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RCT Impact Study of the Nevada Reemployment Services and Eligibility Assessment Program

Interim Report

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About Actus

Actus Policy Research (Actus) is an independent research organization dedicated to delivering high-quality research and program evaluation services to U.S. Federal and state government agencies, non-profit and community-based organizations, educational institutions, and Federal grantees. At Actus, we specialize in developing state-of-the-art research designs to conduct randomized controlled trial (RCT) and quasi-experimental impact evaluations, cost-benefit analysis, implementation studies, evaluability assessments, and outcome studies. Our team of experts possesses subject matter expertise in an array of policy areas, including labor market, education, food security, welfare, youth, and criminal justice.

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1. Introduction

Over the last two decades, Nevada has been at the forefront of implementing innovative job-search assistance interventions targeting Unemployment Insurance (UI) claimants. In 2005, Nevada was one of five states to receive a grant from the U.S. Department of Labor (DOL) to implement the Reemployment and Eligibility Assessment (REA) program. The primary goal of this program was to conduct eligibility reviews to confirm claimant compliance with UI requirements. The Nevada Department of Employment, Training, and Rehabilitation (DETR) leveraged Wagner-Peyser funds to expand the REA program to include both the eligibility review and mandatory job counseling.

Until 2015, Nevada was the only state operating an intervention that combined an eligibility review and mandatory counseling. In contrast, other states typically operated programs that featured either an eligibility review or service referrals, without imposing strict job counseling requirements. In 2015, spurred by promising evidence on the effects of the Nevada REA model ([Poe-Yamagata et al., 2012](#)), DOL replaced REA with the Reemployment Services and Eligibility Assessment (RESEA) program. States were directed to use their RESEA grants to establish programs mirroring the requirements of the Nevada model. Bolstered by Federal funding provided under the Bipartisan Budget Act of 2018, the RESEA program has evolved into the largest job-search assistance intervention targeting UI claimants in the United States. Currently, all 50 states and the District of Columbia actively operate the program.

Since the establishment of RESEA in 2015, Nevada has been implementing two job-search assistance interventions targeting UI claimants: (1) the *Federal-funded RESEA program*, which operates across all ten JobConnect Centers statewide; and (2) the *state-funded REANV program*, which operates concurrently with the RESEA program in four of the ten Centers.

To administer these programs, the DETR identifies new UI claimants who have begun collecting benefits each week and meet the criteria for employment services. Using the program selection pool, Centers operating both programs randomly select claimants to participate in the REANV program. Subsequently, in accordance with DOL directives, these Centers identify among the remaining claimants those with the highest profiling scores (i.e., highest predicted probability of exhausting benefits) and refer them to the RESEA program. The remaining six Centers, which operate RESEA exclusively, assign claimants with the highest profiling scores to available RESEA slots.

The two programs impose similar requirements on participants. Claimants assigned to either program are required to attend a meeting with a job counselor in the first few weeks of their UI claims to undergo an eligibility review and receive job counseling. At the discretion of the counselors, claimants may also be required to attend a subsequent session to address any work search issues and obtain additional services. To enforce participation, DETR may suspend benefit payments for claimants who fail to fulfill program requirements and those who are unable to produce evidence of an active job search, until they comply with requirements. The expectation is that program requirements will improve claimants' job search outcomes and lead to cost savings for the UI program.

In January 2021, the DETR contracted Actus Policy Research (Actus) to conduct a third-party evaluation of the impacts of the RESEA and REANV programs. The primary objective of the evaluation is to assess the effectiveness of these programs in helping UI claimants to secure employment and improve their earnings, thereby reducing the number of UI weeks claimed and the total benefit amounts collected. The evaluation includes two components:

- 1) A **randomized controlled trial (RCT) impact study** designed to estimate the effects of the two programs on claimants' UI receipt, employment, and earnings.
- 2) An **implementation study** that aims to assess program execution, providing crucial context to interpret the findings of the RCT impact study.

For the RCT impact study, Actus developed a research design in which RESEA-eligible claimants were randomly assigned to one of three groups:

- **RESEA group** – Claimants in this group were required to participate in the RESEA program. These claimants received the RESEA notification letter and were required to fulfill the usual program requirements.
- **REANV group** – Claimants in this group were required to participate in the REANV program. These claimants received the REANV notification letter and were required to meet program requirements as usual.
- **Control group** – These claimants were not required to participate in either RESEA or REANV. Claimants in this group received no RESEA or REANV notifications and were exempt from any associated requirements.

The study excluded six JobConnect Centers that served less populous areas of the state and had the capacity to serve all eligible UI claimants. Consequently, random

assignment was implemented in the four remaining Centers – Henderson, Maryland Parkway, Reno (implementing both RESEA and REANV) and North Las Vegas (implementing RESEA only). Collectively, these Centers served approximately 82% of UI claimants in the state during the study period. The 52-week RCT intake period started the first week of October 2022 and concluded the last week of September 2023.

By virtue of random assignment, we can estimate the collective impact of the RESEA and REANV programs by comparing the post-random assignment outcomes between claimants assigned to the RESEA and REANV programs and those assigned to the control group, controlling for the Center and week of assignment. Moreover, the research design allows us to assess if implementation differences between the two programs caused differential impacts by comparing the outcomes between the RESEA and REANV groups in the Centers where both programs operate.

This Interim Report presents preliminary findings from the ongoing evaluation using data collected to date. Results show that, during the entire RCT intake period, 18,073 services-eligible UI claimants started collecting benefits and were randomly assigned to the RESEA group (48%), the REANV group (9%), and the control group (43%). Statistical tests show that the three groups were similar in terms of individual characteristics, benefit entitlements, and prior earnings, indicating that random assignment was successful in generating comparable study groups.

Analysis of available data for claimants assigned in the first six months of the RCT intake period (October 2022 to March 2023) shows that 78% of RESEA and 75% of REANV claimants completed the mandatory meeting, with the majority of them receiving job counseling. Additionally, approximately 64% of RESEA claimants and 72% of REANV claimants received a direct job referral whereas only about 4% of control group cases received job counseling and merely 5% received a direct job referral.

Preliminary impact analyses show that the two programs reduced average UI duration by 1.8 weeks, yielding average UI savings of \$586 per participant. Moreover, the two programs increased the employment rate in quarter 1 after program entry by 4.7 percentage points and quarter 1 earnings by \$205. Notably, additional analysis shows no significant differences in effects between the RESEA and REANV programs.

These preliminary findings are promising as they indicate that the two programs are effective in delivering services to claimants and facilitating improvements in

their reemployment outcomes. It is important to note, however, that these represent interim analysis based on data covering about half of the evaluation sample and providing incomplete measures of outcomes. Consequently, these results do not constitute the final results of the evaluation. Updated analysis will be presented in the second Interim Report in December 2024 and final evaluation results will be presented in the Final Evaluation Report in January 2026.

The remainder of this report is organized as follows. Section 2 provides an overview of the Nevada RESEA and REANV programs and outlines the key objectives of the evaluation. Section 3 offers details on the research design and interim findings of the RCT study using data collected to date. Section 4 presents the preliminary findings of the implementation study, providing insights into the execution of the two programs. Section 5 summarizes the interim findings and outlines the course of future evaluation activities.

2. Background

2.1. The RESEA Program

In 2005, DOL established the REA program in an effort to enforce the requirement that UI claimants actively search for work and remain able and available to obtain suitable employment while receiving benefits. The program required services-eligible UI claimants to visit a local employment office to undergo an eligibility review to confirm they are actively searching for work and to obtain information about available services to aid their job search efforts ([Benus *et al.*, 2008](#)). The primary objective was to yield UI savings by discontinuing benefit payments to claimants not compliant with work search requirements and boosting claimants' job search efforts. The program was initially operated by nine states and expanded to 42 states by 2011 ([U.S. Department of Labor, 2012](#)).

In 2012, DOL published an experimental impact study of REA programs implemented during the Great Recession in Nevada, Florida, Idaho, and Illinois. The study showed that the Nevada program was more effective than programs in other states in reducing UI spells and yielding UI savings ([Poe-Yamagata *et al.*, 2012](#)). Furthermore, the Nevada REA program was the only program that increased participants' employment and earnings following program participation. The higher effects of the Nevada REA program were attributed to the mandatory provision of job counseling services to claimants after the eligibility review. Programs in the

other states did not mandate participation in counseling services.

The Nevada REA program garnered considerable attention in the literature. Two studies showed that while program effects were partly due to voluntary claimant exits and disqualifications of those deemed ineligible during the review, the majority of the effects were attributable to counseling services assisting participants in their job search efforts (Michaelides and Mueser, 2018; Michaelides and Mueser, 2020). Additional research showed that the program yielded long-term effects for participants, their families, and the government (Manoli *et al.*, 2018), was at least as effective in periods of moderate unemployment (Michaelides and Mueser, 2022), and was more effective than other state programs in aiding youth UI claimants (Michaelides *et al.*, 2020).

In 2015, drawing from the results of the Nevada program, DOL encouraged state workforce agencies to replace their REA programs with interventions that required claimants to both undergo an eligibility review and receive job counseling services (U.S. Department of Labor, 2015). To underscore this shift, the REA program was renamed RESEA (Reemployment Services and Eligibility Assessment). The momentum of RESEA was further solidified with the passage of the Bipartisan Budget Act of 2018, which permanently authorized the nationwide implementation of RESEA and allocated more than \$150 million to support the program's implementation in all 50 states and the District of Columbia (U.S. Department of Labor, 2019). In FY 2023, DOL appropriated \$375 million for the RESEA program (U.S. Department of Labor, 2022).

2.2. The Nevada RESEA and REANV Programs

Nevada currently operates both the Federal-funded RESEA program and the state-funded REANV program. The two programs share a similar structure, requiring claimants to attend a meeting with a job counselor at the start of their UI claims to undergo an eligibility review and receive job counseling. As detailed below, the two programs differ with respect to their areas of implementation and selection process.

Both programs are locally administered by the ten JobConnect Centers under the supervision of the DETR. As indicated in Table 1, the Henderson and Maryland Parkway Centers in the Las Vegas workforce region and the Reno and Carson City Centers in the Reno-Carson City region operate both programs, while the remaining Centers (one in Las Vegas and five in rural areas) operate only the RESEA program.

To operate the two programs, each week, DETR identifies new UI claimants who are eligible to receive employment services. Typically, all claimants who collected their first weekly benefit payment are eligible except for those who are job attached and subject to recall and claimants securing employment through a union hiring hall. Using information provided by claimants in their UI applications, DETR calculates a profiling score predicting the probability of each claimant exhausting benefit entitlements. Then, DETR compiles the program selection pool, comprising all services-eligible claimants actively collecting benefits.

