwise, many weeks would have resulted in all claimants being assigned to the treatment group since some offices would adjust their capacity in order to fully meet demand.

Under these changes, the assignment process is as follows (changes in italics):

1. Eligible claimants are assigned to their closest WorkSource office's queue. Offices have separate queues for English-language appointments and Spanish-language appointments. Claimants are added to the queue matching their language preference.
2. Each claimant is assigned a Worker Profiling and Reemployment Services (WPRS) score based on their estimated likelihood of exhausting benefits.
3. *Each claimant is also assigned a randomly generated score between 0 and 100.*
4. Each Monday, all eligible claimants in an office's queue are ranked by their WPRS score. *Claimants in the top 5% of WPRS scores are automatically assigned to RESEA to maintain compliance with the federal requirements.[16] These claimants are not considered part of the experiment and are excluded from the analysis.* Under certain conditions, a claimant may be exempted from consideration in a given week, most often because they are also exempted from work search requirements.
5. *In addition, each Monday, claimants not assigned to RESEA in step 4 are ranked by their randomly generated score. First, the bottom 1% of claimants (rounding up) are automatically assigned to the control group, and do not receive RESEA services. The remaining claimants are then assigned to RESEA starting with the highest randomly generated score and working down.[17] The number of claimants assigned each week is determined by the number of available appointments in each office and language group. Assigned claimants are notified that they must schedule and attend an RESEA appointment. Claimants assigned to RESEA in this way constitute the treatment group.*
6. Unassigned claimants remain in the queue.[18] Over the course of the next week, additional claimants are added to the queue. Next Monday, the queue is reordered and

[15] The exception to this rule is when the queue had three or fewer people, and there were at least three available appointments. In this case, all claimants would be assigned to RESEA.
[16] Unemployment compensation for ex-military personnel (UCX) claimants are automatically given priority over all non-UCX claimants. In the case of tied WPRS scores, claimants who have been in consideration for RESEA for longer are given priority. Due to rounding, in practice, about 10% of claimants were assigned to RESEA via their WPRS score rather than their random score.
[17] Unlike in step 4, UCX claimants are not given priority over non-UCX claimants.
[18] Unassigned claimants will remain in the queue even if they have stopped claiming UI benefits, so attrition is not a concern.

the process repeats. Claimants keep the same WPRS score *and random score* each week.

7. Claimants are considered for up to five weeks. If a claimant is not assigned after their fifth week, they *are assigned to the control group and do not receive RESEA services*. These claimants are said to have "dropped off" of the queue.

Appendix B provides an example queue process, which follows a hypothetical group of claimants through the assignment process.

Whether a claimant is assigned to the treatment or control group depends on how their random score ranks each week within their queue. Claimants with high random scores are assigned to the treatment group while claimants with low random scores are carried over to the next week. Since all claimants can be considered for up to five weeks after entering their queue, the set of weeks in which they may be considered for RESEA is determined by the week in which they enter consideration. Therefore, whether a claimant is selected for RESEA is random conditional on the office the claimant is assigned to, the language group they are assigned to, and the week in which they enter consideration for RESEA. Employment Security staff refer to the group of people in the same office, the same language group, and the same entry week as a cohort. There are 2,291 cohorts in the sample.

Figure 3. Distribution of cohort treatment rates

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

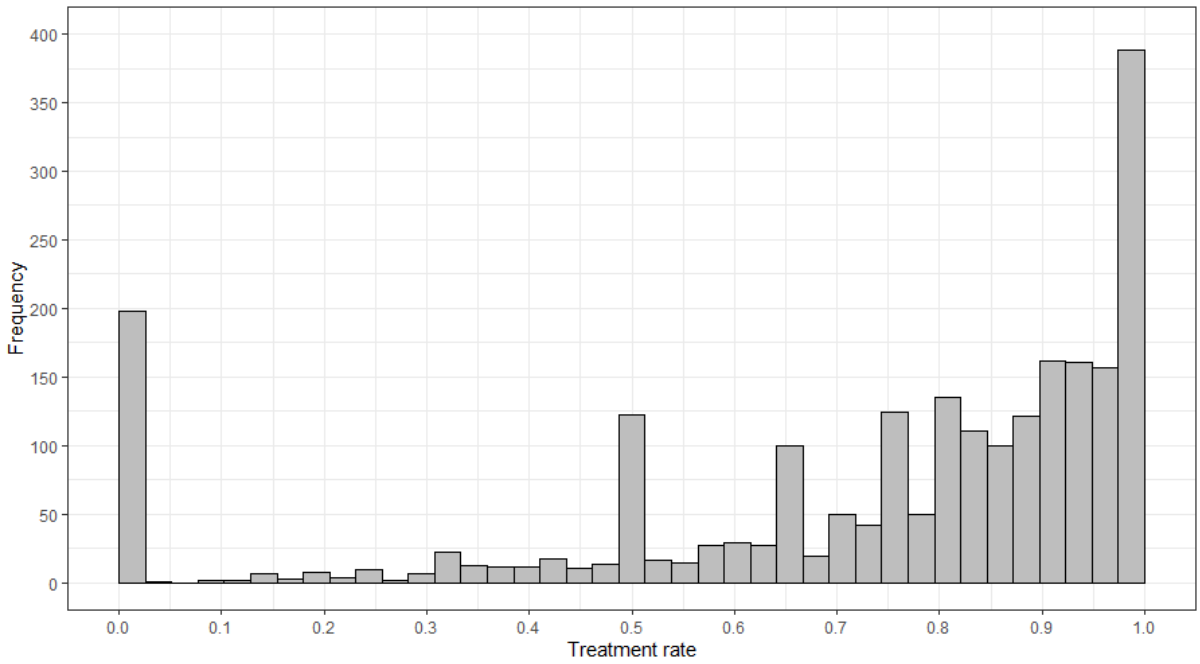


Figure 4. Relationship between cohort size and being all-treated/all-control

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

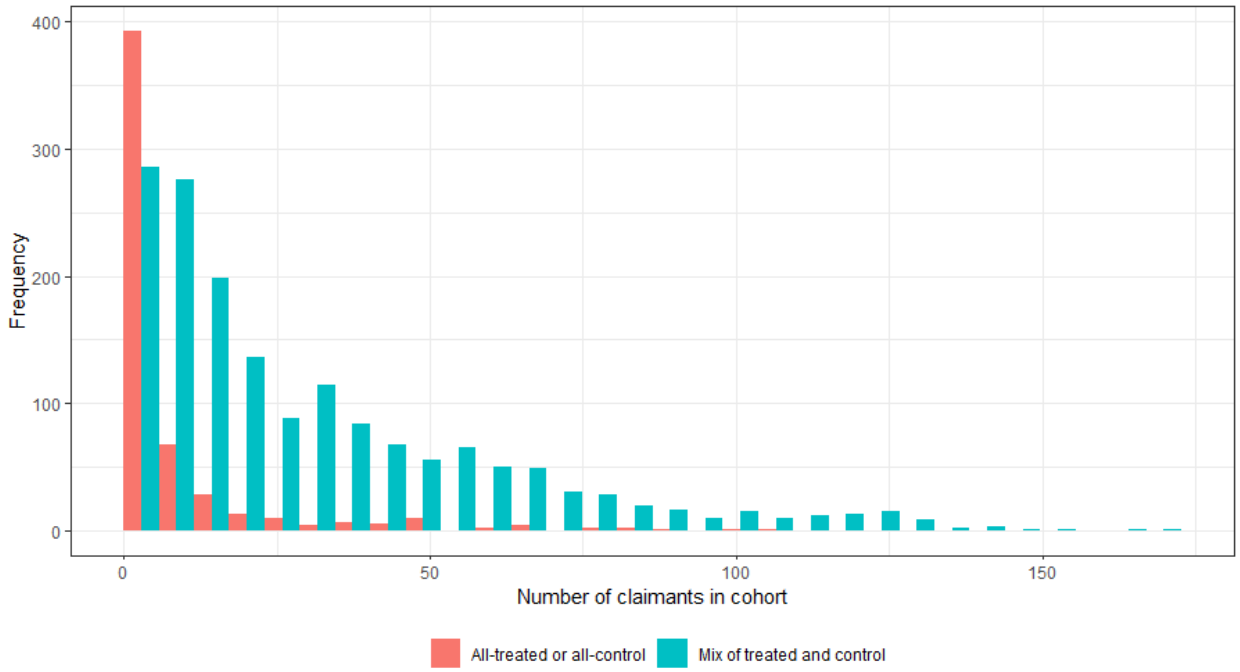


Figure 3 shows the distribution of cohort-specific treatment rates in the sample. There are two important things to note from this graph.

First, many cohorts included either all-treated claimants (305 cohorts) or all-control claimants (197 cohorts). There are several ways in which a cohort can be all-treated or all-control. First, randomization only occurred if there were more than three claimants in the queue. If there were not enough claimants in the queue, then they would all be assigned to the treatment group. In addition, claimants can be considered for RESEA for up to five weeks before being assigned to the control group. Therefore, multiple cohorts could be considered for RESEA at the same time in the same office and language group. If one cohort happened to have all high scores assigned to them, it is possible that they would all be assigned to the treatment group while claimants in the other cohorts being considered at the same time would be assigned to the control group. Similarly, a cohort could have all low scores assigned to them, resulting in claimants from the other cohorts being prioritized for RESEA over them, and thus the whole cohort would end up in the control group. These mechanisms suggest that cohorts that were all-treated or all-control would be small since small cohorts would be more likely to be randomly assigned all low or high scores, assuming there were even enough claimants in the queue for randomization to occur. *Figure* 4 shows the distribution of cohort sizes by treatment

status, confirming that the all-treated and all-control cohorts were concentrated among small cohorts.

Second, the average treatment rate is high. Considering just cohorts with at least one control group member and at least one treatment group member, the average treatment rate is 77%. Most claimants in the experiment were assigned to the treatment group.

