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| 1. **Appointment Documentation** |  |  |  |
| **1-A SCHEDULING APPOINTMENTS**  **Initial Subsequent 1 Subsequent 2 NA**  **A1 Appointment scheduled in RAS:**  **Source: Appointment scheduled in RAS-staff assisted or self-scheduled by claimant.**  **A2 Scheduled by staff-documented ID verified in MIS Notes:**  **Source: ID Verified and documented in MIS case notes, service notes or RESEA TouchPoint (TP) dashboards AND cross-matched with RAS event history.**  **A3 Notification of Mandatory Follow Up (Subsequent) Appointment:**  **Source: RESEA Program’s Action Plan, MIS case or service notes, RAS notification, confirmation email and/or reminders to schedule, complete, and attend.**  **Note Detail:**  **Source: MIS service or case notes and detailed notes summaries in the claimant’s Employability Needs Assessment (ENA) or Required Elements TP documentation.** | **A1 Appointment scheduled in RAS:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A2 Scheduled by staff-documented ID verified in MIS Notes:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A3 Notification of Mandatory Follow Up (Subsequent) Appointment: provided:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA**  ***Monitoring’s 4-C’s***  ***Condition:*** *What is the specific problem?*  ***Cause:*** *What is causing the condition?*  *(Learning the 5 Why’s-helps determine any corrective action.)*  ***Criteria:*** *What are the standards or requirements being used to evaluate the condition?*  ***Corrective Action:*** *What action is required to eliminate the cause and correct the condition?* |
| **1-B ATTENDANCE**  **Initial Subsequent 1 Subsequent 2 NA**  **B1 Attendance recorded in RAS same day as appointment:**  **Source: RAS event history cross-matched with services recorded in the MIS.**  **B2 DNR Attendance error occurred, error corrected and recorded in the MIS:**  **Source: RAS event history cross-matched with MIS case notes and UTAB notes.**  **Note Detail:**  **Source: MIS service or case notes and detailed notes summaries in the claimant’s ENA or Required Elements TP documentation.** | **B1 Attendance recorded in RAS same day as appointment:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **B2 DNR Attendance error occurred, error corrected and recorded in the MIS:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **1-C RESCHEDULES**  **Initial Subsequent 1 Subsequent 2 NA**  **C1 Staff reschedule and documentation of ID verified in MIS Case Note TP:**  **Source: RAS event history, MIS case notes completed with ID verification details.**  **C2 Appointment reschedules exceeded two (2):**  **Source: RAS and MIS case notes with reason for exceeding reschedules two times, if due to good cause, or was approved for an exemption.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA or Required Elements TP documentation.** | **C1 Staff reschedule and documentation of ID verified in MIS Case Note TP:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **C2 Appointment reschedules exceeded two (2):**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |

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| **1-D EXEMPTIONS**  **Initial Subsequent 1 Subsequent 2 NA**  **D1 Staff Exemption entered in RAS with required MIS case notes:**  **Source: MIS case notes document RAS exemption due to either Last Initial Service was within 12 months or when full time employment begins prior to the scheduled appointment. The record contains complete return to full time work details.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA or Required Elements TP Documentation.** | **D1 Staff Exemption entered in RAS with required MIS case notes:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| 1. **RESEA Required Components Meeting Documentation (MIS)** | | | |
| **2-A IDENTITY VERIFIED AT APPOINTMENT**  **Initial Subsequent 1 Subsequent 2 NA**  **A1 ID Verification Documented:**  **Source: MIS case or service notes document the claimants ID was verified at the time of their appointment.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s Required Elements TP documentation.** | **A1 ID Verification Documented:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **2-B UI ELIGIBILITY REVIEW**  **Initial Subsequent 1 Subsequent 2 NA**  **B1 UI basic eligibility assessment conducted to detect, report eligibility questions and determine if able, available and actively seeking work:**  **Source: MIS detailed notes summary in Required Elements TP, documentation in record includes evidence the assessment was conducted to determine if any issues were presented during the appointment. (Examples: claimant responses, work search or ENA review)**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s Required Elements TP documentation.** | **B1 UI basic eligibility assessment conducted to detect, report eligibility questions and determine if able, available and actively seeking work:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **2-C REVIEW OF WORK SEARCH**  **Initial Subsequent 1 Subsequent 2 NA**  **C1 Claimant submitted the requested job search records prior to *or* during the RESEA meeting. Records were reviewed with the claimant:**  **Source: MIS service or detailed notes summary provided evidence the correct weeks for the claimants work search were requested and reviewed with the claimant; how records were provided (verbal, UTAB, email, in person) or reason for failure to provide the records; and if a RPI or WSD was discussed with the claimant was documented within notes in the MIS.**  **C2 UTAB and Verbal review of work search records were used as a last resort when the claimant’s work search records are not submitted on or before the RESEA appointment:**  **Source: MIS service or detailed notes summary provided supporting documentation explaining why UTAB or Verbal work search records were used for the appointment.