# Instructions

Please read each of the questions carefully, respond appropriately to each of the following categories in the space provided, and return this fully completed questionnaire with the additional documents requested in advance of the onsite monitoring visit to [diana.cook@esd.wa.gov](mailto:diana.cook@esd.wa.gov).

# RESEA

State Monitoring

Describe your use of State Program Monitoring tools and annual recorded tools trainings and respond with the location of these resources.

Provide Response Here

Local Monitoring

Describe the allotted time staff have to conduct an Initial and a Follow-Up RESEA appointment.

Provide Response Here

Describe how the office approaches a qualitative assessment of RESEA compliance and if the assessment includes an office compliance goal, what is the current rate of actual achievement of the goal.

Provide Response Here

Describe the process used to complete a local office monitoring review of records for compliance with RESEA service delivery and proper MIS documentation. Provide monitoring with copies of the local office monitoring tools currently in use for this purpose.

Provide Response Here

Describe if this office is in compliance with submitting local office monitoring results to RESEA Program Operations. Provide monitoring with a copy of your office’s most recent PY24 (July 2024 – Current Date) local office monitoring report that was submitted to RESEA Program Operations.

Provide Response Here

### Staff Information

#### Names and tenure of RESEA staff supervising and/or conducting appointment meetings?

Provide Response Here

#### Name(s) of RESEA staff in the office that manage the office appointment schedule?

Provide Response Here

#### Names of staff that are taking scheduling, rescheduling or exemption request calls or emails?

Provide Response Here

#### How does the office staff handle rescheduling or exemption requests that are received by email or voice message?

Provide Response Here

### Appointment Scheduling

#### Briefly describe the office process for ensuring reasonable scheduling accommodation (RAS Initial and Follow Up (Subsequent) available appointment openings each week to select from for claimants):

Provide Response Here

##### How does the local office manage open available appointments to assure claimants can locate openings to self-schedule or to allow staff to schedule when a claimant is nearing their 21-day deadline?

Provide Response Here

##### How is the Selection Projection Report used to manage open and available claimant appointments in RAS?

Provide Response Here

##### Are claimants offered all choices in RAS when scheduling an appointment (in-person, virtual, and phone)?

Provide Response Here

##### Briefly describe the office process, when scheduling claimants, in the local office or when referral of claimants to other offices occurs for RESEA Appointments.

Provide Response Here

Staff Training

Describe the current state of RESEA staff completion of required RESEA training and completion of reviewing/updating a customer’s demographics training.

Provide Response Here

### Describe the process at your office for RESEA staff reviewing/updating a customer’s demographics (i.e., veteran status, education) in WSWA or in ETO when the customer receives a staff-assisted service. Please include information about staff completion of the Full Registration Training and office Full Registration process implementation date.

Provide Response Here

### Work Search Records

#### Describe how work search records are primarily received from claimants for their appointments.

Provide Response Here

### Report of Potential Issues

#### Please provide State Programs Monitoring 4-6 sample copies of recent RPI’s or work search directives (WSD) requests (RPI forms) that have been submitted to UICS. Please explain if the office doesn’t have RPI’s available for Workforce Monitoring to review.

Provide Response Here

### Miscellaneous

#### Please provide any additional information you would like to share with the primary RESEA Monitor.

Provide Response Here