4 Data

In total, 66,640 claimants were considered for RESEA services from December 28, 2021, through Dec. 26, 2022. Of these, 6,697 were automatically assigned to receive RESEA services because they had high WPRS scores. Because these workers were assigned to RESEA based on their WPRS scores rather than their random scores (and thus, were assigned non-randomly), they were not considered in the analysis. Of the remaining 59,943 claimants who were randomly assigned, Employment Security staff dropped those who lived out of state. Claimants who were ineligible for RESEA during the experiment,[19] claimants under the age of 18 at the time of their claim, claimants who never received any UI benefits, and claimants for whom Employment Security did not have earnings records[20] were also dropped from the sample. Lastly, claimants in all-treatment or all-control cohorts were dropped. The final sample contains information on 51,271 claimants, 41,476 of which were assigned to receive RESEA services and 9,795 of which were assigned to the control group. Employment Security staff linked these claimants' experimental assignment records to Employment Security administrative records which include:

1. Self-reported demographic characteristics, such as race, age, and education level at the time of the claim.[21]

[19] Some claimants were only ineligible for RESEA for part of the experiment. These claimants are kept in the sample, as these descriptive analyses showed that these partial exemptions had a minimal impact on the probability of being assigned to receive RESEA services. This analysis is presented in Appendix A. Employment Security staff also redo the main analyses of this report omitting these claimants from the sample as a robustness check. Omitting these partially exempted claimants causes no changes to the main results. This analysis is presented in Appendix D.

[20] Employment Security only has records of wages from employers in Washington whose jobs are covered by unemployment insurance. This will exclude earnings earned from out-of-state employers, as well as earnings from uncovered work such as self-employment and informal work.

[21] Due to how the data is stored, these demographic characteristics only reflect the claimant's characteristics at the time of their most recent UI claim, not necessarily their characteristics at the time of the claim made during the sample period.

2. Quarterly employment, earnings, and hours worked from the five quarters before their claim to two quarters after their claim.[22]
3. Records of all UI claims, including all weekly benefit claims and payments.
4. Records of all WorkSource services received.
5. Records of all investigations and determinations made regarding a claimant's eligibility for benefits.
6. Records of all RESEA meetings, including whether one was scheduled, whether the meeting was attended, and if the meeting resulted in a potential eligibility issue being reported.

Summary statistics for the treatment and control groups are presented in Appendix C. Appendix C also includes a series of balance tests to determine whether treatment and control groups are sufficiently similar to each other such that differences between the two groups can be solely attributed to being randomly assigned to receive RESEA services. These tests find that while there are statistically significant differences between the treatment and control groups, even conditional on the claimant's cohort, these differences are small enough that they will not influence the estimation of the treatment effect when sufficiently controlled for in the analysis (Imbens and Wooldridge, 2009; Imbens and Rubin, 2015).

5 Empirical methodology

Because the probability of being randomly assigned to RESEA is determined by a claimant's office-language-entry week cohort, unbiased estimates of the impact of being assigned to receive RESEA services can be obtained from a regression that directly controls for the claimant's cohort. The regression model Employment Security staff estimated via ordinary least squares (OLS) is:

$$Y_{ic} = \tau \cdot RESEA_{ic} + \beta' X_{ic} + \gamma_c + \epsilon_{ic} \qquad (1)$$

where Y_{ic} is the outcome variable of interest for claimant i in cohort c, $RESEA_{ic}$ is a binary indicator equal to one if the claimant was assigned to receive RESEA services and equal to zero if they were assigned to the control group, X_{ic} is a vector of control variables, γ_c is a set of cohort fixed effects, and ϵ_{ic} is an error term. The controls included in X_{ic} are the claimant's self-reported gender, self-reported race, self-reported ethnicity, self-reported education level, self-reported veteran status, self-reported disability status, age at the time of the claim, age squared, WPRS score, weekly benefit amount, industry, self-reported occupation, and earnings

[22] To account for large outliers in the data, the earnings data were winsorized at the top 1% level.

and hours worked in each of the past five quarters. The key parameter of interest in Equation (1) is τ, which represents the impact of being assigned to receive RESEA services.

Note that this approach does not estimate the impact of attending an RESEA meeting, but rather the impact of being assigned to attend RESEA. This is referred to as the intent-to-treat (ITT) effect of RESEA services. As previously discussed, many claimants assigned to receive RESEA services never actually attended an RESEA meeting. While the experimental design randomizes who is assigned to receive RESEA services, whether a claimant attends their meeting is their decision and is likely highly correlated with the claimant's career prospects. Since RESEA attendance is not random and is highly correlated with the outcomes of interest, unbiased estimates of the impact of *attending* an RESEA meeting cannot be obtained.[23]

In addition to the main analysis, Employment Security staff conducted several robustness checks to ensure that the findings were not dependent on modeling assumptions. These robustness checks are presented in Appendix E. The results of this evaluation are robust to alternative estimation strategies.

Some claimants were exempted from consideration for RESEA during the study. This may influence the estimates of the impact of RESEA on claimants, resulting in inaccurate results. Claimants who were exempted for the entirety of the experiment (and thus were never actually considered for RESEA) were dropped from the analysis. However, some claimants were exempted for only part of the experiment (about 8% of the sample). For these claimants, they would be eligible to be assigned to receive RESEEA services for fewer weeks than the rest of the sample. Because they would be considered for RESEA for fewer weeks, these claimants would be less likely to be assigned to RESEA. This may bias the estimate of τ in Equation (1). However, in practice, these exemptions had a minimal impact on the probability of being assigned to RESEA. Of the claimants that experienced an exemption during the experiment, 79% were assigned to RESEA, compared to 81% of the rest of the sample. Therefore, any bias in the estimates resulting from these exemptions should be minimal. A full discussion of these exemptions and their role in the random assignment process is included in Appendix A. Two of the robustness checks included in Appendix E also directly address the issue of exemptions

[23] While previous studies have addressed this issue by using the treatment assignment as an instrumental variable for receiving the treatment, this is not possible in this case. This is because those that are assigned to treatment but choose not to attend their meeting may be denied UI benefits in the week that they skipped. These penalties may affect how claimants proceed to search for work. In addition, simply receiving a letter notifying someone of the requirement to attend RESEA services may create a "threat" effect that influences the claimant's job search behavior (Black et al, 2003, Michaelides and Mueser, 2018; Michaelides and Mueser, 2020). For these reasons, the assignment to RESEA services cannot be treated as an exogenous instrument for attendance since it may influence career outcomes through channels other than RESEA attendance.

and find that the main results of this evaluation are robust to the treatment of these exempted claimants.

6 Impact on claimants' careers

The primary goal of RESEA is to help claimants transition back to employment faster. To test whether RESEA achieved this goal, Employment Security staff estimated the impact of being assigned to receive RESEA services on claimants' employment[24] and earnings in the two quarters following the start of their claim. The results of this analysis are presented in *Figure 5*.

Overall, the results show that being assigned to receive RESEA had a statistically significant and positive impact on claimants' future employment and earnings. Being assigned to receive RESEA services increased the probability of being employed by 2.4 percentage points in the first quarter after the claim, and 1.7 percentage points in the second quarter after the claim. For context, 64.6% of the control group was employed in the first quarter after the claim, and 72.0% in the second quarter after the claim. Therefore, these results indicate a 3.7% and 2.4% increase in the probability of being employed in the first and second quarter after the claim respectively, relative to the control group employment rates. These results suggest that RESEA was effective in achieving its primary goal of helping claimants quickly transition back to employment.

The results also show that being assigned to receive RESEA services increased claimants' earnings in each of the following two quarters by just over $400, for a cumulative impact of approximately $843 in the two quarters after the claim. The control group earned an average of $7,638 and $10,913 in the first and second quarters after the claim, so these impacts represent a roughly 4.5% increase in earnings over the first two quarters after the claim, relative to the control group mean. Given the positive ITT estimates on employment, it is difficult to determine with certainty whether this increase in earnings is due to an increase in hourly wages, or simply an increase in the time spent employed.

[24] Claimants are determined to be reemployed if they report positive earnings in a given quarter. Note that this only covers jobs covered by UI, and thus would not capture uncovered employment such as self-employment and out-of-state jobs.

Figure 5. Impact of being randomly assigned to receive RESEA services on career outcomes

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Outcome	Employment (binary)		Earnings	
Quarter	Quarter 1	Quarter 2	Quarter 1	Quarter 2
Impact	2.4 p.p.*** (0.6 p.p.)	1.7 p.p.*** (0.6 p.p.)	$428.06*** ($131.03)	$414.87*** ($142.26)
Control group mean	64.6%	72.0%	$7,638.43	$10,912.72

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.

These impacts are larger than those found in the Klerman et al (2019) study of the Washington REA program. They found that the WA REA program increased employment by 1.7 percentage points in the first quarter after the claim and had no impact on employment in the second quarter.[25] They also found that the WA REA program had no impact on earnings in the first two quarters after the claim. The 2022 RESEA estimates are larger and statistically significant, suggesting that the RESEA program is more effective in helping claimants find work than the preceding REA program. This may be because REA initial meetings were held in a group setting, while RESEA initial meetings are held in a one-on-one setting and are more tailored to claimants' needs.

7 Impact on benefit receipt

Another goal of RESEA is to reduce the amount of unemployment benefits paid to claimants by reducing the duration of benefit receipt. To test whether RESEA achieved this goal, Employment Security staff estimated the impact of being assigned to receive RESEA services on:

1. The number of weeks of unemployment benefits received.

[25] Note that the percentages of the control group reemployed in the two quarters after the claim in the 2015-2016 REA RCT were 66.3% and 75.6%, respectively, which are slightly larger than the values reported in *Figure 5*.

2. The amount of unemployment benefits money received.
3. Whether the claimant exhausted their unemployment benefits.

Figure 6. Impact of being assigned to receive RESEA services on benefit receipt

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Outcome	Weeks compensated	Benefits received	Exhausted benefits (binary)
Impact	-0.78*** (0.11)	-$435.47*** ($75.82)	-2.7 p.p.*** (0.6 p.p.)
Control group mean	14.9 weeks	$9,106.12	27.8%

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.

The estimated impacts of being assigned to receive RESEA services on these outcomes are presented in *Figure 6*.

The results show that being assigned to receive RESEA services significantly decreased claim duration and the amount of benefits received. Claimants who were assigned to receive RESEA services on average received 0.78 fewer weeks of benefits, corresponding to a $435.47 decrease in total benefits received. There is also a 2.7 percentage point decrease in the probability that a claimant exhausted benefits. These effects constitute about a 5% reduction in benefit receipt and a 10% reduction in the probability of exhausting benefits relative to the control group means.

