An Exploration of Changes in the Effectiveness of Washington's Reemployment Services and Eligibility Assessment (RESEA) Program from 2022 to 2023

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Table of Contents

Executive summary

Washington state's Employment Security Department began a randomized controlled trial (RCT) on Dec. 28, 2021, to evaluate the Reemployment Services and Eligibility Assessment (RESEA) program provided to unemployment insurance (UI) claimants. Brigandi et al. (2024) documents the program's effects in 2022. This report achieves two goals. First, this report documents the program's effectiveness in 2023. On average, the program:

- increased the probability that UI claimants were reemployed in the quarter after their claim by 1.3 percentage points,
- reduced UI claim duration by 0.59 weeks,
- reduced UI benefits claimed by $295.34,
- reduced the probability that claimants exhausted UI benefits by 2.9 percentage points,
- increased the probability that claimants experienced a denial or reduction of UI benefits by 3.7 percentage points, and
- increased the probability that claimants used other WorkSource system services by 32.7 percentage points.

Second, this report compares program effectiveness in 2022 and 2023. In both years, the program helped UI claimants find reemployment more quickly, reduced the number of weeks of UI benefits they claimed, connected UI claimants to other state government services, and reduced the likelihood of claimants receiving UI benefits when they were not actually eligible to receive them. In both years, a basic cost-benefit analysis shows that the RESEA program saved the state government money by speeding UI claimants' return to work and so reducing total UI payments.

While the RESEA program met its primary goals in 2022 and in 2023, it was more effective in 2022 at helping claimants in one important way. In 2022, the program increased participants' earnings from employment by $1,202.46 in the year beginning in the calendar quarter after their initial claim. In 2023, the program did not increase earnings in this yearlong period. This change was unlikely caused by changes in RESEA program delivery. Instead, it was likely due to changes in the Washington state labor market.

An investigation into why this occurred highlights the importance of stability of the new employment that job seekers find. More than 10,000 (out of 113,146) RESEA-eligible claimants in 2022 and 2023 earned income from employment in the quarter after their initial UI claim, but did not earn income from employment in the second or third quarter after their initial claim. These claimants often file additional weekly claims. On average, claimants who found a

job in the quarter after their initial claim but separated from it within six months received 8.3 more weeks of UI benefits (19.0 weeks instead of 10.7 weeks) compared to UI claimants who found a job and kept it. They were seven times more likely to exhaust their UI benefits.

One possible explanation is that some of these claimants become unemployed and search for a job for a second time during their benefit year. This phenomenon of executing two distinct job searches during the UI benefit year presents an opportunity for the Employment Security Department to possibly improve RESEA services. These "double seekers" could be considered eligible for RESEA again during their second job search. Since these claimants are far more likely than their peers to exhaust benefits, they could be given greater priority for the RESEA program. This new round of RESEA appointments could provide a new service: debriefing with the claimant on what worked in their first job search – and what didn't work – and helping them draft a new reemployment plan based on this debrief. Implementing this proposed program change may increase RESEA's overall effect on total weeks of benefits claimed and earnings in the yearlong period starting in the quarter after the claim.

In addition, the results in this report highlight the value of prioritizing claimants for RESEA participation based on how likely they are to benefit from the program. The program has positive impacts *on average*, meaning that some claimants benefit more and some benefit less from participation. One evidence-based, effective strategy for identifying claimants who are likely to benefit more from the program is the approach used in Wisconsin (Michaelides et al, 2024). This approach requires claimants to provide information about job search preparedness in a survey administered after their UI first payment receipt. Claimants' responses are rated, and the extent to which each person faces barriers to reemployment is calculated. Claimants who face barriers to reemployment are prioritized for services over those who do not face barriers. Washington state's RESEA program would be more impactful on average if only people who are likely to benefit from the program are selected to participate in it, so adopting the Wisconsin prioritization approach may be a valuable program change in Washington state.

1 Introduction

The Reemployment Services and Eligibility Assessment (RESEA) program is designed to improve unemployment insurance (UI) claimants' job search process and outcomes. The program aims to help claimants find suitable employment more quickly.

In Washington state, the main program elements are reemployment assistance services and a UI program eligibility assessment, administered in two or more appointments with state

government officials. In these appointments, the RESEA administrators help UI claimants create and execute a reemployment plan, provide relevant labor market information, connect claimants to additional services and trainings that may help their careers, ensure that they meet the weekly eligibility criteria for UI benefits which require claimants to actively search for appropriate employment, and conduct other activities designed to help a claimant find a job more quickly.

A randomized controlled trial (RCT) run in Washington state in 2022 showed that the RESEA program increased the likelihood of employment and increased earnings from employment in the six months after the initial UI claim (Brigandi et al., 2024).[1] The 2022 RESEA program caused claimants to file fewer UI claims, likely because they returned to work more quickly. The program connected claimants to additional services and increased the detection rate of improper UI payments to ineligible claimants. The RESEA program achieved its goals in Washington state in 2022.

This report has two objectives. First, this report assesses whether RESEA improved employment outcomes, reduced receipt of unemployment compensation, strengthened UI program integrity, and increased the use of other workforce services in 2023. Second, this report compares the effectiveness of the RESEA program in 2022 and 2023 and presents several possible explanations why the program effectiveness differs over time.

Findings

This report documents the results from this same RCT run in 2023. Being randomly assigned to the RESEA program in 2023, compared to being randomly assigned to a control group that did not receive any RESEA program elements:

- Increased the probability of employment in the quarter after the claim by 1.3 percentage points.
- Reduced average UI claim duration by 0.59 weeks, likely because the claimants found a job more quickly. This corresponds to a reduction in average benefits claimed of $295.34.

[1] The estimates in Brigandi et al. (2024), and in this report, are "intent to treat" effect estimates. As such, these estimates do not describe the impacts of receiving reemployment services, but rather the overall impact of being assigned to the RESEA program. They measure a combination of all program elements, not just reemployment services and eligibility assessments. This includes program elements for claimants who skip their meetings (the Advice of Rights survey and disqualifications from UI compensation).

- Reduced the probability that a UI claimant exhausted their benefits by 2.9 percentage points.
- Increased the detection of noncompliance with UI able-and-available eligibility criteria by 2.3 percentage points, strengthening UI program integrity.
- Increased the rate at which job seekers used other WorkSource services by 32.7 percentage points.[2]

A basic cost-benefit analysis shows that the RESEA program generated $148.86 in savings for the state per claimant assigned to participate in the program in 2023 (an average reduction in UI benefits paid of $295.34 minus the expected per-claimant cost listed in the 2023 state plan of $146.48). Across the 40,710 people assigned to participate in the RESEA in 2023 RCT, this is a statewide savings of $6,060,091.60 in 2023.[3]

While the RESEA program met its primary goals in 2022 and in 2023, it was more effective in 2022 at improving claimants' job search outcomes. In 2022, the program increased earnings for participants in the year starting in the quarter after their claim by $1,202.46 (statistically significant at the 95% level), but there is no evidence that the program increased earnings for participants assigned to participate in 2023 in this yearlong period. In 2022, RESEA increased hours worked in the yearlong period starting in the quarter after the claim by 31.9 hours. In 2023, there is no evidence that the program increased hours worked in this yearlong period.

Many differences between 2022 and 2023 could potentially explain why the program was more effective in 2022. These changes over time could be due to changes in how the program operated, who received RESEA services over time, how easy it was to find a job, how easy it was to maintain new employment, some combination of these, or other explanations entirely. In this report, we assess three of these explanations and determine whether they could explain the change in program effectiveness over time.

The only known change to the program over these two years was a transition in appointment delivery mode. In 2022, appointments were mostly held over the phone. In 2023, phones were mostly replaced with in-person and virtual appointments, which were held using software like Microsoft Teams. However, an analysis of the impact of this change on the program effectiveness is beyond the scope of this report.

[2] This result is specific to the set of WorkSource services documented in the Employment Security Department's administrative data. This list of other services is reported in Appendix C.
[3] An alternative calculation of these savings compares the total reduction in UI payments made (estimated at $12,029,397) against the total amount of money requested to operate the program in the 2023 state plan ($8,597,056) for an estimated savings of $3,432,342 in 2023.

From 2022 to 2023, the primary change in who received RESEA services was that more people from the technology sector were assigned to participate in the program.[4] In 2022, 7.1% of RESEA-eligible UI claimants came from the technology sector. In 2023, 14.8% did. RESEA was much less effective for technology sector claimants:

- For non-technology-sector UI claimants assigned to participate in the RESEA program in 2022 and 2023, the program increased their earnings in the yearlong period starting the quarter after the claim by $666.27. For technology-sector UI claimants, the program may have decreased their earnings in this yearlong period, though the estimate is not significant at the 95% confidence level. The difference in program effectiveness for technology and non-technology sector UI claimants was -$2,374.30, statistically significant at the 95% confidence level.
- For non-technology sector UI claimants assigned to participate in the RESEA program in 2022 and 2023, the program reduced benefits claimed by $439.20. For technology-sector UI claimants, there is no evidence that the program reduced benefits claimed. We can compare the program's average impact for these two types of claimants. When we do, we see that the RESEA program is more effective for non-technology sector claimants. Specifically, the average impact for non-technology sector claimants is $620.33 larger than the impact for technology sector claimants. The estimate of the difference in program effect for the two groups is significant at the 95% confidence level, indicating that we can have a high degree of confidence in the conclusion that the RESEA program is more effective for non-technology sector claimants.

In 2023, the customer base for the program included more technology sector workers, and the RESEA program did not improve job search outcomes for technology sector workers on average. As such, the overall program effectiveness decreased alongside the increase in technology sector layoffs in 2023.

These results highlight the importance of prioritizing people for program participation based on how likely they are to benefit from that participation. The Washington state standard operating procedure for prioritization does not do this (Brigandi et al. 2024) while an approach used in Wisconsin does (Michaelides et al. 2024). One programmatic change suggested by these results is to adopt the Wisconsin prioritization approach, as discussed further in Section 8 of this report.

[4] We use the approach in CompTIA's "State of the Tech Workforce" report (CompTIA, 2024) to define 40 6-digit NAICS codes as belonging to the tech sector, coming from six different formally defined NAICS sectors.

A second change from 2022 to 2023 that could influence RESEA effectiveness was a decrease in how easy it was to find a job.[5] The RESEA program's effect on some job search outcomes is *larger* when it is easier to find a job.

A third notable change from 2022 to 2023 was a decrease in the stability of jobs that UI claimants found. To study new-job stability, we focus on claimants who gained employment in the quarter after the claim. Most RESEA-eligible UI claimants in 2022 and 2023 (63%) were reemployed in the quarter after the claim. Of these workers, most (90.3%) remained employed over the course of the next two calendar quarters. However, some claimants left these jobs before six months had passed. We call these unstable matches. ESD

Job instability increased for everyone from 2022 to 2023. In 2022, 4,571 RESEA-eligible UI claimants who found a job in the quarter after the claim found unstable employment; in 2023, 5,829 did. Compared to people who found a stable job in the quarter after their initial claim, people who found unstable employment most frequently worked in the technology sector before their initial claim.

After separating from the new, unstable employment, many of these claimants may engage in a second job search while newly unemployed as indicated by their resumption of weekly UI claims. During this second search, they file a new series of weekly UI claims on their initial UI registration. Compared to their peers who remain employed, these "double seekers" received 8.3 more weeks of UI benefits (19.0 weeks instead of 10.7 weeks). They are also seven times more likely to exhaust their UI benefits. As such, these claimants may be good candidates for additional follow-up RESEA appointments, administered during their second job search.

In practice, double seekers could be identified in real time using their weekly claims data. The Employment Security could amend the process to restart a claim[6] by soliciting information about unstable employment during the benefit year. This would let Employment Security identify claimants that may to benefit from a second round of participation in the RESEA program.

This new round of RESEA appointments could provide a new service: debriefing with the claimant on what worked in their first job search – and what didn't work – and helping them draft a new reemployment plan based on this debrief. Implementing this proposed program

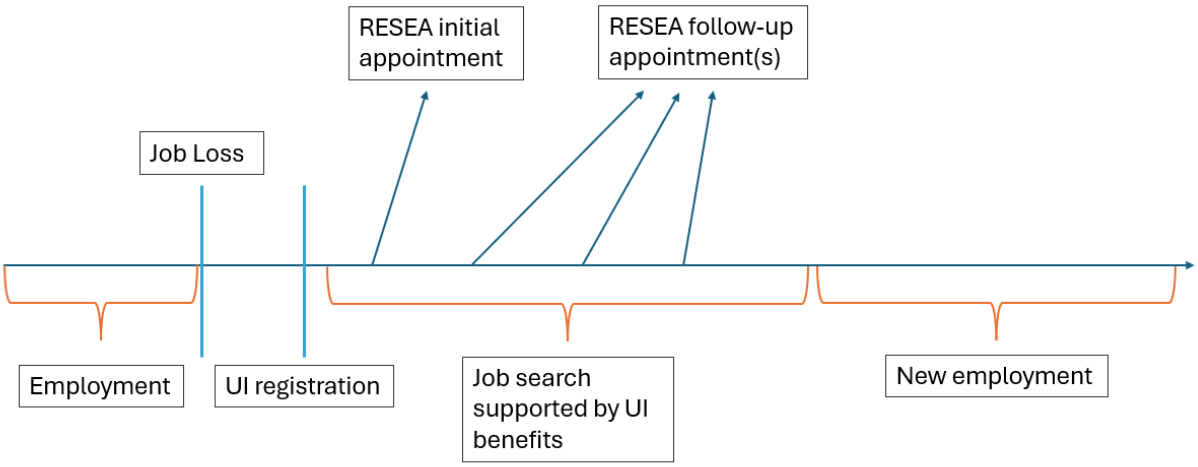
[5] Average UI duration increased from 14.9 weeks in 2022 to 17.5 weeks in 2023 for RESEA eligible UI claimants who were not assigned to participate in the program. In addition, the probability of employment in the quarter after the claim for RESEA-eligible UI claimants who were (randomly) not assigned to participate in the program dropped from 64.8% in 2022 to 56.2% in 2023.
[6] For more information on restarting a claim in Washington state, see the restart your claim page on ESD's website.

improvement may increase RESEA's overall effect on total weeks of benefits claimed, and on earnings in the yearlong period starting in the quarter after the claim.

2 The RESEA program

Figure 1 depicts the typical order of events for people who participate in the RESEA program.

Figure 1. Illustration of RESEA appointment timing



The timeline begins with the worker's original employment and ends with their new employment. To be eligible for unemployment insurance, workers must have worked at least 680 hours in their "base year," the first four of the most recent five quarters.[7] An additional UI eligibility criterion is that the worker must have experienced job loss through no fault of their own (for example, job loss through a layoff).

Workers who apply for UI, and who successfully file at least one weekly claim for UI benefits, may be selected to participate in the RESEA program.[8] Workers selected to participate in the program are directed to a calendar application on the Employment Security website that displays available times and dates for RESEA appointments. The job seeker selects an appointment scheduled to occur in the next three weeks, then attends it.

[7] For more information, see the Washington state Unemployed Worker's Handbook. People who do not work 680 hours in their base year may still be eligible for UI if they worked 680 hours in their "alternative base year," the most recent four completed quarters.

[8] For complete details on how Employment Security determines eligibility for the program and selects claimants to participate in the program, see Policy 2000. Note that Washington does not provide RESEA to all eligible customers, though other states may.

Figure 2. RESEA program elements under standard operating procedures, with a red dotted border around the elements evaluated in this analysis

Worker loses job through no fault of their own and submits initial claim to register for unemployment insurance.

Employment Security uses earnings and hours worked data collected from employers' tax records to verify monetary eligibility for the claim.
Employment Security uses information from the initial claim application to predict the likelihood that the claimant will exhaust their UI benefits.

Claimants begin filing weekly UI claims for compensation.

Prioritization and selection: Claimants are prioritized for RESEA using their predicted likelihood of exhausting benefits. Ex-military are given priority. Claimants are selected from highest to lowest predicted likelihood, until the next three weeks of appointments are filled.

Notification, reminders, and scheduling: Selected claimants are notified they must schedule and attend an initial RESEA appointment. Failure may result in a loss of UI compensation.

For claimants who attend
Administered in initial appointment:

- UI eligibility review
- Develop reemployment plan
- Provide labor market information
- Provide information about, referrals to, and enrollments in WIOA and other services
- Other

Administered in follow-up appointment(s):

- UI eligibility review
- Update and continue to execute reemployment plan
- Provide labor market information
- Provide information about, referrals to, and enrollments in WIOA and other services
- Other

For claimants who fail to attend

Advice of Rights questionnaire to determine reason for non-attendance

Review of Advice of Rights and:

- If the claimant had good cause for non-attendance, no action is taken
- If the claimant did not have good cause for non-attendance, disqualification from UI

At the conclusion of each initial appointment, service providers and workers typically collaborate to schedule a follow-up appointment. If the service-delivery staff deem it prudent, the job seeker may receive more than one follow-up appointment.

