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Wisconsin Reemployment Services and Eligibility Assessment (RESEA) Program

Second Annual Evaluation Report

October 2023



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Acknowledgments

This evaluation was funded by the Wisconsin Department of Workforce Development (DWD). The findings and views presented in this report are solely those of the authors and should not be attributed to DWD or any other Wisconsin state government agency. The authors are grateful to the DWD staff for their cooperation throughout the duration of this evaluation. The successful execution of this evaluation would not have been possible without their unwavering dedication and support.

The suggested citation for this report is:

Michaelides M., Mueser P., Poe-Yamagata E., and Davis S. (2023). Wisconsin Reemployment Services and Eligibility Assessment (RESEA) Program: Second Annual Evaluation Report. Prepared for the Wisconsin Department of Workforce Development. Rockville, MD: Actus Policy Research.

About Actus

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The Actus team was supported in this evaluation by the **American Institutes for Research (AIR)**, a non-partisan non-profit research organization that specializes in behavioral and social science research.

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Table of Contents

1. Introduction	1
2. Background	3
2.1. A Brief History of the RESEA Program	3
2.2. The Wisconsin RESEA Program.....	4
2.3. Evaluation Objectives	7
3. RCT Impact Study	9
3.1. Research Design	9
3.2. Data Sources	13
3.3. Characteristics of RESEA-Eligible Claimants	14
3.3.1. <i>Operational Context</i>	14
3.3.2. <i>Claimant Characteristics</i>	16
3.3.3. <i>Random Assignment and Baseline Equivalence Tests</i>	21
3.4. Preliminary Impact Results	25
3.4.1. <i>Program Compliance and Services Received</i>	25
3.4.2. <i>UI Receipt Outcomes</i>	27
3.4.3. <i>Program Effects on UI Receipt Outcomes</i>	28
3.4.4. <i>The Effects of the Follow-up RESEA Session</i>	30
4. Process Study	31
4.1. Data Sources	31
4.2. Analysis and Findings	32
5. Conclusion.....	41
Appendix.....	44

1. Introduction

Since its establishment in 2015, the Reemployment Services and Eligibility Assessment (RESEA) program has become the largest job-search assistance intervention targeting Unemployment Insurance (UI) claimants in the United States. The program requires new UI claimants to undergo an eligibility review to confirm their compliance with UI work search requirements and to receive services intended to help them connect to available jobs. These requirements are expected to encourage claimants to actively search for work while collecting benefits and to provide services that will help claimants find suitable jobs and exit UI quickly. Over the past few years, encouraged by Federal funding appropriated under the Bipartisan Budget Act of 2018, all 50 states and the District of Columbia have been operating RESEA programs that include eligibility review and service requirements.

Wisconsin was among the first states that adopted an RESEA program that satisfied Federal requirements; the program is administered by the Wisconsin Department of Workforce Development (DWD). The Wisconsin RESEA program required services-eligible UI claimants to complete an online job readiness assessment.¹ Using the results of the assessment, DWD identified claimants who were deemed likely to benefit from job-search services and required them to participate in an initial RESEA session within 21 days of completing the assessment. During this first session, conducted virtually via web-based video conferencing, claimants met with an RESEA presenter² to undergo an eligibility review and to develop an individual employment plan. Following the initial session, claimants were required to participate in a follow-up RESEA session within 21 days, in which they underwent a review to confirm that they completed the activities outlined in their employment plan and received additional services, as needed.

In July 2021, DWD contracted Actus Policy Research, and its subcontractor American

¹ Services-eligible UI claimants are claimants who: 1) are required to search for work (excludes claimants on temporary layoff and those conducting their search through union hiring halls); 2) registered for work and posted a resume on Job Center of Wisconsin; and 3) collected their first UI payment. All services-eligible claimants are eligible for RESEA participation; hereafter, “services-eligible” and “RESEA-eligible” will be used interchangeably.

² These are Job Center staff (e.g., employment and training specialists, career counselors) with expertise in skills training, case management, mentoring, job search assistance, placement, career development, retention, and career advancement for underemployed and unemployed job seekers and career-changing workers. These staff apply their expertise when conducting RESEA interviews, including reviewing UI eligibility, providing labor market information, developing an employment plan and assigning RESEA follow-up activities.

Institutes for Research, to evaluate the effectiveness of the Wisconsin RESEA program. The objective of the evaluation is to examine if the Wisconsin RESEA program is successful in helping UI claimants to obtain employment and improve their earnings, thereby reducing both the number of UI weeks claimed and the UI benefit amounts collected. Of particular interest is to identify the relative efficacy of requiring claimants to participate in a single RESEA session versus participating in both an initial and a follow-up session. To achieve this objective, the evaluation features two studies: (1) an RCT study to estimate the impacts of the program on claimants' UI receipt and employment outcomes; and (2) a process study to assess program implementation and provide context for interpreting the findings of the RCT study.

Under the RCT study design, RESEA-eligible UI claimants are randomly assigned into one of three groups:

- *RESEA group* – Required to schedule and participate in the initial RESEA session within 21 days of completing the online assessment. These individuals have no requirements to schedule or complete a subsequent session.
- *RESEA+ group* – Required to schedule and participate in the initial RESEA session within 21 days of completing the online assessment. They are also required to schedule and participate in a subsequent RESEA session within 21 days of completing the initial session.
- *Control group* – No requirement to schedule or participate in an RESEA session.

The 18-month RCT intake period began in April 2022 and was concluded in September 2023. Based on this design, the evaluation will measure the overall program impacts by comparing the post-program services, UI receipt, and employment outcomes of the combined RESEA and RESEA+ groups with the outcomes of the control group. The RCT study will also identify the additional impacts of the subsequent RESEA session by comparing outcomes between the RESEA and RESEA+ groups.

The remainder of this report is organized as follows. Section 2 describes the Wisconsin RESEA program, including the program's theory of change, and outlines the objectives of the evaluation. Section 3 presents the research design and implementation of the RCT study, and it summarizes the characteristics of claimants who were subject to random assignment in the first 52 weeks of the RCT intake period (from April 1, 2022 through March 31, 2023). The same section presents preliminary estimates of the effects of the program for claimants assigned in the first 40 weeks of the RCT intake period (from April 1, 2022 through December 31, 2022). Section 4 presents the research design for the process study and process

study findings. Section 5 summarizes the interim findings and outlines future evaluation activities.

2. Background

2.1. A Brief History of the RESEA Program

Unemployed workers who collect UI benefits are required to actively search for work and to be able and available to accept suitable job offers. To ensure that claimants complied with these requirements, the U.S. Department of Labor (DOL) established the Reemployment and Eligibility Assessment (REA) program in 2005. The program required services-eligible UI claimants to visit a local employment office to undergo an eligibility review to confirm that they were actively searching for work and to obtain information about available services they could use to aid their job search ([U.S. Department of Labor, 2007](#)). The objective was to yield UI savings by eliminating benefit payments to claimants who were not compliant with work search requirements and by increasing claimants' search efforts. The program was initially operated by nine states and expanded to 33 states by 2011 ([U.S. Department of Labor, 2010](#)).

A DOL-funded RCT study of REA programs implemented during the Great Recession in Florida, Idaho, Illinois, and Nevada showed that the programs were effective in reducing UI spells and yielding UI savings that exceeded program costs ([Poe-Yamagata et al., 2012](#)). The same study showed that the Nevada REA program was the most effective, yielding much higher UI savings than programs in the other states. Moreover, Nevada REA was the only program that increased participants' employment and earnings over an 18-month period following program entry. The study speculated that the higher effects of the Nevada program may have been due to the fact that the Nevada program required participants to receive job counseling services following the eligibility review, while programs in the other states did not mandate services receipt.