These results are similar to those found in the Klerman et al (2019) study of the Washington REA program. They found that the WA REA program reduced benefit receipt by 0.79 weeks, statistically indistinguishable from the impact found here of 0.78 weeks.[26] This suggests that the RESEA program is just as effective as the preceding REA program at reducing benefit receipt.

[26] They did not study the amount of benefits received in dollars or the probability of exhausting benefits. The control group mean number of weeks claimed in the Klerman et al (2019) study was 14.1, which is slightly smaller than the control group mean for claimants who were considered for RESEA in 2022.

The average reduction in benefit receipt is much greater than the marginal cost of providing RESEA services. The estimated per-claimant costs of providing initial and follow-up RESEA meetings are $124.15 and $84.43 respectively. It also costs $29.80 every time a claimant schedules a meeting but does not attend.[27] Using these numbers alongside the scheduling and attendance rates in the data, the average marginal cost of providing RESEA services to an additional claimant is $142.69. This suggests that RESEA reduces government expenditures by an average of $292.78 per additional claimant selected for RESEA services.

8 Impact on program integrity

Another of RESEA's goals is to "strengthen program integrity and reduce improper UC payments through the detection and prevention of such payments to ineligible individuals." To maintain eligibility for UI, claimants must be actively seeking work and must be able and available to work if a job offer is made. If claimants fail to meet either of these criteria and do not have an exemption, they are ineligible to receive UI benefits in that week. In addition, recall that if assigned to RESEA, attendance is mandatory. If claimants fail to schedule or attend an RESEA meeting, and did not receive an exemption, they may also be deemed ineligible for benefits for the week they were supposed to attend RESEA. If claimants receive unemployment benefits that they are later determined to have been ineligible for, this is considered an "improper payment" or "overpayment."

RESEA can detect UI eligibility issues through three mechanisms. First, failing to attend an RESEA meeting constitutes a failure to comply with eligibility requirements, and a claimant may be denied benefits for the week they were supposed to attend their RESEA meeting. Second, if claimants need to reschedule their RESEA meeting, this may indicate that they are not able and available to work in that week depending on the given reason and an investigation may be opened. Lastly, during the RESEA meeting, if RESEA staff assess that the claimant may not be in compliance, they will file a Report of Potential Issue (RPI) and send it to UI Adjudication for investigation. This may happen at any time during the meeting, not just during the review of the claimant's job search logs. For example, if a claimant mentions that they went on vacation, then the staff member may send an RPI to UI Adjudication because the claimant would not have been available to work while on vacation. If UI Adjudication deems the issue worth investigating, then an issue is set, and an investigation is conducted.[28] If claimants are found to

[27] These numbers are obtained from the 2022 WA RESEA State Plan.

[28] Just because an issue is reported does not necessarily mean it will be investigated. Typically, an issue will not be investigated if the adjudicator does not believe there is sufficient evidence indicating there is an issue, or if the claimant never claimed any unemployment benefits in the relevant weeks.

be non-compliant, their benefits may be reduced or denied for the relevant weeks. If they had already received those benefits, this would be deemed an overpayment, and they would be required to pay back those benefits.

Figure 7. Number of issues and overpayments detected through RESEA

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

	Including failure to attend	Excluding failure to attend
Claimants with issues detected	2,415	623
Claimants with overpayments detected	1,752	514
Total overpayments	$959,346	$358,469

This table is limited to the sample used for the regression analyses. The true numbers for the entirety of Washington would be larger.

Figure 7 summarizes how many claimants in the sample were found to be non-compliant with UI eligibility requirements and were determined to have received an overpayment as a result of RESEA.[29] These results are presented including and excluding eligibility issues related to RESEA attendance. In total, 2,415 claimants were found to be non-compliant with eligibility requirements, 1,752 of which had received overpayments. In total, $959,346 in overpayments were detected. However, the majority of these eligibility issues were due to failing to schedule or attend an RESEA meeting. Since these issues are a direct result of the RESEA program, and these claimants may have otherwise been eligible for UI benefits in the absence of RESEA, it may be more informative to look at the number of eligibility issues and detected overpayments omitting cases resulting from a failure to attend an RESEA meeting. Once issues related to attendance are excluded, only 623 claimants were found to not follow eligibility requirements (1.5% of all those assigned to receive RESEA services). Of these claimants, 514 were determined to have received overpayments, totaling $358,469 in improper payments.

This descriptive analysis suggests that RESEA has a small but notable impact on the detection of eligibility issues and improper payments. To determine the causal impact that being randomly assigned to receive RESEA has on the detection of eligibility issues, Employment Security staff estimated Equation 1 using a binary indicator for whether the claimant at any

[29] There is no way to directly link RPI's to specific issues in the database. Therefore, an issue is assumed to have been due to an RPI if the issue was created in the database within one week of an RESEA meeting in which an RPI was filed.

point in their claim experienced a denial or reduction of UI benefits due to an eligibility issue or was determined to have received an overpayment as the outcome. To further understand how being assigned to receive RESEA services impacts issue detection rates, these results are broken down based on the type of issue detected as follows:

1. All issues pertaining to continuing UI eligibility requirements.
2. All issues pertaining to continuing UI eligibility requirements, omitting failure to schedule/attend an RESEA meeting.
3. Issues related to work search requirements.
4. Issues related to being able and available to work.
5. All other issues besides the three previously mentioned issues.

The results of this analysis are presented in *Figure 8*. The first row shows the impact of being assigned to receive RESEA services on the probability that a claimant experienced a denial or reduction of UI benefits during their claim. The third row shows the impact of being assigned to receive RESEA services on the probability that a claimant is found to have received an overpayment over the course of their claim.

Figure 8 shows that, on average, claimants who are assigned to receive RESEA services are 4.2 percentage points more likely to experience a denial or reduction of UI benefits relative to the control group. This effect is large compared to the percent of the control group that experience a benefit denial or reduction (26.5%). This impact is a 16% increase in the likelihood of experiencing a denial or reduction of UI benefits, relative to the control group. Once issues related to RESEA attendance are omitted, this impact is falls to 2.1 percentage points. This suggests that half the impact on eligibility issue detection is driven by claimants being ineligible for benefits due to not attending RESEA. Looking at specific UI requirements, most of the remaining impact on the detection of eligibility issues is driven by an increased detection rate of able and availability issues. Claimants assigned to receive RESEA services are 2.0 percentage points more like to be experience a denial or reduction of benefits because they were determined to have not been able and available for work as a result of being assigned to receive RESEA services. This is a 47% increase relative to the control group mean (4.3%).

Figure 8. Impact of being assigned to receive RESEA services on program integrity

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis.

Panel A: Impact on probability of experiencing denied or reduced benefits

Issue type	All issues	Omitting failure to report issues	Work search issues only	Able and available issues only	All other issues
Impact	4.2 p.p.*** (0.6 p.p.)	2.1 p.p.*** (0.6 p.p.)	0.6 p.p. (0.5 p.p.)	2.0 p.p.*** (0.3 p.p.)	0.6 p.p. (0.4 p.p.)
Control group mean	26.5%	26.5%	17.0%	4.3%	10.3%

Panel B: Impact on probability of experiencing an overpayment

Issue type	All issues	Omitting failure to report issues	Work search issues only	Able and available issues only	All other issues
Impact	3.9 p.p.*** (0.4 p.p.)	1.8 p.p.*** (0.4 p.p.)	0.4 p.p. (0.3 p.p.)	1.4 p.p.*** (0.2 p.p.)	0.2 p.p. (0.3 p.p.)
Control group mean	11.9%	11.9%	4.7%	2.1%	6.1%

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.

Figure 8 also shows that being assigned to receive RESEA services has a significant impact on the detection rate of overpayments even when omitting issues related to RESEA attendance. Being assigned to receive RESEA services increased the probability that a claimant experienced an overpayment by 3.9 percentage points. In the control group, 11.9% of claimants experienced an overpayment during their UI claim, so this represents an increase in the probability of experiencing an overpayment of 32.7% relative to the control group. Once attendance-related issues are omitted, this impact drops to 1.8 percentage points (a 15.1% increase relative to the control group). Like the impact on benefit denials and reductions, this

result appears to be primarily driven by an increase in the detection of non-compliance with the requirement to be able and available to work. Being assigned to receive RESEA services significantly increases the detection of overpayments related to able and available issues by 1.4 percentage points (a 66.7% increase relative to the control group).

Being assigned to receive RESEA services does not have a significant impact on the detection of eligibility issues and overpayments related to work search requirements, despite a review of one's job search logs being part of the RESEA meeting. This may be because claimants are told to prepare their job search logs in advance, and thus compile well organized logs because they anticipate the review. It may also be that work search requirements compliance is already generally high. Previous research has shown that stricter verification of work search requirements has minimal impacts on the detection of non-compliance issues (Ashenfelter et al, 2005). Lastly, it may also be that RESEA staff do not strictly enforce these requirements. An implementation study by Abt Associates found that many RESEA staff are reluctant to report an issue without working with the claimant to amend it themselves (Trutko et al, 2022). They report this often takes the form of assisting claimants in filling out incomplete job logs or giving claimants the opportunity to improve their job search before the next RESEA meeting. In Washington, RESEA staff may also request a "work search directive" requiring claimants to improve their work search effort going forward under threat of being denied benefits.

It should be noted that while this report focuses on the detection of eligibility issues and improper payments, RESEA may serve to increase program integrity through other mechanisms. It is possible that RESEA may have a deterrence effect, where claimants are more compliant with eligibility requirement knowing their eligibility will be reviewed. It may also deter claimants who were not following requirements from continuing to claim benefits for fear of being caught. In addition, while this report distinguishes issues related to RESEA attendance from other issues, it is plausible that claimants who were actively not in compliance with UI eligibility requirements were more likely to skip these meetings. Therefore, while it is likely there were claimants who were penalized for not attending their RESEA meeting despite otherwise complying, it is also possible that some of these claimants would have been denied benefits as a result of RESEA regardless of whether they attended their meeting. Testing these hypotheses falls outside the scope of this evaluation.

9 Impact on the use of other WorkSource services

The final two goals of RESEA are:

1. "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 UC claimants."
2. "To establish reemployment services and eligibility assessments as an entry point for UC claimants into other workforce system partner programs."