Table 1: Implementation of the REANV and RESEA Programs

	REANV	RESEA
Las Vegas area		
Henderson JobConnect	Yes	Yes
Maryland Parkway JobConnect	Yes	Yes
North Las Vegas JobConnect	--	Yes
Reno-Carson City area		
Reno JobConnect	Yes	Yes
Carson City JobConnect	Yes	Yes
Rural areas		
Elko JobConnect	--	Yes
Ely JobConnect	--	Yes
Fallon JobConnect	--	Yes
Sparks JobConnect	--	Yes
Winnemucca JobConnect	--	Yes

The program selection pool becomes available to JobConnect Centers, which use a computer system to select claimants for participation in the two programs. Centers use the following selection process:

- 1) *Select UCX claimants for RESEA.* Each Center identifies claimants collecting Unemployment Compensation for Ex-Servicemembers (UCX) benefits and refers them to RESEA. The intention is to refer all UCX claimants to the RESEA program, regardless of their profiling score.

- 2) *Select UI claimants for REANV.* The four urban Centers that operate REANV randomly select which claimants will participate in the REANV program. The number of claimants selected for REANV depends on the allocated program slots at each Center each week.
- 3) *Select UI claimants for RESEA.* All Centers use profiling scores to select which of the remaining claimants will be referred to the RESEA program.¹ Each Center selects claimants to fill their available RESEA slots starting with claimants with the highest profiling scores. Claimants remain eligible for RESEA selection as long as they have collected fewer than 5 weeks of benefits.

In practice, the five rural Centers and the Carson City Center have sufficient RESEA slots to serve nearly all services-eligible claimants, so they may not use profiling scores to select RESEA participants. In contrast, the remaining four Centers (Henderson, Maryland Parkway, North Las Vegas, and Reno) do not have the capacity to serve all eligible claimants and thus they select claimants with the highest profiling scores.

Claimants selected for RESEA and REANV face similar program requirements. Initially, they receive a notification letter informing them about the exact date/time and JobConnect Center for the in-person meeting.² These meetings are typically scheduled in weeks 2-4 of their UI claims. During these meetings, participants undergo a review to confirm their benefit eligibility and active job search status. Claimants who do not show up for the meeting and those deemed ineligible during the review are disqualified from collecting UI payments until they comply with requirements.

In addition to the review, claimants are offered job counseling, tailored to their specific needs, aimed to help them connect to available jobs. These services may include a skills assessment, wherein counselors work with claimants to identify their skills and experience.³ Counselors also engage claimants to develop a

¹ In the four Centers that operate both REANV and RESEA, the remaining selection pool includes all program-eligible claimants, except UCX claimants assigned to RESEA in Step 1 and those randomly selected for REANV in Step 2. In the remaining six Centers that operate RESEA only, the selection pool includes all program-eligible claimants except UCX claimants assigned to RESEA in Step 1.

² In cases where claimants raise concerns about their ability to attend the meeting in person, the meetings may be conducted virtually, via Teams or by phone.

³ During the meeting, RESEA participants are required to complete a formal assessment form – called the Your Employment Search (YES) guide – which is used by the counselor to identify areas in which the claimant may require guidance and assistance and inform development of the reemployment plan. REANV participants are not required to complete this form; however, REANV

reemployment plan, assisting them in identifying and pursuing jobs pertinent to their skills, experience, and interests. Counselors may also provide claimants with personalized labor market information and individual career options, helping them understand the state of the market and focus their job search accordingly.

Participants also obtain information about available services and resources designed to enhance their job search, such as job-search workshops and access to the state's job exchange. Importantly, claimants may receive direct job referrals if program staff identify suitable jobs in the state's job exchange system. At the discretion of counselors, REANV and RESEA participants may be required to attend follow-up meetings to undergo a review of their search activities and receive additional services.

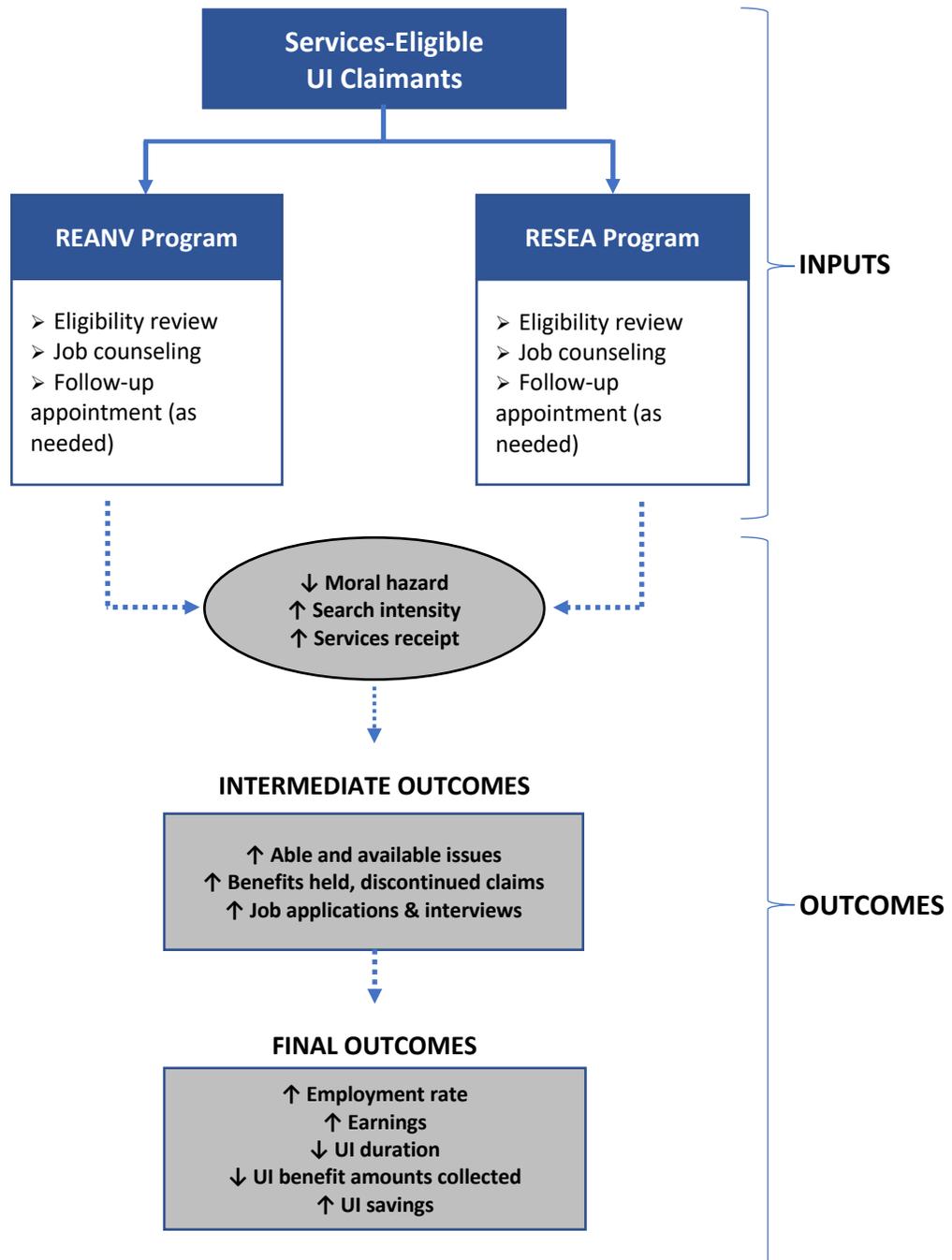
The Theory of Change (TOC) for the two programs is illustrated in Figure 1. Both programs are expected to mitigate moral hazard by suspending benefits for claimants identified with eligibility issues during the review, such as those who do not actively search for work or those not able and available to accept suitable employment.⁴ Additionally, the two programs may address moral hazard by disqualifying those who do not comply with program requirements. This reduction in moral hazard is expected to reduce UI duration and benefit amounts collected, resulting in savings for the UI program.

Furthermore, both programs are designed to increase receipt of job counseling services. These services are expected to directly assist participants in their search efforts. For example, counseling may help participants target their job search more effectively, enhance the quality of their job application materials, and improve their interviewing skills. Direct job referrals to suitable jobs with attractive wages are expected to play an important role in expediting participant reemployment. The meeting may also motivate participants to seek services independently or intensify their job search efforts. Overall, through these service mechanisms, the two programs are expected to help participants in finding jobs sooner and achieving higher earnings than they would in the absence of the interventions. As a result, the programs would reduce claimants' UI spells, causing savings for the UI program.

claimants may receive an "informal" skills assessment which helps the counselor develop a reemployment plan. For more details, see Section 4.

⁴ Moral hazard in this context occurs when UI claimants are not actively searching for work as required by state and Federal laws.

Figure 1: Theory of Change: Nevada RESEA and REANV Programs



2.3. Evaluation Objectives

The objective of the evaluation is to conduct an RCT impact study to estimate the impacts of the Nevada RESEA and REANV programs. Using the programs' TOC (as a baseline, the RCT impact study will address the following questions:

- 1) ***Did the two programs increase service participation?*** The evaluation will examine if the two programs increased uptake of services. This is crucial to validate the programs' TOC, specifically ensuring that any effects on employment, earnings, and UI receipt are associated with participants' engagement in services that would not have occurred without the programs.
- 2) ***Did RESEA and REANV reduce UI duration, benefit amounts collected, and benefit exhaustion?*** The potential increase in service participation and the enforcement of work-search requirements may increase employment, thereby reducing the duration of participants' UI spells. The evaluation will examine the effects of the two programs on UI duration, benefit exhaustion, and benefit amounts collected, and compare results between the two programs.
- 3) ***Did RESEA and REANV lead to savings for the UI Trust Fund, both overall and after deducting program costs?*** The evaluation will compare the UI savings generated by the programs (measured as the average program effect on UI benefit amount collected) with the average program cost per participant. This comparison will provide a rough assessment of the cost-effectiveness of the two programs, assisting policymakers and program administrators in determining if the programs achieved a level of financial self-sufficiency through reductions in UI benefit amounts.
- 4) ***Did the two programs increase participants' employment rates and earnings?*** The TOC suggests that the two programs will enhance the quality and quantity of participants' job search through the enforcement of work-search requirements and increased service participation. Thus, it is expected that the two programs will help participants to find jobs sooner and increase their earnings. A primary evaluation objective is to examine if the two programs increased participants' employment rates and earnings following program participation.

To supplement the findings of the RCT impact study and offer additional context for interpreting estimated impacts, the evaluation includes an implementation study. This study seeks to examine how the programs are implemented during the study

period and assess the adherence of implementation to the RESEA and REANV program models, which is critical to ensure the replicability of findings.

3. RCT Impact Study

3.1. Research Design

To address the stated evaluation objectives, Actus developed an RCT research design, which involved implementing random assignment procedures to assign services-eligible UI claimants into one of three groups:

- *RESEA group* – These claimants were required to participate in the RESEA program. They received the RESEA notification letter and were required to fulfill the usual program requirements.
- *REANV group* – These claimants were required to participate in the REANV program. They received the REANV notification letter and were required to meet program requirements as usual.
- *Control group* – These claimants had no requirement to participate in either RESEA or REANV. Claimants in this group received no RESEA or REANV notifications and were exempt from any associated requirements for the duration of their UI claims.

This design enables us to estimate the impacts of the two programs by comparing the outcomes of the combined RESEA and REANV groups with the outcomes of the control group. Moreover, it allows us to assess if there are differential impacts across the two programs by comparing the outcomes between the RESEA and REANV groups in the Centers where both programs operate.