Subsequent studies showed that, while part of the Nevada program's effects were due to voluntary claimant exits and disqualifications of those deemed ineligible during the review, the largest portion of the effects were attributed to participants receiving job counseling that directly aided their job search efforts ([Michaelides and Mueser, 2018](#); [Michaelides and Mueser, 2020](#)). These studies concluded that programs that combine an eligibility review with mandatory participation in job

counseling are more effective than programs that do not include an eligibility review, do not mandate services participation, or do not include any of these requirements. Additional work showed that the Nevada REA program yielded long-term effects for participants, their families, and the government (Manoli *et al.*, 2018), was at least as effective in periods of low unemployment (Michaelides and Mueser, 2021), and was more effective than other state programs in aiding youth UI claimants (Michaelides *et al.*, 2021).

In 2015, DOL relied on these findings to encourage states to replace their existing REA programs with interventions that required UI claimants to both undergo an eligibility review and receive job counseling services (U.S. Department of Labor, 2015). To emphasize the services requirement, the REA program was renamed to RESEA (Reemployment Services and Eligibility Assessment). The Bipartisan Budget Act of 2018 permanently authorized the nationwide implementation of RESEA and awarded more than \$150 million to support the implementation of the program in all 50 states and the District of Columbia (U.S. Department of Labor, 2019).

2.2. The Wisconsin RESEA Program

In 2019, prior to the COVID-19 pandemic, Wisconsin operated the RESEA program statewide. Each week, new services-eligible UI claimants were required to enroll in the Job Center of Wisconsin (JCW) online services system and complete an online job readiness assessment. This assessment asked claimants to answer 31 questions related to their job readiness, work search, skills, employment resources, and number of job interviews completed.

Based on the scores of the assessment, those deemed most likely to benefit from services were required to participate in the RESEA program. In particular, claimants were required to report to a local Job Center and to participate in a three-hour session that included: (1) a group orientation in which they received information about available services and resources at local Job Centers; and (2) a one-on-one meeting with an RESEA presenter to undergo an eligibility review and develop an individual employment plan. In addition, claimants were required to participate in a follow-up session, where program staff determined if claimants executed their employment plan and provided claimants with additional services.

During the pandemic, work search requirements were suspended and Job Centers provided services virtually, so the Wisconsin RESEA program was restructured accordingly. The group orientation was replaced by a PowerPoint presentation sent

to claimants through e-mail, which presented information on available services and resources. The in-person RESEA session was replaced by a one-on-one telephone call to discuss the claimant's employment plan. The requirement for a subsequent RESEA session was discontinued.

As the restrictions imposed by the pandemic eased and work search requirements were reinstated in May 2021,³ the original requirements of the Wisconsin RESEA program were also reinstated. Though the meeting could be conducted in-person if the RESEA participant preferred to do so, at that time, DWD elected to continue conducting RESEA meetings virtually via web-based video conferencing. Under the current format of the program, RESEA-eligible claimants receive a letter requiring them to complete the online readiness assessment on the JCW website.

Upon completing the online assessment, claimants selected for RESEA participation program are asked to: 1) watch an online video that provides information on available services and resources at local Job Centers; and 2) use an online platform to schedule a one-on-one RESEA session within 21 days. Note that claimants may choose between a virtual and an in-person session. Those who fail to complete the online assessment and those who fail to schedule and attend the RESEA session (if required) see their UI benefits suspended until they comply with requirements.

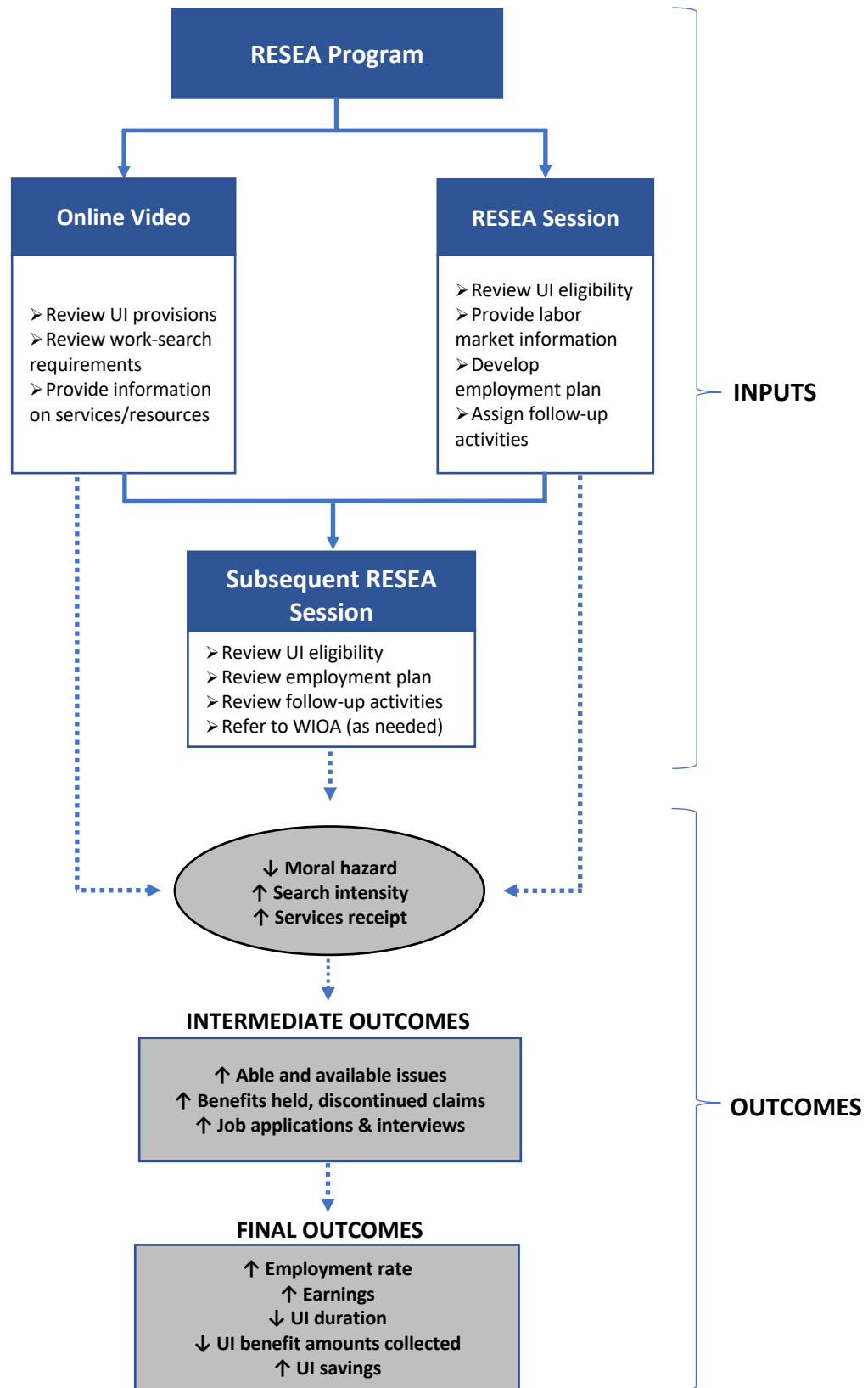
During the RESEA session, program staff conduct an eligibility review to confirm the claimants' benefit entitlements and continued UI eligibility, work with claimants to develop an individual employment plan, and provide claimants with relevant labor market information. Claimants are instructed to complete activities as outlined in their employment plan including, for example, completing skills assessments, meeting with career counselors, and participating in job-search workshops.