To assess whether RESEA was effective in meeting these goals, Employment Security staff estimated the impact that being assigned to receive RESEA services had on the probability that a claimant used other WorkSource services in the first 26 weeks of their claim. Employment Security staff categorized these WorkSource services into several groups based on the type of services provided. These categories are:

1. Activity on the WorkSourceWA.com job board.
2. Participation in WorkSource workshops.
3. Receipt of additional job search assistance.
4. Assistance with navigating the UI process.
5. Additional monetary support.
6. Enrollment in training services.
7. Miscellaneous other services.

A list of the services included in each of these categories can be found in Appendix D.

One important note is that it is likely that other services were offered concurrently with RESEA services, or that RESEA services were incorrectly recorded as other similar services in the Employment Security system. Practices regarding what additional services may have been provided or how these services were recorded vary from office to office, as WorkSource offices are given a great degree of autonomy in their operations. How these services differed across offices is outside the scope of this evaluation. However, to capture the impact of being assigned to receive RESEA services on the use of other WorkSource services besides RESEA, Employment Security staff must account for the fact that some of these additional services may have been provided as part of RESEA. To do this, Employment Security staff omit from the analysis any WorkSource services that were provided on the same day as an RESEA meeting. This likely drops services that were not part of RESEA, so these estimates should be thought of as a lower bound of the true impact of being assigned to receive RESEA services on the use of non-RESEA services.

Figure 9. Impact of being assigned to receive RESEA services on probability of using other WorkSource services

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Service type	Impact	Control group mean
All services	24.3 p.p.*** (0.5 p.p.)	17.8%
Job board activity	9.9 p.p.*** (0.5 p.p.)	12.6%
Workshops	10.0 p.p.*** (0.3 p.p.)	2.6%
Other job search assistance	11.3 p.p.*** (0.4 p.p.)	5.7%
UI assistance	6.2 p.p.*** (0.3 p.p.)	2.6%
Monetary support	0.4 p.p.*** (0.1 p.p.)	0.3%
Training	0.3 p.p.*** (0.1 p.p.)	0.3%
Other services	1.2 p.p.*** (0.1 p.p.)	0.8%

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.

The results of this analysis are presented in *Figure 9*. There are two key takeaways from these results. First, being assigned to receive RESEA services had a significant impact on the probability that a claimant used any non-RESEA WorkSource services. Being assigned to receive RESEA services increased the probability that a claimant utilized another WorkSource service by 24.3 percentage points. Compared to the number of claimants in the control group who utilized WorkSource services, being assigned to RESEA more than doubled the probability that a claimant utilized any WorkSource services besides RESEA. Due to the limitations of the data previously discussed, this estimate is likely a lower bound of the true impact, which may be larger.

Second, this increase in the use of WorkSource services is spread across multiple categories of services. Being randomly assigned to receive RESEA services increased the probability that

claimants used the WorkSourceWA job board website by 9.9 percentage points, increased participation in WorkSource workshops by 10.0 percentage points, and increased use of additional job search assistance by 11.3 percentage points. There are statistically significant, but smaller increases in the use of all other categories as well. Compared to the number of claimants in the control group, assignment to RESEA doubled or nearly doubled participation in all types of services, with participation in workshops increasing nearly fourfold.

These results indicate that RESEA successfully connects claimants to other WorkSource services they may benefit from. However, no conclusions can be made at this time regarding whether these additional services benefit the claimants who are referred to them.

10 Differential impacts

Employment Security staff assessed whether the impacts of being assigned to receive RESEA services differ based on:

1. The claimant's profiling (WPRS) score, used in the standard operating procedure for ordering claimants in queues.
2. The claimant's weekly benefit amount (WBA), which is calculated based on their pre-job-loss income.
3. Whether the claimant was assigned to receive services in an urban or rural area.[30]

To test for differential impacts, Employment Security staff estimated the following regression model:

$$Y_{ic} = \alpha \cdot D_{ic} + \tau \cdot RESEA_{ic} + \delta \cdot RESEA_{ic} \cdot D_{ic} + \beta' X_{ic} + \gamma_c + \epsilon_{ic} \qquad (2)$$

where everything is defined as they were in equation (1), and D_{ic} is a binary indicator used to split the sample into two subgroups. In this equation, δ represents the difference in impact between the group where D_{ic} equals one and the group where D_{ic} equals zero. Therefore, the impact of being assigned to receive RESEA services when D_{ic} equals zero is τ, and the impact of

[30] To classify WorkSource offices as rural or urban, Employment Security staff first classified each claimant's town as being from a rural or urban county based on classifications used by the Washington Department of Health Services. Employment Security staff then classified offices as urban or rural based on whether a majority of their assigned claimants are from urban or rural counties respectively. Staff utilize office classifications rather than claimant classifications due to some claimants have missing, misspelled, or imprecise geographic information on their claim forms preventing them from being classified directly.

being assigned to receive RESEA services when D_{ic} equals one is $\tau + \delta$ with δ being the difference in impacts between the two groups.

Employment Security staff estimated the model in equation (2) three times, each time defining D_{ic} differently. In the first analysis, D_{ic} is equal to one if the claimant's WPRS score is equal to or below the median, and equal to zero if it is above the median. In the second, D_{ic} is equal to one if the claimant's WBA is equal to or below the median, and zero if it is above the median. In the third, D_{ic} is equal to one if the claimant was assigned to a rural office, and zero if they were assigned to an urban office.

The results of these analyses are presented in *Figure 10*. Columns one and two correspond to the analysis of differential impacts by WPRS score; three and four, WBA; and five and six, urban versus rural offices. Columns one, three, and five give estimates of τ, while columns two, four, and six give estimates of δ. For the sake of readability, this table is limited to just impacts on claimants' careers and benefit receipt. The full set of results can be found in Appendix F.

First, looking at differential impacts by WPRS scores, there are large differences in the impact of being assigned to receive RESEA services on claimants' earnings in the six months following the quarter of their claim. Claimants with lower WPRS scores earn an additional $476.23 in the quarter after the claim and an additional $500.36 in the second quarter after the claim as a result of being assigned to RESEA.

Looking next at differential impacts by the claimant's WBA, there does not appear to be many differences between the impacts of being assigned to receive RESEA services for people above and below the median WBA. The only significant difference between these two groups is that claimants with lower WBA's see a significantly larger decrease in the weeks of benefits they receive as a result of being randomly assigned to receive RESEA services.

Lastly, there are significant differences in the impact of being assigned to receive RESEA services between urban and rural offices. Being assigned to receive RESEA services in rural offices has no impact on claimants' employment in the following two quarters after the claim. While a deep dive into the root of these differences falls outside the scope of this evaluation, an initial investigation shows that attendance rates for RESEA are lower in rural offices than they are in urban offices (58.0% versus 65.2%). In addition, this difference in attendance rates appears to be driven by a greater share of rural claimants reporting that they have already found a job. In rural offices, 33.0% of claimants are exempted from an RESEA meeting (initial or follow-up) due to having already found work, compared to only 18.0% in urban offices. Since these estimates only capture an ITT effect (in other words, they do not distinguish between claimants who attended or skipped their RESEA meeting), this suggests that the difference in impacts may be at least partially driven by lower attendance rates.

Figure 10. Differential impacts of being assigned to receive RESEA services

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Panel A: Differential impacts on career outcomes

	By WPRS score		By WBA		By urban-rural status	
Outcome	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
Earnings, Q1	$174.06 ($191.51)	$476.23** ($233.30)	$553.30*** ($214.11)	-$257.77 ($216.32)	$532.24*** ($167.44)	-$403.63* ($225.15)
Earnings, Q2	$147.58 ($206.97)	$500.36** ($253.80)	$500.15*** ($229.32)	$174.91 ($235.83)	$511.40*** ($180.37)	-$376.00 ($253.05)
Employment, Q1	1.5 p.p.* (0.9 p.p.)	1.7 p.p. (1.1 p.p.)	2.1 p.p.*** (0.8 p.p.)	0.5 p.p. (1.1 p.p.)	3.3 p.p.*** (0.7 p.p.)	-3.5 p.p.*** (1.3 p.p.)
Employment, Q2	0.8 p.p. (0.8 p.p.)	1.6 p.p. (1.0 p.p.)	1.8 p.p.** (0.8 p.p.)	-0.4 p.p. (1.0 p.p.)	2.4 p.p.*** (0.7 p.p.)	-3.0 p.p.*** (1.2 p.p.)

Panel B: Differential impacts on benefit receipt

	By WPRS score		By WBA		By urban-rural status	
Outcome	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
Weeks compensated	-0.62*** (0.16)	-0.30 (0.21)	-0.56*** (0.15)	-0.46** (0.20)	-0.81*** (0.14)	0.13 (0.25)
Amount compensated	-$368.30*** ($105.74)	-$131.33 ($135.68)	-$397.83*** ($120.15)	-$89.38 ($128.70)	-$501.70*** ($94.03)	$243.77* ($145.50)
Exhausted benefits	-1.8 p.p.** (0.8 p.p.)	-1.7 p.p.* (1.0 p.p.)	-2.6 p.p.*** (0.8 p.p.)	-0.2 p.p. (1.0 p.p.)	-3.3 p.p.*** (0.7 p.p.)	2.5 p.p.** (1.2 p.p.)

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.

11 Conclusion

This report presents evidence that the RESEA program was effective in achieving its goals. Employment Security staff find that being assigned to receive RESEA services increased employment and earnings in the following two quarters, reduced the amount of benefits claimants received, increased the detection rates of eligibility issues and improper payments, and connected claimants to other WorkSource services to assist their job search. These impacts on career outcomes and benefit receipt are estimated to be at least as large as those found for the WA REA program (Klerman et al, 2019), and in some cases larger. This suggests that the RESEA program is at least as effective at helping claimants find employment as its predecessor. This is especially noteworthy given that the RESEA program was primarily conducted by phone in 2022. This provides suggestive evidence that reemployment services can be effectively administered over the phone, though it cannot be concluded whether RESEA was as impactful as it could have been if services were provided in-person.

This report also presents estimates of the differential impacts of being assigned to receive RESEA services based on several observable characteristics. Results indicate that being assigned to receive RESEA service in rural communities has less of an impact on claimants' reemployment outcomes than in urban communities. An initial analysis suggests that this may be due to lower attendance rates resulting from rural claimants finding jobs without RESEA assistance. However, a more thorough analysis is necessary to determine the source of this difference, and whether RESEA policy or operational changes can amend it.