Figure 2 shows program elements for people who attend, or fail to attend, their RESEA meetings. Eight elements comprise the program: prioritization, selection, notification, reminders, scheduling, reemployment services, eligibility assessments, and advice of rights. This evaluation measures the joint impact of all elements except for prioritization and assignment. The elements are:

- Prioritization: Claimants are ordered based on their Worker Profiling and Reemployment Services (WPRS) score, a number assigned to all claimants that predicts how likely they are to exhaust benefits.[9] The prioritization process is described in detail in Section 3.
- Selection: Each Monday, each office conducts a selection process for English-language and Spanish-language claimants separately. People are selected to participate in the program starting with UCX claimants and then working from highest WPRS score to lowest. As many people are selected as there are available appointment slots. If a claimant is not selected to the program that week, they remain eligible for selection next Monday. Claimants are considered up to five times. If they are not selected to participate after five Monday selection procedures, they are dropped from consideration.
- Notification: Selected claimants receive notifications that they must schedule and attend an initial RESEA appointment. They are notified that failure to do so will result in a disqualification from UI benefits. They are provided with a website address where they may schedule their appointment.
- Reminders: Claimants receive text-message and email reminders of their assignment to the RESEA program. *Figure 3* provides the timeline for when these reminders are sent.
- Scheduling: Claimants visit Employment Security's website where they navigate to a calendar application. The calendar displays available appointment dates and times. Claimants select the appointment slot that is most convenient for them.
- Reemployment services: Employment Security administers reemployment services in both initial and follow-up RESEA appointments. They include the provision of relevant labor market information, the development of a reemployment plan, enrollment in any useful and mutually agreed on additional services, and the provision of other support

[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. For more information, see esd.wa.gov/jobs-and-training/find-job/worker-profiling-and-reemployment-services.

as needed. The 2023 RESEA state plan for Washington state listed the following additional referral activities, which are bundled under reemployment services in this report:

- Providing information and access to American Job Center (AJC) services including career services
- Enrollment in Employment Services
- Referrals to other services
- Other activities include referrals to non-partner community resources based on needs revealed by the Employment Needs Assessment. These may include referrals to and information about health insurance, and other local resources.

- Eligibility assessments: Employment Security administers UI program eligibility assessments in both initial and follow-up RESEA appointments. These assessments check whether claimants are able and available to work, whether they are actively searching for work, and whether they have properly maintained job search logs. These requirements must be meet each week for a claimant to be eligible to receive UI compensation. In addition, service providers assess claimants' eligibility during their pre-meeting preparations and their post-meeting review activities. Further, if a customer fails to comply with a directive, it may result in an eligibility issue – see Appendix A for more information.
- Advice of Rights: Claimants that fail to schedule and attend their appointment(s) receive an Advice of Rights. This is a questionnaire that asks why they did not schedule and attend their meeting. If the claimant has good cause to fail to attend, no additional action is taken. If the claimant does not have good cause, they are disqualified from receiving benefits for one week. Note that this disqualification has no effect if the claimant does not file in the week in which the disqualification is in effect.

This evaluation measures the joint impact of program elements three through eight. The red dotted border in *Figure 2* outlines program elements analyzed in this evaluation. See Appendix A for a more complete description of each program element.

Figure 3 shows the RESEA correspondence timeline, visualized as a calendar. The assignment date is set to the first day of the month for the purposes of this visualization. The mailbox icons indicate physical mail contact, the icons depicting two dialog boxes indicate text message contact, and the envelope with mail enclosed icons indicate email contact. Selection occurs on Monday, and claimants are notified via physical mail that typically arrives Wednesday. Confirmation messages are sent upon successful scheduling.

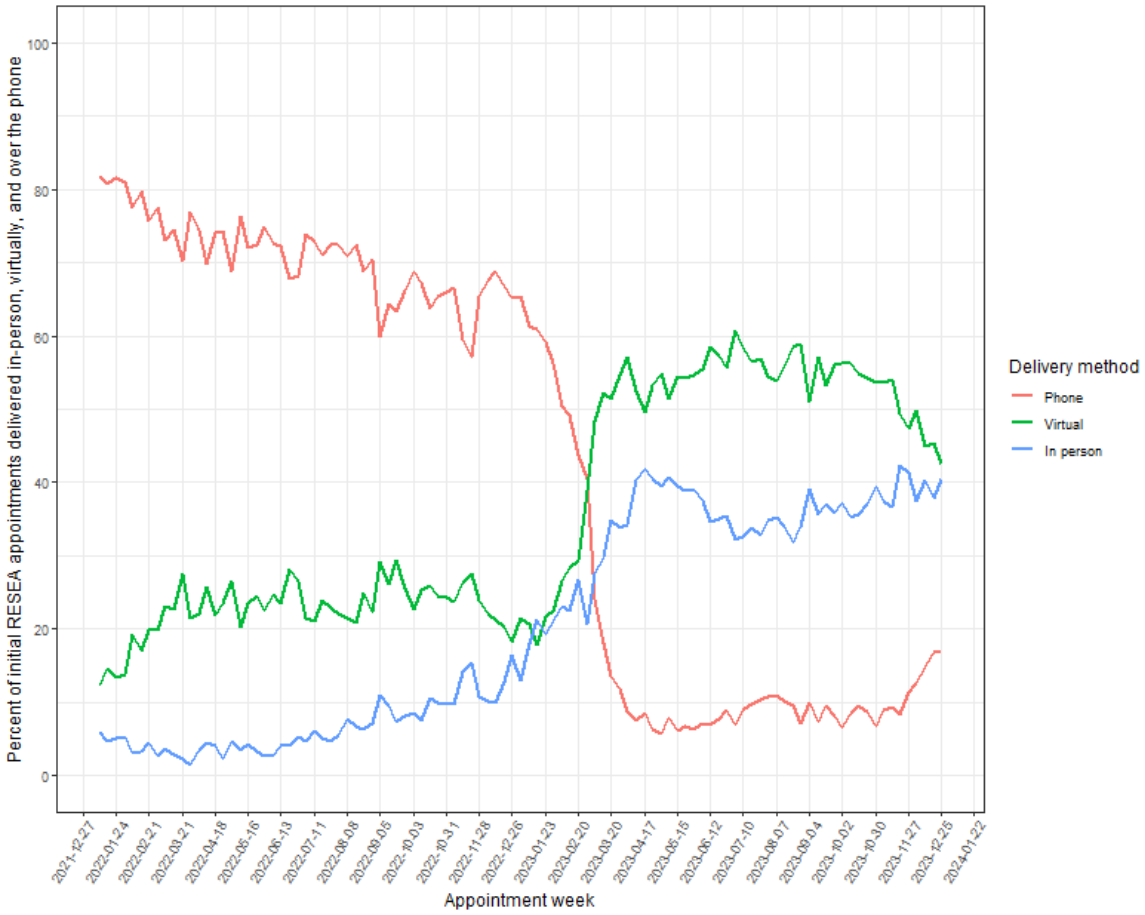
Figure 3. RESEA correspondence timeline

Programmatic change from 2022 to 2023

The only known change in the RESEA program from 2022 to 2023 was a change in the meeting format for appointments. In 2022, appointments were mostly held over the phone. In 2023, appointments delivered over the phone became relatively rare and appointments held in-person and via conference call software, like Microsoft Teams, became more common.

Figure 4 shows this transition for initial RESEA appointments. The last date of mostly-phone RESEA initial appointments was 2023-01-16. Washington state had a transitioned period that lasted until 2023-04-03. Before the transition away from phones, 71.1% percent of initial RESEA meetings were held by phone. From 2023-04-03 on, 9.0% of initial meetings were held by phone. The percent of initial appointments conducted over the phone dropped by roughly an order of magnitude.

Figure 4. Percent of initial RESEA appointments held by phone, virtually, and in-person. Washington state, December 2021 through December 2023.



Source: Employment Security Department/Labor Market Information and Research

It is not clear whether the change in appointment delivery mode contributed to, or detracted from, observed changes over time in RESEA program effectiveness. It is possible that this change in appointment delivery mode made RESEA services more effective than they otherwise would have been. This may occur for several reasons. First, services delivered over the phone have a drawback: the service provider and client cannot look at a document together at the same time. This likely reduces communication quality. Looking at a resume, reemployment plan, labor market information, calendar, or other document together likely improves communication quality during appointments.

Second, when a claimant visits a WorkSource office in person, they may interact with other service providers directly. They may be more likely to sign up for and utilize other in-house services that day.

Third, claimants may put more weight on referrals and commitments made face-to-face rather than over the phone. In addition, service providers may be more likely to refer claimants to services in-person.

Fourth, reemployment services have been shown to have a "threat" effect (Black et al., 2003) which may be larger when claimants are expected to attend services in person compared to over the phone. This "threat" effect is observable because some people find work after being notified that they must attend a reemployment services appointment, but before the date of the appointment. Rather than attend the appointment, they may apply for jobs they are more likely to receive, or they may accept offers they were considering, and return to work before the date of the meeting. This lets them avoid the meeting since claimants who have already returned to work are not required to attend reemployment service appointments. This "threat" effect may be larger after the transition away from phones because traveling to an in-person appointment is more of an investment than taking a meeting over the phone.

On the other hand, services offered over the phone may be more accessible for people with mobility restrictions, or without internet access. In theory, the transition away from phone-based services may reduce accessibility. In practice, though, Employment Security holds appointments over the phone when people that request it. If people require services to be offered over the phone, or in-person, or virtually, they can request these appointment modes and Employment Security accommodates them.

It is beyond the scope of this report to assess whether the transition away from phone-based appointments affected the RESEA program's effectiveness. Standard regression approaches like those applied in Section 5 and 7 are not suitable for testing the hypothesis that in-person appointments are more impactful than phone-based appointments.

3 The randomized controlled trial

Since Dec. 28, 2021, claimants have been randomly assigned to participate in the RESEA program (the treatment group) or to a control group that does not participate in the program.[10] Employment Security made two changes to the standard operating procedures to implement this randomized procedure. This section first describes the standard selection process, and then the changes made to the standard process to implement randomization.

[10] We use the term "assigned" when the person was chosen to participate in the RESEA program via the random assignment procedure, and the word "selected" when the person was chosen to participate via the standard operating procedure.

The experimental design was unchanged in 2022 and 2023. The same randomization procedure was used to assign claimants to the RESEA program in both years and is still currently being used.

Standard RESEA selection process

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

1. 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 Monday, all eligible claimants in an office's queue are sorted by their WPRS score, a score assigned to all claimants that reflects their predicted likelihood of exhausting benefits.
3. Claimants are selected to participate in the RESEA program starting with the highest WPRS score and working down.[11] The number of claimants selected to participate each week is determined by the number of available appointments in each office and language group.[12] Selected claimants are notified that they must sign up for 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.[13]
4. Unselected claimants remain in the queue. Over the course of the next week, additional people are added to the queue. The following Monday, the queue is reordered and the process repeats.

[11] Unemployment compensation for ex-military personnel (UCX) claimants are automatically given Priority for RESEA over all non-UCX claimants. Ties, in the rare cases that they occur, are broken by who has been in the queue the longest.
[12] 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.
[13] These exemptions are described in greater detail in Appendix E.

5. Claimants are considered for up to five weeks.[14] If a claimant is not selected to participate in the RESEA program 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 participate in the RESEA program, 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.[15] Second, each week, within each office and language group, the bottom 1% of random scores (rounded up to one person) are automatically assigned to the control group.[16] 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 random assignment process is as follows (changes from the standard program selection process are presented 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 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. These claimants are not considered part of the experiment and are excluded from the analysis.* Under certain conditions, a claimant may

[14] 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.
[15] Some claimants were still assigned to RESEA non-randomly based on their WPRS score to maintain compliance with federal regulations. 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 any analyses. Only claimants who were assigned to the treatment or control group based on the random score are considered part of the experiment.
[16] 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. They are not considered in the analyses.

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 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.

The RCT produced balanced treatment and control groups within each stratum. See Appendix B for results of the "normalized differences" balance check described in Imbens and Rubin (2015), and results from a robustness check that uses the random score as an instrumental variable for assignment to RESEA. These checks provide empirical support for the argument that the RCT produced *ex ante* comparable treatment and control groups, conditional on which stratum the claimant was in.

4 Data sources

We analyzed the Employment Security's administrative data, collected from employers' quarterly UI tax records, appointment delivery records, and UI claims records. These include:

1. Self-reported demographic characteristics, such as race, age, and education level at the time of the initial UI claim. Claimants submit this information when they register for UI. They may select "prefer not to respond" to each prompt about their identity.

[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.

2. Quarterly employment, earnings, and hours worked from the five quarters before their claim to four quarters after their claim. Employment Security maintains these records for in-state, covered employment.[19] These data come from UI tax records, which are filed so that Employment Security can administer the UI program in Washington state. We adjust all earnings data in this report for inflation using the Consumer Price Index for All Urban Consumers (CPI-U), and present dollar values in 2022, quarter 1, dollar equivalents.[20] We winsorize earnings and hours at the top 1% level to reduce the influence that outliers in the data could have on the results. We consider someone employed in a specific quarter if the tax records indicate any earnings accrued from an employer in that quarter.
3. Records of all UI claims, including all weekly benefit claims and payments. These include records of instances when a person filed a weekly claim for compensation but was denied benefits because they did not meet eligibility criteria for weekly compensation.[21]
4. Records of all WorkSource services received. Appendix C provides a list of the WorkSource services in Employment Security's administrative records, used in this analysis.[22] RESEA-eligible UI claimants utilized 116 types of services in 2022 and 2023, including RESEA services. The next most common engagement with the services system was to use the Employment Security job board to create a profile and search for a job online. Attending job search workshops and receiving resume review services were also common.
5. Records of all investigations and determinations made regarding a claimant's eligibility for UI benefits.
6. Records of all RESEA meetings, including whether a claimant scheduled a meeting and attended the meeting, and if the meeting resulted in the report of a potential UI eligibility issue.

Sample construction

To construct the sample, we include all RESEA-eligible UI claimants who were considered for random assignment to the RESEA program from Dec. 28, 2021 to Dec. 31, 2023. From this group, we dropped those who lived out of state, and those for whom we did not have earnings

[19] For more information on what constitutes covered employment, see the Unemployed Workers' Handbook.
[20] See the BLS inflation calculator.
[21] For more information, see the Washington state Unemployed Worker's Handbook.
[22] See the services catalog.

records.[23] We also drop anyone under the age of 18 from the sample to comply with the Washington State Institutional Review Board requirements.

We set aside the 5% of people from each queue who have the highest WPRS scores. These people are not considered for the experiment and are prioritized using the non-experimental standard operating procedures, so that Employment Security remains in compliance with WPRS legislation.

Additionally, we dropped cohorts that did not contain at least one claimant in the treatment group and one claimant in the control group.

There were more RESEA-eligible UI claimants in 2023 than in 2022. *Figure 5* shows the number of people who were added to the RCT treatment group or control group each year and who are included in this analysis. In total, 52,344 RCT participants in the sample were considered for RESEA in 2022. A total of 60,802 were considered in 2023.

Figure 5. Number of people participating in the RCT in 2022 and 2023, Washington state, December 2022 through December 2023.

Year	Treatment	Control	Total
2022	42,277	10,067	52,344
2023	40,710	20,092	60,802
Total	82,987	30,159	113,146

Source: Employment Security Department/Labor Market Information and Research

The final sample has 113,146 observations, each of which corresponds to an instance of UI registration. The 113,146 observations in the sample correspond to 107,424 individual people. Because the data span multiple years, it's possible that the same person appears twice in the data. This occurs if they registered for UI multiple times from 2021 through 2023. We treat these as separate observations and do not control for the number of UI registrations in the sample period in statistical exercises. Of the 107,424 people included in the analytical sample,

[23] 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.

101,781 registered for UI one time during the study period, 5,564 registered for UI twice, and 79 registered for UI three times.[24]

One feature of Employment Security's administrative data is that existing self-reported demographic information is overwritten by the most recent UI claim. For example, if a claimant received a master's degree in 2023 and then claimed UI, all earlier claims (for example, a claim in 2022), would also indicate that they had a master's degree at the time of the earlier claim. This introduces a slight measurement error in variables used as controls in the analysis for the 5,643 people who registered for UI multiple times in this study period.[25]

5 Empirical methodology

To assess the impact of the RESEA program, this report employs an empirical strategy that is motivated by the stratified randomization procedure used in the RCT. Claimants were assigned to the RESEA program (the treatment group) or the control group on a weekly basis. The assignment occurred separately for each office, and each language (English and Spanish). The probability of being assigned to the RESEA program is determined by a claimant's office-language-entry week cohort (which group of claimants they were considered for the RESEA program alongside).