At the end of the session, participants are required to schedule a subsequent RESEA meeting using the online scheduling platform, to be held within 21 days. During the subsequent session, the RESEA presenter determines if claimants have complied with the requirements of their employment plan and provide additional services, as needed. Participants who fail to show up for the subsequent session and those who do not execute their employment plan have their UI benefits suspended.

Figure 1 presents the theory of change (TOC) for the current Wisconsin RESEA program, which is the program model that DWD is expected to maintain during the evaluation period and beyond.

³ See: <https://dwd.wisconsin.gov/press/2021/210519-work-search.htm>.

Figure 1: Theory of Change, Wisconsin RESEA Program



The program is expected to identify eligibility issues, such as claimants who are not able and available for work or who are not actively searching for work as required by state UI laws. Through this mechanism, the program is expected to reduce moral hazard by suspending benefits for those who are not searching for work and by motivating claimants to boost their job-search intensity.⁴ The program provides similar incentives through suspensions of benefits for claimants who fail to show up and complete the required RESEA sessions. By mitigating moral hazard, the program is expected to reduce UI duration and the benefit amounts collected by claimants before exiting UI, thereby leading to savings for the UI program.

The TOC also posits that during the one-on-one session with an RESEA presenter, claimants receive information about available services, which could motivate them to seek services on their own and/or increase the intensity of their job search. Similarly, the one-on-one meetings are expected both to increase service referrals and to push participants to receive services that they would not have accessed on their own. Through these mechanisms, the program is expected to improve participants' search efforts, thereby helping them to find jobs and achieve higher earnings than they would in the program's absence. Thus, the program is expected to reduce the amount of time participants spend collecting UI and the benefit amounts collected, leading to savings for the UI program.

2.3. Evaluation Objectives

This evaluation aims to examine the impacts of the Wisconsin RESEA program on the outcomes of UI claimants and provide policy recommendations to improve program targeting and effectiveness. Using the program's TOC (Figure 1) as a baseline, the evaluation will address the following research questions:

- 1) Does the program increase service participation?** The evaluation will examine if the program led to higher take-up of reemployment services. This is key to confirming the program TOC and demonstrating that effects on employment, earnings, and UI receipt may result from participants receiving services that they would not have accessed in the absence of the program.
- 2) Does the program reduce duration of UI receipt and the amounts of benefits collected?** Increased take-up of services and enforcement of work-search requirements may increase employment, thereby reducing the duration and

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

amounts of UI benefits collected. The evaluation will examine the overall program impacts on UI duration and benefit amounts collected and provide a rough estimate of the program's cost-effectiveness by comparing average UI savings with average cost per participant.

- 3) Does the program increase participants' employment rates and earnings?** The program TOC suggests that the program may improve the quality and quantity of participants' job search by enforcing work-search requirements and by increasing participation in reemployment services. If so, we would expect the program to help participants return to work sooner and to increase their earnings. A key evaluation objective is to examine the overall impacts of the program on participants' employment rates and earnings.
- 4) Does the follow-up RESEA session enhance program impacts?** A key program component is that participants are required to participate in a follow-up RESEA session to help them update their employment plans and to receive additional services. The evaluation will examine the effects of the follow-up RESEA session on employment, earnings, UI benefits, and services outcomes.
- 5) Do program effects vary by region and/or participant characteristics?** Program effects may vary by region because of differences in local economic conditions or program implementation practices. Program effects may also vary based on participants' characteristics, such as age, education, and prior earnings. Such differences may have important implications for service delivery and targeting. This evaluation will examine if program effects on UI receipt and employment outcomes vary based on observed individual characteristics and/or across the state's 11 workforce development areas (WDAs).
- 6) Do RESEA online assessment scores correlate with outcomes?** Under normal operations, the Wisconsin RESEA program uses scores from the online assessment to target program services. This evaluation will examine whether online assessment scores (and answers to specific assessment questions) correlate with key outcomes, such as UI duration, employment, and earnings. To the extent feasible, the evaluation will also examine if program effects vary based on either online assessment scores or answers to specific assessment questions. These analyses will provide policy recommendations about the potential to use of responses to the online assessment to target program services in a way that maximizes program impacts.
- 7) Are RESEA services consistently implemented across regions and across**

participant groups? Understanding differences in how the RESEA program model is implemented during the study period is important when interpreting the impact results and when thinking about future program implementation. Adherence to the RESEA program model is important to ensure the replicability of findings. Identifying any implementation differences will provide the context needed to explain the evaluation findings and will inform future implementation of the program.

To address these questions, the evaluation consists of two studies: 1) a *randomized controlled trial (RCT) study* that uses Wisconsin administrative data to estimate program effects on participant outcomes (research questions 1 through 6); and 2) a *process study* that uses program observations, document reviews, and program staff interviews to examine program implementation and provide additional context for interpreting the findings of the RCT study (research question 7).

Notably, the evaluation is designed to satisfy DOL's requirement that states produce evidence that their RESEA programs are effective in increasing employment and reducing UI receipt among UI claimants. Based on data collected through the end of March 2023, this report describes the interim findings from the RCT study (research questions 1, 2, and 4) and interim findings from the implementation study (research question 7).

3. RCT Impact Study

3.1. Research Design

To estimate program impacts on participants' UI receipt, employment, and earnings outcomes, this evaluation includes an RCT design that is implemented without affecting the extent or character of services provided to participants or the interactions of RESEA presenters with participants. Key for the success of the design is to use random assignment procedures to assign services-eligible UI claimants into one of three groups:

- *RESEA group* – Required to schedule and participate in the initial RESEA session within 21 days of completing the online assessment. These individuals have no requirements to schedule or complete a subsequent session.
- *RESEA+ group* – Required to schedule and participate in the initial RESEA session within 21 days of completing the online assessment. They are also