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Appendix A: RESEA eligibility

This appendix provides additional details on the eligibility requirements claimants must meet to be considered for RESEA, the conditions under which an eligible claimants may be exempted from consideration for RESEA, and the conditions under which a claimant may be exempted from the requirement to attend RESEA once assigned to receive RESEA services.

Once a claimant has successfully been approved to receive UI benefits, their information will be sent to the Reemployment Appointment Scheduler (RAS) software to be considered for RESEA services if they meet any of the three following criteria:

1. Claimant is in the third calendar week of their claim and:
    a. Is monetarily eligible for UI benefits.
    b. Has claimed a waiting week.
    c. Is not assigned to LEC 990 (out of state).
    d. Has a U.S. address.
    e. Claim is active.
    f. Has no open issues.
    g. Has no denial determinations.
    h. Is not a fraud customer.
2. Claimant is in the fourth to seventh calendar week of their claim and:
    a. Is monetarily eligible for UI benefits.
    b. Has claimed a waiting week.
    c. Is not assigned to LEC 990 (out of state).
    d. Has a U.S. address.
    e. Claim is active.
    f. Has no open issues.
    g. Has no denial determinations.
    h. Previous week was filed for benefits (waiting week counts).
    i. Is not a fraud customer.
3. Claimant has previously been sent to RESEA scheduler and:
    a. Their benefit year has not ended.
    b. Their most recent record does not indicate fraud exemption.

Claimants may also be exempt from RESEA consideration in a given week if they:

1. Have a union link with a full referral.
2. Have a union link with a Pacific Maritime Association union.
3. Are approved for standby.
4. Have a non-union apprenticeship.
5. Participate in SharedWork.
6. Are in a self-employment assistance program.
7. Are partially employed.
8. Have received RESEA services in the past 12 months.

Conditions are evaluated for the current week the information is sent. For instance, a claimant with standby allowed for weeks four to five of their claim may be assigned to participate in RESEA in week three of their claim, marked as exempt for the fourth and fifth weeks, then resent to RAS with no exemptions. Going forward, these exemptions will be referred to as automatic exemptions, as these exemptions are automatically recorded and applied for the weeks in which they apply.

In addition to the above criteria, claimants may also be exempted from RESEA services after they have been assigned if they have already found work, or if they had already received a similar service in the past 12 months. To qualify for these exemptions, the claimant must call their local WorkSource office and request the exemption after they have been assigned to RESEA. Once the claimant has provided the necessary information, the RESEA staff member will exempt them from the requirement to attend RESEA. Note that these exemptions are not automatic, as the claimant must contact their WorkSource office directly to request them, and that these exemptions can only be applied after the claimant is assigned to RESEA. Since these exemptions can only occur after the assignment process, they cannot influence the results, and thus are not considered in the analysis.

Figure A1 shows the frequency of automatic exemptions, and the number of claimants who were assigned to RESEA services despite having received these exemptions. Note that any claimants who were exempt for the full duration of the assignment process are excluded from this table, as these claimants were never considered for RESEA and thus are not part of the experiment. This table also does not distinguish between claimants who were exempted from consideration for RESEA before or after they were assigned to RESEA, so some of these claimants may have been assigned to RESEA, then exempted, and then potentially were reconsidered for RESEA in the following weeks.

Figure A1. Exemptions

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Exemption	Description	Number affected [Number assigned to RESEA]	Percent of sample
Standby	In temporary layoffs, when an employer plans to rehire a laid off employee, Employment Security may approve a request to place the worker on standby. Standby waives the job search requirements while workers are collecting unemployment benefits.	2,885 [2,307]	5.63%
Previous RESEA services in past 12 months	They received RESEA services within the last year.	832 [638]	1.62%
Union	A member of a union that participates in the full-referral union program.	125 [100]	0.24%
Self-Employment Assistance Program (SEAP)	Receiving assistance in establishing an entrepreneurship opportunity.	119 [96]	0.23%
Shared Work	A voluntary employer program to retain employees at reduced hours.	109 [82]	0.21%
Other		77 [60]	0.15%

Appendix B: Example random assignment procedure

This appendix provides an example random assignment process, using hypothetical data. The goal of this appendix is to further clarify the random assignment process used in the RCT.

Figure B1. Hypothetical queue on Sunday

Washington state. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Unique claimant ID	WPRS score	Random score	Weeks in queue
1	15	50	3
2	76	71	0
3	90	21	1
4	76	36	2
5	0	54	0
6	72	61	0
7	35	25	4
8	67	2	1
9	49	17	0
10	14	33	4

Figure B1 presents a hypothetical set of claimants that are being considered for RESEA in a given week, office, and language group. These claimants are referred to as being in "the queue." "Weeks in queue" indicates how many times the claimant has been considered for RESEA without being assigned to the treatment or control group or being selected via their WPRS score. People who have zero weeks in queue were added fewer than 7 days ago and

have not gone through an assignment process yet. People who have been in the queue for four weeks will be automatically assigned to the control group if they do not receive an assignment in the following week.

That Monday, RAS determines which claimants will be assigned to receive RESEA services. The number of claimants to be assigned to receive RESEA services is determined based on the number of available appointments. In this hypothetical scenario, suppose four claimants will be assigned to receive RESEA services. The results of this assignment process for the hypothetical set of claimants in *Figure B1* are presented in *Figure B2*.

First, the queue is ordered by the claimants' WPRS score, and the top 5% of claimants by WPRS score are automatically assigned to receive RESEA services. In this example, this is claimant 3. Because this claimant was assigned to receive RESEA services via a non-random process, they are not included in the sample used for this evaluation.

Next, the queue is then ordered by the random score, and the bottom 1% of claimants by random score (rounded up) are automatically assigned to the control group and do not receive RESEA services. In this example, this is claimant 8. From the remaining claimants, the remaining three RESEA slots are then filled by the claimants with the three highest random scores. In this example, these are claimants 2, 5, and 6. Since these claimants were assigned to receive RESEA services via a random process, they are part of the treatment group.

Lastly, for claimants that did not receive an assignment, those that have already spent five weeks in queue are assigned to the control group and do not receive RESEA services. In this example, those are claimants 7 and 10. The rest of the remaining claimants are considered again the following week, alongside any new claimants that enter the queue during that time.

Figure B2. Assignment process outcomes

Washington state. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Unique claimant ID	WPRS score	Random score	Weeks in queue	Assignment process outcome
3	90	21	2	WPRS (dropped from sample)
2	76	71	1	Treatment
6	72	61	1	Treatment
5	0	54	1	Treatment
1	15	50	4	To be determined
4	76	36	3	To be determined
10	14	33	5	Control
7	35	25	5	Control
9	49	17	1	To be determined
8	67	2	2	Control

In this example, this was the first time claimants 2, 5, 6, and 9 were considered for RESEA. Since these four claimants all entered consideration for RESEA at the same time and were considered for RESEA in the same office and language group, these claimants are considered a "cohort." These cohorts are important, as claimants from the same cohort will have equal probabilities of being assigned to participate in RESEA, conditional on their random scores. For example, suppose claimant 9, due to having a low random score, is ultimately assigned to the control group. However, if claimant 9 and claimant 2 switched random scores, then claimant 9 would have been assigned to the treatment group, and claimant 2 would have been assigned to the control group, as claimant 2 would have the exact experience claimant 9 had, and vice versa. However, this would not hold true across cohorts. Suppose instead claimant 9 and claimant 10 switched random scores. It is possible that, while claimant 10's score of 33 was not high enough to be assigned to RESEA in the previous five weeks (the weeks in which claimant

10 was considered for RESEA), it could be high enough to be assigned to RESEA in one of the following weeks. Therefore, swapping the random scores of claimants 9 and 10 would still result in claimant 10 being assigned to the control group, but could result in claimant 9 now being assigned to the treatment group. Therefore, even with the same random scores, claimants 9 and 10 would not have equal probabilities of treatment due to being part of different cohorts.

Appendix C: Baseline characteristics and treatment assignment

Figure C1 shows the mean demographic and economic characteristics of the treated and control group. Given that the treatment rates vary across cohorts, the characteristics of the treated and control groups will be unbalanced. However, because the claimant's office-language-entry week cohort will be directly controlled for in the main analysis, what matters is that the characteristics of the treated and control groups are balanced conditional on the claimant's cohort. To test this, the following regression model is estimated:

$$X_{ic} = \beta_x' RESEA_i + \gamma_c + \epsilon_{ic}$$

Where $RESEA_i$ is a binary indicator equal to one if the claimant was assigned to receive RESEA services, γ_c is a set of office-language-entry week fixed effects, and X_{ic} is the demographic variable upon which we are testing balance. This will test whether there are significant imbalances between the treatment and control group conditional on the claimants' office-language-entry week cohort. The results of this are presented in the third column of *Figure C1*.

Out of 68 different control variables, there are significant differences (at the 5% level) between the treated and control group for 10 of them. This is slightly more than one would normally expect (one would normally expect only 3-4 to be significant), however, what matters most is that these differences are small in magnitude, and thus unlikely to affect the results when sufficiently controlled for. To test this, Employment Security staff adopted the normalized difference approach advocated by Imbens and Rubin (2015) and Imbens and Wooldridge (2009). To do this, Employment Security staff divided the regression-adjusted differences in the control variables by their pooled standard deviations, which provides the differences between the two groups in terms of standard deviations rather than raw numbers.[31] Imbens and Rubin argue that any normalized difference below 0.25 will not pose a threat to proper identification if sufficiently controlled for. The largest normalized difference in the data is 0.056, which means that any imbalances between the treated and control group do not pose a threat to the analysis.

[31] The exact formula for the normalized difference for control variable *x* is given by:

$$ND_x = \frac{\hat{\beta}_x}{\sqrt{(s_{xt}^2 + s_{xc}^2)/2}}$$

where s_{xt}^2 and s_{xc}^2 are the sample variances of *x* in the treatment and control group, respectively.