**  **C3 Claimant is seeking suitable work:**  **Source: MIS service or detailed notes summary provides evidence of the type of work the claimant is seeking and if the work search efforts are targeting their customary occupation and job market.**  **C4 Claimant is keeping adequate records:**  **Source: MIS service or detailed notes summary indicates the outcome of the review and assessment of the claimants work search records had occurred during the appointment. Notes relate if the claimant made the number of required contacts, records held complete required details, if the claimant was maintaining their required records, if the work search records needed to be recreated, and how staff determined the claimant was or was not maintaining their eligibility for benefits.**  **C5 Clarification of work search requirements were provided for inadequate or missing records:**  **Source: MIS service or detailed notes summary, uploaded RPI or WSD with supporting notes in the MIS record.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA or Required Elements TP documentation.** | **C1 Claimant submitted the requested job search records prior to *or* during the RESEA meeting. Records were reviewed with the claimant:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **C2 UTAB and Verbal review of work search records were used as a last resort when the claimant’s work search records are not submitted on or before the RESEA appointment:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **C3 Claimant is seeking suitable work:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **C4 Claimant is keeping adequate records:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **C5 Clarification of work search requirements were provided for inadequate or missing records:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **2-D CUSTOMIZED LABOR MARKET CAREER INFORMATION**  **Initial Subsequent 1 Subsequent 2 NA**  **D1 Staff presented customized labor market information (LMI) and documented the outcomes from the discussion with the claimant during the appointment:**  **Source: MIS service or detailed note summary included the name of the claimant’s customary occupation with demand/decline details. A secondary occupation is identified in the record when the primary in not in demand. Evidence or outcomes of the discussion with the claimant about specific needs related to career information provided for the claimant’s occupation, details of how they will use the information or complete additional LMI research, and information uploaded into the MIS record includes any assessment results.**  **D2 Reviewed LMI during the Follow Up (Subsequent) appointment and new information was provided, if appropriate:**  **Source: MIS service or detailed note summary indicated information was updated and shared with the claimant. i.e. interested in career change, researching new industry or occupation or consider training.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA or Required Elements TP documentation.** | **D1 Staff presented customized labor market information (LMI) and documented the outcomes from the discussion with the claimant during the appointment:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **D2 Reviewed LMI during the Follow Up (Subsequent) appointment and new information was provided, if appropriate:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **2-E EMPLOYABILITY NEEDS ASSESSMENT**  **Initial Subsequent 1 Subsequent 2 NA**  **E1 Staff completed the standardized Employability Needs Assessment (ENA) and documented claimant responses in the MIS:**  **Source: Required Elements-ENA Tab with completed detailed note summaries that include relevant customer responses.**  **E2 Referrals and supporting information were documented in the claimant record:**  **Source: Action Plan (referral checkbox). MIS service or Case Note TP with supporting documentation of services provided from RESEA referrals for community or partner services. Required Elements-ENA Tab with completed detailed note summaries that includes relevant customer responses.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA or Required Elements TP documentation.** | **E1 Staff completed the standardized Employability Needs Assessment (ENA) and documented claimant responses in the MIS:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **If no, documentation of the following ENA responses was identified as missing or incomplete in the claimant record:**  **Employment Goals:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Education training needs:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Job search needs:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Use of WorkSource Services or Resources:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Financial Concerns:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **E2 Referrals and supporting information were documented in the claimant record:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **2-F REEMPLOYMENT ACTION PLAN**  **Initial Subsequent 1 Subsequent 2 NA**  **F1 The record contained a complete RESEA Program Approved Action Plan:**  **Source: Uploaded RESEA Action Plan or the completed RESEA Action Plan TouchPoint (TP) in the MIS.**  **F2 The claimants Employment Goals are defined in the RESEA Action Plan:**  **Source: Uploaded RESEA Action Plan or the completed RESEA Action Plan TP in the MIS.**  **F3 Detailed activities are clearly listed in the RESEA Action Plan:**  **Source: Uploaded RESEA Action Plan or the completed RESEA Action Plan TP in the MIS.**  **F4 Follow up (Subsequent) appointment details were located in the record:**  **Source: The Action Plan Initial/Follow Up TP service notes were completed in the record. RAS history indicated the appointment was scheduled within 30 days on the Initial appointment.**  **F5 Signature obtained, consequences were reviewed and acknowledged, and the claimant received a copy of their RESEA Action Plan:**  **Source: RESEA Action Plan TP, Action Plan was uploaded into the MIS, service or case notes, uploaded copy of the email that was sent or documentation of how the claimant received a copy of their Action Plan when services were provided remotely.