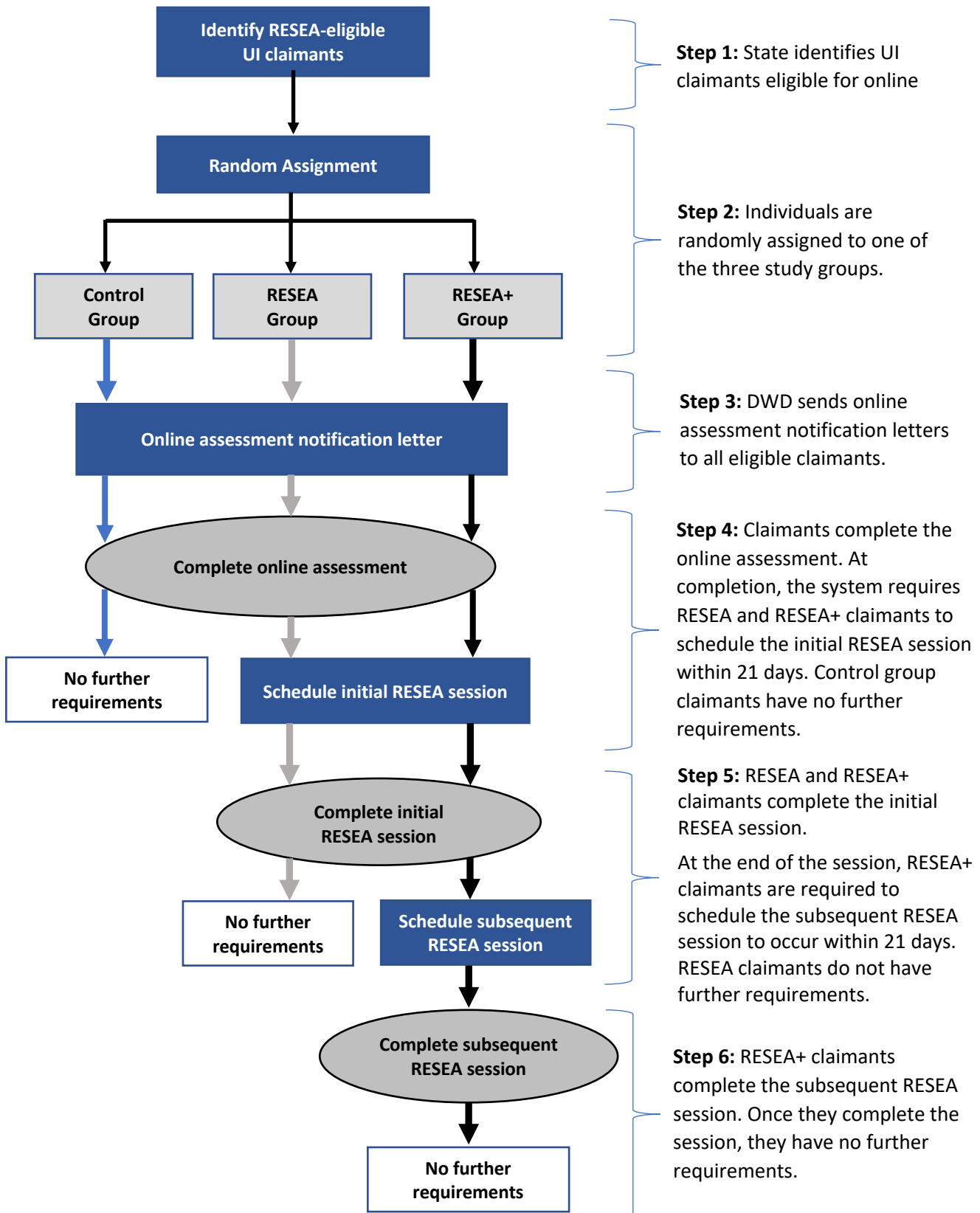
required to schedule and participate in a subsequent RESEA session within 21 days of completing the initial session.

- *Control group* – No requirement to schedule or participate in an RESEA session.

To facilitate random assignment, DWD made two modifications to its RESEA selection process. First, the JCW online system was modified so that random assignment is used to determine which UI claimants are assigned in each group (RESEA, RESEA+, control), in lieu of using online assessment scores. Claimants who are randomly selected for the RESEA and RESEA+ groups are then asked to watch an online orientation video and use the online scheduling platform to schedule their initial RESEA session. Claimants assigned to the control group are automatically exempted from these requirements. Second, only claimants selected for the RESEA+ group are required to schedule and complete a follow-up RESEA session. Claimants in the RESEA group are exempted from this requirement.

Figure 2 illustrates the random assignment procedure used to select claimants for program participation based on the experimental design.

Figure 2: Random Assignment Procedure



The selection process consists of the following steps:

Step 1: Each week, the state compiles a list that includes all new services-eligible UI claimants; these claimants are eligible to receive the notification letter directing them to complete the online assessment.

Step 2: Claimants are randomly assigned to one of the three study groups (RESEA, RESEA+, and control group) using a random number algorithm.

Step 3: All eligible UI claimants (identified in Step 1) are notified by mail that they are required to complete the online assessment, as usual.

Step 4: All eligible claimants are required to complete the online assessment. Upon completing the assessment, the assessment score is calculated automatically. At that point, the system requires individuals assigned to the RESEA group or to the RESEA+ group to use the online scheduling platform to schedule their initial RESEA session. Individuals assigned to the control group are not required to schedule an initial RESEA session.

Step 5: All UI claimants in the RESEA and RESEA+ groups are required to attend the initial RESEA session within 21 days of completing the online assessment. Upon completing the initial session, those in the RESEA+ group are required to schedule the subsequent RESEA session to occur within 21 days. Those in the RESEA group are not required to schedule a subsequent session and have no further program requirements. Individuals assigned to the control group do not receive any communications and have no requirements under the RESEA program.

Step 6: Those assigned to the RESEA+ group are required to complete the subsequent RESEA session, unless they stop claiming UI benefits by the time the session is scheduled to occur. Once they complete the session, they have no further requirements.

For the purposes of the study, DWD agreed to implement the above process for a 78-week period, from April 1, 2022 through September 30, 2023. Based on program capacity, it was determined that about 35% of claimants would be assigned to the RESEA group, 35% to the RESEA+ group, and 30% to the control group. This allocation was maintained for the first 40 weeks of random assignment (from April 1, 2022 through December 30, 2022). To accommodate unforeseen program capacity issues, starting in week 41 (January 6, 2023), these proportions changed to 25% RESEA, 25% RESEA+, and 50% control group.

3.2. Data Sources

The study relies on Wisconsin administrative data sources that provide information on all RESEA-eligible UI claimants 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 and benefit entitlements, as well as UI payment information for benefits collected under the claim associated with random assignment. UI claims data will be used to characterize the RESEA-eligible UI population during the RCT intake period, measure UI receipt outcomes, and estimate the impacts of the program on UI spells and benefit amounts collected.
- **UI wage records.** These data report the quarterly employment records of claimants in the study sample from quarter 1 (Q1), 2020 through Q2, 2024. UI wage records will be used to characterize the employment history of RESEA-eligible claimants in the eight quarters prior to program entry and to estimate program impacts on employment rates and earnings for 3–8 quarters after entry.
- **RESEA program data.** These data provide information on RESEA-related activities for claimants in the RESEA and RESEA+ groups, including meeting scheduling, completion, and both disqualifications and their associated reasons. RESEA program data will be used to identify if RESEA and RESEA+ participants complied with program requirements and whether they had their UI payments suspended due to failure to comply with requirements.
- **Employment service data.** These data provide information on the services received by UI claimants in the RESEA, RESEA+, and control groups within a year after their initial claims. Employment service data will be used to identify services received by RESEA, RESEA+, and control claimants and to estimate program impacts on services receipt.
- **Online assessment responses.** These data report claimant responses to the online assessment. Online assessment responses will be used to measure the online assessment scores and identify correlations between program outcomes and assessment scores.

To date, the evaluation team has obtained the above data for all RESEA-eligible UI

claimants assigned to the three study samples in the first 50 weeks of random assignment (from April 1, 2022 through March 10, 2023). For these claimants, the evaluation team has obtained: 1) UI baseline and UI payments data through March 31, 2023; 2) UI wage records from Q1, 2020 through Q4, 2022; 3) RESEA program data through March 31, 2023; 4) employment service data through March 31, 2023; and 5) online assessment responses.