Figure C1. Differences in baseline characteristics

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Variable	Treated	Control	Regression-adjusted difference	Normalized difference
Total wages 1st quarter before the claim	$16,106.78	$17,866.81	-$158.30 ($163.14)	-0.012
Total wages 2nd quarter before the claim	$15,933.11	$17,562.85	-$175.83 ($156.22)	-0.014
Total wages 3rd quarter before the claim	$14,530.95	$15,907.98	-$141.92 ($159.08)	-0.011
Total wages 4th quarter before the claim	$13,792.53	$15,500.49	-$391.69** ($161.58)	-0.030
Total wages 5th quarter before the claim	$13,760.65	$15,290.09	-$216.13 ($163.37)	-0.017
Total hours 1st quarter before the claim	448.21	458.84	-1.07 (2.24)	-0.006
Total hours 2nd quarter before the claim	456.14	465.55	-2.91 (2.06)	-0.018
Total hours 3rd quarter before the claim	418.27	415.97	-1.24 (2.29)	-0.007
Total hours 4th quarter before the claim	400.23	413.75	-5.96** (2.45)	-0.031
Total hours 5th quarter before the claim	413.08	428.88	-5.71** (2.65)	-0.028
WPRS score	21.95	21.12	0.64*** (0.12)	0.056
Weekly benefit amount	593.80	623.01	-0.94 (2.92)	-0.004

Variable	Treated	Control	Regression-adjusted difference	Normalized difference
Female	0.431	0.387	0.009 (0.006)	0.018
Veteran	0.075	0.073	0.000 (0.003)	0.000
Hispanic	0.194	0.167	0.001 (0.004)	0.003
Highest educational attainment: some college	0.295	0.265	0.004 (0.006)	0.009
Highest educational attainment: bachelor's degree	0.191	0.232	-0.006 (0.005)	-0.015
Highest educational attainment: graduate degree	0.062	0.084	-0.003 (0.003)	-0.012
Age at claim	43.75	43.35	0.04 (0.168)	0.003
White	0.715	0.741	-0.002 (0.006)	-0.004
Black	0.071	0.057	0.001 (0.003)	0.004
Asian	0.073	0.079	0.000 (0.003)	0.000
Other race	0.049	0.047	-0.004 (0.003)	-0.019
Disabled	0.037	0.034	0.002 (0.002)	0.011
Industry: agriculture, forestry, fishing, and hunting	0.081	0.075	0.002 (0.003)	0.007
Industry: mining	0.002	0.003	-0.001 (0.001)	-0.021

Variable	Treated	Control	Regression-adjusted difference	Normalized difference
Industry: construction	0.122	0.148	-0.011*** (0.004)	-0.032
Industry: manufacturing	0.096	0.080	-0.001 (0.004)	-0.004
Industry: wholesale trade	0.050	0.044	0.000 (0.003)	0.000
Industry: retail trade	0.078	0.069	0.001 (0.003)	0.004
Industry: transportation and warehousing	0.041	0.036	-0.003 (0.002)	-0.016
Industry: information	0.033	0.038	0.008*** (0.002)	0.043
Industry: finance and insurance	0.043	0.038	0.001 (0.003)	0.005
Industry: real estate rental and leasing	0.024	0.027	-0.001 (0.002)	-0.006
Industry: professional, scientific, and technical services	0.085	0.112	-0.004 (0.004)	-0.013
Industry: management of companies and enterprises	0.009	0.010	0.001 (0.001)	0.010
Industry: administrative and support and waste management and remediation services	0.090	0.097	0.000 (0.004)	0.000
Industry: educational services	0.022	0.020	0.003 (0.002)	0.021
Industry: health care and social assistance	0.101	0.085	0.000 (0.004)	0.000
Industry: art, entertainment, and recreation	0.012	0.014	-0.003* (0.002)	-0.026

Variable	Treated	Control	Regression-adjusted difference	Normalized difference
Industry: accommodation and food services	0.039	0.036	0.002 (0.002)	0.011
Industry: other services (except public administration)	0.024	0.020	0.004** (0.002)	0.027
Industry: public administration	0.025	0.025	0.000 (0.002)	0.000
Industry: missing	0.021	0.024	0.002 (0.002)	0.013
Occupation: management	0.187	0.189	0.008 (0.005)	0.020
Occupation: business and financial operations	0.057	0.060	-0.002 (0.003)	-0.009
Occupation: computer and mathematical occupations	0.052	0.063	0.004 (0.003)	0.017
Occupation: architecture and engineering occupations	0.018	0.021	-0.003* (0.002)	-0.022
Occupation: life, physical, and social science	0.011	0.014	-0.001 (0.001)	-0.009
Occupation: community and social service	0.013	0.013	-0.001 (0.001)	-0.009
Occupation: legal	0.009	0.008	0.001 (0.001)	0.011
Occupation: educational instruction and library	0.017	0.013	0.003** (0.002)	0.025
Occupation: arts, design, entertainment, sports, and media	0.017	0.026	-0.002 (0.002)	-0.014
Occupation: healthcare practitioners and technical	0.019	0.018	-0.001 (0.002)	-0.007

Variable	Treated	Control	Regression-adjusted difference	Normalized difference
Occupation: healthcare support	0.028	0.022	0.000 (0.002)	0.000
Occupation: protective service	0.011	0.010	0.000 (0.001)	0.000
Occupation: food preparation and serving related	0.030	0.027	0.003 (0.002)	0.018
Occupation: building and grounds cleaning and maintenance	0.029	0.037	0.003 (0.002)	0.017
Occupation: personal care and service	0.016	0.015	-0.001 (0.002)	-0.008
Occupation: sales and related	0.050	0.046	0.000 (0.003)	0.000
Occupation: office and administrative support	0.113	0.094	0.002 (0.004)	0.007
Occupation: farming, fishing, and forestry	0.063	0.061	-0.003 (0.003)	-0.012
Occupation: construction and extraction	0.091	0.116	-0.013*** (0.004)	-0.043
Occupation: installation, maintenance, and repair	0.028	0.023	0.004* (0.002)	0.025
Occupation: production	0.060	0.048	-0.001 (0.003)	-0.004
Occupation: transportation and material moving	0.079	0.077	0.001 (0.003)	0.004
N	41,476	9,795	NA	NA

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. Occupation, education, race, sex, ethnicity, and disability status are self-reported at the time of the most recent UI claim. Some results are not reported due to disclosure policies. Heteroskedasticity-robust standard errors are in parentheses.

Appendix D: Description of WorkSource services

Figure D1. Categorization of WorkSource services

Category	Services included
Job board activity	On the WorkSourceWa website, perform any of the following actions. These actions may be done on their own, or with staff assistance: ▪ Register. ▪ Search jobs. ▪ Save searches. ▪ Save jobs. ▪ Save occupations. ▪ Apply for jobs. ▪ Create cover letter. ▪ Create/upload resume.
Workshops	Participation in any of the following workshops (in-person or virtually): ▪ Module 1: Orientation to WorkSource Services. ▪ Module 2: Skills and Abilities Analysis. ▪ Module 3: Job Search Strategies. ▪ Module 4: Perfecting Applications. ▪ Module 5: Effective Resumes and Cover Letter. ▪ Module 6: Interviewing Techniques. ▪ Strategies for Success Module 1: Work Concepts I. ▪ Strategies for Success Module 2: Health & Well-Being. ▪ Strategies for Success Module 3: Communication. ▪ Strategies for Success Module 4: Personal Strength Builders. ▪ Strategies for Success Module 5: Community Engagement. ▪ Strategies for Success Module 6: Work Concepts 2. ▪ Essential Skills Modules 1-6. ▪ Miscellaneous other workshops.

Category	Services included
Other job search assistance	▪ Basic Assessment. ▪ Career and vocational counseling. ▪ Career guidance services. ▪ Comprehensive and specialized assessment. ▪ Deskside job seeker assistance. ▪ Development of individual employment plan. ▪ Job club. ▪ Provided workforce information. ▪ Resume review.
UI assistance	▪ Meaningful unemployment assistance.
Monetary support	▪ Needs related payments. ▪ Program Support Services (transportation). ▪ Program Support Services (other).
Training	▪ Customized training. ▪ Education offered with Workforce preparation activities and occupational training (youth only). ▪ Entrepreneurial training. ▪ Incumbent worker training. ▪ Occupational skills training. ▪ Occupational skills training (youth only). ▪ On-the-job training. ▪ TAA approved training. ▪ Training paid by other. ▪ Workplace training with related instruction.
Other WorkSource services	All other WorkSource services not including referrals, RESEA, and translation services.

Appendix E: General robustness checks

To make sure the findings of this evaluation represent the true treatment effects of being assigned to receive RESEA services and are not just a product of the econometric model and assumptions, Employment Security staff estimated treatment effects utilizing several alternative estimation strategies. If similar estimates of the treatment effect of being assigned to receive RESEA services are obtained using different models and estimation methods, this increases the confidence that the main analysis successfully estimated the true treatment effects of being assigned to receive RESEA services. For this report, Employment Security staff conducted three robustness checks, each of which are explained below.

Robustness check 1: Weighted ordinary least squares

First, Employment Security staff estimated a weighted version of Equation 1 where each observation is weighted such that the probability of being treated within each office-language-entry week cohort is 50%. As stated in Black et al (2003) and Imbens and Rubin (2015), when there are differential treatment rates across blocks in a stratified RCT, the fixed-effects regression may not provide a consistent estimate of the treatment effect if the common effect assumption does not hold, that is, if there are differential impacts across blocks. One method to correct this issue is to reweight the data such that treatment rates are equal across all blocks.[32] In the case that the common effect assumption holds, both the unweighted and weighted regressions should give consistent estimates of the treatment effect.

[32] To do so, each claimant is weighted by the inverse probability of them being assigned to the group they were assigned to, conditional on their cohort. Therefore, the weights for each claimant *i* in the office-language-entry cohort *c* is:

$$\omega_{ic} = \begin{cases} \frac{N_c}{N_c^{Treated}} \; if \; treated \\ \frac{N_c}{N_c^{Control}} \; if \; control \end{cases}$$

Where N_c is the number of claimants in cohort *c*, and $N_c^{Treated}$ and $N_c^{Control}$ are the number of treated and control claimants in cohort *c* respectively.

Robustness check 2: Omitting exempted claimants

Employment Security staff also re-estimated Equation 1 dropping all claimants that experienced an exemption during the experiment from the analysis.[33] Recall that claimants may be exempted from consideration for RESEA if they are exempted from work search requirements. In this case, these claimants would be less likely to be assigned to receive RESEA services than non-exempted claimants. While in practice, these exemptions have a minimal impact on a claimant's treatment status (see Appendix Table A1), the regression omitting exempted claimants demonstrates empirically that the decision to include these claimants in the analysis does not significantly alter the results. These claimants are not excluded from the main analysis because it is possible that being notified that they are required to attend RESEA services may induce claimants to seek out an exemption. In this case, exemptions would not be random, and thus dropping these claimants from the analysis may induce unnecessary bias to the results.