Whether a claimant was assigned to the RESEA program is determined by how high their random score was compared to the random scores of other members of their cohort. As such, unbiased estimates of the RESEA program's impact can be obtained from a regression that directly controls for the claimant's cohort. We estimate the following regression model:

$$Y_{ic} = \tau \cdot RESEA_i^{2022} + \delta \cdot RESEA_i^{2023} + \beta' X_i + \gamma_c + \epsilon_{ic} \quad (1)$$

where Y_{ic} is the outcome variable of interest for claimant i in cohort c, $RESEA_i^{2022}$ is a binary indicator equal to one if the claimant randomly assigned to the RESEA program, and their first Monday assignment process occurred in 2022. It is equal to zero otherwise. $RESEA_i^{2023}$ is a binary indicator equal to one if the claimant was randomly assigned to the RESEA program,

[24] The earliest queue-entry date is Dec. 28, 2021, but the earliest effective date of claim for anyone in our sample is July 25, 2021. Long adjudication times in 2021 likely explain this gap between the UI registration date and the date that they were first considered for RESEA. The fact that the earliest effective date of claim was in quarter 3, 2021 explains how some people in the sample could have registered for UI three times in our sample. Because there is a UI program rule that people must wait at least one year between UI registrations, the people that registered three times must have registered very soon after each prior benefit year concluded.

[25] Results are robust to dropping self-reported demographic control variables from the models.

and their first Monday assignment process occurred in 2023. It is equal to zero otherwise. X_i 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_i are the claimant's gender, race, ethnicity, education level, veteran status, disability status, age at the time of the claim, age squared, WPRS score, weekly benefit amount, industry, occupation, and earnings and hours worked in each of the past five quarters.

The key parameters of interest in equation (1) are τ and δ, which measure the RESEA program's impact for 2022 and 2023 participants, respectively. The difference $\delta - \tau$ measures the change over time in the RESEA program's impact on outcome Y_{ic}. The estimates of τ and δ are the causal impacts of the program for people assigned to participate in 2022 and 2023, respectively, regardless of whether they attend an RESEA appointment.

6 Results

Figures 6 through *10* provide the results of estimating equation (1) for claim related outcomes, employment outcomes, earnings outcomes, and hours worked outcomes. Each table presents the estimates for the program's effect in 2022, the program's effect in 2023, the difference between the program effects in 2022 and 2023, and the control group's average value for that outcome variable. The control group averages are included to provide context for how large the program impacts are.

Figure 6 presents key results related to a person's UI claim. In 2023, the program reduced the number of weeks of compensation a participate received by 0.59 weeks on average, which corresponds to a reduction in benefits disbursed by an average of $295.34. In 2023, on average, the program reduced the probability that a claimant exhausted benefits by 2.9 percentage points, and increased the probability that a claimant experienced a denial on a weekly claim by 3.7 percentage points, partially because the program better identified eligibility issues.

Across the six outcomes presented in *Figure 6*, there were no statistically significant differences in the RESEA program's impact in 2022 and 2023. This is evidence that the program's impact on claims was similar in 2022 and 2023.

Figure 6. The RESEA program's impact on UI claims, December 2021 through December 2024.

Variable	2022 program effect estimate ($\hat{\tau}$)	2023 program effect estimate ($\hat{\delta}$)	Difference	2023 control group mean
Weeks compensated	-0.78*** (0.11)	-0.59*** (0.09)	0.19 weeks (0.15 weeks)	17.5 weeks
Amount claimed	-$451.80*** ($74.73)	-$295.34*** ($67.69)	$156.56 ($99.81)	$12,710.43
Exhausted benefits	-2.8 p.p.*** (0.6 p.p.)	-2.9 p.p.*** (0.5 p.p.)	-0.1 p.p. (0.7 p.p.)	38.2%
Able and available issue detected	2.0 p.p.*** (0.3 p.p.)	2.3 p.p.*** (0.2 p.p.)	-0.3 p.p. (0.3 p.p.)	4.7%
Work search issue detected	0.5 p.p. (0.4 p.p.)	0.6 p.p. (0.4 p.p.)	0.1 p.p. (0.6 p.p.)	16.4%
Experienced denial	4.1 p.p.*** (0.6 p.p.)	3.7 p.p.*** (0.5 p.p.)	0.4 p.p. (0.7 p.p.)	24.8%

Source: Employment Security Department/Labor Market Information and Research
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.

Figure 7 presents estimates of the program's impact on employment outcomes. In both 2022 and 2023, the program increased the probability that claimants were reemployed in the quarter after their initial claim. In 2022, the program also increased the probability of employment in the second and third quarter after the claim. However, this was not the case in 2023. In 2023, the estimates of the program's impact on employment in the second, third, and fourth quarters after the claim are statistically indistinguishable from zero.

There are differences between the program's impact on employment in 2022 and 2023 in the second and third quarters after the claim. This indicates that the program increased employment in these two quarters more for 2022 participants than for 2023 participants. However, these differences are only statistically significant at the 90% confidence level – the

degree of certainty for these conclusions is slightly lower than for conclusions drawn from estimates that are significant at the 95% level.

Figure 7. The RESEA program's impact on employment, December 2021 through December 2024.

Variable	2022 program effect estimate ($\hat{\tau}$)	2023 program effect estimate ($\hat{\delta}$)	Difference	2023 control group mean
Probability of employment in the quarter after the claim	2.5 p.p.*** (0.6 p.p.)	1.3 p.p.** (0.5 p.p.)	-1.2 p.p. (0.8 p.p.)	56%
Probability of employment in the second quarter after the claim	1.7 p.p.*** (0.6 p.p.)	0.4 p.p. (0.5 p.p.)	-1.3 p.p.* (0.7 p.p.)	64%
Probability of employment in the third quarter after the claim	1.1 p.p.** (0.5 p.p.)	-0.2 p.p. (0.5 p.p.)	-1.3 p.p.* (0.7 p.p.)	70%
Probability of employment in the fourth quarter after the claim	0.7 p.p. (0.5 p.p.)	0.2 p.p. (0.5 p.p.)	-0.5 p.p. (2.3 p.p.)	71%

Source: Employment Security Department/Labor Market Information and Research
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.

Figure 8 presents estimates of the program's average impact on earnings from employment. For 2022 program participants, the RESEA program increased earnings in the quarter after the claim by $403.98 on average and in the second quarter after the claim by $417.99 on average. In the yearlong period starting in the quarter after the claim, the program increased participants' earnings from employment by $1,202.46 on average.

For 2023 program participants, there is no evidence that the RESEA program increased or decreased average earnings from employment in the four quarters after the initial claim. Some of the estimates are negative, but the standard errors are so large that we cannot rule out positive (or more negative) program impacts.

The difference between average program impacts in 2022 and 2023, however, are significant at the 95% level for the quarter after the claim, the second quarter after the claim, and the yearlong period starting in the quarter after the claim.

Figure 8. The RESEA program's impact on earnings, December 2021 through December 2024.

Variable	2022 program effect estimate ($\hat{\tau}$)	2023 program effect estimate ($\hat{\delta}$)	Difference	2023 control group mean
Earnings in the quarter after the claim	$403.98*** (129.32)	$7.42 (117.28)	-$396.24** ($174.58)	$7,793.27
Earnings in the second quarter after the claim	$417.99*** ($136.15)	-$111.65 ($124.68)	-$529.65*** ($184.58)	$10,757.47
Earnings in the third quarter after the claim	$191.48 ($136.62)	-$66.57 ($129.28)	-$258.04 ($188.05)	$12,812.26
Earnings in the fourth quarter after the claim	$189.01 ($136.29)	-$31.17 ($130.91)	-$220.18 (188.97	$13,426.46
Earnings in the yearlong period starting the quarter after the claim	$1,202.46*** ($447.77)	-$201.65 (415.56)	-$1,404.11** ($610.84)	$44,789.46

Source: Employment Security Department/Labor Market Information and Research
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.

The RESEA program was more effective at increasing claimants' earnings from employment in 2022 on average. The RESEA program increased earnings from employment in the yearlong period starting in the quarter after the claim, on average, by $1,404.11 *more* for 2022 participants than for 2023 participants.

Emerging evidence from other states shows that RESEA generally does not increase earnings from reemployment, meaning that the positive 2022 Washington state results may be outliers.

Interim findings from RCTs run in Wisconsin, Iowa, and Nevada in 2022 and 2023 (Michaelides et al., 2024; Michaelides et al., 2024a; Michaelides et al., 2024b) show that, on average, these programs did not increase participants' earnings. While the final reports on these out of state RCTs may show different findings, currently their interim report results indicate that the 2023 Washington state program impacts may be standard while the 2022 Washington state program impacts were abnormal.

In addition, studies of the Reemployment and Eligibility Assessment (REA) program – RESEA's predecessor – show mixed impact on earnings. RCTs run in 2015 and 2016 in Washington, Wisconsin, New York, and Indiana (Klerman et al., 2019) show that REA had positive effects on earnings in the yearlong period starting in the quarter after the claim in Indiana and New York, but not in Washington or Wisconsin.

Figure 9 presents estimates of the average program's average impact on hours worked. For 2022 program participants, the RESEA program increased average hours worked in each of the four quarters after the quarter of the initial claim. In the yearlong period starting in the quarter after the initial claim, the program increased participants' hours worked by 31.9 hours on average.

For 2023 program participants, there is no evidence that the RESEA program increased or decreased average hours worked in the four quarters after the initial claim. There is no evidence that the RESEA program increased 2023 program participants' hours worked in the yearlong period starting in the quarter after the initial claim, on average.

The difference between program impacts in 2022 and 2023, however, are significant at the 95% level for the quarter after the claim, the second quarter after the claim, and the yearlong period starting in the quarter after the claim.

The RESEA program was more effective at increasing claimants' hours worked in 2022. The RESEA program increased hours worked, on average, in the yearlong period starting in the quarter after the claim by 25.4 hours *more* for 2022 participants than for 2023 participants.

Figure 10 presents estimates of the program's impact on the use of other WorkSource services, listed in Appendix C. The table has two results. The first is all other services utilized. The second is all other services utilized that occurred on a different date than the RESEA appointment. The control group means for the two outcomes are the same, since the control group members do not have an RESEA appointment date.[26]

[26] We report both because it may be the case that some service providers indicate that other services were utilized during the RESEA appointment itself or that RESEA services were incorrectly recorded as other similar services in the Employment Security system. For example, if a service provider helps a

Figure 9. The RESEA program's impact on hours worked, December 2021 through December 2024.

Variable	2022 program effect estimate ($\hat{\tau}$)	2023 program effect estimate ($\hat{\delta}$)	Difference	2023 control group mean
Hours worked in the quarter after the claim	9.2 hours*** (2.5 hours)	1.9 hours (2.0 hours)	-7.2 hours** (3.2 hours)	149.2 hours
Hours worked in the second quarter after the claim	10.9 hours*** (2.9 hours)	1.5 hours (2.4 hours)	-9.4 hours*** (3.7 hours)	242.9 hours
Hours worked in the third quarter after the claim	6.0 hours*** (2.9 hours)	0.3 hours (2.4 hours)	-5.7 hours (3.8 hours)	288.8 hours
Hours worked in the fourth quarter after the claim	5.8 hours** (2.9 hours)	2.7 hours (2.4 hours)	-3.1 hours (3.7 hours)	289.7 hours
Hours worked in the yearlong period starting the quarter after the claim	31.9 hours*** (9.2 hours)	6.5 hours (7.5 hours)	-25.4 hours** (11.9 hours)	970.5 hours

Source: Employment Security Department/Labor Market Information and Research
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.

claimant search for and save a job during their initial appointment, this may appear in our data as another service being utilized. We observe the date that other services were used, but not the time. This record keeping practice may vary from person to person. As such, the second result, which excludes services that may have occurred during the RESEA meeting, provides a better understanding of how RESEA induces participation in subsequent WorkSource services.

Figure 10. The RESEA program's impact on other services utilized, December 2021 through June 2024.

Variable	2022 program effect estimate ($\hat{\tau}$)	2023 program effect estimate ($\hat{\delta}$)	Difference	2023 control group mean
Probability of using other WorkSource system services	34.0 p.p.*** (0.5 p.p.)	32.7 p.p.*** (0.5 p.p.)	1.3 p.p.* (0.7 p.p.)	22.7%
Probability of using other WorkSource system services, excluding services dated the same day as an RESEA appointment	24.4 p.p.*** (0.5 p.p.)	23.0 p.p.*** (0.4 p.p.)	1.4 p.p.** (0.7 p.p.)	22.7%

Source: Employment Security Department/Labor Market Information and Research
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.

In both years, the RESEA program increased the probability that a UI claimant participated in another one (or more) of the WorkSource services listed in Appendix C. The program doubled the rate at which UI claimants participated in services that occurred on a different day than their RESEA appointment.

Basic cost benefit analysis

We can compare the cost of assigning an additional claimant to the RESEA program in 2023 to the average reduction in UI payments disbursed because of the RESEA program in 2023.

Expected costs of assigning an additional claimant to the RESEA program in 2023: The 2023 state plan lists costs for each initial RESEA appointment ($128.35) and each follow-up appointment ($87.28). In addition, when a claimant schedules an appointment but does not attend it, there is a cost because the service provider prepares for the meeting. Each skipped initial appointment costs $20.54 instead of $128.35, and each skipped subsequent appointment costs $10.27 instead of $87.28.

Figure 11. Number of follow-up appointments attended by people randomly assigned to participate in the RESEA program, regardless of initial meeting attendance status. January 2023 through December 2023.

Number of follow-up appointments	Zero	One	Two	Three	Four	Five	Six	Seven
Number (percent) of claimants	18,791 (45.2%)	21,920 (52.7%)	760 (1.8%)	83 (0.2%)	<10 (0.0%)	<10 (0.0%)	<10 (0.0%)	<10 (0.0%)

Source: Employment Security Department/Labor Market Information and Research
Note: Fewer than ten people had six or seven follow-up appointments; the exact numbers are not reported due to disclosure guidelines. This table includes people who became exempt from RESEA program participation after being notified of their assignment to participate (for example, because they found job between their notification and the scheduled appointment date).

About 68% of people assigned to participate in the RESEA program in 2023 attended an initial appointment. *Figure 11* provides the number of follow-up appointments that people attended in 2023. Over half of the people that were assigned to participate in the RESEA program in 2023 attended an initial meeting and a follow-up appointment. Slightly fewer (45.2%) did not attend a subsequent appointment. A small percent (2.0%) attended more than one follow-up appointment. The average number of follow-up appointments that people assigned to participate in the RESEA program attended was 0.55.

For this exercise, we assume that staff prepare for all claimants assigned to participate in the program, which simplifies the calculation but artificially inflates the expected cost slightly because some claimants never schedule a meeting. Under this assumption, for every person assigned to participate in the RESEA program, the expected per person cost to the state is in 2023 was: (0.68 * $128.35) + (0.32 * $20.54) + (0.55 * $87.28) + (0.45 * $10.27) = $146.48.

Expected reduction in state payments from assigning an additional claimant to the RESEA program: The average reduction in UI benefits paid out to a claimant every time someone was assigned to participate in the 2023 RESEA program was $295.34.

Cost benefit analysis: A basic cost benefit analysis shows that the RESEA program generated $148.86 in savings for the state per claimant assigned to participate in the program in 2023 (a reduction in UI compensation disbursed of $295.34 net of expected program operation costs of $146.48). Across the 40,710 people assigned to participate in the RESEA in 2023 RCT, this sums up to statewide savings of $6,060,091.60 in 2023 alone.

An alternative calculation of these savings compares the total reduction in UI payments made (estimated at $295.34 * 40,710 = $12,029,397.90) against the total amount of money requested to operate the program in the 2023 state plan ($8,597,056) for an estimated savings of $ 3,432,342 in 2023. This underestimates the overall net benefits, however. In fact, it is a lower bound on these basic net benefits. This is because the total costs reflect administrative costs for the 9,491 people who were assigned to participate in the RESEA program in 2023 because they had relatively high WPRS scores (and were excluded from the analysis), as well as the additional claimants assigned to RESEA who were dropped from the sample as for reasons described in Section 4, while the benefits are only calculated for experimental treatment group members.

Using either calculation, the evidence from this RCT show that the RESEA program was cost effective for Washington state in 2023.

This basic analysis does not provide a complete assessment of costs and benefits of the RESEA program. A more comprehensive cost benefit analysis is needed to understand broader costs and benefits of the program to claimants, employers, and the economy. For example, since the unemployment insurance trust fund is financed through taxes levied on employers, these savings ($12,029,397.90 for experimental participants) may subsequently result in lower taxes for Washington state employers. In turn, this could result in companies hiring more staff because their taxes are lowered (Johnston, 2021). Future research can improve on this cost benefit analysis by studying the impact of RESEA on employers' taxes.