As previously discussed, there are ten JobConnect Centers operating in Nevada, three serving the Las Vegas region, two serving the Reno region, and five serving rural areas (refer to Table 1). Among these, four Centers – Henderson and Maryland Parkway in the Las Vegas region and Reno and Carson City in the Reno region – implement both the RESEA and REANV programs. The remaining six Centers implement only the RESEA program. Following discussions with DETR, it was deemed undesirable to forfeit program slots to accommodate the study. Consequently, it was decided that the RCT impact study would exclude JobConnect Centers in rural areas, given their low claimant intake and capacity to serve all (or nearly all) claimants under RESEA. Similarly, the RCT impact study excludes the

Carson City JobConnect Center due to its capacity to serve nearly all claimants.

Ultimately, the RCT impact study was carried out in four JobConnect Centers – Henderson, Maryland Parkway, North Las Vegas, and Reno. Three of these four Centers implement both the RESEA and REANV programs while North Las Vegas implements only the RESEA program. We estimate that these four Centers cover 82% of UI claimants in the state.

The random assignment procedure, illustrated in Figure 2, comprised four steps:

Step 1: Each week, DETR compiled the pool of services-eligible UI claimants for the RESEA and REANV programs. This pool included all claimants who had collected fewer than 3 weeks of benefits and had not been selected for RESEA or REANV in prior weeks.

Step 2: The four JobConnect Centers included in the study (Henderson, Maryland Parkway, North Las Vegas, and Reno) used their standard process to identify UCX claimants and referred them to the RESEA program. These claimants were excluded from the study sample.

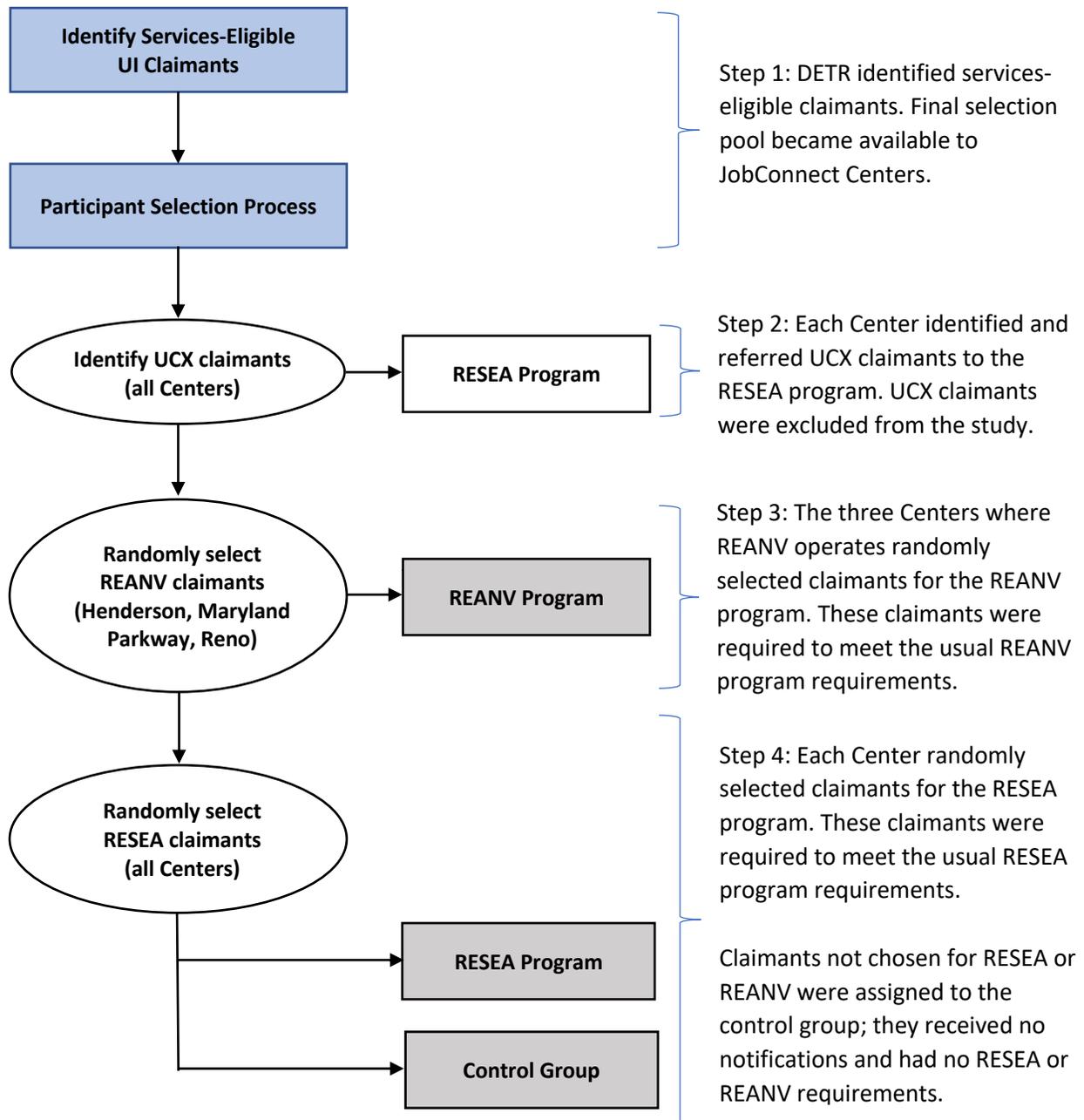
Step 3: The three Centers operating REANV (Henderson, Maryland Parkway, and Reno) randomly selected which claimants on the selection list for referral to the REANV program based on Center capacity.⁵ These selected claimants received the notification letter and were expected to complete the usual REANV requirements.

Step 4: All four Centers randomly claimants from the selection list for referral to the RESEA program.⁶ The number of claimants assigned to RESEA varied based on each Center's capacity to serve RESEA claimants each week. These selected claimants received the RESEA notification letter and were expected to complete the usual RESEA requirements. Claimants not selected for RESEA (or REANV, as applicable) were placed into the control group and received no program notifications and had no obligations under either program.

⁵ The selection list for each of the four Centers includes all services-eligible claimants on the initial selection pool, except UCX claimants.

⁶ The selection list for Henderson, Maryland Parkway, and Reno JobConnect Centers includes all services-eligible claimants on the initial selection pool, except UCX claimants and claimants assigned to REANV in Step 2. The selection list for North Las Vegas includes all services-eligible claimants on the initial selection pool, except UCX claimants.

Figure 2: Random Assignment Procedure



The RCT intake process was implemented over a 52-week period, spanning from the first week of October 2022 through the last week of September 2023. During this period, a total of 18,073 claimants were randomly assigned to the three study groups as follows: 8,687 (48%) to the RESEA group, 1,653 (9%) to the REANV group, and 7,733 (43%) to the control group.

3.2. Data Sources

The study sample consists of all 18,073 UI claimants who were randomly assigned by the four study Centers in the RESEA, REANV, and control groups from October 1, 2022 through September 30, 2023. To estimate the impacts of the two programs, the study uses Nevada administrative data that provide information on each UI claimant in the study sample. Below is a description of each data source.

UI claims data. These data provide baseline UI claims information, including claimant characteristics (as reported by claimants in their UI applications) and benefit entitlements (weeks of eligibility and weekly benefit amounts). The data also provides information on benefit payments collected by claimants under their claims associated with random assignment.

At this interim stage, Actus has obtained: 1) UI baseline data for the entire study sample; and 2) UI payments information for benefit payments received by claimants in the study sample through September 30, 2023. In this report, we use baseline UI claims information to conduct statistical tests to confirm that random assignment produced RESEA, REANV, and control groups that are equivalent in terms of observed characteristics and benefit entitlements, after controlling for Center and week of assignment. UI payments are used to produce preliminary estimates of program impacts on UI receipt outcomes, including number of UI weeks collected, benefit amount collected, and likelihood of exhausting benefits.

UI wage records. These data report quarterly employment records from UI-covered jobs within the state of Nevada for each claimant in the study sample from quarter 4 (Q4), 2020 through Q4, 2024. These data will be used to describe the employment history of claimants in the study sample in the eight quarters prior to random assignment and to estimate program impacts on employment and earnings for 5–8 quarters after program entry.⁷

⁷ UI wage records will cover the following periods: 1) quarters 1-5 after random assignment for the entire study sample; 2) quarters 1-6 after random assignment for claimants assigned from October

As of the writing of this report, Actus has obtained UI wage records from Q4, 2020 through Q2, 2023 for all claimants in the study sample. These data are used in this report to characterize the employment history of claimants in the eight quarters prior to program entry and to produce preliminary estimates of program impacts on employment and earnings in quarter 1 after program entry.

RESEA/REANV program data. These data provide information on RESEA- and REANV-related activities for claimants assigned in the two programs, including meeting scheduling, meeting completion, disqualifications, and reason for disqualification (as applicable). These data are used to identify if RESEA and REANV claimants complied with program requirements and whether they had their UI payments suspended due to failure to comply with requirements. At this interim stage, we have obtained RESEA/REANV program data through September 30, 2023.

Employment service data. Provide information on the specific job-search assistance services received by UI claimants in the RESEA, REANV, and control groups during their claim period. We use this data to identify services received by claimants in each study group and assess if assignment in the two programs increased service receipt among claimants. As of the writing of this report, Actus has obtained employment service data through September 30, 2023.