Robustness check 3: Random score instrumental variable

A feature of the experimental design is that whether a claimant is assigned to receive RESEA services is largely determined by their randomly assigned score. *Figure E1* shows the relationship between a claimant's random score and the probability that the claimant was assigned to receive RESEA services. There is a clear positive relationship between a claimant's random score and whether they are assigned to RESEA. The higher a claimant's score is, the more likely it is that they are assigned to RESEA. Because the probability of being assigned to RESEA is highly correlated with the random score, and the random score itself is randomly generated, the impact of RESEA services can alternatively be estimated using an instrumental variables (IV) approach using the random score as an instrument for being assigned to receive RESEA services.

The standard IV estimation is conducted in two stages. First, Employment Security staff estimated the following first-stage equation showing the relationship between the instrumental

[33] Claimants are considered to have experienced an exemption during the experiment if they experienced an automatic exemption (as defined in Appendix A) at any point between the first week in which they would have been eligible to be considered for RESEA and the last week they would have been eligible to be considered for RESEA. This includes exemptions that may have happened after being assigned to receive RESEA services, but only if that exemption occurred before the last week in which they would have still been eligible to be assigned to RESEA if they had not already been assigned.

variable (the random score) and the treatment variable (whether a claimant was randomly assigned to receive RESEA services).

$$RESEA_{ic} = \zeta \cdot Score_{ic} + \beta' X_{ic} + \gamma_c + \epsilon_{ic} \qquad \text{(E1)}$$

where $Score_{ic}$ is the randomly assigned score for claimant *i*. After estimating this equation, the probability that claimant i is assigned to receive RESEA services is calculated by plugging the data into the fitted model. This probability is denoted as $\widehat{RESEA}_{ic}$. This predicted value is plugged into Equation 1, and the following model is estimated:

$$Y_{ic} = \tau \cdot \widehat{RESEA}_{ic} + \beta' X_{ic} + \gamma_c + \epsilon_{ic} \qquad \text{(E2)}$$

Because the IV approach relies solely on the random score being random, rather than the actual random assignment process, this approach is robust to any potential violations to random assignment that may have occurred over the course of the experiment. The one shortcoming of this IV approach is that IV estimates will generally be less precise than OLS estimates, so there may not be sufficient statistical power to detect smaller program impacts using this method.

Robustness checks results

The results of the robustness checks for each outcome are presented in *Figures E2*. All core findings of the report are highly robust to the estimation strategy employed. This provides evidence that the findings of this report are reflective of the true impact of being assigned to receive RESEA services and are not dependent on the statistical assumptions of the preferred estimation strategy.

Figure E1. RESEA assignment rate by random score

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

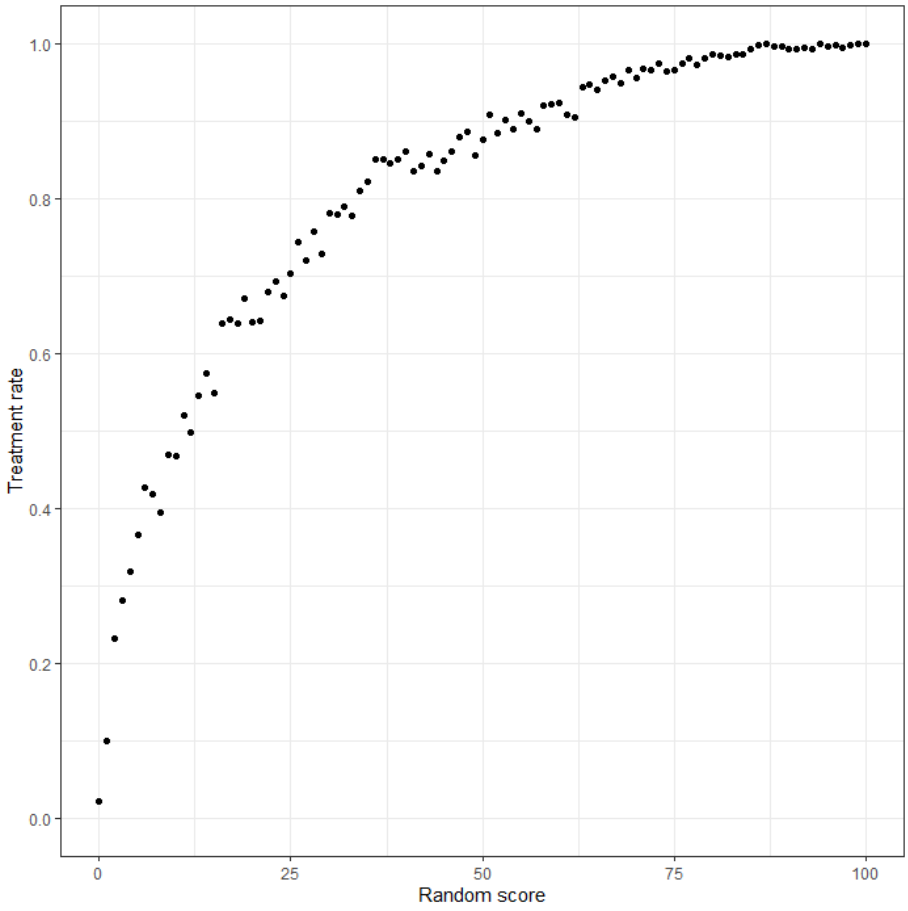

Figure E2. Career outcomes robustness checks

Panel A. Impact on career outcomes robustness checks

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Outcome	Quarter	OLS	Weighted OLS	No exemptions	IV
Employment (binary)	Quarter 1	2.4 p.p.*** (0.6 p.p.)	2.0 p.p.*** (0.7 p.p.)	2.6 p.p.*** (0.6 p.p.)	3.1 p.p.*** (1.1 p.p.)
	Quarter 2	1.7 p.p.*** (0.6 p.p.)	1.4 p.p.** (0.6 p.p.)	1.9 p.p.*** (0.6 p.p.)	2.6 p.p.*** (1.0 p.p.)
Earnings	Quarter 1	$428.06*** ($131.03)	$325.28** ($135.18)	$402.38*** ($139.88)	$254.72 ($222.77)
	Quarter 2	$414.87*** ($142.26)	$287.09* ($153.65)	$423.13*** ($151.90)	$540.11** ($242.85)
First stage F-stat					29.57
N		51,271	51,271	46,096	51,271

Panel B. Impact on benefit receipt robustness checks

Outcome	OLS	Weighted OLS	No exemptions	IV
Weeks compensated	-0.78*** (0.11)	-0.74*** (0.13)	-0.77*** (0.12)	-0.94*** (0.20)
Benefits received	-$435.47*** ($75.82)	-$394.38*** ($84.89)	-$426.92**** ($80.55)	-$496.71*** ($132.24)
Exhausted benefits	-2.7 p.p.*** (0.6 p.p.)	-2.9 p.p.*** (0.6 p.p.)	-3.0 p.p.*** (0.6 p.p.)	-3.3 p.p.*** (1.0 p.p.)
First stage F-stat				29.57
N	51,271	51,271	46,096	51,271

Panel C. Impact on benefit denials/reductions robustness checks

Issue type	OLS	Weighted OLS	No exemptions	IV
All issues	4.2 p.p.*** (0.6 p.p.)	6.3 p.p.*** (0.6 p.p.)	4.5 p.p.*** (0.6 p.p.)	4.9 p.p.*** (1.1 p.p.)
Omitting failure to report issues	2.1 p.p.*** (0.6 p.p.)	4.0 p.p.*** (0.6 p.p.)	2.3 p.p.*** (0.6 p.p.)	3.1 p.p. *** (1.0 p.p.)
Work search issues	0.6 p.p. (0.5 p.p.)	1.6 p.p.*** (0.5 p.p.)	0.6 p.p. (0.5 p.p.)	2.0 p.p.** (0.9 p.p.)
Able and available issues	2.0 p.p.*** (0.3 p.p.)	2.5 p.p.*** (0.3 p.p.)	2.1 p.p.*** (0.3 p.p.)	1.4 p.p.** (0.6 p.p.)
Other issues	0.6 p.p. (0.4 p.p.)	1.5 p.p.*** (0.4 p.p.)	0.6 p.p. (0.4 p.p.)	0.7 p.p. (0.7 p.p.)
First stage F-stat				29.57
N	51,271	51,271	46,096	51,271

Panel D. Impact on overpayments robustness checks

Issue type	OLS	Weighted OLS	No exemptions	IV
All issues	3.9 p.p.*** (0.4 p.p.)	5.3 p.p.*** (0.4 p.p.)	4.1 p.p.*** (0.5 p.p.)	3.3 p.p.*** (0.8 p.p.)
Omitting failure to report issues	1.8 p.p.*** (0.4 p.p.)	3.0 p.p.*** (0.4 p.p.)	1.9 p.p.*** (0.5 p.p.)	1.4 p.p.* (0.8 p.p.)
Work search issues	0.4 p.p. (0.3 p.p.)	0.9 p.p.*** (0.3 p.p.)	0.4 p.p. (0.3 p.p.)	0.8 p.p.* (0.5 p.p.)
Able and available issues	1.4 p.p.*** (0.2 p.p.)	1.7 p.p.*** (0.2 p.p.)	1.5 p.p.*** (0.2 p.p.)	1.2 p.p.*** (0.4 p.p.)
Other issues	0.2 p.p. (0.3 p.p.)	0.7 p.p.** (0.3 p.p.)	0.2 p.p. (0.3 p.p.)	-0.3 p.p. (0.6 p.p.)
First stage F-stat				29.57
N	51,271	51,271	46,096	51,271