**  **F6 Action Plan review occurred during the Follow up (Subsequent) appointment and was documented in the record:**  **Source: Action Plan TP Outcomes TAB includes actual completion date, indicates if the activity was or was not completed, and includes a detailed note summary of the context of the review with the claimant.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s Action Plan TP document the completion of the features of the claimants RESEA Action Plan.** | **F1 The record contained a complete RESEA Program Approved Action Plan:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **F2 The claimants Employment Goals are defined in the RESEA Action Plan:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **F3 Detailed activities are clearly listed in the RESEA Action Plan:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **If no, the following details of how the activities will assist the claimant in their job search was identified as missing or incomplete in the RESEA Action Plan:**  **Employment/Occupation identified**  **Who**: name of contact, WS partner or employer that includes job referral details that are relevant to the agreed upon Action Plan activities.  **What:** activities will be completed by the claimant.  **When:** (date) the activities are to have been completed by the claimant.  **Where:** the location the claimant will complete their activities.  **Why:** how the activities will assist the claimant in their job search.  **F4 Follow Up (Subsequent) appointment details were located in the record:**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **F5 Signature was obtained, consequences were reviewed and acknowledged, and the claimant received a copy of their RESEA Action Plan:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **F6 Action Plan review occurred during the Follow Up (Subsequent) appointment and was documented in the MIS record:**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |

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| **2-G Components of Appointments**  **Initial Subsequent 1 Subsequent 2 NA**  **G1 All required elements of the RESEA meetings are properly recorded/entered in ETO:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA, Required Elements, or RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. Elements identified as Met or Not Met during the record review.** ***Any missing or incomplete documentation in the ENA, Required Elements, or RESEA Action Plan will result in an Element Not Met in this section.***    **G2 Missing or Incomplete Components of Appointments:**  **2-B UI Eligibility Review**  **2-C Review of Work Search Records**  **2-D Customized LMI**  **2-E Employability Needs Assessment**  **2-F Reemployment Action Plan**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA, Required Elements, or RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. Elements identified as Met or Not Met during the record review.** ***Any missing or incomplete documentation in the ENA, Required Elements, or RESEA Action Plan will result in an Element Not Met in this section.*** | **G1 All required elements of the RESEA meetings are properly recorded/entered in ETO.**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **G2 Missing or Incomplete Components of Appointments:**  **2-B UI Eligibility Review**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **2-C Review of Work Search Records**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **2-D Customized LMI**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **2-E Employability Needs Assessment**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **2-F Reemployment Action Plan**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |

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| 1. **UI Feedback Loop** | | | |
| **3-A REPORT OF POTENTIAL ISSUE (RPI) -REQUEST FOR WORK SEARCH DIRECTIVE (WSD)**  **Initial Subsequent 1 Subsequent 2 NA**  **A1 Copy of RPI form uploaded in the MIS along with any supporting documentation:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s ENA, Required Elements, or RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. Claimant notes in UTAB.**  **A2 RPI form complete with details relevant to the claimant’s circumstance:**  **Source: MIS case or service notes, detailed notes summaries in the claimant’s ENA, Required Elements, RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. Uploaded RPI form includes claimant information, issue type, comments, dates, names staff that completed the form and documentation that information was submitted for adjudication to UI same day the issue was discovered. Detailed note in UTAB explaining the issue(s) and actions taken by staff.**  **A3 WSD requested using RPI form:**  **Source: MIS case or service notes, detailed notes summaries in the claimant’s ENA, Required Elements, RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. WSD, using the RPI form, was uploaded into the MIS and includes claimant information, issue type, comments, dates, names staff that completed the form and documentation that the request was submitted for adjudication the same day the need for the request was discovered. Detailed note in UTAB explaining the issue(s) and actions taken by staff.**  **A4 Record contains supporting documentation the RPI/WSD was discussed with the claimant:**  **Source: MIS case or service notes, a completed RPI Form, or detailed note in UTAB explaining the issue(s) and actions taken by staff.**  **A5 Claimant referred to services or resources, as appropriate:**  **Source: MIS case or service notes, detailed notes summaries in the claimant’s ENA, Required Elements, RESEA Action Plan TP that were completed at the Initial and Follow Up (Subsequent) appointments. Uploaded RPI form that documents referral services or resources provided to help the claimant resolve underlying reasons for the issues or barriers to employment.