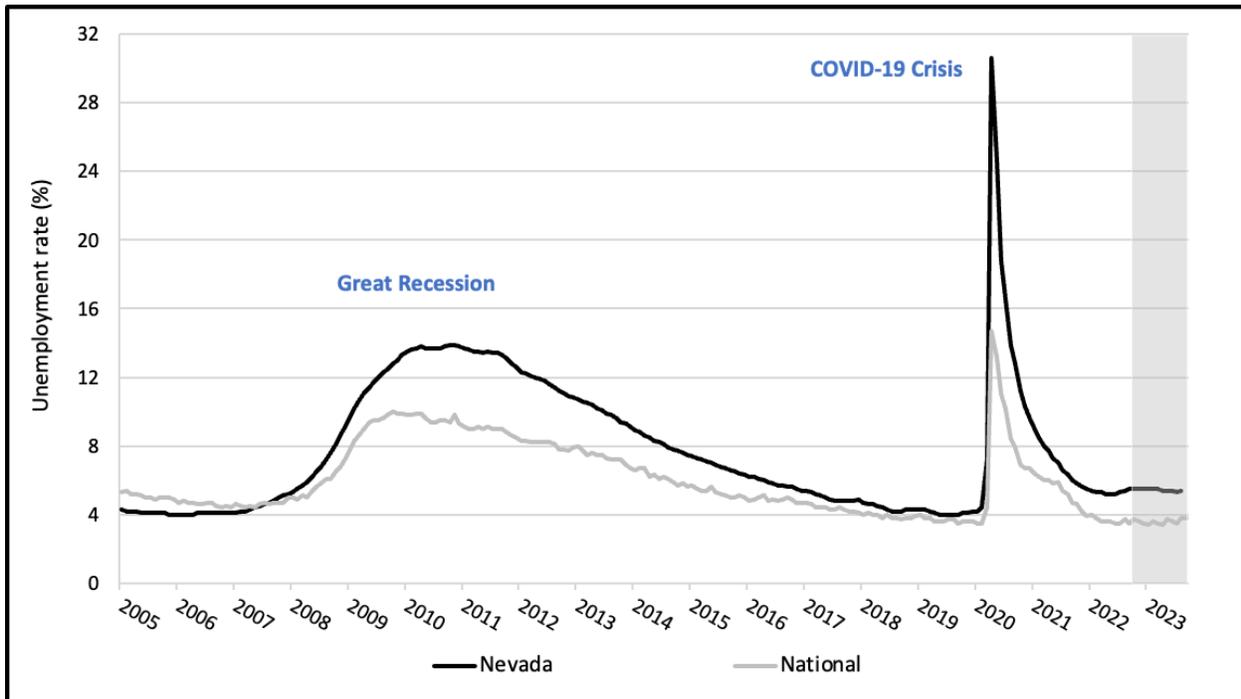
3.3. Characteristics of RESEA-Eligible Claimants

3.3.1. Operational Context

The Nevada labor market has historically exhibited greater sensitivity to the business cycle compared with the rest of the country. Figure 3 shows that during the Great Recession, the Nevada unemployment rate peaked at 13.9% as compared with the 10% national rate peak, whereas during the COVID-19 pandemic, the Nevada rate peaked at 30.6%, 17 percentage points higher than the national peak rate. Following the pandemic, the Nevada economy recovered rapidly. During the RCT intake period, the average unemployment rate in Nevada was about 5.4%, nearly 1.5 percentage points higher than the pre-recession rate.

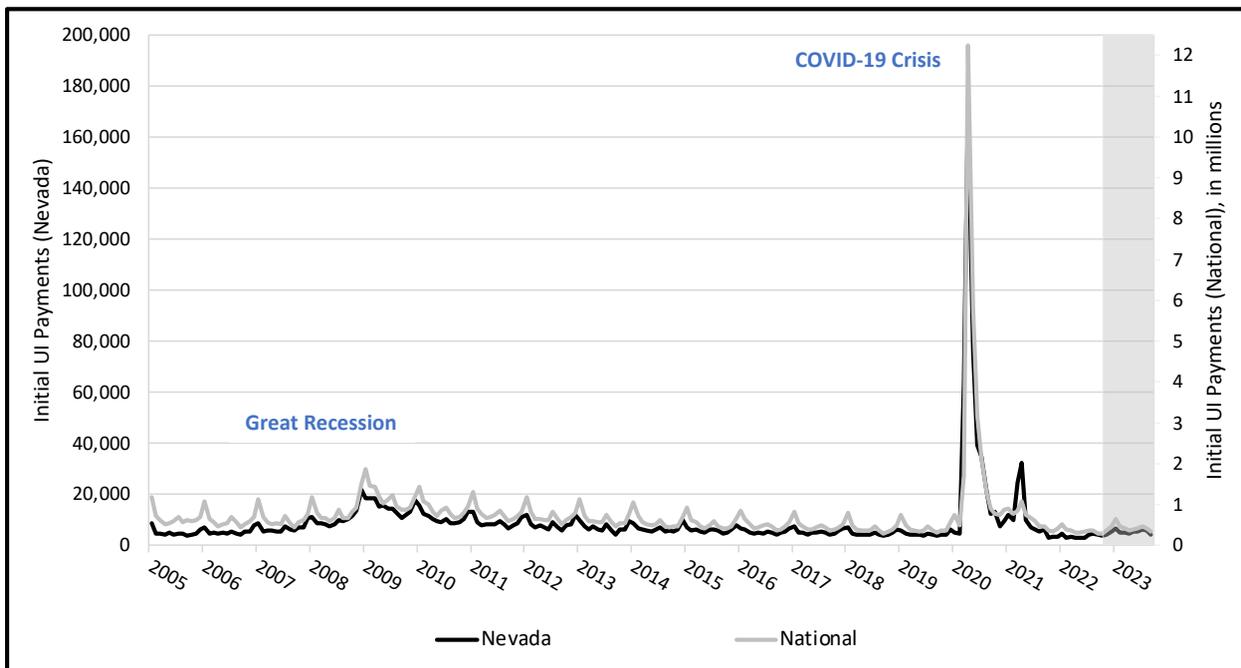
2022 through June 2023; 3) quarters 1-7 for claimants assigned from October 2022 through March 2023; and 4) quarters 1-8 for claimants assigned from October 2022 through December 2022.

Figure 3: Nevada and National Unemployment Rate



Note: Seasonally-adjusted monthly unemployment rate. Source: Current Population Survey, retrieved from: <https://www.bls.gov/data/>. Shaded area marks the RCT intake period.

Figure 4: Nevada and National New UI Claims with a First Payment



Note: Number of initial UI payments. Source: U.S. Department of Labor, retrieved from: <https://oui.doleta.gov/unemploy/claimssum.asp>. Shaded area marks the RCT intake period.

Similar to the rest of the country, Nevada experienced an unprecedented spike in new UI claims during the pandemic (see Figure 4). Following the pandemic, the number of UI claims returned to their pre-recession levels. During the RCT intake period, there was a monthly average of 10,093 new UI claims with a first payment, which is similar to the monthly average prior to the pandemic.

3.3.2. Claimant Characteristics

Over the 52-week RCT intake period, 18,073 UI claimants in the four study JobConnect Centers received their first payment, rendering them eligible to participate in the two programs. Each week, the four study JobConnect Centers used random assignment procedures to select which claimants would participate in the two programs, considering Center capacity. Table 2 shows that approximately 48% of claimants were assigned to RESEA, 9% were assigned to REANV, and the remaining 43% were assigned to the control group.

Table 2: Random Assignment of Services-Eligible UI Claimants

	Study Group
Total	18,073 (100%)
RESEA group	8,687 (48.1%)
REANV group	1,653 (9.2%)
Control group	7,733 (42.8%)

Note: Reported are frequencies with sample proportions in parentheses.

Source: Nevada baseline UI claims data.

Table 3 presents claimant assignments within each JobConnect Center. The Henderson Center assigned 42% of claimants to RESEA, 18% to REANV, and 40% to the control group. By comparison, Maryland Parkway assigned more claimants to the RESEA program and fewer to the REANV program. In North Las Vegas, approximately 47% of claimants were assigned to RESEA and 54% to the control group; REANV did not operate in this location. The Reno JobConnect Center, the smallest of the four study Centers, had the capacity to serve the majority of claimants under the two programs, so only 2% were assigned to the control group. Notably, Reno assigned a disproportionately large number of claimants to the REANV group relative to the other Centers.

Table 3: Random Assignment by JobConnect Center

	Total	RESEA	REANV	Control
Total	18,073	48.1%	9.2%	42.8%
Henderson	4,028	42.4%	17.9%	39.7%
Maryland Parkway	6,551	51.5%	6.3%	42.2%
North Las Vegas	6,253	46.5%	--	53.5%
Reno	1,241	56.1%	41.7%	2.2%

Note: Total column reports number of claimants; the remaining columns report sample proportions by JobConnect Center.

Source: Nevada baseline UI claims data.

Using information reported in UI applications, Table 4 summarizes the characteristics of claimants within the study sample. Approximately half of the claimants were male, with the majority identifying as white; race information was not reported for 19% of the sample. Notably, approximately 62% of claimants had no more than a high school education. Fewer than 5% of claimants reported being veterans and a little over 2% reported having a disability.

To become eligible for UI benefits, claimants needed to satisfy the following requirements: 1) have earnings from UI-covered employment in at least two calendar quarters during the base period;⁸ 2) earn a minimum of \$600 during the base period; and 3) earn a minimum of \$400 during the base period quarter with the highest earnings. Claimants who satisfied these requirements were entitled to collect 8-26 weekly UI payments, each for a pre-determined weekly benefit amount (WBA), during the claim benefit year.⁹

Using UI baseline data, Table 5 indicates that 62% of claimants were eligible for the maximum 26 weeks of benefits. On average, claimants were entitled to a \$440 WBA resulting in an average \$10,559 maximum benefit amount.¹⁰ Claimants can collect their entitlements in weeks when they are unemployed within the UI claim's benefit year, which lasts 52 weeks after the start of the claim.

⁸ The base period is defined either as the first four of the five calendar quarters prior to the UI claim or as the four quarters immediately prior to the UI claim.

⁹ The WBA is equal to 4% of earnings in the quarter with the highest earnings during the base period, subject to a \$16 minimum and a \$533 maximum. Weeks of eligibility are equal to 20% of the base period earnings divided by the WBA, subject to an 8-week minimum and a 26-week maximum.

¹⁰ The maximum benefit amount is equal to the WBA times weeks of eligibility.

Table 4: Characteristics of RESEA-Eligible UI Claimants

	Sample Proportion
Total	18,073
Gender	
Male	50.4%
Female	48.6%
Other/Missing	1.0%
Race	
White	46.6%
Black	23.2%
Asian	6.8%
Other Race	4.2%
Missing	19.1%
Age	
<25 years old	9.2%
25-34 years old	27.1%
35-44 years old	23.6%
45-54 years old	17.4%
55+ years old	19.3%
Missing	3.4%
Education	
No High School Diploma	14.2%
High School Diploma	47.5%
Associate Degree / Some College	17.5%
College Degree	13.0%
Post-Graduate Degree	5.6%
Missing	2.3%
Veteran	4.4%
Disabled	2.2%

Note: Reported are sample proportions.

Source: Nevada baseline UI claims data.

Table 5: Benefit Entitlements of RESEA-Eligible UI Claimants

	Benefit Entitlements
Total	18,073
Weeks of Eligibility	
8-15 weeks	8.2%
16-20 weeks	13.3%
21-25 weeks	16.5%
26 weeks	61.5%
Missing	0.5%
Weekly benefit amount (\$)	440 (139)
Maximum benefit amount (\$)	10,559 (4,129)

Note: Reported are sample proportions or means with standard deviations in parentheses.
Source: Nevada baseline UI claims data.

Table 6 presents the prior earnings of RESEA-eligible UI claimants in the eight-quarter period prior to program entry.¹¹ Claimants experienced an increasing trend in earnings leading up to the penultimate quarter prior to their UI claim, which most likely stems from the economic recovery following the COVID-19 pandemic. In the quarter prior to UI entry, claimants had an average \$9,770 earnings.

Table 6: Prior Earnings of RESEA-Eligible UI Claimants

	Average Earnings
Earnings amount (\$)	
In quarter 1 prior to entry	9,770 (11,933)
In quarter 2 prior to entry	12,422 (14,178)
In quarter 3 prior to entry	11,555 (11,586)
In quarter 4 prior to entry	10,815 (11,973)
In quarter 5 prior to entry	10,187 (12,192)
In quarter 6 prior to entry	8,879 (13,500)
In quarter 7 prior to entry	7,863 (12,087)
In quarter 8 prior to entry	6,993 (16,063)

Note: Reported are sample means with standard deviations in parentheses.
Source: Nevada UI wage records.