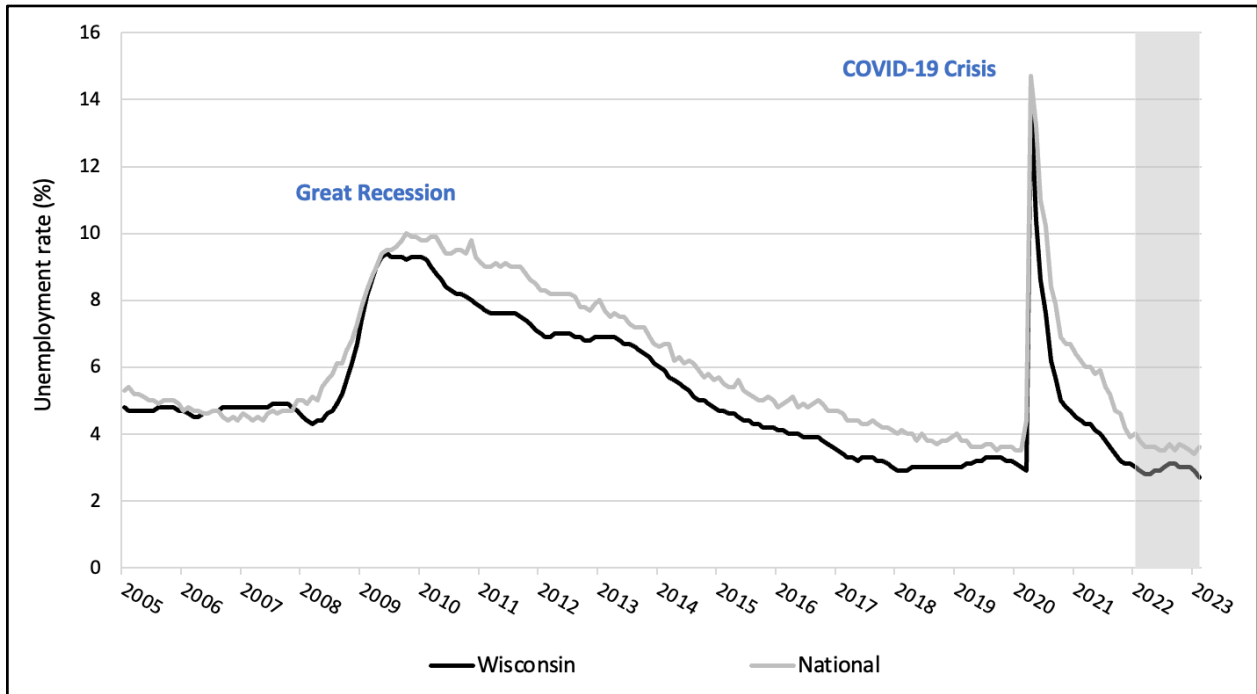
3.3. Characteristics of RESEA-Eligible Claimants

3.3.1. Operational Context

When RCT intake began in April 2022, the Wisconsin economy was thriving. Figure 3 shows that following the spike in unemployment during the pandemic, the state unemployment rate declined rapidly. From the start of the RCT intake in April 2022 through February 2023 (gray-shaded area), the Wisconsin unemployment rate averaged 2.9 percent. This is the lowest unemployment period experienced by the state of Wisconsin since at least 2005.

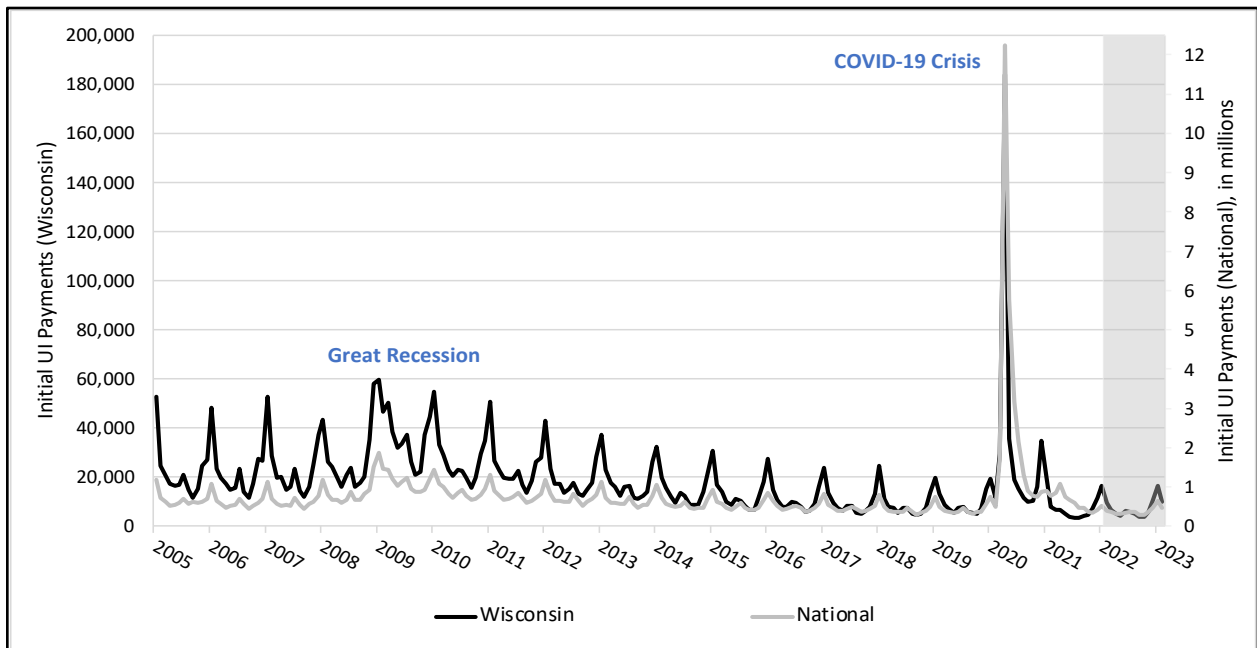
This period is also characterized by a rapid decline in the number of new UI claims with a first payment. Figure 4 shows that, following the spike in new UI claims during the pandemic, the number of new claims with a first payment fell to its pre-pandemic levels. In the first 11 months of the intake period (April 2022 to February 2023), there was a monthly average of 6,963 new UI claims with a first payment, which is similar to the monthly figures prior to the pandemic.

Figure 3: Wisconsin 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: Wisconsin 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.

3.3.2. Claimant Characteristics

During the first 50 weeks of the RCT intake period (April 1, 2022 through March 10, 2023), there were 28,874 new RESEA-eligible UI claimants. As seen in Table 1, about 32% of claimants were assigned to the RESEA group, 32% were assigned to the RESEA+ group, and the remaining 35% were assigned to the control group.

Table 1: Random Assignment of RESEA-Eligible UI Claimants

	RESEA-Eligible UI Claimants
Total	28,874 (100%)
RESEA group	9,319 (32.3%)
RESEA+ group	9,333 (32.2%)
Control group	10,222 (35.4%)

Note: Reported are frequencies with sample proportions in parentheses.