7 Discussion: explaining the change

While the program accomplished its goals in both years, the program was more effective in 2022 at increasing claimants' reemployment earnings, their hours worked in the quarter after the claim, and (at the 90% confidence level) their probability of being employed in the second and third quarters after the initial claim. In this section, we explore three possible reasons why this may have been the case:

1. The types of workers who lost their jobs, claimed UI, were RESEA-eligible, and who were randomly assigned to participate in the RESEA program changed over time, and the types of claimants who were more common in 2023 were less receptive to RESEA services.

2. The ease of finding work changed over time, and RESEA's program impact is larger when it's easier to find a job.
3. It was more common in 2023 for people to find jobs after their UI claim that they quickly left, resulting in a small bump in employment probability in the quarter after the claim but no long-term earnings premium attributable to the program.

All three of these possible explanations are interrelated, and all three explain the change in the program's impact over time to some extent.

Broad changes in the Washington state labor market

The labor market experienced significant shifts in 2022 and 2023. Local, state and national labor markets were re-calibrating following significant disruptions brought on by the Covid-19 pandemic. Broad labor market conditions over the two-year evaluation period likely influenced the period mix and outcomes of RESEA participants.

At the start of the pandemic recession of 2020, total employment fell by approximately 430,000 jobs or 12%.[27] Despite the swift and deep losses in most sectors, employment rebounded sharply following the initial shock. Most industry sectors followed a pattern of strong growth throughout 2021 and 2022. By 2022, total nonfarm employment surpassed pre-pandemic levels. Employment continued to increase throughout 2022 and 2023 as the initial surge of job growth began to slow.

The pandemic-induced recession also brought a unique set of circumstances that impacted workers' abilities to participate in the labor market. From December 2019 to November 2020, the size of the civilian labor force contracted by nearly 144,000 workers or 3.6%.[28] The labor force participation rate dropped from 65.8% in December 2019 to a low of 62.8% in January 2021. The labor force participation rate only partially recovered. 2021 and 2022 were characterized by increasing labor force participation that plateaued around 64% throughout 2023.

The drop in labor force participation during the pandemic set the stage for a sustained low unemployment rate and favorable conditions for job search in 2021 and 2022. By early 2022,

[27] For more information, see the monthly Washington Employment Estimates that the ESD regularly publishes as alongside other labor market information.
[28]For more information, see the Local area unemployment statistics that the ESD regularly publishes as alongside other labor market information.

the unemployment rate settled into the low 4% range. Rising labor force participation during the evaluation period increased competition among job seekers and led to increasing unemployment rates by the final quarter of 2023.

The Covid-19 pandemic recession impacted both sides of the labor market. Nonfarm employment recovered more quickly than the labor force. Job seekers in 2021 through 2022 enjoyed relatively low competition with other job seekers, and employers competed against each other for a relatively scarce source of labor. By 2023, labor force participation rates crested and employment growth slowed.

Potential Explanation 1: Changes in the composition of RESEA-eligible UI claimants

On average, the labor market conditions in 2022 were more favorable for job seekers relative to 2023. Different industries experienced different impacts from the pandemic recession; they also experienced different patterns of recovery.

Figure 12 compares summary statistics for RESEA-eligible UI claimants in 2022 and 2023. The largest changes over time in UI claimant characteristics are educational attainment and earnings before the claim. In 2022, average cumulative earnings in the five quarters before the claim were $78,297.34; in 2023, it was $95,300.54. In 2022, 26.6% of claimants had a college degree; in 2023, 35.5% did.

It is plausible that these changes over time correspond to changes in the number of technology sector workers who claimed UI in 2022 versus 2023. There was an observed shift within the information sector during the period covered for this evaluation. This shift was partially predicted with the announcements of some high-profile layoffs in the technology sector and showed up later in monthly employment estimates.

The Worker Adjustment and Retraining Notification (WARN) system[29] listed layoffs for three prominent Seattle area companies that employ technology-oriented workers: Amazon, Microsoft, and Meta.[30] In total, the WARN system listed 5,612 layoffs from these companies in 2023, compared to 159 in 2022. The RCT study data are deidentified so it is not possible to determine what percent of these workers filed UI claims for research purposes.

[29] See Washington state layoff and closure notices.
[30] Employers with multiple branches may have different NAICS listings for each location. The Amazon headquarters in Seattle may have one NAICS listing while warehouses may have a separate NAICS listing.

Figure 12. Summary statistics for RESEA-eligible UI claimants in 2022 and 2023

Characteristic	2022	2023	Difference
Percent Women	42.2%	40.8%	-1.4 p.p.
Age	43.7 years	43.5 years	-0.2 years
Percent white	72.4%	71.0%	-1.4 p.p.
Percent Hispanic	18.9%	16.7%	-2.2 p.p.
Average Profile Score	21.8	22.9	1.01
Earnings in the quarter before the UI claim	$16,442.78	$19,372.64	$2,929.87
Earnings in the second quarter before the UI claim	$16,553.49	$19,878.05	$3,324.56
Earnings in the third quarter before the UI claim	$15,356.84	$18,958.23	$3,601.39
Earnings in the fourth quarter before the UI claim	$14,916.59	$18,427.21	$3,510.62
Earnings in the fifth quarter before the UI claim	$15,027.64	$18,664.41	$3,636.77
Percent with at most a high school education	40.1%	34.1%	-6.0 p.p.
Percent with some college education	28.9%	26.4%	-2.5 p.p.
Percent with a college or graduate degree	26.6%	35.5%	8.9 p.p.
Percent that are veterans	7.4%	7.0%	0.4 p.p.
Percent reporting a disability	3.8%	3.9%	0.1 p.p.
Weekly benefit amount	$599.78 per week	$683.53 per week	-$83.75 per week

Source: Employment Security Department/Labor Market Information and Research
Note: Dollars are reported in 2022, quarter 1 values, and are adjusted using the Consumer Price Index for All Urban Consumers (CPI-U). The abbreviation p.p. stands for percentage points.

One challenge inherent in researching the technology sector is defining the sector itself. The North American Industry Classification System (NAICS) defines industries based on primary

industry outputs, regardless of the processes and technologies used to create the outputs. New technologies are applied to address different industry challenges ranging from retail trade to real estate to creating the technologies themselves. Technologies emerge from businesses – regardless of industry - that find applications for them.

We use the NAICS codes for separating employers to understand what types of workers lost their jobs each year.[31] There is no single sector in the NAICS classification system for technology jobs. Some researchers have assessed which six-digit NAICS codes capture technology jobs (Hecker, 2004; Hooton, 2018). We use the classifications in CompTIA's "State of the Tech Workforce" report (CompTIA, 2024) to define 40 six-digit NAICS codes as belonging to the technology sector, coming from six different formally defined NAICS sectors. These are listed in Appendix *Figures D5* through *D7*.[32]

Figure 13 shows the percent of people from the technology sector that were added to RESEA queues each week. The percent of RESEA-eligible UI claimants from the technology sector increased from 4.4% to 10.3% over the course of 2022. In 2023, it increased sharply and peaked at 20.7% in June. In 2022, a total of 3,728 RESEA-eligible UI claimants came from the technology sector; in 2023, a total of 9,001 did.

In our sample, the workers coming from the technology sector tend to be highly educated and earn high incomes prior to losing their jobs. Roughly 21.8% of the technology sector workers in the 2022 and 2023 samples have graduate degrees, compared to 6.8% of non-technology sector workers. On average, technology sector workers in our sample earned $142,291 in their base year. Non-technology sector workers in our sample earned an average of $61,423 in this timeframe. The influx of technology sector workers into the Washington state UI system in 2023 substantially altered the demographic profile of UI claimants.

Changes in the composition of RESEA-eligible UI claimants are consistent with what could be expected based on labor market trends between 2022 and 2023. Jobs in information technology (many of which are found in the information and profession and business services) were among the fastest growing jobs throughout the pandemic recession and early recovery. A

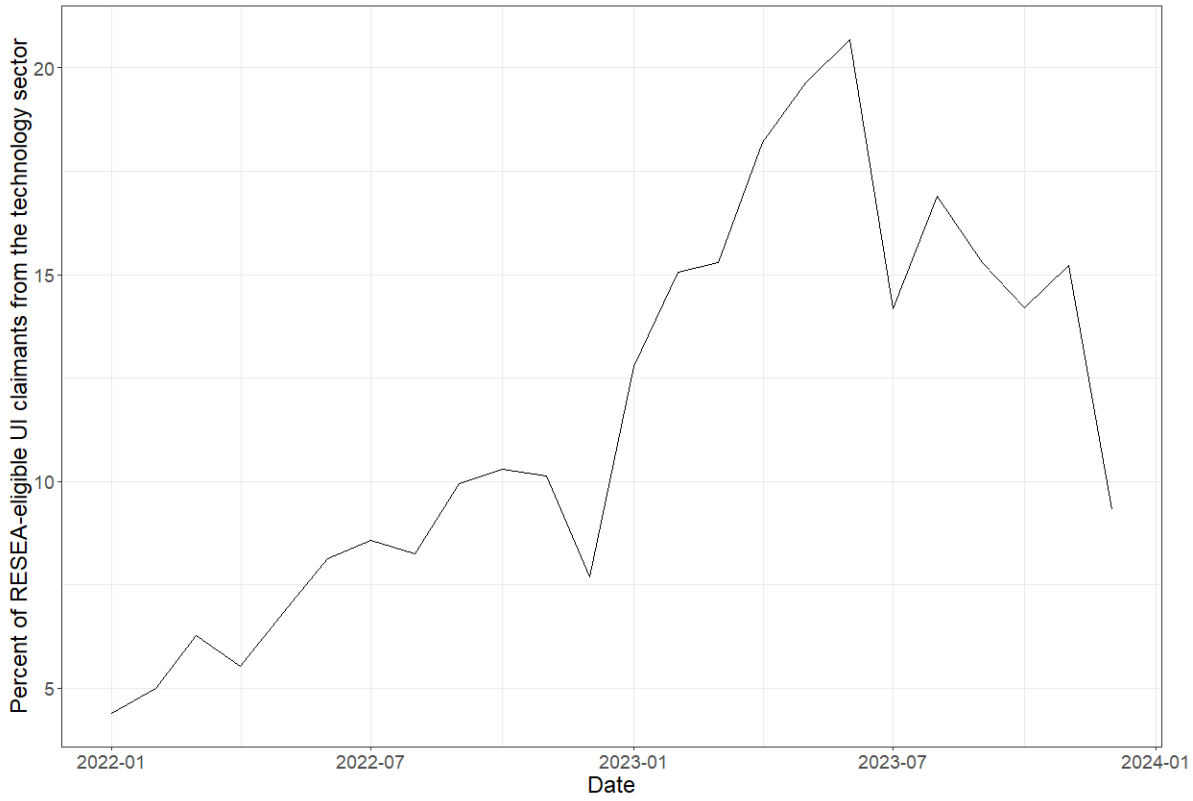
[31] These codes are six digits long. The first two digits describe the employer's sector. The first four digits describe employer's industry group. Altogether, the six digits provide detailed classifications, called "national industries."

[32] Note that results in this report are robust to the use of an alternative, expanded definition of the technology sector. This expanded definition includes NAICS 551114, 561510, 511210, and 454110. These NAICS are used by Amazon's and Expedia's headquarters in Seattle, as well as other Washington state companies one may consider part of the technology sector.

few large high-profile layoffs in key high technology sectors in late 2022 led to declining employment throughout 2023.

Employment in the information sector – which includes software publishing – increased throughout 2022, reaching peak employment levels near 175,000 by December 2022. Employment levels subsequently fell throughout 2023, bottoming out at 163,500 in November 2023. The sector dipped by 11,400 or nearly 0.7% over 11 months. Professional and business services similarly reached peak employment levels in late 2022 (550,000 in November) and fell by nearly 7,000 jobs by the end of 2023.

Figure 13. Percent of RESEA-eligible UI claimants over time coming from the technology sector



Source: Employment Security Department/Labor Market Information and Research

The RESEA program's effectiveness for technology sector workers

We can assess whether the change in the number of technology sector workers, plotted in *Figure 13* explains the change in the RESEA program's effectiveness. If technology sector workers tend not to benefit from the RESEA program, then the large increase in the percent of RESEA-eligible claimants coming from the technology sector would decrease the *average*

program effectiveness. We estimate the following models to build empirical evidence on this topic:

$$Y_{ic} = \beta_1 \cdot RESEA_i + \beta_2 \cdot RESEA_i * TechSector_i + \beta_3 * TechSector_i + \beta' X_i + \gamma_c + \epsilon_{ic} \quad (2)$$

where all variables are defined as in equation (1), and $TechSector_i$ is an indicator variable for whether claimant i was from the technology sector. We estimate equation (2) using the pooled 2022 and 2023 data. In this regression, $\hat{\beta}_1$ measures the average effect of RESEA in these two years for non-technology sector workers, and $\hat{\beta}_2$ measures how the program's effects on each outcome Y_{ic} differs between technology and non-technology workers. The program effect for technology sector workers is provided by $\hat{\beta}_1 + \hat{\beta}_2$.[33]

While this exercise attempts to isolate the impact that RESEA had on technology workers specifically, it is important to note that, as stated earlier, there were many layoffs in the technology sector in Washington in 2023. Therefore, these impacts are specific to the situation of technology workers in the context of a period when there were heavy layoffs in the technology sector.

We present these estimates in *Figures 14* and *15*. *Figure 14* presents estimates of the program's impact on UI claim outcomes for technology sector workers compared to non-technology workers. There is a significant difference in how RESEA impacts UI claim outcomes for these two types of workers. While, on average, the program is effective at reducing claim duration, the amount claimed, and the probability of exhausting benefits for non-technology sector workers, it does not change these UI claim outcomes for technology sector workers. Similarly, on average, the RESEA program increases the likelihood that non-technology sector workers experience a denial on a weekly claim for UI compensation by increasing detection of eligibility issues. This is not the case, however, for technology sector workers.

Figure 15 presents estimates of the program's impact on employment outcomes for technology sector workers compared to non-technology workers. There is a significant difference in how RESEA impacts employment outcomes for these two types of workers. On average, non-technology sector workers earn $666.27 more money from employment in the yearlong period starting in the quarter after the claim when they are assigned to participate in the RESEA program. There is no evidence that technology sector workers have different earnings in this yearlong period because of the program. However, there is strong evidence that the program's impact on earnings for non-technology sector workers is stronger than its impact on earnings for technology sector workers. The difference in average program impacts for these two types

[33] The estimates $\hat{\beta}_1$, $\hat{\beta}_2$ and $\hat{\beta}_1 + \hat{\beta}_2$ have a causal interpretation because whether someone was employed in the technology sector in their pre-UI job is determined before random assignment occurs.

of claimants is -$2,374.30 over the yearlong period starting in the quarter after the claim, significant at the 95% confidence level.

Figure 14. RESEA program impacts on claim outcomes for technology sector workers compared to non-technology workers, December 2021 through September 2024.

Type of effect	Average effect for non-technology sector ($\widehat{\boldsymbol{\beta}}_{\boldsymbol{1}}$)	Average effect for technology sector ($\widehat{\boldsymbol{\beta}}_{\boldsymbol{1}} + \widehat{\boldsymbol{\beta}}_{\boldsymbol{2}}$)	Difference ($\widehat{\boldsymbol{\beta}}_{\boldsymbol{2}}$)
The RESEA program's effect on UI claim duration	-0.8 weeks*** (0.1 weeks)	0.2 weeks (0.2 weeks)	0.9 weeks*** (0.2 weeks)
The RESEA program's effect on amount claimed	-$439.20*** ($51.25)	$181.83 (148.77)	$620.33*** ($152.22)
The RESEA program's effect on exhausting UI benefits	-3.3 p.p.*** (0.4 p.p.)	0.0 p.p. (0.9 p.p.)	3.3 p.p.*** (1.0 p.p.)
The RESEA program's effect on able-and-available issue detection	2.4 p.p.**** (0.2 p.p.)	1.3 p.p.*** (0.5 p.p.)	-1.1 p.p.** (0.5 p.p.)
The RESEA program's effect on work-search issue detection	0.8 p.p.** (0.3 p.p.)	-1.2 p.p.* (0.7 p.p.)	-2.1 p.p.*** (0.7 p.p.)
The RESEA program's effect on experiencing a UI denial	4.4 p.p.*** (0.4 p.p.)	0.6 p.p. (0.8 p.p.)	-3.8 p.p.*** (0.8 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

There is also a significant difference in how the RESEA program affects the probability of employment in the first, second, and fourth quarters after the claim. In each of these, the program increases the probability of employment for non-technology sector workers and has no statistically significant effect for technology sector workers.