¹¹ For example, for claimants who entered from October to December 2022 (Q4, 2022), the first quarter prior to entry is Q3, 2022 and the eighth quarter prior to entry is Q4, 2020.

3.3.3. Statistical Tests of Random Assignment

To examine if random assignment resulted in equivalent study groups in terms of factors observed at the time of assignment, we employ a regression model to estimate the likelihood of assignment to the RESEA or the REANV group relative to the control group. This model takes the following form:

$$T_i = X_i \cdot b + Earn_i \cdot c + Center_i \cdot Week_i \cdot d + v_i \quad [1a]$$

The dependent variable (T_i) is an indicator that equals 1 if individual i was assigned to the RESEA or the REANV group, and 0 otherwise. Control variables include:

- X_i – claimant characteristics and UI entitlements;
- $Earn_i$ – earnings in quarters 1-8 prior to UI entry; and
- $Center_i \cdot Week_i$ – interaction terms between the Center the claimant was assigned to and the week they collected their first weekly payment.

In addition to the control variables, the right-hand side of the equation includes v_i , a zero-mean error term. The Center-week fixed effects are included to capture variation over time and across Centers in the proportion of claimants assigned to the two treatment groups. If random assignment was successful, then after controlling for Center-week, the estimated parameters associated with characteristics (b) and prior earnings (c) should not be statistically significant, indicating that assignment into the two treatments is not predicted by individual characteristics and prior earnings.

We also estimate a variation of this model to examine if observed factors predict the likelihood of assignment to the RESEA program versus the REANV program in the three Centers where both programs operate. The model is as follows:

$$RESEA_i = X_i \cdot b + Earn_i \cdot c + Center_i \cdot Week_i \cdot d + w_i \quad [1b]$$

The dependent variable in Model 1b ($RESEA_i$) is an indicator that equals 1 if the claimant was assigned in the RESEA group and 0 otherwise. The model is estimated using only claimants assigned to the RESEA or the REANV group in the three Centers where both programs operated.¹² Controlling for Center-week interactions, we expect that the parameters for claimant characteristics and prior earnings do

¹² The model estimation sample excludes: 1) all claimants assigned to the control group in the Henderson, Maryland Parkway, and Reno Centers; and 2) all North Las Vegas claimants, where REANV did not operate.

not predict assignment in the RESEA program vs. the REANV program beyond what is expected by chance.

Table 7 presents the regression results for the two models. None of the 31 estimated parameters in model 1a are statistically significant at the 5% level and only two are significant at the 10% level. These results indicate that observed factors do not predict the likelihood of assignment to one of the two programs beyond chance. As for model 1b, only one of the 31 parameters is statistically significant at the 5% level and four parameters are statistically significant at the 10% level. However, these parameters are of small magnitude and may be attributed to chance, indicating the absence of systematic differences in the selection process. Collectively, the statistical tests indicate that random assignment yielded balanced RESEA, REANV, and control groups and that any differences observed across the three groups are attributable to chance.

Table 7: Regression Results: Likelihood of Program Assignment

	RESEA/REANV vs. Control [1a]	RESEA vs. REANV [1b]
Gender		
Male [†]	--	--
Female	0.006 (0.007)	-0.002 (0.007)
Other/Missing	0.023 (0.045)	-0.009 (0.042)
Race		
White [†]	--	--
Black	-0.009 (0.009)	-0.006 (0.009)
Asian	-0.011 (0.014)	-0.000 (0.014)
Other	0.009 (0.018)	-0.010 (0.017)
Missing	0.008 (0.010)	-0.001 (0.009)
Age		
<25 years old	-0.025 (0.013)*	0.014 (0.013)
25–34 years old [†]	--	--
35–44 years old	-0.011 (0.010)	0.020 (0.009)
45–54 years old	-0.011 (0.011)	0.018 (0.010)*
55+ years old	-0.015 (0.011)	0.018 (0.010)*
Missing	-0.039 (0.021)*	0.004 (0.022)
Education		
No High School Diploma	-0.002 (0.011)	-0.008 (0.010)
High School Diploma [†]	--	--
Assoc. Degree / Some College	0.014 (0.010)	0.001 (0.009)
College Degree	0.001 (0.011)	-0.015 (0.011)
Advanced Degree	-0.014 (0.097)	-0.012 (0.015)
Missing	-0.033 (0.025)	-0.059 (0.025)**
Veteran	0.024 (0.017)	-0.008 (0.016)
Disabled	0.006 (0.024)	-0.017 (0.022)

(Table 7 continues on next page)

(Table 7, continued from previous page)

	RESEA/REANV vs. Control [1a]	RESEA vs. REANV [1b]
WBA (in \$000s)	-0.015 (0.032)	0.008 (0.031)
Weeks of Eligibility		
8-15 weeks	0.017 (0.015)	0.003 (0.014)
16-20 weeks	-0.009 (0.013)	0.021 (0.012)*
21-25 weeks [†]	--	--
26 weeks	-0.004 (0.010)	0.018 (0.010)*
Missing	0.109 (0.120)	-0.094 (0.102)
Earnings (in \$00s)		
In quarter 1 prior to entry	0.007 (0.004)	-0.006 (0.004)
In quarter 2 prior to entry	0.000 (0.003)	-0.004 (0.003)
In quarter 3 prior to entry	0.006 (0.005)	-0.002 (0.005)
In quarter 4 prior to entry	0.003 (0.005)	0.004 (0.005)
In quarter 5 prior to entry	-0.005 (0.005)	0.003 (0.005)
In quarter 6 prior to entry	0.002 (0.004)	-0.000 (0.000)
In quarter 7 prior to entry	0.003 (0.003)	0.001 (0.004)
In quarter 8 prior to entry	0.003 (0.003)	-0.000 (0.002)
Center-week controls	Yes	Yes
Observations	18,073	16,420
R-Squared	0.1578	0.2079

Note: Reported are estimated parameters with standard errors in parentheses. [†]Denotes omitted category for categorical variables. *** p-value<0.01, ** p-value<0.05, * p-value<0.10.

3.4. Interim Impact Results

Using available data for claimants assigned in the three study groups in the first six months of the RCT intake period (from October 2022 through March 2023), this section presents preliminary evidence on the effectiveness of the two programs. First, we present evidence on program participation and services received by these claimants using available RESEA and REANV program data (through September 30, 2023). Subsequently, we present preliminary impact estimates on UI receipt using available UI payments data (through September 30, 2023) and on employment and earnings using available UI wage records (through Q2, 2023).

3.4.1. Program Participation and Services Received

To accomplish their objectives, the two programs require claimants to attend an initial meeting for an eligibility review and job counseling. A follow-up meeting may be required when counselors determine that claimants may benefit from receiving additional services. The expectation is that increased service take-up, combined with the incentive effects of the eligibility review, will assist claimants in conducting a more effective job search.

Using available RESEA/REANV program data for claimants assigned from October 2022 through March 2023, Table 8 presents measures of program participation.

Table 8: Program Participation

	RESEA	REANV
Number of Claimants†	4,234	828
Completed initial meeting	78.1%	74.9%
Did not complete meeting, exempted	6.1%	9.3%
Did not complete meeting, not exempted	15.8%	15.8%
Scheduled for follow-up meeting	14.4%	22.8%
Completed follow-up meeting	12.3%	19.3%

Note: Reported are sample proportions. †= Includes claimants assigned from October 2022 through March 2023. Program participation outcomes are measured using available data through September 30, 2023.

Source: Nevada RESEA/REANV program data.

Both programs achieved high participation rates. Approximately 78% of RESEA and 75% of REANV claimants completed their initial appointment, as required,¹³ while around 6% of RESEA and 9% of REANV claimants were exempted from attending the meeting for various reasons.¹⁴ Approximately 16% of claimants in both groups did not complete the initial meeting and failed to provide a justification for non-compliance. The bottom panel of Table 8 shows that 14% of RESEA and 23% of REANV claimants were required by counselors to attend a follow-up meeting, and the majority of these claimants attended that meeting.

Separate analysis shows that about the same proportion of RESEA and REANV claimants within each Center were required to attend a follow-up (Appendix Table A). The same analysis reveals a notable implementation difference across Centers – the Reno JobConnect Center required nearly all RESEA and REANV claimants to attend a follow-up, while the other Centers required a follow-up only for a small proportion of claimants. Thus, the overall RESEA-REANV difference in the proportion required to attend a follow-up (refer to Table 8) is entirely because REANV claimants were overrepresented in the Reno Center, where all claimants were required to attend a follow-up.

Using available employment service data, Table 9 compares service take-up rates across the three study groups, indicating that the two programs were very effective in increasing receipt of job counseling and other services. Nearly eight in every ten RESEA and REANV group claimants received job counseling, as compared with about 4% of control cases. RESEA claimants were more likely than REANV claimants to undergo a skills assessment, but about the same proportion of claimants in these two groups received resume development assistance.¹⁵

Moreover, claimants assigned in the two programs were also much more likely than control group claimants to receive referrals to additional services and to receive other basic job search services. One particularly noteworthy outcome is the number of direct job referrals. Approximately 64% of RESEA and 72% of REANV claimants received a direct job referral during their meetings with counselors. In

¹³ Separate analysis shows that all four study Centers achieved high compliance (Appendix Table A).

¹⁴ Claimants may be exempted from attending their RESEA/REANV meeting because they received services on their own, found employment, voluntarily exited UI for other reasons, or enrolled in approved training prior to the date of the meeting.

¹⁵ Separate analysis indicates that the disparity in the application of the skills assessment is due to implementation differences across Centers. In Reno, all RESEA and REANV claimants who attended the initial meeting were required to complete an assessment. In the remaining three Centers, all RESEA claimants received a skills assessment but only 14% of REANV claimants in Henderson and 80% of REANV claimants in Maryland Parkway received the assessment.

contrast, only about 5% of control claimants received job referrals.

Overall, there are three key takeaways from these analyses. One, both programs achieved high participation rates, with the vast majority of claimants meeting the stipulated requirements. Two, both programs were remarkably effective in increasing receipt of job counseling services and delivering direct job referrals at the point of contact. Third, the results affirm the similar structure of the two programs, except for some implementation differences between the Reno and the other three study Centers.¹⁶

Table 9: Service Take-up Rates by Study Group

	RESEA	REANV	Control
Number of Claimants†	4,234	828	2,885
Job counseling services††	79.4%	78.3%	4.3%
Skills assessment	77.0%	40.6%	3.7%
Resume development assistance	75.5%	73.0%	2.5%
Other Services			
Job-search workshops	0.7%	1.3%	0.0%
Referrals to additional services	34.9%	30.4%	3.6%
Basic services†††	36.5%	43.2%	2.1%
Job referrals	64.2%	71.5%	5.4%

Note: Reported are sample proportions. †= Includes claimants assigned from October 2022 through March 2023. Service outcomes are measured using available data through September 30, 2023. ††= Includes skills assessment, reemployment plan development, resume development assistance, and career guidance services. †††= Includes enrollment in job exchange system, orientation services, provision of labor market information (LMI), supportive services, and self-assisted services.