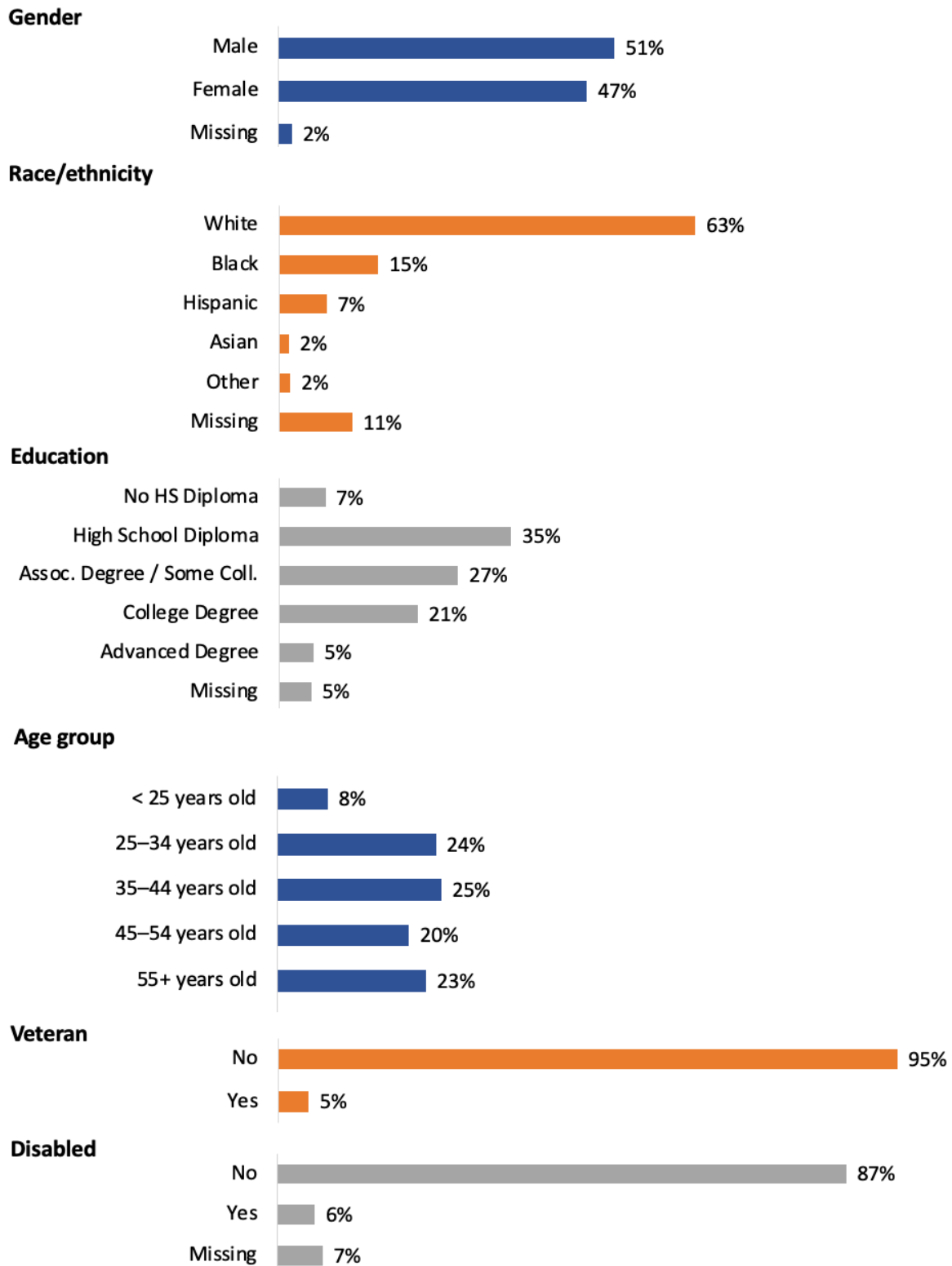
Source: Wisconsin baseline UI claims data.

Figure 5 presents the characteristics of RESEA-eligible claimants in the first 50 weeks of the RCT intake. Fifty-one percent of claimants were men and 47% were women; 2% did not report their gender. The majority of claimants self-identified as white (63%), black (15%), or Hispanic (7%); race/ethnicity was not reported for about 11% of cases. About 42% of claimants had no more than a high school diploma, 27% had some college or an associate degree, and 26% had a college degree or a post-graduate (advanced) degree.

During the study period, UI claimants who lost their jobs through no fault of their own were deemed eligible for benefits if they: 1) had earnings in at least two calendar quarters during the base period (defined as the first four of the five calendar quarters prior to the UI claim); 2) earned at least \$1,890 in covered UI employment during the base period; and 3) earned at least \$1,350 in covered UI employment during the base period quarter with the highest earnings. Claimants who satisfied these requirements were entitled to collect 14–26 weekly UI payments for a pre-determined weekly benefit amount (WBA) during the claim’s benefit year.⁵

⁵ The WBA is equal to 4% of earnings in the quarter with the highest earnings during the base period, subject to a \$54 minimum and a \$370 maximum. Weeks of eligibility are equal to 20% of the base period earnings divided by the WBA, with a 14-week minimum and a 26-week maximum. In a limited number of cases, claimants with significant interest in family partnerships, LLCs, and

Figure 5: Characteristics of RESEA-Eligible UI Claimants



corporations may be limited to fewer than 14 weeks of benefits. The benefit year lasts 52 weeks from the week the new initial UI claim is filed.

Table 2 presents information on UI benefit entitlements and the time elapsed between the initial claim filing date and claim approval. The majority of claimants (79%) were entitled to the maximum 26 weeks of benefits. The average weekly benefit amount was \$333 and the average maximum benefit amount (the product of weeks of eligibility times the weekly benefit amount) was \$8,253. Claimants can collect their entitlements within the claim’s benefit year, which lasts 52 weeks after the start of the UI claim.

Table 2: Benefit Entitlements of RESEA-Eligible UI Claimants

	RESEA-Eligible UI Claimants
Total	28,874
Weekly Benefit Amount (\$)†	333 (70)
Maximum Benefit Amount (\$)†	8,253 (2,221)
Weeks of Eligibility	
Missing	0.079
< 14 weeks	0.008
14–17 weeks	0.053
18–21 weeks	0.076
22–25 weeks	0.064
26 weeks	0.791
Weeks Elapsed since Claim Date	
<4 weeks	0.581
4–8 weeks	0.317
9–26 weeks	0.073
27+ weeks	0.029