Panel E. Impact on WorkSource services utilization robustness checks

Service type	OLS	Weighted OLS	Omitting exemptions	Random score IV
All services	24.3 p.p.*** (0.5 p.p.)	24.8 p.p.*** (0.6 p.p.)	25.0 p.p.*** (0.6 p.p.)	25.6 p.p.*** (1.0 p.p.)
Job board activity	9.9 p.p.*** (0.5 p.p.)	11.3 p.p.*** (0.5 p.p.)	10.5 p.p.*** (0.5 p.p.)	10.7 p.p.*** (0.9 p.p.)
Workshops	10.0 p.p.*** (0.3 p.p.)	10.1 p.p.*** (0.2 p.p.)	10.7 p.p.*** (0.3 p.p.)	10.8 p.p.*** (0.7 p.p.)
Other job search assistance	11.3 p.p.*** (0.4 p.p.)	11.2 p.p.*** (0.3 p.p.)	11.5 p.p.*** (0.4 p.p.)	12.4 p.p.*** (0.7 p.p.)
UI assistance	6.2 p.p.*** (0.3 p.p.)	5.3 p.p.*** (0.3 p.p.)	6.2 p.p.*** (0.3 p.p.)	5.9 p.p.*** (0.5 p.p.)
Monetary support	0.4 p.p.*** (0.1 p.p.)	0.4 p.p.*** (0.1 p.p.)	0.4 p.p.*** (0.1 p.p.)	0.4 p.p.** (0.2 p.p.)
Training	0.3 p.p.*** (0.1 p.p.)	0.2 p.p. (0.1 p.p.)	0.3 p.p.*** (0.1 p.p.)	0.4 p.p.** (0.2 p.p.)
Other services	1.2 p.p.*** (0.1 p.p.)	1.1 p.p.*** (0.2 p.p.)	1.1 p.p.*** (0.2 p.p.)	1.6 p.p.*** (0.3 p.p.)
First stage F-stat				29.57
N	51,271	51,271	46,096	51,271

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses.

Appendix F: Full differential impacts results

Figure F1. Differential impacts of being assigned to receive RESEA services, full results

Washington state, Dec. 28, 2021, through Dec. 26, 2022. Source: Employment Security Department/Data Architecture, Transformation, and Analysis

Panel A. Differential impacts on career outcomes

	By WPRS score		By WBA		By urban-rural status	
Outcome	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
Earnings, Q1	$174.06 ($191.51)	$476.23** ($233.30)	$553.30*** ($214.11)	-$257.77 ($216.32)	$532.24*** ($167.44)	-$403.63* ($225.15)
Earnings, Q2	$147.58 ($206.97)	$500.36** ($253.80)	$500.15*** ($229.32)	$174.91 ($235.83)	$511.40*** ($180.37)	-$376.00 ($253.05)
Employment, Q1	1.5 p.p.* (0.9 p.p.)	1.7 p.p. (1.1 p.p.)	2.1 p.p.*** (0.8 p.p.)	0.5 p.p. (1.1 p.p.)	3.3 p.p.*** (0.7 p.p.)	-3.5 p.p.*** (1.3 p.p.)
Employment, Q2	0.8 p.p. (0.8 p.p.)	1.6 p.p. (1.0 p.p.)	1.8 p.p.** (0.8 p.p.)	-0.4 p.p. (1.0 p.p.)	2.4 p.p.*** (0.7 p.p.)	-3.0 p.p.*** (1.2 p.p.)

Panel B. Differential impacts on benefit receipt

	By WPRS score		By WBA		By urban-rural status	
Outcome	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
Weeks compensated	-0.62*** (0.16)	-0.30 (0.21)	-0.56*** (0.15)	-0.46** (0.20)	-0.81*** (0.14)	0.13 (0.25)
Amount compensated	-$368.30*** ($105.74)	-$131.33 ($135.68)	-$397.83*** ($120.15)	-$89.38 ($128.70)	-$501.70*** ($94.03)	$243.77* ($145.50)
Exhausted benefits	-1.8 p.p.** (0.8 p.p.)	-1.7 p.p.* (1.0 p.p.)	-2.6 p.p.*** (0.8 p.p.)	-0.2 p.p. (1.0 p.p.)	-3.3 p.p.*** (0.7 p.p.)	2.5 p.p.** (1.2 p.p.)

Panel C. Differential impacts on benefit denials and reductions

	By WPRS score		By WBA		By urban-rural status	
Issue type	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
All issues	4.1 p.p.*** (0.7 p.p.)	0.2 p.p. (1.1 p.p.)	3.2 p.p.*** (0.7 p.p.)	2.1 p.p.** (1.0 p.p.)	4.6 p.p.*** (0.7 p.p.)	-1.4 p.p. (1.3 p.p.)
Omitting failure to report issues	1.9** p.p. (0.8 p.p.)	0.4 p.p. (1.1 p.p.)	1.8 p.p.** (0.7 p.p.)	0.7 p.p. (1.0 p.p.)	2.4 p.p.*** (0.7 p.p.)	-1.0 p.p. (1.3 p.p.)
Work search issues	0.1 p.p. (0.7 p.p.)	0.9 p.p. (0.9 p.p.)	0.2 p.p. (0.6 p.p.)	0.8 p.p. (0.9 p.p.)	0.5 p.p. (0.6 p.p.)	0.2 p.p. (1.1 p.p.)
Able and available issues	2.0 p.p.*** (0.4 p.p.)	-0.1 p.p. (0.5 p.p.)	1.8 p.p.*** (0.4 p.p.)	0.4 p.p. (0.5 p.p.)	2.2 p.p.*** (0.3 p.p.)	-0.7 p.p. (0.6 p.p.)
Other issues	0.4 p.p. (0.6 p.p.)	0.3 p.p. (0.7 p.p.)	0.4 p.p. (0.5 p.p.)	0.3 p.p. (0.7 p.p.)	0.7 p.p. (0.5 p.p.)	-0.5 p.p. (0.9 p.p.)

Panel D. Differential impacts on overpayments

	By WPRS score		By WBA		By urban-rural status	
Issue type	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
All issues	3.1 p.p.*** (0.6 p.p.)	1.3 p.p. (0.8 p.p.)	2.7 p.p.*** (0.5 p.p.)	2.5 p.p.*** (0.8 p.p.)	4.4 p.p.*** (0.5 p.p.)	-2.2 p.p.** (1.0 p.p.)
Omitting failure to report issues	1.0 p.p.* (0.6 p.p.)	1.4 p.p.* (0.8 p.p.)	1.4 p.p.*** (0.5 p.p.)	0.7 p.p. (0.8 p.p.)	2.3 p.p.*** (0.5 p.p.)	-2.2 p.p.** (1.0 p.p.)
Work search issues	0.0 p.p. (0.4 p.p.)	0.7 p.p. (0.5 p.p.)	0.3 p.p. (0.4 p.p.)	0.2 p.p. (0.5 p.p.)	0.4 p.p. (0.3 p.p.)	-0.0 p.p. (0.6 p.p.)
Able and available issues	1.4 p.p.*** (0.3 p.p.)	0.1 p.p. (0.4 p.p.)	1.1 p.p.*** (0.3 p.p.)	0.6 p.p.* (0.4 p.p.)	1.6 p.p.*** (0.3 p.p.)	-0.8 p.p.*. (0.4 p.p.)
Other issues	-0.3 p.p. (0.5 p.p.)	0.9 p.p. (0.6 p.p.)	0.0 p.p. (0.4 p.p.)	0.3 p.p. (0.6 p.p.)	0.4 p.p. (0.4 p.p.)	-1.0 p.p. (0.7 p.p.)

Panel E. Differential impacts on WorkSource service receipt

	By WPRS score		By WBA		By urban-rural status	
Service type	RESEA	RESEA x below median	RESEA	RESEA x below median	RESEA	RESEA x rural office
All services	25.7 p.p.*** (0.8 p.p.)	-2.6 p.p.*** (1.0 p.p.)	25.2 p.p.*** (0.7 p.p.)	-1.7 p.p.* (0.9 p.p.)	22.8 p.p.*** (0.6 p.p.)	6.1 p.p.*** (1.3 p.p.)
Job board activity	11.0 p.p.*** (0.7 p.p.)	-1.9 p.p.** (0.8 p.p.)	11.0 p.p.*** (0.6 p.p.)	-2.2 p.p.*** (0.8 p.p.)	10.9 p.p.*** (0.6 p.p.)	-3.8 p.p.*** (1.0 p.p.)
Workshops	11.3 p.p.*** (0.4 p.p.)	-2.3 p.p.*** (0.5 p.p.)	11.5 p.p.*** (0.4 p.p.)	-3.1 p.p.*** (0.5 p.p.)	11.2 p.p.*** (0.4 p.p.)	-4.8 p.p.*** (0.6 p.p.)
Other job search assistance	12.2 p.p.*** (0.5 p.p.)	-1.7 p.p.*** (0.6 p.p.)	11.5 p.p.*** (0.4 p.p.)	-0.4 p.p. (0.6 p.p.)	9.7 p.p.*** (0.4 p.p.)	6.2 p.p.*** (1.0 p.p.)
UI assistance	5.8 p.p.*** (0.3 p.p.)	0.8 p.p.* (0.4 p.p.)	5.3 p.p.*** (0.3 p.p.)	2.0 p.p.*** (0.4 p.p.)	4.0 p.p.*** (0.2 p.p.)	9.0 p.p.*** (0.8 p.p.)
Monetary support	0.4 p.p.*** (0.1 p.p.)	-0.1 p.p. (0.2 p.p.)	2.2 p.p.*** (0.1 p.p.)	0.3 p.p.* (0.1 p.p.)	0.3 p.p.*** (0.1 p.p.)	0.3 p.p.* (0.2 p.p.)
Training	0.4 p.p.*** (0.1 p.p.)	-0.2 p.p. (0.1 p.p.)	0.3 p.p.*** (0.1 p.p.)	0.1 p.p. (0.1 p.p.)	0.3 p.p.*** (0.1 p.p.)	0.0 p.p. (0.2 p.p.)
Other services	1.3 p.p.*** (0.2 p.p.)	-0.2 p.p. (0.3 p.p.)	1.1 p.p.*** (0.2 p.p.)	0.1 p.p. (0.2 p.p.)	0.8 p.p.*** (0.1 p.p.)	1.4 p.p.*** (0.4 p.p.)

Note: *** indicates statistical significance at the 1% level; ** at the 5% level, and * at the 10% level. The abbreviation p.p. stands for percentage points. Heteroskedasticity-robust standard errors are in parentheses. N=51,271; $N_{Treated}$=41,476; $N_{Control}$=9,795.