While the RESEA program meets its goals for non-technology sector workers, we find that it has little or no impact for technology sector workers in 2022 and 2023. As such, the substantial

increase in the number of RESEA-eligible technology sector workers (from 3,701 in 2022 to 9,140 in 2023) partially explains the reduction in program effectiveness over time.

Figure 15. RESEA program impacts on reemployment outcomes for technology sector workers compared to non-technology workers, December 2021 through September 2024.

Type of effect	Average effect for non-technology sector ($\widehat{\boldsymbol{\beta}}_1$)	Average effect for technology sector ($\widehat{\boldsymbol{\beta}}_1 + \widehat{\boldsymbol{\beta}}_2$)	Difference ($\widehat{\boldsymbol{\beta}}_2$)
The RESEA program's effect on earnings in the yearlong period starting in the quarter of the claim	$666.27** ($289.02)	-$1,708.02 (1,171.86)	-$2,374.30** (1,178.92)
The RESEA program effect on the probability of employment in the quarter after the claim	2.2 p.p.*** (0.4 p.p.)	-0.8 p.p. (1.0 p.p.)	-3.0 p.p.*** (1.0 p.p.)
The RESEA program effect on the probability of employment in the second quarter after the claim	1.2 p.p.** (0.4 p.p.)	-1.1 p.p. (0.9 p.p.)	-2.3 p.p.** (1.0 p.p.)
The RESEA program effect on the probability of employment in the third quarter after the claim	0.5 p.p. (0.4 p.p.)	-0.8 p.p. (0.9 p.p.)	-1.3 p.p. (1.0 p.p.)
The RESEA program effect on the probability of employment in the fourth quarter after the claim	0.7 p.p.* (0.4 p.p.)	-1.2 p.p. (0.9 p.p.)	-1.8 p.p.** (0.9 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

Potential Explanation 2: Changes in labor supply and labor demand

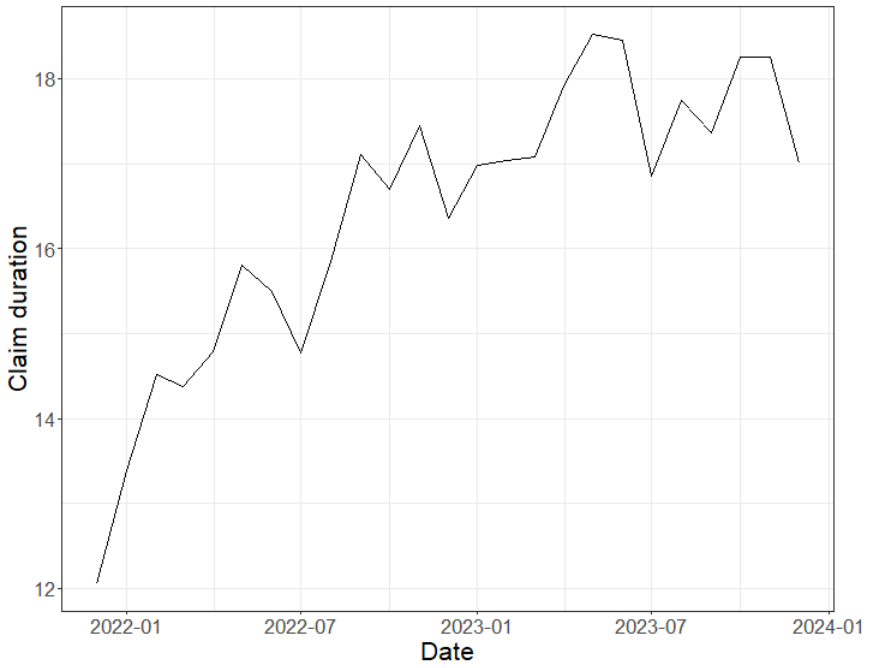
In general, finding a job was easier in 2022 than in 2023. Several labor market indicators point to a rapidly tightening labor market in the early recovery period after the pandemic recession. Then, over time, labor market conditions began to stabilize. According to the Job Openings and Labor Turnover Survey (JOLTS), produced by the Bureau of Labor Statistics, total hires in Washington reached the highest post-pandemic levels in early 2022 and dipped throughout 2022 and 2023. Layoff activity remained relatively low throughout the evaluation period, but voluntary quits surged in 2021 and 2022 as workers explored different employment opportunities. Quits activity began to quiet in 2023. Job openings also reached the highest levels on record in 2022 and fell throughout 2023. Together, these turnover metrics describe a situation of unprecedented job openings prompting increased exploration (quits) and hiring that peaked in 2022 and began to reverse in 2023.

During periods of relative economic stability, hires (workers being brought on as new employees) and separations (employees leaving a place of employment) are roughly equivalent for most industries. During extreme events of economic instability (such as the 2007 Great Recession and the first quarter of the 2020 Covid Pandemic Recession), the rate of hires may dip below the rate of separations (often a result of layoffs) and during times of strong growth, hires may exceed separations.

Sector specific effects in the shifting landscape of supply and demand were also evident during the evaluation period. Hires for the information sector consistently outpaced separations every year from 2009 to 2022 – often by a large margin. For reference, in 2021, the difference between hires and separations was 3,611 (30.2%) and in 2022, the difference was 2,457 (15.8%). In 2023, the number of separations in the information sector exceeded the number of new hires by 3,259 (-23.9%). Information sector separations exceeded hires beginning in the fourth quarter of 2022 and remained below the number of hires for 6 quarters in a row.

Three additional pieces of evidence indicate that finding a job was easier in 2022 than in 2023. We present this evidence in *Figures 16* through *18*. Then, we present regression results that show that RESEA's program impact is larger when it is easier to find a job. Together, this evidence shows that changes in how easy it is to find a job may partially explain the decreases in the RESEA program's impact from 2022 to 2023.

Figure 16. Claim duration for RESEA-eligible UI claimants who were not assigned to participate in the RESEA program, December 2021 through December 2023.



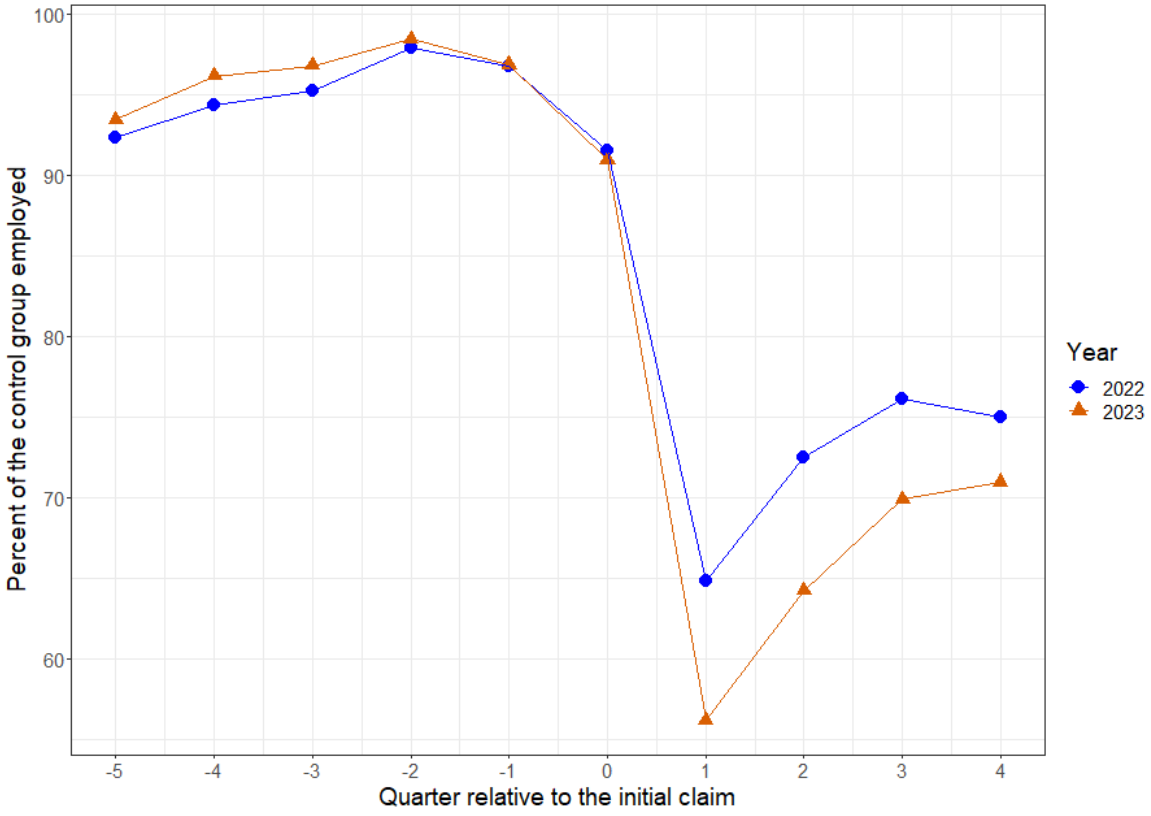
Source: Employment Security Department/Labor Market Information and Research

Figure 16 displays the first piece of evidence that it was more difficult to find a job in 2022 than in 2023. It shows the average claim duration over time for RESEA-eligible UI claimants who were not assigned to participate in the RESEA program (the control group). The x-axis is the month that the person was added to their office's queue, and the y-axis is average number of weeks of UI compensation received. This variable is a proxy for how long it takes people to find a job while actively searching. When job searches take longer to result in a match, claim durations tend to be longer.

The average claim duration increased over the course of 2022. At the beginning of the year, average claim duration was 12 weeks. By July it was 15 weeks, and at the end of the year it was up to 17 weeks. The Covid-19 pandemic and recovery may explain the low initial average claim durations in 2022. In 2023, average claim duration for the RCT control group remained at roughly 17 weeks. A major difference between the 2022 RCT context and the 2023 RCT context is that the former was one of economic recovery.[34]

[34] The recovery pattern is observed in Washington state, and nationally. The unemployment rate decreased over the course of 2022 nationwide, especially for people who had been unemployed for longer than 27 weeks (Essien, Levinstein, and Owens, 2023). This upward trend in the Washington state data mirrors the national pandemic-recovery pattern.

Figure 17. Percent of the control group employed in each quarter relative to their initial claim, July 2020 through June 2024.



Source: Employment Security Department/Labor Market Information and Research

Figure 17 shows the second piece of evidence using data from the control group. The x-axis is the quarter relative to the quarter of the initial claim, with negative numbers indexing quarters before the initial claim, zero indexing the quarter of the initial claim, and positive numbers indexing quarters after the initial claim. The y-axis is the percent of each group employed in that quarter. The data are grouped by the year in which their information was sent to an RESEA queue, with 2022 control group data shown by blue circles and 2023 control group data shown by red triangles.

Prior to the quarter of the claim, almost all the RESEA-eligible UI claimants were employed: the percent employed fluctuates between 92% and 97% leading up to the job separation. These employment probabilities are similar for the 2022 RESEA cohort and 2023 RESEA cohort. Then, in the quarter of the claim, the percent of workers reporting employment drops. Over time, the probability of employment increases. This reflects the separation from their prior job, the unemployment spell, and new employment. The key takeaway from *Figure 17* is that the quarterly probability of employment following job separation is higher for control group members in 2022 than in 2023: 2022 control group members were more likely to be

reemployed in the four quarters after their initial claim than 2023 control group members. This further suggests the increased difficulty of finding a job in 2023.

Figure 18 shows a final piece of evidence that it was easier to find a job in 2022. It visualizes data that we use in the modeling exercise below to assess whether that the RESEA program effects are correlated with how easier it is to find a job. The data in this plot are a ratio of two values:

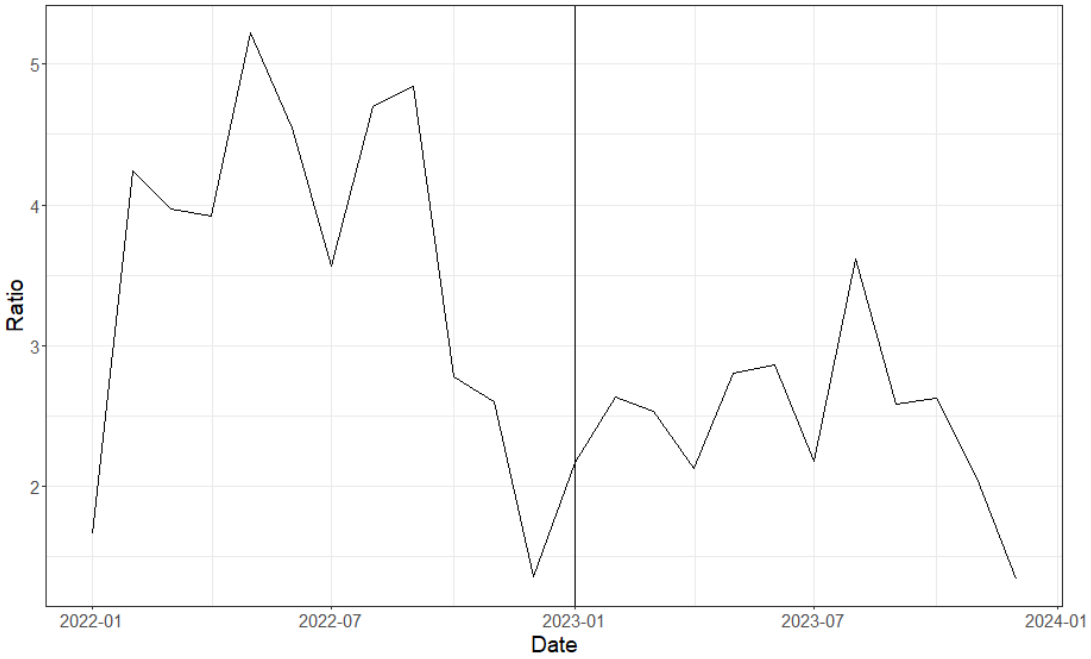
- The numerator: the number of new job openings posted to job board websites each month, advertising openings in Washington state, per Burning Glass Analytics data. These data are provided at: https://esd.wa.gov/labormarketinfo/supply-demand-report. They were downloaded for this report on 03/04/2025.
- The denominator: the total number of initial claims filed in WA each month, regardless of whether they resulted in a successful registration for benefits. That is, these initial claims data include instances where ineligible people attempted to register for UI benefits but were unsuccessful. These data are provided at https://esd.wa.gov/jobs-and-training/labor-market-information/labor-force-and-unemployment/unemployment-insurance-claims-and-benefits-data. The data for this report were downloaded on 03/04/2025.

Figure 18 shows that the ratio of new online openings per new job seeker was higher in 2022 than in 2023. The ratio of new openings to new initial claims peaked at 5.2 in May 2022, when 80,678 new postings were listed in Washington and 15,448 initial claims were filed. In 2022, this ratio was 3.6 on average. The ratio was lowest in December 2023 at 1.3, when there were 49,026 new job openings posted, and 36,529 initial claims filed. In 2023, the ratio was 2.5 on average.

These findings echo a pattern observed from the JOLTS survey. In Washington, the ratio of unemployed persons per job opening dipped below 1.0 in 2021 and remained below 1.0 until mid-2023. In 2022 the ratio dipped as low as 0.6 in February through April and July.

When there are many new online openings per new job seeker, it is easier to find a job and posted wages for new jobs may be higher. When there are fewer openings per job seeker, competition for each job increases.

Figure 18. Ratio of new online job openings in Washington state to monthly initial claim applications in 2022 and 2023



Source: Employment Security Department/Labor Market Information and Research

Ease of finding a job and the RESEA program's effectiveness

We estimate the following model to build evidence about the relationship between the RESEA program's effectiveness and the monthly ratio of new job openings per initial claims:

$$Y_{icm} = \beta_1 \cdot RESEA_i + \beta_2 \cdot RESEA_i \cdot ratio_m + \beta_3 * ratio_m + \beta' X_i + \gamma_c + \epsilon_{icm} \quad (3)$$

where all variables are defined as in equation (1), and $ratio_m$ is the demeaned ratio of new job openings to initial claims in the month that a person's information was added to their office's queue, m.[35] We estimate equation (3) using the pooled 2022 and 2023 data. In this regression, $\hat{\beta}_1$ measures the average effect of RESEA in these two years, and $\hat{\beta}_2$ measures the correlation between the program's effect on outcome Y_{icm} and the ratio of new online job openings to initial claims. Because this ratio is the same across all claimants each month, the estimate $\hat{\beta}_2$ from equation (3) does not provide an unbiased cause-and-effect relationship. However, it still allows us to understand whether, and how much, the RESEA program's effect correlates with ease of finding a job.