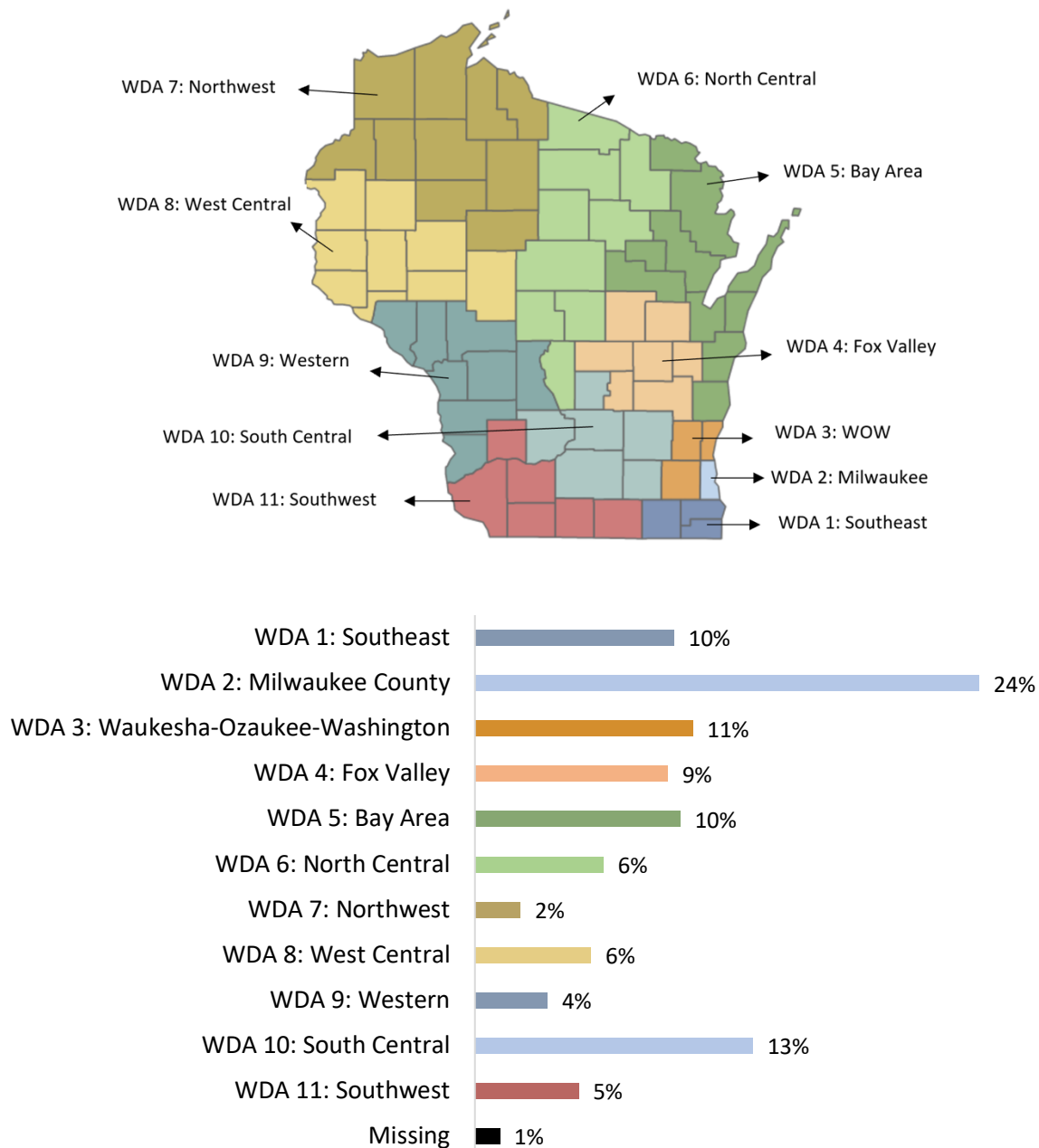
Note: For weekly benefit amount and maximum benefit, sample means are reported, with standard deviations in parentheses. For weeks of eligibility and weeks elapsed since claim date, sample proportions are reported. †Benefit entitlements are missing for 2,279 (7.9%) of claimants but expected to become available in the coming months.

Source: Wisconsin baseline UI claims data.

Table 2 also shows about 58% of claimants saw their claims approved and collected their first UI payment less than four weeks after filing. However, some claimants had to wait longer. These delays are due to the state reviewing claimant eligibility issues, for example to confirm that claimants had sufficient prior employment and

earnings to qualify for benefits and that they lost their jobs through no fault of their own. This review process was affected by the claims backlog related to the COVID pandemic. While most cases are resolved within eight weeks, about 10% of claimants had to wait at least nine weeks before their claims were approved. The backlog in outstanding claims has eased over time and it is expected that by the end of the RCT intake the majority of claims will be approved within four weeks.

Figure 6: Distribution of Claimants Across Wisconsin Workforce Development Areas



Wisconsin has 11 Workforce Development Areas (WDAs), each administering local Job Centers that serve jobseekers within their geographic jurisdiction. Figure 6 presents a map with the WDA geographic jurisdictions and the distribution of claimants across WDAs.⁶

The WDA with the most claimants is WDA 2 in Milwaukee County, which served nearly a quarter of claimants in the state. Large WDAs include South Central, Waukesha-Ozaukee-Washington, Fox Valley, and Bay Area.

Using UI wage records from Q1, 2020 through Q4, 2022, Table 3 presents the prior earnings of RESEA-eligible UI claimants in the eight-quarter period prior to program entry.⁷ Claimants experienced an increasing trend in average earnings leading up to their UI claim, which most likely stems from the economic recovery following the COVID-19 pandemic. On average, in the quarter prior to entry into UI, claimants had \$11,547 earnings.

Table 3: Prior Earnings of RESEA-Eligible UI Claimants

	RESEA-Eligible UI Claimants
Total	28,874
Earnings (\$)	
In quarter 1 prior to entry	11,547 (13,071)
In quarter 2 prior to entry	11,837 (12,275)
In quarter 3 prior to entry	10,902 (11,802)
In quarter 4 prior to entry	10,125 (13,082)
In quarter 5 prior to entry	9,863 (12,243)
In quarter 6 prior to entry	9,356 (10,910)
In quarter 7 prior to entry	8,779 (11,026)
In quarter 8 prior to entry	8,234 (11,115)

Note: Reported are sample means with standard deviations in parentheses.

Source: Wisconsin UI wage records.

⁶ For more information, including counties of coverage of each WDA, see the official Job Center of Wisconsin website: <http://www.wisconsinjobcenter.org/directory/default.htm>.

⁷ 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. For claimants who entered from January to March 2023 (Q1, 2023), the first quarter prior to entry is Q4, 2022 and the eighth quarter prior to entry is Q1, 2021.

3.3.3. Random Assignment and Baseline Equivalence Tests

Because selection into the three study groups was done randomly, we expect that, on average, claimants in the RESEA, RESEA+, and control groups would have similar characteristics, UI entitlements, and geographic distribution. A visual inspection of the distribution of characteristics, benefit entitlements, and WDAs reveals only minor differences across the three groups (see Appendix Tables A-D), giving informal confirmation that the three groups were balanced.

We use two formal statistical tests to examine if random assignment was successful in balancing the three groups. In the first test, we use regression models to estimate the likelihood of assignment to the RESEA or RESEA+ groups relative to being assigned to the control group. To estimate differences between the RESEA group and the control group, we estimate the following model:

$$RESEA_i = X_i \cdot b + Earn \cdot c + WDA_i \cdot d + Week_i \cdot e + v_i \quad [1a]$$

This model is estimated using RESEA and control group cases (i.e., excluding RESEA+ cases). The dependent variable ($RESEA_i$) is an indicator that equals 1 if individual i was assigned to the RESEA group, and 0 otherwise. Control variables include:

- X_i – a constant term, claimant characteristics, and UI entitlements;
- WDA_i – a vector of fixed effects for WDA; and
- $Week_i$ – a vector of fixed effects for the week when the claimant 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 week fixed effects are included to account for changes in the randomization proportions over time, namely the shift from a 35/35/30% allocation for RESEA/RESEA+/control over the first 40 weeks of intake to a 25/25/50 allocation in week 41 and later. If random assignment was successful, none of the estimated parameters associated with characteristics (b), prior earnings (c), or region (d) should have any statistical power to predict RESEA assignment.

Similarly, to examine differences between the RESEA+ group and the control group, we estimate the following model:

$$RESEA_Plus_i = X_i \cdot b + Earn \cdot c + WDA_i \cdot d + Week_i \cdot e + v_i \quad [1b]$$

This model is estimated using RESEA+ and control group cases (i.e., excluding RESEA cases). The dependent variable ($RESEA_Plus_i$) is an indicator that equals 1 if individual i was assigned to the RESEA+ group, and 0 otherwise. Control variables are as defined for equation [1a]. If random assignment was successful, none of the estimated parameters associated with claimant characteristics (b), prior earnings (c), and region (d) should have any statistical power to predict RESEA+ assignment.

We also fit a third model that estimates differences between the combined *treatment group* (includes RESEA and RESEA+ claimants) versus the control group, as follows:

$$Treat_i = X_i \cdot b + Earn \cdot c + WDA_i \cdot d + Week_i \cdot e + v_i \quad [1c]$$

The dependent variable ($Treat_i$) is an indicator that equals 1 if individual i was assigned to the RESEA or the RESEA+ group, and 0 otherwise. Control variables are as defined for equations [1a] and [1b]. This model is estimated using the entire sample.