Source: Nevada employment service data.

3.4.2. Preliminary Effects on UI Receipt Outcomes

To assess if the two programs reduced claimant UI receipt and resulted in savings for the UI program, we estimate program impacts on three UI outcome measures:

- *Number of benefit weeks collected* – Measures the number of weekly UI payments collected by the claimant.

¹⁶ Implementation study results in Section 4 provide a more detailed discussion of implementation differences across Centers.

- *Benefit amount collected* – Measures the total benefit amount collected by the claimant, which is the sum of all weekly benefit amounts collected.
- *Exhausted benefits* – Indicates if the claimant exhausted their maximum benefit entitlement, that is, if the total benefit amount collected is equal to the maximum benefit amount.

These outcomes are measured for claimants assigned from October 2022 through March 2023 using UI payments data available through September 30, 2023. In addition to the fact that these measures are currently available for about half the study sample, they *underestimate* benefit receipt because they are constructed prior to the expiration of individual UI claims. For instance, we observe six months of payments for claimants who started their claims in March 2023. Given that these claimants may claim additional benefits by the end of their claims, our current measures may underestimate the number of weeks and benefit amounts claimants will collect by the conclusion of their claims. Similarly, our current measure of benefit exhaustion may underestimate the likelihood that claimants will exhaust their benefits by the end of their claims.

Table 10 presents UI receipt outcomes for each study group, taking into account the mentioned limitations. Claimants assigned to the RESEA program collected on average 15.4 weeks of benefits, totaling \$6,312 in benefits, with approximately 22% exhausting their entitlements. Comparable outcomes are observed for REANV claimants. However, control group claimants had higher average weeks and benefit amounts collected and a relatively higher proportion exhausted their entitlements.

Table 10: UI Receipt Outcomes by Study Group

	RESEA	REANV	Control
Number of Claimants†	4,234	828	2,885
Number of Benefit Weeks Collected	15.4 (8.8)	15.6 (8.9)	17.4 (8.3)
Benefit Amount Collected (\$)	6,312 (4,450)	6,632 (4,505)	6,840 (4,349)
Exhausted Benefits	0.215 (0.411)	0.227 (0.419)	0.283 (0.451)

Note: Reported are sample means with standard deviations in parentheses; for exhausted benefits, reported is the sample proportion. †= Includes the 7,947 claimants assigned from October 2022 through March 2023. UI outcomes are measured using available data through September 30, 2023; UI payments are currently not available for 372 of the 7,947 claimants.

Source: Nevada UI data.

These differences, however, do not constitute formal estimates of the effects of the program because they do not take into account the structure of random assignment (i.e., the proportions assigned to the three study groups vary by week and Center). To formally estimate the impacts of the two programs, we use ordinary least squares regression models of the following form:

$$Y_i = T_i \cdot \alpha + X_i \cdot b + EARN_i \cdot c + Center_i \cdot Week_i \cdot d + \omega_i \quad [2]$$

The dependent variable (Y_i) is the outcome of interest (number of weeks collected, benefit amount collected, and exhausted benefits). Control variables include:

- T_i – a treatment indicator that equals 1 if the individual was either in the RESEA or the REANV group and 0 otherwise.
- X_i – observed characteristics and UI entitlements;
- $EARN_i$ – a vector with the earnings amount in each of the eight quarters prior to UI entry;
- $Center_i \cdot Week_i$ – interaction terms between the JobConnect Center the claimant was assigned to and the week the claimant collected their first weekly payment.

In addition to the control variables, the right-hand side of the equation includes ω_i , a zero-mean error term. For each outcome, the parameter of interest is α , which estimates the combined average treatment effect (ATE) or intent-to-treat (ITT) effect of the two programs.¹⁷ While Center-week interactions are included to account for the structure of random assignment, individual characteristics and UI entitlements (X_i) and prior earnings ($EARN_i$) are included to eliminate any minor across-group differences that may have occurred by chance and to improve the statistical power of the estimates.

Table 11 presents the results. The first column reports the average treatment effects with standard errors in parentheses. The second column reports the effects expressed as percentages of the control group mean, which represent the average outcome values in the absence of the interventions.

These preliminary results are highly promising. The two programs reduced the number of benefit weeks collected by 1.85 weeks, or 11% as compared with the control group mean UI duration. As a result, the two programs reduced benefit

¹⁷ The ATE or ITT effect estimates the impact of the program for those assigned to receive program services, regardless of whether they actually received services.

amounts collected by an average of \$586 (9%). Additionally, the programs reduced the likelihood of exhausting benefits by 7.5 percentage points or 27% compared to the control group. All estimates are statistically significant at the 1% level.

Table 11: Average Treatment Effects, RESEA/REANV vs. Control Group, Preliminary Estimates

	Average Treatment Effect†	Effect as a percentage of control group mean
Number of Benefit Weeks Collected	-1.85 (0.22)***	-11%
Benefit Amount Collected (\$)	-586 (97)***	-9%
Exhausted Benefits	-0.075 (0.010)***	-27%

Note: Reported are estimated parameters with heteroskedasticity robust standard errors in parentheses. Right column reports the average treatment effect as a percentage of the control group mean. *, **, *** = statistically significant at the 10%, 5%, 1% level. †= Estimation sample includes the 7,947 claimants assigned from October 2022 through March 2023. UI outcomes are measured using available data through September 30, 2023; UI payments are currently not available for 372 of the 7,947 claimants.

Although RESEA and REANV share a similar structure, we formally test if preliminary estimates on UI outcomes may differ across the two programs by estimating models of the following form:

$$Y_i = RESEA_i \cdot a_1 + REANV_i \cdot a_2 + X_i \cdot b + EARN_i \cdot c + Center_i \cdot Week_i \cdot d + \omega_i \quad [3]$$

The structure of model 3 is similar to the structure of model 2, except that the treatment indicator T_i in model 2 is replaced by two indicators: $RESEA_i$, which equals 1 if the claimant is in the RESEA group and 0 else, and $REANV_i$, which equals 1 if the claimant is in the REANV group and 0 else. Model 3 allows for the effects of RESEA and REANV to differ, where a_1 is the effect of RESEA, a_2 is the effect of REANV, and $a_1 - a_2$ is the effect difference between RESEA and REANV.

Table 12 presents the results. The first column reports the impact of RESEA (a_1), the second column reports the impact of REANV (a_2), and the third column reports the difference ($a_1 - a_2$). The effect on number of weeks collected is 1.87 weeks for RESEA and 1.68 weeks for REANV; the 0.18-week difference is about half the size of the standard error and thus lacks statistical significance. Similarly, the effect differences for benefit amount collected and exhausted benefits are close to zero and lack statistical significance. These preliminary estimates indicate that the

effects of the two programs are similar.

Table 12: Average Treatment Effects by Program, Preliminary Estimates

	RESEA	REANV	Difference
Number of Benefit Weeks Collected	-1.87 (0.22)***	-1.68 (0.38)***	-0.18 (0.36)
Benefit Amount Collected (\$)	-584 (98)***	-603 (174)***	19 (163)
Exhausted Benefits	-0.076 (0.011)***	-0.063 (0.019)***	-0.013 (0.017)

Note: Reported are estimated parameters with heteroskedasticity robust standard errors in parentheses. Right column reports the difference between the RESEA and REANV average treatment effect with standard errors in parentheses. *, **, *** = statistically significant at the 10%, 5%, 1% level. †= Estimation sample includes the 7,947 claimants assigned from October 2022 through March 2023. UI outcomes are measured using available data through September 30, 2023; UI payments are currently not available for 372 of the 7,947 claimants.

3.4.3. Preliminary Effects on Employment and Earnings

To assess the effectiveness of the two programs to improve participant employment and earnings, we rely on Nevada UI wage records, which provide quarterly information on individual earnings from UI-covered jobs within the state of Nevada. At this point, we have access to UI wage records through Q2, 2023 for all individuals in the study sample. This means that we can estimate the impacts of the program on employment and earnings in quarter 1 after program entry for claimants assigned to the three study groups from October 2022 through March 2023. We construct two measures as follows:

- *Employed in quarter 1* – Equals 1 if the claimant had positive earnings in the first calendar quarter after UI entry, 0 else.
- *Earnings in quarter 1* – Equals the total earnings amount earned by the claimant in the first quarter after entry.¹⁸

Table 13 indicates that RESEA claimants had a 60% employment rate in quarter 1 and \$4,815 average earnings.¹⁹ REANV claimants had a slightly higher employment rate (61%) and higher average earnings (\$5,621). Control group claimants had lower

¹⁸ For claimants assigned from October 2022 to December 2022, quarter 1 employment and earnings are measured using Q1, 2023 UI wage records; for claimants assigned from January 2023 to March 2023, quarter 1 employment and earnings are measured using Q2, 2023 UI wage records.

¹⁹ Claimants with no earnings in the quarter take a value of zero in these calculations.

employment and earnings in quarter 1 than claimants in either program group.

Table 13: Employment and Earnings in Quarter 1 after Program Entry

	RESEA	REANV	Control
Number of Claimants†	4,234	828	2,885
Employed in quarter 1	0.601	0.611	0.557
Earnings in quarter 1	4,815 (7,035)	5,621 (7,558)	4,505 (7,360)

Note: Reported are sample proportions for employment rate and means with standard deviations in parentheses for earnings. †= Includes claimants assigned from October 2022 through March 2023. Outcomes are measured using available data through Q2, 2023.

Source: Nevada UI wage records.

To produce preliminary estimates of program impacts on these outcomes, we use regression models corresponding to model 2 above. These models estimate the combined impacts of the RESEA and REANV programs on employment and earnings, controlling for individual characteristics, benefit entitlements, and prior earnings (to improve statistical power) and for interactions between week of entry and assigned Center (to account for the structure of random assignment).

Results in Table 14 show that the two programs increased the likelihood of employment in quarter 1 by 4.7 percentage points. This effect is statistically significant at the 1% level and corresponds to an 8% increase in the employment rate compared with the control group. The effect on quarter 1 earnings is \$205 (a 5% increase compared to the control group) but lacks statistical significance.

Table 14: Average Treatment Effects on Employment and Earnings, RESEA/REANV vs. Control Group, Preliminary Estimates

	Average Treatment Effect†	Effect as a percentage of control group mean
Employed in quarter 1	0.047 (0.013)***	+8%
Earnings in quarter 1	205 (174)	+5%

Note: Reported are estimated parameters with heteroskedasticity robust standard errors in parentheses. Right column reports the average treatment effect as a percentage of the control group mean. *, **, *** = statistically significant at the 10%, 5%, 1% level. †= Includes the 7,947 claimants assigned from October 2022 through March 2023. Outcomes are measured using available data through Q2, 2023.

To assess if impacts differ between the two programs, we use model 3. Table 15 shows that the REANV program impacts were larger in absolute terms than the RESEA program impacts. REANV increased the likelihood of employment by 6.2 percentage points as compared with 4.5 percentage points for RESEA. Further, REANV increased quarter 1 earnings by \$341, as compared to \$188 for RESEA. However, effect differences between RESEA and REANV lacked statistical significance so we cannot reject the hypothesis that the two programs had the same impacts on employment and earnings.