**  **Note Detail:**  **Source: MIS case or service notes and detailed notes summaries in the claimant’s Action Plan TP document the completion of the features of the claimants RESEA Action Plan.** | **A1 Copy of RPI form uploaded in the MIS along with any supporting documentation:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A2 RPI form complete with details relevant to the claimant’s circumstance:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A3 WSD requested using RPI form:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A4 Record contains supporting documentation the RPI/WSD was discussed with the claimant:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **A5 Claimant referred to services or resources, as appropriate:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Note Detail:**  **Yes, very detailed**  **Yes, somewhat detailed**  **No notes available**  **NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| 1. **ETO Data Integrity RESEA TouchPoints Implemented 8-23-2021** | | | |
| **4-A RESEA BASIC SERVICE TOUCHPOINT**  **Initial Subsequent 1 Subsequent 2 NA**  **A1 Date of ETO Basic RESEA Service matches date of attendance in RAS:**  **Source: Data Entry of MIS Services, case or service notes, Initial or Follow Up (Subsequent) TP dashboards, RAS event history.** | **A1 Date of ETO Basic RESEA Service matches date of attendance in RAS:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **4-b resea reQUIRED eLEMENTS AND aCTION pLAN tOUCHpOINT DASHBOARDS**  **Initial Subsequent 1 Subsequent 2 NA**  **B1 RESEA *Required Elements Initial* TP was saved, not in draft format, in the MIS and the related Dashboard was activated:**  **Source: RESEA Required Elements Initial TP was recorded and saved, not in draft format. Related Dashboard from the Initial appointment was activated in the MIS.**  **B2 RESEA *Action Plan Initial* TP was saved, not in draft format, in the MIS and the related Dashboard was activated:**  **Source: RESEA Action Plan Initial TP was recorded and saved, not in draft format. Related Dashboard from the Initial appointment was activated in the MIS.**  **B3 RESEA *Required Elements Follow Up* (Subsequent) TP in the Dashboard was completed in the MIS:**  **Source: RESEA Required Elements Follow Up (Subsequent) TP. The related TP, in the Dashboard, was completed for the corresponding date of the appointment. When appointments are scheduled beyond an Initial and Follow Up (Subsequent) meetings, related Dashboard TPs are completed in the MIS.**  **B4 RESEA *Action Plan Follow Up* (Subsequent) TP in the Dashboard was completed in the MIS:**  **Source: RESEA Action Plan Follow Up (Subsequent) TP. The related TP, in the Dashboard, was completed for the corresponding date of the appointment. When appointments are scheduled beyond an Initial and Follow Up (Subsequent) meetings, related Dashboard TPs are completed in the MIS.** | **B1 RESEA *Required Elements Initial* TP was saved, not in draft format, in the MIS and the related Dashboard was activated:**  **Initial: Yes No NA**  **B2 RESEA *Action Plan Initial* TP was saved, not in draft format, in the MIS and the related Dashboard was activated:**  **Initial: Yes No NA**  **B3 RESEA *Required Elements***  ***Follow Up* (Subsequent) TP in the Dashboard was completed in the MIS:**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **B4 RESEA *Action Plan Follow Up* (Subsequent) TP in the Dashboard was completed in the MIS:**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |

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| **4-C Recording required basic Services**  **Initial Subsequent 1 Subsequent 2 NA**  **C1 All required Basic RESEA Services are recorded in the MIS:**  **Source: Data entry of RESEA Basic Service TPs crossmatched with RAS event history and the record services in the MIS, case, service notes, or action plan content indicates referrals were made to WorkSource workshops, activities, or partners services.**  **Missing Service(s):**  **Source: When could not locate data entry of related RESEA Basic Service TPs crossmatched with RAS appointment history and the record services in the MIS. Could not locate services related to case, service notes, or action plan details that indicated referrals were made to WorkSource workshops, activities, or partners services.** | **C1 All required Basic RESEA Services are recorded in the MIS:**  **Initial: Yes No NA**  **Subsequent 1: Yes No NA**  **Subsequent 2: Yes No NA**  **Missing Service(s):**  **RESEA Initial-Follow up Scheduled**  **RESEA Initial-No follow up**  **RESEA Follow up**  **(RESEA Only) Referral to Reemployment /Training** | **Element Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Element Not Met**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA**  **Condition**:  **Criteria:** | **No Action Required**  **Action Required:**  **NA** |
| **Miscellaneous Observations** | **OBSERVATIONS & COMMENTS** | **ACTION REQUIRED/ RECOMMENDATIONS** | **OTHER** |
| **Initial Subsequent 1 Subsequent 2 NA**  **This element contains observations not accounted for within other Elements in this tool, RESEA Program SOP’s or RESEA Policy. Notations here may include citations that were identifiable, or items that appear to be in areas where there may be a gap in SOP’s or Policy.**  **Examples of “miscellaneous observations” may include, but are not limited to:**   * **Use of Cut and Paste service notes that do not contain claimant specific details or “tell the story”.** * **Although not required, the claimant does not have a WSWA profile.** * **Medical references in the record.** * **Job Match or service referrals were not provided.** * **Incomplete or lack of documentation of job seeking tools.** | **OBSERVATIONS**  **Yes No N/A** | **Recommendation**  **Initial**  **Subsequent 1**  **Subsequent 2**  **NA** | **Recommendation**  **N/A** |