[35] To "demean" a variable, subtract that variable's average from it. The resulting demeaned variable has an average of zero. Demeaning the ratio in equation (3) simplifies interpretation of the regression estimates.

Figure 19. The RESEA program's impacts on UI claims, depending on how easy it is to find a job when a worker registers for UI benefits

Program effect	Average effect ($\widehat{\boldsymbol{\beta}}_{\boldsymbol{1}}$)	Correlation between RESEA's effect and having one more online job opening per initial claim ($\widehat{\boldsymbol{\beta}}_{\boldsymbol{2}}$)
The RESEA program's effect on UI claim duration	-0.68 weeks*** (0.08 weeks)	-0.06 weeks (0.07 weeks)
The RESEA program's effect on amount claimed	-$365.24*** ($53.10)	-$26.84 ($47.18)
The RESEA program's effect on exhausting UI benefits	-3.0 p.p.*** (0.4 p.p.)	-0.7 p.p.* (0.4 p.p.)
The RESEA program's effect on able-and-available issue detection	2.2 p.p.*** (0.2 p.p.)	0.1 p.p. (0.2 p.p.)
The RESEA program's effect on work-search issue detection	0.5 p.p. (0.3)	0.0 p.p. (0.3 p.p.)
The RESEA program's effect on experiencing a UI denial	4.0 p.p.*** (0.4 p.p.)	0.5 p.p. (0.4 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

Figure 19 presents estimates from fitting equation (3) to our data using UI claim variables as outcomes. *Figure 20* presents estimates from fitting equation (3) to our data using employment variables as outcomes.

Figure 20. The RESEA program's impacts on employment, depending on how easy it is to find a job when a worker registers for UI benefits

Program effect	Average effect ($\widehat{\boldsymbol{\beta}}_{\mathbf{1}}$)	Correlation between RESEA's effect and having one more new online job opening per initial claim ($\widehat{\boldsymbol{\beta}}_{\mathbf{2}}$)
The RESEA program's effect on earnings in the yearlong period starting in the quarter of the claim	$534.08 ($326.63)	$546.27* ($280.77)
The RESEA program effect on the probability of employment in the quarter after the claim	2.0 p.p.*** (0.4 p.p.)	0.6 p.p.* (0.4 p.p.)
The RESEA program effect on the probability of employment in the second quarter after the claim	1.2 p.p.*** (0.4 p.p.)	0.9 p.p.*** (0.4 p.p.)
The RESEA program effect on the probability of employment in the third quarter after the claim	0.5 p.p. (0.4 p.p.)	0.5 p.p. (0.3 p.p.)
The RESEA program effect on the probability of employment in the fourth quarter after the claim	0.6 p.p. (0.4 p.p.)	0.5 p.p. (0.3 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

There is no evidence that the RESEA program's impact on claim duration depends on how easy it is to find a job. The program speeds claimants time to reemployment equally well, on average, regardless of the number of new online job postings per initial claim applications. There is, however, a small change in the program's impact on the likelihood of exhausting benefits: the RESEA program makes exhaustion slightly less likely when it is easier to find a job.

In general, *Figure 19* provides evidence that the program helps claimants find work more quickly no matter how easy, or hard, it is to find a job.

Unlike the evidence in *Figure 19*, the evidence in *Figure 20* demonstrates that the RESEA program's impact on employment outcomes differs significantly depending on how easy it is to

find a job. For every additional new job posting per initial claim application in the month of a worker's UI registration, the RESEA program increases claimants' earnings by an additional $546.27 in the yearlong period starting in the quarter after the claim.

For every additional new online job posting per initial claim application in the month that a person registers for UI (i.e. for every new job opening per job seeker), the RESEA program:

- Increased the probability of employment in the quarter after the claim by 0.6 p.p. *more.*
- Increased the probability of employment in the second quarter after the claim by 0.9 p.p. *more.*

Because it was easier to find a job in 2022, and because the program's impact on earnings in the yearlong period starting in the quarter after the claim depends on ease of finding a job, the change in the number of online job openings per initial claim application (job openings per job seeker) partially explains the change in the program's impact from 2022 to 2023. The average number of openings per initial claim decreased from 3.6 in 2022 to 2.5 in 2023. The program's effect on earnings in the yearlong period starting in the quarter of the claim decreased by $1,404.11; the results in *Figure 20* suggest that up to 42.8% of that change over time is attributable to changes in underlying labor market conditions that determine ease of finding employment.[36]

Potential Explanation 3: Unstable reemployment

Sometimes, when people find a new job, they leave it quickly. We refer to one-quarter and two-quarter long employment spells as "unstable employment." In this section, we document the rate at which job seekers found unstable employment in 2022 and 2023. We explore the types of claimants who match with unstable jobs and explore the extent to which unstable matches may explain the reduction in the RESEA program's impacts from 2022 to 2023.

The RESEA program's impact on UI claims and employment outcomes is likely larger when it connects job seekers with stable employment.[37] Finding unstable employment, compared to finding stable employment:

[36] (1.1 * $546.27) = $600.90, which is 42.8% of $1,404.11.

[37] People may have earnings in the quarter after the claim, but not in subsequent quarters, for many reasons. The Employment Security data show zero earnings in a quarter if a person retires, leaves the work force to care for a family member, becomes an entrepreneur, is on a medical leave, or gains employment in another state. While we do not know the exact reason why someone has earnings in the

1) Lowers earnings in the yearlong period starting in the quarter after the claim.
2) Possibly extends claim duration. The unstably employed person may execute a second job search when unemployed a second time during their benefit year. During this new unemployment spell, they are eligible to file additional weekly UI claims on their original UI claim.

Across 2022 and 2023, a total of 71,430 (63%) RCT participants were employed in the quarter after the claim. Of these 71,430 people, 10,400 found unstable employment (no earnings reported in the second or third quarter after their initial claim).[38]

Figure 21 displays the rate at which RESEA-eligible workers in our data found unstable employment in the first quarter after their initial claim. This table focuses only on workers who found a job in the quarter after the initial claim.

Figure 21. Unstable employment among workers who found a job in the quarter after their initial claim

Variable	Reemployed control group members who found unstable employment in the quarter after their initial claim	Reemployed treatment group members who found unstable employment in the quarter after their initial claim
2022	862 (13.2%)	3,709 (13.1%)
2023	1,983 (17.6%)	3,846 (15.1%)

Source: Employment Security Department/Labor Market Information and Research

From 2022 to 2023, the rate at which people found unstable employment in the quarter after the claim increased. It increased by 4.4 percentage points for the control group and by 2.0 percentage points for the treatment group.

Figure 22a compares people that found stable employment in the quarter after the claim to people who found unstable employment in the quarter after the claim. This table includes

quarter after the claim and not in either the second or third quarter after their claim, we assume for this analysis that unstably employed people are eligible for work.

[38] Note that 61,030 people (53.9% of RESEA-eligible UI claimants in 2022 and 2023) found a job in the quarter after their claim , and kept it for the next two calendar quarters, making this the most common outcome for RESEA-eligible UI claimants.

demographic characteristics, NAICS of pre-UI industry, UI program participation, and employment outcomes.

There are some patterns differentiating people who find and keep a job compared to those who find a job and leave it within six months. Those who found unstable employment tended to earn more before the UI claim and to be more educated. They were less likely to self-identify as Hispanic.

Figure 22a. Demographic information for RESEA-eligible UI claimants who are reemployed in the quarter after their claim

Characteristic	Claimants who found stable employment in the quarter after the claim	Claimants who found unstable employment in the quarter after the claim
Percent women	40.5%	42.2%
Age	43.1 years	44.6 years
Percent white	72.2%	70.0%
Percent Hispanic	21.2%	14.5%
Average (WPRS) profile score	21.5	22.8
Earnings in the base year	$64,845.78	$77,101.70
Percent with at most a high school education	42.2%	33.6%
Percent with some college education	26.9%	27.7%
Percent with a college or graduate degree	26.6%	34.7%
Percent that are veterans	6.6%	8.0%
Percent reporting a disability	3.3%	4.4%
Weekly Benefit Amount	$618.99/week	$667.84/week

Source: Employment Security Department/Labor Market Information and Research
Note: Dollars are reported in 2022, quarter 1 values, and are adjusted using the Consumer Price Index for All Urban Consumers (CPI-U). The abbreviation "p.p."

Figure 22b lists the top five pre-UI sectors for stably and unstably employed workers who found a job in the quarter after the claim, as well as the percent of claimants coming from the technology sector. This table also only includes information for people who found a job in the quarter after the claim; it compares those who found stable employment to those who found unstable employment.

Figure 22b. Pre-UI Sectors for RESEA-eligible UI claimants who found employment in the quarter after their claim

Pre-UI sector	Claimants who found stable employment in the quarter after the claim	Claimants who found unstable employment the quarter after the claim
Construction	14.3%	10.7%
Manufacturing	9.9%	9.0%
Administrative and support and waste management and remediation services	8.9%	8.7%
Professional, scientific, and technical services	8.8%	11.8%
Agriculture, forestry, fishing and hunting	8.8%	4.5%
Technology sector	8.4%	15.2%

Source: Employment Security Department/Labor Market Information and Research

These sectors describe the pre-UI employment, not the new job the person finds in the quarter after the claim. People who found stable employment in the quarter after the claim were most likely to come from construction, manufacturing, and agriculture before their UI claims. People who found unstable employment in the quarter after the claim were less likely to come from the construction or agricultural sector before their UI claim. They were more likely to come from the technology sector. Employment in the construction and agriculture sectors is often seasonal. The data in *Figure 22b* indicate that unstable employment and seasonal employment are separate phenomena.

Figure 22c displays key outcomes information for these two types of claimants. People who found stable employment in the quarter after their initial claim received 10.7 weeks of UI compensation on average, while people found unstable employment claimed 19.0 weeks on

average. People who found stable employment in the quarter after their initial claim exhausted their benefits 7.1% of the time. People who found unstable employment exhausted their benefits 51.4% of the time. These two pieces of evidence – the higher rate of UI benefit exhaustion and the 8.3 additional weeks of benefits received – provide strong support that claimants with earnings in the quarter after the claim but not in subsequent quarters indeed find unstable employment, separate from it quickly, and continue to search for a new job while unemployed.

Figure 22c. Outcomes for RESEA-eligible UI claimants who are reemployed in the quarter after their claim

Sector	Claimants who found stable employment in the quarter after the claim	Claimants who found unstable employment the quarter after the claim
Weeks compensated	10.7	19.0
Percent exhausting benefits	7.1%	51.4%
Earnings in the quarter after the Claim	$11,723.03	$9,880.35
Earnings in the second quarter after the claim	$15,640.02	$2,722.27
Earnings in the third quarter after the claim	$15,914.67	$2,251.63
Earnings in the fourth quarter after the claim	$14,631.72	$4,752.03
Hourly wage in the quarter after the claim for people working at least 40 hours that quarter	$35.16 per hour	$37.33 per hour

Source: Employment Security Department/Labor Market Information and Research
Note: Dollars are reported in 2022, quarter 1 values, and are adjusted using the Consumer Price Index for All Urban Consumers (CPI-U).

Earnings accrued during the benefit year are also much lower for people that become unemployed a second time. These outcomes are consistent with the unstably employed people executing a second job search while unemployed during their benefit years. Hourly

wages in the quarter after the initial claim are similar for stably employed and unstably employed workers.

People that become unemployed again during their benefit year may initiate a second job search supported by UI – this would explain why they claim 8.3 weeks of benefits more on average. The nature of their separation from their new job does not affect their eligibility to continue filing weekly claims for compensation on their initial UI registration. As long as their benefit year is ongoing, they have not exhausted benefits, and they meet the weekly eligibility criteria, they may continue to receive compensation to support their job search.

8 Policy recommendation 1: selection model

UI claimants benefit from being assigned to participate in the RESEA program on average. The expected benefits of assigning another claimant at random to participate in the program are provided by the estimates in *Figures 6* through *11,* for 2022 and 2023 respectively.

However, not all people benefit the same amount from being assigned to participate in the RESEA program. On average they benefit, but some may benefit more and some may benefit less. Some, like the average technology sector worker, may not benefit from program participation very much, if at all.

The program's average impact would likely increase if people selected to participate in the program were those who were most likely to have a large benefit because of that participation.

Employment Security's standard operating procedure prioritizes claimants based on their likelihood of exhausting UI benefits, as measured by their WPRS score. However, evidence in Brigandi et al. (2024) shows that people with higher WPRS scores benefited less from participating in the RESEA program in 2022, on average. This suggests that the standard operating procedure does not prioritize people who are likely to benefit from the RESEA program.

Evidence from Wisconsin presented in Michaelides et al. (2024) shows that the Wisconsin approach to prioritizing UI claimants for the RESEA program is effective. It tends to identify claimants who are likely to benefit from participation.

The Wisconsin prioritization approach is as follows:

1) All RESEA-eligible UI claimants are prompted to fill out a questionnaire after they receive their first payment. This questionnaire has five sections and 31 questions. It gathers information on job search activities, job search preparedness, skill awareness, technology access and familiarity, and resources available to the job seeker.
2) Each response has a predetermined score. Claimants' responses are scored, and the total score is summed. A low score indicates that the job seeker has few, if any, barriers to reemployment. A high score indicates that the claimant faces substantial barriers to reemployment that the RESEA program may help them overcome.
3) Claimants are prioritized based on their total score; those with higher scores are assigned to participate in the program.

Initial evidence from an RCT run in Wisconsin shows that program participation is more beneficial for claimants with higher scores.

It is possible that adopting the Wisconsin prioritization approach in Washington would improve the program's average impact by systematically prioritizing claimants who are likely to benefit from services.

As explored in the analysis of technology sector workers above, technology sector workers tend not to benefit from participation in the RESEA program on average. It is possible that their responses to the Wisconsin questionnaire, particularly the technology section, would indicate that they face low barriers to reemployment. In this case, they would not be prioritized for services that, on average, they do not benefit from. One possible policy response to the evidence in the discussion section above is to adopt the Wisconsin prioritization approach in Washington state. Another possible response is to adapt the RESEA services so that they are more effective for technology sector workers, though it is unclear how this could occur.

9 Policy recommendation 2: program participation during the second job search

RESEA services are targeted to claimants early in their job search process. Claimants who find work are no longer required to receive assistance or eligibility assessments through RESEA appointments. However, if someone becomes unemployed and searches for work again during their benefit year, they may benefit from additional reemployment services, and their UI eligibility criteria may need additional checks.

If a claimant executes a second job search while unemployed during their benefit year, Employment Security could offer them additional RESEA follow-up services during their second job search.

The second round of appointments could include a new program element: debriefing with the claimant on what worked, or didn't work, in their first job search. The new reemployment plan would incorporate information from this debrief process.

People who find unstable employment in the quarter after their claim are at high risk of exhausting benefits. They may benefit from additional services. Increasing speed to reemployment during the second job search would improve RESEA's overall impact claim duration, how likely claimants are to exhaust benefits, and earnings accruing from work in the yearlong period starting in the quarter after the claim.

A key to this policy recommendation is developing a way to identify double seekers in real time. Earnings data are only available to Employment Security months after they accrue to workers because of the lag in the tax reporting process. As such, earnings data cannot be used to identify double seekers in real time.

To identify double seekers in real time, Employment Security can use the claim data. Specifically, if a person submits a weekly claim for compensation after many weeks with no applications, it may be an indication that they are claiming again after leaving unstable employment.

However, reopening a claim is not itself an indication that people separated from unstable employment during their benefit year. Employment Security could add a question to the weekly claims application for people who restart their UI claims that solicits information about unstable employment. This may help Employment Security target the second series of RESEA appointment to claimants that are at high risk of exhausting their UI benefits.

In summary, the policy recommendation is as follows:

1) Amend the "restart a claim" application form by adding a new question, or multiple new questions to it. The new information gathered would inform Employment Security about whether this person found and left unstable employment before restarting their claim.
2) Identify claimants who are unemployed a second time and who initiate a second job search while unemployed.
3) Add them back to a queue so that they are considered for RESEA services again.

4) If assigned to participate in RESEA services, the service provider is notified about their circumstances in advance.

10 Conclusion

In 2023, the RESEA program reduced UI claim duration, increased the probability that claimants were employed in the calendar quarter after their UI program registration, increased the detection of improper payments (strengthened UI program integrity), and connected claimants with other WorkSource services and programs. This impact evaluation shows that the Washington state RESEA program achieved its goals in 2023.

However, the RESEA program's effect on earnings decreased over time: the RESEA program in 2022 increased claimants' earnings by $1,202.46 in the yearlong period starting in the quarter after the claim, but the RESEA program in 2023 did not significantly increase claimants' earnings in this yearlong period. The estimate of the reduction in program effectiveness along this dimension was $1,404.11 (significant at the 95% confidence level).