Table 15: Average Treatment Effects by Program, Preliminary Estimates

	RESEA	REANV	<i>Difference</i>
Employed in quarter 1	0.045 (0.013)***	0.062 (0.021)***	-0.018 (0.020)
Earnings in quarter 1	188 (176)	341 (324)	-153 (302)

Note: Reported are estimated parameters with standard errors in parentheses. Right column reports the difference between the RESEA and REANV average treatment effect with standard errors in parentheses. *, **, *** = statistically significant at the 10%, 5%, 1% level. †= Includes the 7,947 claimants assigned from October 2022 through March 2023. Outcomes are measured using available data through Q2, 2023.

4. Implementation Study

The implementation study uses program observations, document reviews, and interviews with program staff to examine the implementation of the Nevada RESEA program during the study period. Particular emphasis is placed on examining the methods and processes used for conducting RESEA and REANV sessions and delivering services. Moreover, the study identifies implementation challenges, as well as highlight best practices and lessons learned that emerged during program implementation. Of particular interest is to identify any implementation differences between the Federal-funded RESEA program and the state-funded REANV program, along with implementation variation across JobConnect Centers.

4.1. Data Sources

We relied on three qualitative data sources to assess program implementation:

- **Interviews.** The interviews were structured to gather information about

program implementation from Workforce Development program administrators, program staff and partners responsible for conducting RESEA/REANV sessions, and UI staff. Throughout the entire study period, interviews were conducted with staff from a sample of JobConnect Centers, chosen to represent variation across several key factors, such as location, type of population served, and size. Semi-structured interview guides were used to provide the framework for covering all research questions, while allowing flexibility for interviewees' responses.

- **Program Observations.** This involved observing RESEA/REANV sessions and associated follow-up activities, subject to participant consent. Observations adhered to a checklist protocol for recording observations tied to the research questions. The protocol was designed to identify variation in the implementation of RESEA/REANV activities.
- **Document Review.** Additional program detail was gathered through a comprehensive review of existing materials associated with the implementation of the two programs, both statewide and regionally. This included documentation about the data systems used to record meetings, templates for individual employment plans, labor market information, outreach materials, training materials and guidance documents, as well as the letter requesting that claimants complete the assessment.

The study comprised three rounds of data collection during the evaluation period. The first round was completed before the start of random assignment, with interviews limited to RESEA/REANV, UI, and program partner administrative and managerial staff. These early interviews aimed to gather information to guide the development of the TOC and the Evaluation Design Plan. The second round occurred during the RCT intake period, focusing on gathering information on RESEA/REANV implementation through the perspectives of workforce representatives responsible for conducting interviews in a sample of JobConnect centers across the state. The third round of data collection took place towards the end of the RCT intake period and included follow-up interviews with UI staff and observations of RESEA/REANV meetings.

4.2. Analysis and Findings

In this section, we present findings identified from the analysis of the qualitative data. Our findings, organized and analyzed to allow themes to emerge, shed light

on the processes, best practices, and challenges related to the two programs. We begin with a general description of UI application processes and procedures for selecting RESEA/REANV participants, followed by a discussion of various aspects of program implementation that we consider noteworthy. These insights serve as important context for interpreting quantitative findings and, ultimately, the results of the impact study.

4.2.1. Overview of the RESEA and REANV Programs

Unemployed workers can file a UI claim at any time through an online Claimant Self Service portal within the state's UI system, UINV (UI.NV.gov) or through the state's Telephone Claim Centers during certain days and hours of the week. New or reopened claims take effect on the Sunday of the week in which the claim is filed. Claimants are encouraged to file the first week that they are unemployed. Benefit payments are disbursed after the claim has been filed and all eligibility requirements have been met. Benefit payments for an eligible week are made within two business days.

Claimants meeting the selection criteria (collected first benefit payment, are not job attached or subject to recall, and do not secure employment through a union hiring hall) are eligible for participation in RESEA or REANV. As described in Section 2.2, in the absence of the random assignment procedures relevant to this study, profiling is used to identify claimants selected for participation in the RESEA program, while claimants are randomly selected for participation in REANV. Program meetings are typically scheduled to occur within 2-4 weeks of the start of their UI claims. RESEA/REANV sessions are held in person, unless there is compelling reason to conduct the meeting virtually.

The RESEA one-on-one meeting is described as intensive and customized to the needs of each participant, with follow-up activities tailored to further address those needs. During the meeting, program staff work with claimants to develop an individual reemployment plan, provide labor market information, and review UI eligibility and work search requirements. REANV participants receive services comparable to those participating in RESEA and, for both RESEA and REANV, subsequent meetings are scheduled if they are deemed necessary to address work search deficiencies identified during the initial meeting or to provide additional services.

4.2.2. Program Administration and Staff Resources

Program Administration. The administration of the RESEA and REANV programs is overseen by the Employment Security Division of DETR. Within this division, Workforce Development (WD) administers both the RESEA and the REANV programs for Unemployment Insurance Nevada (UINV). WD is supported by a part-time liaison from UINV, who handles daily email responses from WD related to program implementation and provides monthly and annual staff training.

The Nevada JobConnect Centers implement the RESEA and REANV programs and program meetings take place in those Centers. Workforce Investment Support Services (WISS) staff, including the RESEA coordinator and backup coordinator, oversee the RESEA and REANV programs by providing support and technical assistance. They communicate directives and standards from DOL, ensure RESEA goals are fulfilled, provide overall program leadership and direction, and maintain program integrity across the state. The coordinator is responsible for training, monitoring, and reviewing activities conducted by staff related to UI eligibility requirements. Additionally, the coordinator compiles monthly/quarterly reporting to ensure program integrity and compliance.

Despite this oversight, decisions regarding Center staffing, training of new staff, scheduling, and strategies to meet program requirements lie solely with the managers of each JobConnect Center, not WISS. Employment representatives and their supervisors are employees of the JobConnect, limiting the influence of WISS staff on implementing recommended changes. WISS staff must adhere to required channels and processes to enact any changes and they cannot mandate Centers to hire staff or expedite the hiring of new staff to achieve their target goals.

Communication. A similar structure is reflected in the flow of information relevant to the implementation of the RESEA and REANV programs. For instance, when an employment representative requires information about a participant's UI claim, they approach their office manager or co-worker instead of directly contacting UINV staff. The office manager may then seek assistance from WISS staff or UINV if additional instruction is needed. Employment representatives indicated that the process for getting answers to their questions is clear and effective.

Regular communication takes place monthly among employment representatives, the WISS RESEA coordinator, and office managers occur via Teams meetings. These meetings are designed to discuss any issues related to programming and service delivery, discuss new UI directives and other UI issues, and answer questions. In

addition, employment representatives receive program updates through email.

RESEA Staff Training. Training experiences expressed among the interviewed employment representatives varied to some extent. Some staff members described the training as informal and “bare basic,” while others expressed that the process was comprehensive and involved both classroom and hands-on training over a three-week period. The differences in training experiences are likely attributed to factors such as the diverse locations of interviewed staff and variation in training schedules. These variations could also be influenced by the natural evolution of training or procedural shifts, particularly those necessitated during the pandemic,

In general, training for new employment representatives seemed to equip them with the necessary skills to effectively conduct RESEA/REANV interview and accurately document relevant information. Common elements described by employment representatives in their training include:

- Training sessions conducted by the WISS RESEA coordinator approximately every six months, as needed. Virtual recordings were mentioned as a tool enabling frequent training sessions, as required.
- Utilization of the RESEA/REANV desktop guide.
- Job shadowing and hands-on training alongside experienced employment representatives.

Further, monthly meetings with the RESEA coordinator, emails communicating information about program updates or processes, and specific topic training identified by the RESEA coordinator or office manager, as needed, were highlighted as methods and opportunities for continuous training.

4.2.3. Participant Identification, Notification and Scheduling

During the RCT intake period, spanning from October 2022 through September 2023, DETR authorized the use of random assignment for assigning claimants to different study groups, temporarily suspending the use of profiling scores. It is expected that the program will eventually resume the use of profiling scores after the end of the RCT intake.

Notification of Program Selection. UI claimants selected for RESEA/REANV participation are notified via: 1) a notification letter sent through United States Postal Service (USPS), and 2) an email or text notification made through the

EmployNV interface, SARA. This interface facilitates two-way communication between UI claimants who have opted to use the system and employment representatives, automatically recording communications in case notes. Employment representatives may also notify claimants via email and/or phone call.

The notification letter informs claimants about their RESEA/REANV selection and communicates essential information, including the obligation to participate in the meeting, the purpose of the meeting, expected duration of the meeting, and potential consequences for non-participation, including the suspension of benefits. The notification also provides logistical details, such as the location, date, and time of the meeting. Meetings are scheduled two weeks from the mailing of letters.

Moreover, the notification includes pertinent UI and employment services-related forms, encouraging participants to complete the forms and update their account information in EmployNV before the scheduled meeting.²⁰ Claimants are asked to bring a resume and the completed work search forms and documentation. The letter further describes a process for rescheduling, if necessary, and requests that claimants notify the JobConnect Center if they have returned to work.

Employment representatives noted challenges associated with the notification process. The first involves the use of two data systems in this process: the state's UI data system (UINV) and the workforce system (EmployNV). The lack of seamless communication between these systems necessitates employment representatives to meticulously ensure the consistency of claimant information (e.g., name, date of birth, contact info) between EmployNV and UINV.²¹ Any discrepancies may lead to notification packets dispatched to incorrect addresses and the inability to update UI information and notifications in EmployNV, particularly through SARA. The ongoing state initiative to modernize and integrate these systems is expected to alleviate these challenges in the future.

A second challenge in the notification process involves claimants expressing to employment representatives their skepticism about the authenticity of certain notifications. This skepticism is particularly prevalent for communications conveyed through SARA and email, which may be perceived as less official. Addressing this challenge may require strategies to enhance the perceived credibility of notifications sent through these channels.

²⁰ More specifically this includes: Eligibility Review Form, Work Search Record, Transferable Skills, JobSeeker Registration, SBE Eligibility and Veteran's Priority of Service Screening, UI Benefit Requirements and Online Registration reminder.

²¹ It is believed that the more up-to-date source of this information is UINV.

4.2.4. Administration of the RESEA/REANV Meetings

Program Meetings. In preparation for their initial meetings, claimants are asked to bring their resume and documentation of work search, as well as having updated forms on EmployNV. RESEA and REANV counselors start the meeting with a verification of identity and proceed to review and complete an eligibility review and work search form to verify continuing UI eligibility. Counselors then work with claimants to review and improve their resumes, updating their records in the EmployNV system. Counselors also provide claimants with labor market information and offer an orientation to the services available at the JobConnect Center.