Three possible explanations may help explain why the program was more effective in 2022. First, the percent of RESEA-eligible claimants from the technology sector increased in 2023, and our findings show that these workers, on average, do not benefit from RESEA as much as their peers from non-technology sectors. Second, it was easier to find a job in 2022, and the RESEA program's impact is larger when it is easier to find a job. Third, people that found employment in the quarter after their claim were more likely to find unstable employment in 2023, and unstable employment is associated with more UI payments and lower earnings. Together, these exploratory analyses demonstrate that the RESEA program's effectiveness is significantly correlated with labor market conditions that determine who loses their job, and how easy it is to find a new job.

These three explanations are related. Claimants coming from the technology sector were most likely to find unstable employment during their benefit year. Also, it may be harder to find stable employment when it's harder to find any employment.

This exercise identifies a possible avenue for programmatic improvements. A total of 10,400 RESEA-eligible UI claimants found a job in the quarter after their claim but separated from that job – and reported zero quarterly earnings – in the second or third quarter after the claim. These workers claimed, on average, 8.3 weeks of UI benefits more – and were seven times as likely to exhaust benefits – compared to their peers who found stable employment in the quarter after the claim.

When newly unemployed again, these workers may initiate a second job search. In this second job search, they are currently ineligible for job search assistance. A change to RESEA policy could make these workers eligible for RESEA again. Employment Security could adjust the claim-restart application to solicit information about unstable reemployment during the benefit year. Employment Security could add claimants who execute two job searches while unemployed back into queues with updated WPRS scores, then assign them to participate in a second round of the RESEA program on the same UI claim. Their second job search may be improved by a second round of job search assistance.

Additionally, prioritizing claimants for the RESEA program based on the extent of their barriers to reemployment, as in Wisconsin, is likely to increase the program's average effectiveness (Michaelides et al. 2024).

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Appendix A: RESEA program elements

The RESEA program in Washington state in 2022 and 2023 had eight components. The primary components are the delivery of reemployment assistance and the UI program eligibility check. These two components are delivered in appointments, but not all components are delivered in appointments, and one is only extended to people who fail to schedule, or schedule but fail to attend, appointments.

In this section, we provide a more comprehensive description of these program elements. Much of the content is summarized from the official RESEA policy in Washington state, Policy 2000, available here: https://media.multisites.wa.gov/media/WPC/adm/policy/2000.pdf. We conclude by describing which elements are captured in the estimates provided in this report.

Prioritization

Claimants determined to be eligible for RESEA are listed in queues.[39] These queues are specific to each office, and there are separate queues for English-language and Spanish-language RESEA appointments. Claimants are ordered in their queues by three criteria: whether they are a UCX or UI claimant, their WPRS score, and duration of time in the queue. That is, the ordering in the queue is:

1. UCX claimants, ranked by WPRS score, followed by
2. UI claimants, ranked by WPRS score.

With ties being broken by duration. The WPRS score is the fitted value from a logistic regression with eight covariates:

1. Education level,
2. County of residence,
3. Primary base-year, or alternative base-year, occupation,
4. Primary base-year, or alternative base-year, industry,
5. the Statewide unemployment rate at the time of the initial claim,
6. Calendar quarter at the time of the initial claim,
7. Potential duration of unemployment benefits (weeks of benefits before exhaustion), and

[39] See Appendix E for a list of eligibility criteria.

8. Weekly Benefit Amount

The dependent variable in this model is whether a claimant exhausted benefits. As such, the fitted value is a prediction of how likely a person is to exhaust their UI benefits. The model is re-estimated every two years, using data on the most recent claimants whose benefit years have ended. The most recent estimates are used to calculate new claimants' scores.

Selection

Each Monday, claimants are selected from the queue to participate in the RESEA program. As many people are selected to participate in the program as there are available appointment slots in the next three weeks in that office, for that language.

If a claimant is not selected, they may be considered for selection again the following Monday. Claimants remain in the queue for up to five weeks. If they are not selected to participate in the program in five selection processes on Mondays, they are no longer considered for the RESEA program during that benefit year.

Notification

Claimants who are selected to participate in the program are notified via mail and text message. The mail correspondence is sent each Monday. The letter typically arrives at the claimants' listed address two days later, on Wednesday. That Friday, notification of selection is also delivered via text message (SMS).

Scheduling

In the notification of selection to participate in the RESEA program, claimants are directed to Employment Security's website to schedule their initial appointment. They are directed to a calendar application that displays dates and times of available slots. When choosing an appointment slot, claimants also specify their meeting mode preference: in-person, virtual, or over the phone. Phone services were very common in 2022 but were largely phased out over 2023.

Scheduling for subsequent appointments typically occurs at the end of the initial appointment.

Claimants may access the calendar application and reschedule appointments up to two times. Additional rescheduling must be done by contacting the WorkSource office. When

rescheduling, the claimant must provide a valid reason for rescheduling. Examples of valid reasons include illness and jury duty. If the reason provided is not satisfactory, staff may file a Report of Potential Issue, which may result in disqualification from UI compensation.

Reminders

Claimants receive reminders to schedule their meeting, if they have not yet scheduled, within six days of their selection (the Saturday after their selection). These reminders are sent via email and text message. Additional reminders are sent that following Wednesday and the Tuesday after that.

Claimants who schedule meetings are provided with scheduling confirmation, and reminders about the date, time, and location of their appointment.

Claimants who schedule follow-up appointments receive follow-up appointment reminders via email and text message.

Reemployment services

In appointments, claimants receive assistance with their job search. These reemployment services include the provision of labor market information, the development of reemployment plans, and providing access to other WorkSource services. Staff use information on Employment Security's labor market website,[40] www.myskillsmyfuture.org, and www.mynextmove.org to guide the provision of relevant labor market information.

The reemployment plan is developed by staff and claimants jointly. It documents the steps necessary to find a suitable job. Once developed, claimants agree to take the steps outlined in the developed plan. Staff and claimants keep copies of the plan on record. Reemployment plans are reviewed in subsequent appointments, where staff confirm whether the claimant took the planned steps. They are then updated to reflect the claimant's job search progress. New action items are added to the plan each time it is reviewed.

For 20 minutes before initial appointments, and 15 minutes before subsequent appointments, RESEA staff prepare for the meeting by tailoring information to the claimants needs and determining how best to craft their reemployment plan.

[40] https://esd.wa.gov/labormarketinfo.

For 20 minutes after initial meetings, and 10 minutes after subsequent meetings, service providers work individually to process the meeting activities. For example, they may log notes and conduct follow-up activities relevant to the services provided to the claimant. If a referral is made during the meeting, the service provider may need to take follow-up actions to connect the claimant to the referred service. This typically occurs in the 10-minute processing time after the appointment concludes.

Eligibility assessments

In appointments, RESEA staff check whether claimants meet eligibility criteria. This check is not a specific step or action, but something that occurs throughout the appointment. The focus of the review is to identify barriers that would prevent claimants from returning to work as quickly as possible. When reviewing work search activities, staff must ensure that claimants understand the UI program eligibility requirements. Depending on the outcome of this assessment, staff may need to provide a work search directive, or submit a report of potential issue, or do both.

Work search directives are written notices provided to claimants advising them on what specific job search activities they must change in order to be in compliance with UI eligibility. They should be specific, actionable, and verifiable. A reasonable amount of time must be provided to comply with the directive. Examples of directives include:

- Increase the number of contacts per week,
- Look for work in additional occupations,
- Lower wage demands, and
- Look for work in a broader geographic area.

Directives should not be issued before the claimant has an opportunity to seek work in their usual occupation, through customary trade practices, and throughout the local labor market area. Directives stay in effect until rescinded by the department, or until a new directive is issued.

If there is evidence that a claimant did not comply with a directive, then their benefits are denied for all weeks in which they failed to comply.

RESEA staff report of potential issues to unemployment insurance adjudicators. An issue is anything that may make job seekers ineligible to receive UI compensation (such as not being able and available to accept suitable employment). RESEA staff confirm the report content with

the claimant. UI adjudication staff review the report and, if appropriate, disqualify the ineligible job seeker from receiving UI compensation in the relevant weeks.

A hypothetical example of an eligibility process resulting in disqualification is a claimant disclosing that they received UI compensation while vacationing in a distant location. They would not be able and available to immediately begin work while on vacation. A report of potential issue would be filed, and the claimant would need to pay back the inappropriately disbursed compensation.

Advice of rights

If a person fails to schedule or attend their RESEA appointment, then Employment Security sends them a questionnaire called an Advice of Rights. This questionnaire solicits information about why the person did not attend their RESEA meeting. Depending on the responses to the questionnaire, people may be disqualified from receiving one week of UI benefits. People who respond, and who have a justifiable cause for missing their meeting, are not disqualified from receiving UI benefits. Justifiable causes 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.

If a disqualification occurs, then the claimant loses UI benefits for a specific week. People who scheduled a meeting but did not attend it are disqualified from receiving benefits in the week that their meeting was scheduled to occur. People who do not respond to the questionnaire or respond without good cause and failed to schedule their appointment by the designated deadline are denied benefits in the week of the deadline.

In summary, for people who scheduled a meeting, a disqualification only occurs if the person:

1. filed for UI compensation in the week their meeting was scheduled,
2. did not attend their RESEA meeting, and
3. was unable to provide a good cause reason for not attending the meeting in the advice of rights questionnaire.

For people who did not schedule a meeting, a disqualification only occurs if the person:

1. filed for UI compensation in the final week that they were eligible to schedule a meeting, and
2. did not fill out the Advice of Rights questionnaire or was unable to provide a good cause reason for not attending the meeting in the Advice of Rights questionnaire.

If a disqualification occurs, it results in the denial of a single week of UI benefits at most. If those benefits were already disbursed, the claimant must pay them back to Employment Security.

Impact evaluation measurements

The RESEA program effects that result from this randomized controlled trial are an amalgamation of the combined behavioral changes induced by the following program elements:

1) Notification,
2) Reminders,
3) Scheduling,
4) Reemployment services,
5) Eligibility assessments, and the
6) Advice of Rights surveys and the potential subsequent disqualifications from UI benefit receipt.

Appendix B: Balance checks

Figure B1 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. We have two checks to determine whether randomization produced conditionally comparable treatment and control groups.

Our first balance test obtains from the following regression model:

$$X_{ic} = \beta_x' RESEA_i + \gamma_c + \epsilon_{ic} \quad \text{(B1)}$$

where $RESEA_i$ is a binary indicator equal to one if the claimant was assigned to participate in the RESEA program, 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 statistically significant imbalances between the treatment and control group conditional on the claimants' office-language-entry week cohort.

What matters for validity, however, is that these differences are small in magnitude. If they are small in magnitude, they are unlikely to affect the results when sufficiently controlled for (Imbens and Rubin, 2015). Our second check of whether the randomization procedure produced conditionally comparable treatment and control groups is to assess the normalized differences of observables, as described by Imbens and Rubin (2015) and Imbens and Wooldridge (2009).

To do this, we divide the regression-adjusted differences in the control variables by their pooled standard deviations. This provides the differences between the two groups in terms of standard deviations rather than raw numbers.[41]

Figure B1 presents the results from the two checks. The second and third column give the treatment and control group unconditional averages. The fourth column gives the regression estimate from equation (B1). The fifth column presents the normalized difference.

[41] 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.

Out of 68 different control variables, there are significant differences (at the 5% level) between the treated and control group for 18 of them. This is far more than one would normally expect (one would normally expect only 3-4 to be significant). There is, however, a large correlation between which variables are significant. All of the earnings prior to the claim are significantly different across the two groups, for instance. If there were, by chance, more technology sector people in the control group, that would result in significant differences in earnings, hours worked, education, sector, and occupation variables, at least. The 18 significant differences may be owing to one underlying difference, arising by random chance.

Imbens and Rubin (2015) 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 0.08, which means that any imbalances between the treated and control group do not pose a threat to the analysis.

Overall, the two checks in this section provide solid evidence that the RCT produced conditionally comparable treatment and control groups.

Figure B1. Differences in baseline characteristics

Variable	Treated group average	Control group average	Regression-adjusted difference	Robust standard error	Normalized difference
Total wages 1st quarter before the claim	$16,931.69	$21,060.07	$378.85***	$120.00	0.02
Total wages 2nd quarter before the claim	$17,257.34	$21,382.61	$400.98***	$117.29	0.03
Total wages 3rd quarter before the claim	$16,142.32	$20,524.71	$423.61***	$120.76	0.03
Total wages 4th quarter before the claim	$15,651.99	$20,037.52	$233.61*	$122.56	0.01
Total wages 5th quarter before the claim	$15,914.68	$19,988.05	$322.54***	$126.17	0.02
Total hours 1st quarter before the claim	445.51	450.11	-0.39	1.39	0.00

Total hours 2nd quarter before the claim	461.04	468.40	-2.32*	1.29	-0.01
Total hours 3rd quarter before the claim	422.59	436.71	-2.19	1.44	-0.01
Total hours 4th quarter before the claim	406.39	427.18	-3.69***	1.44	-0.02
Total hours 5th quarter before the claim	421.53	435.46	-3.56***	1.58	-0.02
WPRS score	22.26	22.72	0.77***	0.07	0.08
Weekly benefit amount	625.40	699.61	6.01***	1.89	0.02
Female	41.8%	40.4%	0.6	0.4	0.01
Veteran	7.3%	6.9%	0.00	0.2	0.00
Hispanic	0.193	0.134	0.2	0.2	0.005
Highest educational attainment: some college	28.5%	25.0%	-0.3	0.4	-0.007
Highest educational attainment: bachelor's degree	20.5%	29.5%	0.2	0.3	0.005
Highest educational attainment: graduate degree	7.1%	12.3%	0.2	0.2	0.007
Age at claim	43.68	43.22	0.063	0.1	0.00
White	71.6%	71.9%	-0.3	0.4	-0.007
Black	6.8%	6.3%	-0.2	0.2	-0.008
Asian	8.3%	12.0%	0.1	0.2	0.003
Other race	4.8%	4.3%	-0.4***	0.2	-0.019

Disabled	3.8%	4.0%	0.0	0.2	0.000
Sector: agriculture, forestry, fishing, and hunting	7.30%	4.69%	0.0	0.1	0.000
Sector: mining	0.18%	0.16%	-0.1	0.0	-0.024
Sector: construction	12.76%	11.50%	-0.6**	0.3	-0.018
Sector: manufacturing	9.59%	7.02%	0.1	0.2	0.004
Sector: wholesale trade	4.91%	4.39%	0.0	0.2	0.000
Sector: retail trade	7.37%	7.04%	-0.2	0.2	-0.008
Sector: transportation and warehousing	4.12%	3.52%	-0.3*	0.2	-0.016
Sector: information	4.98%	7.90%	1.4***	0.2	0.057
Sector: finance and insurance	3.52%	2.76%	0.4***	0.1	0.023
Sector: real estate rental and leasing	2.15%	2.35%	-0.2	0.1	-0.013
Sector: professional, scientific, and technical services	9.77%	16.41%	-0.6***	0.3	-0.018
Sector: management of companies and enterprises	1.14%	2.10%	-0.1	0.1	-0.008
Sector: administrative and support and waste management and remediation services	9.03%	9.24%	-0.1	0.2	-0.003
Sector: educational services	2.26%	2.67%	-0.1	0.1	-0.006

Sector: health care and social assistance	9.07%	7.17%	0.0	0.2	0.000
Sector: art, entertainment, and recreation	1.20%	1.24%	-0.1	0.1	-0.009
Sector: accommodation and food services	4.39%	4.30%	0.0	0.2	0.000
Sector: other services (except public administration)	2.37%	2.36%	0.1	0.1	0.007
Sector: public administration	1.86%	1.32%	0.0	0.1	0.000
Sector: missing	1.91%	1.82%	0.1	0.1	0.007
Occupation: management	18.68%	20.81%	1.4***	0.3	0.035
Occupation: business and financial operations	5.82%	6.52%	0.5***	0.2	0.021
Occupation: computer and mathematical occupations	6.81%	12.60%	0.1	0.2	0.003
Occupation: architecture and engineering occupations	1.95%	2.62%	-0.1	0.1	-0.007
Occupation: life, physical, and social science	1.18%	1.55%	-0.1	0.1	-0.009
Occupation: community and social service	1.15%	0.94%	0.0	0.1	0.000
Occupation: legal	0.68%	0.63%	0.0	0.1	0.000

Occupation: educational instruction and library	1.80%	1.64%	0.1	0.1	0.008
Occupation: arts, design, entertainment, sports, and media	1.99%	3.58%	-0.1	0.1	-0.006
Occupation: healthcare practitioners and technical	1.72%	1.60%	-0.1	0.1	-0.008
Occupation: healthcare support	2.41%	1.68%	-0.1	0.1	-0.007
Occupation: protective service	0.98%	0.74%	0.0	0.1	0.000
Occupation: food preparation and serving related	3.33%	3.18%	0.0	0.1	0.000
Occupation: building and grounds cleaning and maintenance	2.91%	2.38%	0.1	0.1	0.006
Occupation: personal care and service	1.74%	1.60%	0.0	0.1	0.000
Occupation: sales and related	4.82%	4.91%	-0.2	0.2	-0.009
Occupation: office and administrative support	10.10%	8.57%	-0.3	0.2	-0.010
Occupation: farming, fishing, and forestry	5.85%	3.97%	-0.1	0.1	-0.005
Occupation: construction and extraction	9.39%	8.00%	-0.4**	0.2	-0.014

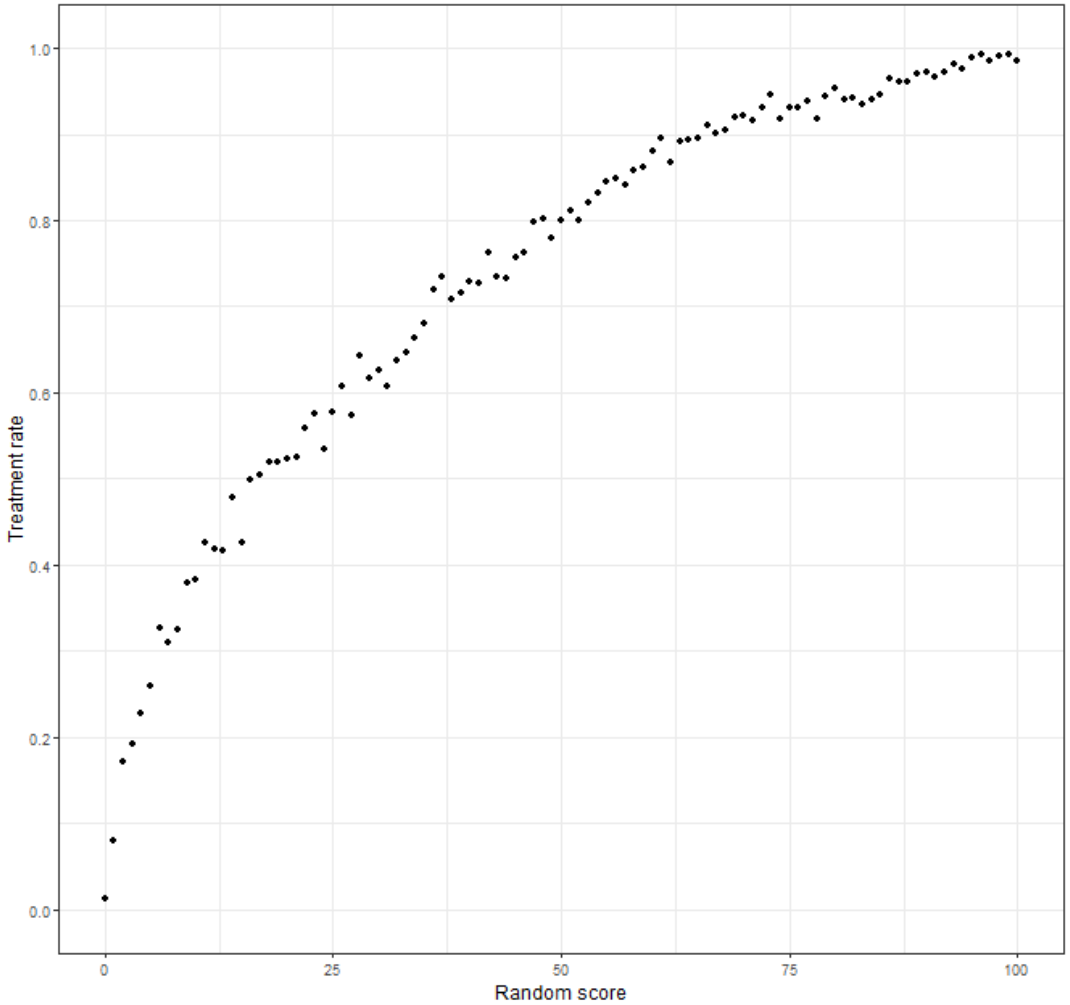
Occupation: installation, maintenance, and repair	2.75%	2.02%	0.1	0.1	0.007
Occupation: production	6.09%	4.51%	-0.4**	0.2	-0.018
Occupation: transportation and material moving	7.80%	5.93%	-0.3	0.2	-0.012
N	82,987	30,159	NA	NA	NA

Source: Employment Security Department/Labor Market Information and Research
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 not reported due to disclosure policies. Heteroskedasticity-robust standard errors are in parentheses.

Robustness check

Whether a claimant is assigned to receive RESEA services is largely determined by their randomly assigned score. *Figure B2* 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.

Figure B2. RESEA assignment rate by random score



Source: Employment Security Department/Labor Market Information and Research

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. In this alternative

framework, the random score is used as an instrument for being assigned to participate in the RESEA program.

The standard IV estimation is conducted in two stages. First, we estimate the following first-stage equations showing the relationship between the instrumental variable (the random score) and the treatment variable (whether a claimant was randomly assigned to receive RESEA services). The IV first stage regressions are

$$RESEA_{ic}^{2022} = \zeta_1^{2022}\, Score_i^{2022} + \zeta_2^{2022} Score_i^{2023} + \beta' X_i + \gamma_c + \epsilon_{ic} \quad \text{(B2)}$$

$$RESEA_{ic}^{2023} = \zeta_1^{2023} Score_i^{2022} + \zeta_2^{2023} Score_i^{2023} + \beta' X_i + \gamma_c + \epsilon_{ic} \quad \text{(B3)}$$

where $Score_i^{2022}$ is the randomly assigned score for claimant i in cohort c who was first considered for participation in 2022, and $Score_i^{2023}$ is the random score for claimant i in cohort c who was first considered for participation in 2023.

After estimating these equations, 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 $\widehat{RESEA}_i^{2022}$ for people first considered for participation in the program in 2022 and as $\widehat{RESEA}_i^{2023}$ for people first considered for participation in the program in 2023. These predicted values are plugged into equation (1), so that the following model is estimated:

$$Y_{ic} = \tau^{IV} \widehat{RESEA}_i^{2022} + \delta^{IV} \widehat{RESEA}_i^{2023} + \beta' X_i + \gamma_c + \epsilon_{ic} \quad \text{(B4)}$$

Because the IV approach relies solely on the random score being random (rather than the assumption that the random assignment process resulted in conditionally comparable treatment and control groups) this approach is robust to any potential violations to random assignment that may have occurred over the course of the experiment. As such, this approach provides a robustness check on our main results. If the estimates from equation (B3) are statistically similar to those from equation (1), that is strong evidence that the assumptions required for identification in the main specification hold in this setting.

We present estimates from equations (B2) and (B3), as well as F-statistics (calculated omitting the fixed effects), in *Figure B3*. As visualized in *Figure B2*, there is a strong positive association between a person's random score and whether they were assigned to participate in the RESEA program. In addition, the F-statistics from the first stage regressions are suitably large. Together, these results and the randomization procedure provide strong empirical evidence that the random score is a suitable instrumental variable for assignment to RESEA program participation.

Figure B3. Instrumental variables estimation of the RESEA program's impact on UI claims

Variable	2022 random score ($\hat{\zeta}_1$)	2023 random score ($\hat{\zeta}_2$)	F-statistic
Assigned to participate in RESEA in 2022	0.7 p.p.*** (0.00)	-0.00 p.p.** (0.00)	181.5
Assigned to participate in RESEA in 2023	-0.00 p.p.*** (0.00)	0.9 p.p.*** (0.00)	131.8

Source: Employment Security Department/Labor Market Information and Research

The estimate of the relationship between the 2022 random score and 2023 RESEA assignment is significant because of the eligibility criteria for RESEA that states that a claimant cannot have received RESEA within the past 12 months. This rule means that anyone who received RESEA in 2023 could not have received RESEA at some points in 2022. This produces a small correlation between random assignment to the treatment group in 2023 and random assignment to the control group in 2022 for those who were considered twice in our sample.

Results of the robustness checks for each outcome are presented in *Figures B4* through *B7*. All core findings of the report are highly robust to the estimation strategy employed, as indicated by the estimates' signs and magnitudes being similar to those in the body of the report, and by the fact that the IV estimates are statistically similar to those in the body of the report (though less precise). This provides evidence that the findings of this report are reflective of the true impact of being assigned to participate in the RESEA program and are not dependent on the statistical assumptions of the preferred estimation strategy.

Figure B4. Instrumental variables estimation of the RESEA program's impact on UI claims

Variable	2022 program effect estimate ($\hat{\tau}^{IV}$)	2023 program effect estimate ($\hat{\delta}^{IV}$)	Difference
Weeks compensated	-0.95*** (0.20)	-0.66*** (0.14)	0.30 (0.24)
Amount claimed	-$540.54*** (129.38)	-$381.40*** ($101.62)	$159.13 ($164.42)
Exhausted benefits	-3.5 p.p.*** (1.0 p.p.)	-2.1 p.p.*** (0.7 p.p.)	1.4 p.p. (1.2 p.p.)
Able and available issue detected	1.4 p.p.** (0.5 p.p.)	1.9 p.p.*** (0.4 p.p.)	0.5 p.p. (0.7 p.p.)
Work search issue detected	1.8 p.p.** (0.9 p.p.)	0.1 p.p. (0.6 p.p.)	-1.7 p.p. (1.0 p.p.)
Experience denial	4.6 p.p.*** (1.0 p.p.)	3.4 p.p.*** (0.7 p.p.)	-1.3 p.p. (1.2 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

Figure B5. Instrumental variables estimation of the RESEA program's impact on employment

Variable	2022 program effect estimate ($\hat{\tau}^{IV}$)	2023 program effect estimate ($\hat{\delta}^{IV}$)	Difference
Probability of employment in the quarter after the claim	3.1 p.p.*** (1.1 p.p.)	1.5 p.p.* (0.8 p.p.)	-1.7 p.p. (1.3 p.p.)
Probability of employment in the second quarter after the claim	2.6 p.p.*** (1.0 p.p.)	0.7 p.p. (0.7 p.p.)	-1.9 p.p. (1.2 p.p.)
Probability of employment in the third quarter after the claim	1.2 p.p. (0.9 p.p.)	0.6 p.p. (0.7 p.p.)	-0.6 p.p. (1.1 p.p.)
Probability of employment in the fourth quarter after the claim	-0.1 p.p. (0.9 p.p.)	1.4 p.p.** (0.7 p.p.)	1.5 p.p. (1.2 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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.

Figure B6. Instrumental variables estimation of the RESEA program's impact on earnings

Variable	2022 program effect estimate ($\hat{\tau}^{IV}$)	2023 program effect estimate ($\hat{\delta}^{IV}$)	Difference
Earnings in the quarter after the claim	$198.07 ($218.27)	$124.42 ($171.47)	-$73.65 ($277.47)
Earnings in the second quarter after the claim	$511.65** ($231.13)	$21.49 ($183.19)	-$490.16** ($294.73)
Earnings in the third quarter after the claim	$247.85 (230.37)	$23.11 (189.73)	-$224.74 ($298.26)
Earnings in the fourth quarter after the claim	-$43.97 ($229.92)	$96.84 ($192.81)	$140.81 (299.81)
Earnings in the yearlong period starting the quarter after the claim	$913.60 ($755.21)	$265.86 ($608.74)	-$647.74 ($969.40)

Source: Employment Security Department/Labor Market Information and Research
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.

Figure B7. Instrumental variables estimation of the RESEA program's impact on hours worked

Variable	2022 program effect estimate ($\hat{\tau}^{IV}$)	2023 program effect estimate ($\hat{\delta}^{IV}$)	Difference
Hours worked in the quarter after the claim	12.6*** (4.7)	5.7* (3.2)	-6.9 (5.6)
Hours worked in the second quarter after the claim	15.8*** (5.3)	5.8 (3.9)	-10.0 (6.4)
Hours worked in the third quarter after the claim	11.0* (5.6)	5.7 (3.8)	-5.3 (6.7)
Hours worked in the fourth quarter after the claim	5.2 (5.5)	7.7** (3.8)	2.5 (6.7)
Hours worked in the yearlong period starting the quarter after the claim	39.8** (16.2)	24.1** (11.4)	-15.7 (19.8)

Source: Employment Security Department/Labor Market Information and Research
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.

Figure B8. Instrumental variables estimation of the RESEA program's impact on other services utilized

Variable	2022 program effect estimate ($\hat{\tau}^{IV}$)	2023 program effect estimate ($\hat{\delta}^{IV}$)	Difference
Probability of using other WorkSource system services	35.6 p.p.*** (1.0 p.p.)	33.7 p.p.*** (0.7 p.p.)	-1.9 p.p. (1.2 p.p.)
Probability of using other WorkSource system services, excluding services dated the same day as an RESEA appointment	25.6 p.p.*** (1.0 p.p.)	23.6 p.p.*** (0.7 p.p.)	-2.0 p.p. (1.2 p.p.)

Source: Employment Security Department/Labor Market Information and Research
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 C: List of WorkSource services

Figure C1 lists the other services that claimants assigned to receive RESEA may utilize in their job search, and which are documented in Employment Security's data. Note that not all WorkSource system services – e.g. college enrollment – are recorded in Employment Security's data. As such, the estimates in this report specific to the set of services listed in *Figure C1*.

Figure C1. List of WorkSource services recorded in the Employment Security's administrative data

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
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 D: Additional sector and industry information

Figures D1 through *D3* provide the NAICS codes and names included in the technology sector for the purposes of the analyses in this report. These classifications are from CompTIA's "State of the Tech Workforce" report (CompTIA, 2024).

Figure D1. Information technology NAICS codes

Number	Name
423430	Computer and Computer Peripheral Equipment and Software Merchant Wholesalers
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
611420	Computer Training
811210	Electronic and Precision Equipment Repair and Maintenance

Figure D2 – Telecommunications and software NAICS codes

Number	Name
516210	Media Streaming Distribution Services, Social Networks, and Other Media Networks and Content Providers
517111	Wired Telecommunications Carriers
517112	Wireless Telecommunications Carriers (except Satellite)
517121	Telecommunications Resellers
517410	Satellite Telecommunications
517810	All Other Telecommunications
518210	Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
519290	Web Search Portals and All Other Information Services

513210	Software Publishers

Figure D3. Technology manufacturing NAICS codes

Number	Name
333242	Semiconductor Machinery Manufacturing
334111	Electronic Computer Manufacturing
334112	Computer Storage Device Manufacturing
334118	Computer Terminal and Other Computer Peripheral Equipment Manufacturing
334210	Telephone Apparatus Manufacturing
334220	Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing
334290	Other Communications Equipment Manufacturing
334310	Audio and Video Equipment Manufacturing
334412	Bare Printed Circuit Board Manufacturing
334413	Semiconductor and Related Device Manufacturing
334416	Capacitor, Resistor, Coil, Transformer, and Other Inductor Manufacturing
334417	Electronic Connector Manufacturing
334418	Printed Circuit Assembly (Electronic Assembly) Manufacturing
334419	Other Electronic Component Manufacturing
334510	Electromedical and Electrotherapeutic Apparatus Manufacturing
334511	Search, Detection, Navigation, Guidance, Aeronautical, and Nautical System and Instrument Manufacturing
334512	Automatic Environmental Control Manufacturing for Residential, Commercial, and Appliance Use
334513	Instruments and Related Products Manufacturing for Measuring, Displaying, and Controlling Industrial Process Variables
334514	Totalizing Fluid Meter and Counting Device Manufacturing

334515	Instrument Manufacturing for Measuring and Testing Electricity and Electrical Signals
334516	Analytical Laboratory Instrument Manufacturing
334517	Irradiation Apparatus Manufacturing
334519	Other Measuring and Controlling Device Manufacturing
334610	Manufacturing and Reproducing Magnetic and Optical Media

Appendix E: RESEA eligibility

Once a claimant has successfully been approved to receive UI benefits, their information will be sent to the Reemployment Appointment Scheduler (RAS) to be considered for RESEA services if they meet any of the 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 USA 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 USA 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. Most recent record does not indicate fraud exemption

In addition to the above criteria, claimants may also be exempted from consideration for RESEA in a given week if they meet any of the following criteria:

1. Union link with Full Referral
2. Union link with PMA union
3. Standy approved

4. Non-union apprenticeship
5. Shared Work participant
6. Self-employment assistance program
7. Partial employment
8. Has received RESEA services in the past 12 months

In addition to the above criteria, claimants may also be exempted from RESEA services after they have been selected 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 selected for 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 selected for RESEA. Since these exemptions can only occur after the selection process, they cannot influence the results and thus are not considered in the analysis.