The RESEA meeting incorporates a job search assessment utilizing the *Your Employment Search (YES)* guide, aiding claimants in identifying areas of their job search that may require guidance and assistance to enhance productivity. While RESEA claimants are required to complete the YES guide during the meeting, this is not typically required for REANV claimants, which is perhaps the only substantive difference between the two programs. Nevertheless, REANV counselors typically conduct an “informal” assessment to assess claimant skills and interests, which is crucial for developing a reemployment plan and providing job referrals. Toward the conclusion of the RESEA and REANV meetings, counselors work with claimants to develop an individual reemployment plan and provide direct job referrals using job postings in the state’s labor exchange system.

As deemed appropriate, counselors may also suggest enrollment in the Career Enhancement Program (CEP), a short-term employer-funded training and re-employment program that offers job seekers with skills-based training, including WIOA Title 1 training and other supportive services.

Generally, RESEA meetings take 60-90 minutes to complete, including preparation and case notes. REANV meetings tend to be shorter, around 45-60 minutes, mainly because the YES guide is not mandatory. Some counselors believe this time is insufficient, especially if participants have not brought their resume and completed forms. RESEA counselors, in particular, expressed concerns that the YES assessment could dominate much of the meeting time, limiting the opportunity to build rapport and share information with claimants. Finally, counselors emphasized that data entry must be made to both EmployNV and UINV to fully document activities and meeting findings, particularly to address noncompliance and avoid overpayment issues.

Both the RESEA and REANV meetings are completed in person at JobConnect Centers, unless claimants express concerns about their ability to attend in person. In such cases, meetings may be conducted remotely, via Teams or by phone. The decision to conduct follow-up meeting is at the discretion of the counselor and often based on the status of the claimant's work search. In-person follow-up meetings are scheduled two weeks from the date of the initial meeting if there is a concern or issue related to the claimants work search. These meetings include a review of UI eligibility and an update of the individual reemployment plan, as well as a review of labor or career information and resume update, as needed. The typical duration of a follow-up meeting is 30-45 minutes, and when scheduled, it is mandatory for both RESEA and REANV participants.

In both programs, claimants are not required to participate in additional reemployment services or workshops (e.g., resume development, mock interviews, interviewing skills), although counselors may suggest and make referrals for such services. However, employment representatives are encouraged to maintain informal contacts with claimants to provide additional assistance, if needed.

Meeting Implementation Differences Across Centers. As noted in Section 3.3.1, two noteworthy implementation differences exist between the Reno JobConnect Center and the other three Centers in this study. First, Reno required all RESEA and REANV claimants who completed the first meeting to attend a follow-up meeting. In contrast, the majority of RESEA and REANV claimants in Henderson, Maryland Parkway, and North Las Vegas were not required to attend a follow-up meeting (see Appendix Table A). Second, Reno required all RESEA and REANV claimants to receive a skills assessment. RESEA claimants were asked to complete the YES form and REANV claimants received an informal assessment to furnish counselors with the information necessary for necessary services. In comparison, while all RESEA claimants who attended the initial meetings in Henderson, Maryland Parkway, and North Las Vegas completed the formal skills assessment, only 14% of REANV claimants in Henderson and 80% of REANV claimants in Maryland Parkway received an assessment.

Except for these differences, our general conclusion is that the two programs were consistently implemented across the four Centers. All four Centers achieved high participation rates, with about 75-81% of RESEA claimants and 72-77% of REANV claimants completing their initial meetings. Across all Centers, the vast majority of RESEA and REANV claimants who attended the meetings received job counseling services and 85-88% of those received direct job referrals.

Attendance Issues. Workforce representatives reported that they allow a grace period of approximately 25 minutes beyond the scheduled appointment time before coding the claimant as non-attending. Typically, during this period, the employment representative attempts to contact the claimant and checks SARA for messages from the claimant. If the claimant reschedules within the same week (which is typically the case), there will not be a delay in benefit receipt. However, benefits may be suspended if the meeting is rescheduled outside the week of the originally scheduled meeting, as this may be considered an able and available issue.

Information about reschedules are recorded in case notes. Moreover, a claimant not allowed more than two reschedules without triggering a UI assessment of the claim. The hold on the claim remains until the claimant attends the meeting and the employment representative notes this, or until the claim is adjudicated through UI. In cases where an issue is placed on a claim, a meeting is scheduled with the claimant and they are duly notified. UI representatives use the case notes from the employment representative to explore the issue further. Typically, claimants who neither attend the meeting nor contact anyone after receiving notification are presumed to have returned to work. The lack of communication from claimants about their intention not to attend the meeting due to reemployment remains a source of frustration for UI investigators, given the efforts expended to explore these cases.

Releasing a hold on benefits usually backdates the claim to the date the claim was put on hold if the meeting was rescheduled within 1 or 2 weeks. Claims may not be backlogged if the rescheduled date extends beyond this timeframe, as it might indicate other issues with the claim.

UI Eligibility Issues. In cases where an issue is identified during the eligibility review, the employment representative diligently documents it in their case notes. These issues may pertain to unreported earnings, the claimant's ability and availability for work, and work search problems. Employment representatives reported that problems in fulfilling work search requirements constitute a significant issue identified during the meetings. They estimate that about 60% of claimants are reported to have inadequate work search at the first meeting while only about 10-15% have no work search or are unaware of the requirement to conduct work search activities.

The process of reviewing the claimant's work search activities serves as an opportunity to inform the claimant of their UI requirements and as a means to gather information related to noncompliance. Employment representatives offer

suggestions about what types of work search are allowed and would be helpful to the claimant. In addition, they make suggestions for documentation needed to ensure their claim is protected in the case of an audit. As noted earlier, follow-up meetings are instrumental in addressing issues associated with work search and its documentation. If such issues have not been resolved by the time of the follow-up meeting (e.g., the claimant has not provided the required proof of work search), they are documented as such in case notes. In such cases, UI is likely to place hold on benefits and reach out to the claimant to adjudicate the issue.

5. Conclusion

The objective of the Nevada RESEA and REANV programs is to assist UI claimants in meeting UI requirements and improving their job-search outcomes. This evaluation uses an RCT design to provide credible evidence regarding the effectiveness of these two programs to reduce UI receipt and improve the employment outcomes of participants. Under this design, UI claimants were randomly assigned to one of three groups: the RESEA group (required to participate in RESEA), the REANV group (required to participate in REANV), and the control group (no requirements). This design enables us to estimate the overall impacts of the two programs on the outcomes of interest, as well as to examine the relative effectiveness of the two programs.

This Interim Report presents preliminary evaluation findings based on data collected thus far. Over the RCT intake period, spanning from the first week of October 2022 through the last week of September 2023, a total of 18,073 new services-eligible UI claimants were randomly assigned, with 8,687 (48%) allocated to the RESEA group, 1,653 (9%) to the REANV group, and 7,733 (43%) to the control group.

Statistical tests show that, accounting for week of assignment and JobConnect Center, claimants assigned to the RESEA and REANV groups were similar in terms of individual characteristics, benefit entitlements, and prior earnings compared to claimants assigned to the control group. Similarly, our tests show that the RESEA and REANV groups were observationally similar in the Centers where both programs operated. These results indicate that random assignment successfully yielded equivalent study groups, enabling us to estimate program impacts by comparing the post-program entry outcomes across the three groups, controlling for the week of assignment and Center.

At this interim stage, Actus has obtained UI claims, RESEA/REANV program, and employment services data through September 30, 2023 and UI wage records through Q2, 2023. Using these data, this report presents preliminary findings on the effectiveness of the two programs for claimants assigned in the first six months of the intake period (from October 2022 to March 2023).

First, analysis of RESEA/REANV program data indicates that both programs achieved high participation rates. Approximately 78% of RESEA and 75% of REANV claimants attended their required meetings and complied with program requirements. Excluding claimants who were legitimately exempted from the meeting, only 16% of RESEA and REANV claimants did not complete the meeting without justification. Additionally, about 14% of RESEA and 23% of REANV claimants were required to attend a follow-up meeting, and the majority of these claimants attended the required follow-ups.

Second, analysis of employment service data demonstrates that the two programs were highly successful in boosting service take-up among participants. Almost 80% of RESEA and REANV claimants received personalized job counseling, in stark contrast with only 4% of control group cases. Notably, 64% of RESEA and 72% of REANV claimants received a direct job referral, compared to only 5% of those in the control group.

Third, using available UI payments data, this report presents preliminary estimates of the programs' impacts on benefits weeks collected, benefit amount collected, and likelihood of exhausting benefit entitlement. Notably, these outcomes are measured before the expiration of the UI claim benefit year for most claimants, and therefore may underestimate true benefit receipt. With this caveat, preliminary analysis shows that the two programs reduced average UI duration by 1.85 weeks, reflecting an 11% reduction relative to the control group. As a result, the program reduced benefit amounts collected by \$586 per participant, a 9% reduction. Moreover, the two programs reduced the likelihood of exhausting benefits by 7.5 percentage points, a 27% reduction relative to the control group. Additional analysis reveals no significant differences in effects between the RESEA and REANV programs.

Fourth, using available UI wage records, we estimate program impacts on employment rates and earnings in quarter 1 after program entry. The results show that the two programs increased quarter 1 employment by 4.7 percentage points, representing an 8% increase relative to the control group. Additionally, the two programs increased quarter 1 earnings by \$205 (5%), but this result lacked

statistical significance. Further analysis reveals minor differences in impacts between the two programs that are not statistically different from zero.

These preliminary findings provide promising evidence about the effects of the two programs. Both programs proved effective in reducing UI receipt and yielding significant savings for the UI program during a period characterized by a historically strong labor market. The impacts on UI receipt are corroborated by a significant increase in quarter 1 employment. At this stage, there is no evidence that the impacts of the Federal-funded RESEA program differed from the impacts of the state-funded REANV program, which aligns with the comparable structure and service delivery model of the two programs.

The findings presented in this report use data available to date, which provide partial measurements of key outcomes for about half of the evaluation sample. Consequently, they do not constitute the final results of the evaluation. Actus will continue to collect UI claims, program, and UI wage records data over the next two years, which will be used to update the results. A second Interim Report, scheduled for December 2024, will present updated impact estimates on UI receipt outcomes, employment, and earnings covering the entire study sample. The Final Report, expected in January 2026, will present the final results of the evaluation and discuss their policy implications.

Appendix

Table A: Program Participation by JobConnect Center

	RESEA	REANV
Henderson†	833	392
Completed Initial Meeting	76.7%	77.0%
Scheduled for follow-up meeting	3.5%	1.0%
Completed follow-up meeting	3.4%	1.0%
Maryland Parkway†	1,674	194
Completed Initial Meeting	81.2%	71.6%
Scheduled for follow-up meeting	9.7%	3.1%
Completed follow-up meeting	8.9%	2.6%
North Las Vegas†	1,365	--
Completed Initial Meeting	75.0%	--
Scheduled for follow-up meeting	10.3%	--
Completed follow-up meeting	9.5%	--
Reno†	362	242
Completed Initial Meeting	78.7%	74.0%
Scheduled for follow-up meeting	77.1%	73.9%
Completed follow-up meeting	59.4%	62.4%

Note: For each Center, the top row reports the number of claimants and the remaining rows report sample proportions. †= Includes claimants assigned from October 2022 through March 2023. Service outcomes are measured using available data through September 30, 2023.

Source: Nevada RESEA/REANV program data.

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