Our second statistical test uses a MANOVA (multivariate analysis of variance) test of the null hypothesis that there are no differences in observed factors (claimant characteristics, UI entitlements, and WDA) and their interactions across the three groups, based on the Wilks' Lambda statistic. The bottom row of Table 4 reports the Wilks' Lambda statistic and its p-value.

Table 4 presents the regression results for the three models; the bottom row reports the Wilks' Lambda statistic and its p-value for the MANOVA test.

Regression results show that random assignment yielded balanced RESEA, RESEA+ and control groups. None of the 53 parameters estimated in the RESEA vs. control group specification (model 1a), including controls for week and WDA (which are not reported), are statistically significant at the 5% level, indicating that random assignment yielded similar RESEA and control groups. Similarly, only two parameters are statistically significant at the 5% level in the RESEA+ vs. control group specification (model 1b), and only one parameter is statistically significant in the treatment vs. control specification (model 1c).

The results of the MANOVA test are consistent with these results. The Wilks' Lambda statistic for the MANOVA test is 0.998 with a p-value of 0.718. This result indicates that we cannot reject the null hypothesis that the three groups are observationally equivalent in terms of observed factors and their interactions.

Table 4: Regression Results, Likelihood of RESEA Assignment

	RESEA vs. Control [1a]	RESEA+ vs. Control [1b]	RESEA & RESEA+ vs. Control [1c]
Gender			
Male [†]	--	--	--
Female	-0.007 (0.007)	0.006 (0.007)	-0.003 (0.006)
Race/ethnicity			
White [†]	--	--	--
Black	0.006 (0.012)	0.007 (0.012)	0.007 (0.009)
Hispanic	-0.003 (0.015)	0.023 (0.014)	0.012 (0.011)
Asian	-0.012 (0.029)	0.003 (0.028)	-0.006 (0.023)
Other	0.022 (0.027)	-0.019 (0.028)	0.002 (0.022)
Missing	0.015 (0.014)	0.019 (0.014)	0.016 (0.011)
Age			
<25 years old	-0.009 (0.015)	0.005 (0.015)	-0.002 (0.012)
25–34 years old [†]	--	--	--
35–44 years old	-0.003 (0.010)	-0.001 (0.010)	-0.002 (0.008)
45–54 years old	0.001 (0.011)	0.002 (0.011)	0.001 (0.009)
55+ years old	0.003 (0.011)	0.013 (0.011)	0.008 (0.008)
Missing	-0.024 (0.062)	-0.061 (0.062)	-0.041 (0.049)
Educational Attainment			
No High School Diploma [†]	-0.010 (0.015)	0.002 (0.015)	-0.002 (0.012)
High School Diploma	--	--	--
Ass. Degree / Some College	0.003 (0.009)	0.009 (0.009)	0.006 (0.007)
College Degree	-0.002 (0.010)	-0.001 (0.010)	-0.001 (0.008)
Advanced Degree	0.002 (0.018)	0.012 (0.017)	0.008 (0.014)
Missing	0.021 (0.024)	0.052 (0.024)**	0.036 (0.019)*
Veteran			
Yes	0.001 (0.017)	0.015 (0.017)	0.008 (0.013)
No [†]	--	--	--
Disabled			
Yes	0.020 (0.016)	0.007 (0.016)	0.013 (0.012)
No [†]	--	--	--
Missing	-0.004 (0.024)	-0.048 (0.024)**	-0.025 (0.019)

(Table 4 continues on next page)

(Table 4, continued from previous page)

	[1a] RESEA vs. Control	[1b] RESEA+ vs. Control	[1c] RESEA & RESEA+ vs. Control
WBA (in \$000s)	-0.038 (0.062)	-0.022 (0.062)	-0.025 (0.048)
Weeks of Eligibility			
<14 weeks [†]	--	--	--
14–17 weeks	-0.008 (0.041)	0.026 (0.042)	0.008 (0.33)
18–21 weeks	0.015 (0.040)	0.029 (0.042)	0.020 (0.032)
22–25 weeks	0.015 (0.040)	0.035 (0.042)	0.023 (0.032)
26 weeks	-0.011 (0.038)	0.019 (0.040)	0.003 (0.031)
UI entitlements missing	-0.053 (0.050)	-0.036 (0.051)	-0.040 (0.040)
Log Earnings (\$)			
In quarter 1 prior to entry	0.0000 (0.0005)	0.0001 (0.0004)	0.0001 (0.0003)
In quarter 2 prior to entry	0.0002 (0.0006)	0.0001 (0.0004)	0.0001 (0.0004)
In quarter 3 prior to entry	-0.0003 (0.0006)	-0.0002 (0.0005)	-0.0002 (0.0004)
In quarter 4 prior to entry	-0.0007 (0.0005)	-0.0002 (0.0004)	-0.0003 (0.0003)
In quarter 5 prior to entry	0.0006 (0.0006)	0.0003 (0.0004)	0.0004 (0.0004)
In quarter 6 prior to entry	0.0000 (0.0007)	0.0001 (0.0006)	0.0000 (0.0005)
In quarter 7 prior to entry	-0.0003 (0.0007)	0.0008 (0.0007)	0.0003 (0.0006)
In quarter 8 prior to entry	0.0004 (0.0006)	-0.0007 (0.0006)	-0.0002 (0.0005)
Controls for WDA	Yes	Yes	Yes
Controls for week of assignment	Yes	Yes	Yes
Observations	19,541	19,555	28,874
R-Squared	0.0411	0.0404	0.0384
Wilks' Lambda statistic [p-value]	0.998 [0.718]		

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. Included in each specification but not reported are indicators for week of random assignment. The Wilks' Lambda row reports the MANOVA F-statistic and p-value.

Together, the results of the statistical tests provide convincing evidence that random assignment created three balanced groups of RESEA-eligible UI claimants. If this persists for the duration of the RCT intake period, then we will be able to: 1) estimate the overall impacts of the RESEA program by comparing differences in outcomes between the pooled treatment sample (RESEA and RESEA+) and the control group, and 2) estimate the additional impacts caused by the follow-up RESEA session by comparing differences in outcomes between the RESEA and the RESEA+ groups.

3.4. Preliminary Impact Results

In this section, we use available data collected to date to present preliminary results about the effectiveness of the program in increasing service take-up (research question 1), the effectiveness of the program in reducing UI duration and benefit amounts collected (research question 2), and the relative UI effects of requiring claimants to attend the follow-up RESEA session (research question 4).

Since data are available only through March 31, 2023, our analysis below includes only the 21,158 claimants who were assigned to the three study groups in the first 40 weeks of the RCT intake period (from April 1, 2022, through December 30, 2022). This restriction ensures that we have at least three months of follow-up UI outcomes data for all claimants included in the analysis.

3.4.1. Program Compliance and Services Received

The program's TOC posits that the requirements imposed by the program will lead to higher take-up of services, which would thereby help claimants improve their job search outcomes. It is thus important to establish that claimants assigned to the RESEA and RESEA+ groups complied with program requirements. Table 5 shows that about 61% of RESEA and 60% of RESEA+ group claimants completed the initial RESEA meeting, as required, whereas about 25% of claimants in each group were exempted from attending the meeting for various reasons.⁸ About 14% of RESEA claimants and 15% of RESEA+ claimants were not exempt from the requirement to attend the initial RESEA meeting but failed to attend the meeting.

⁸ RESEA and RESEA+ claimants may be exempted from attending the RESEA meeting for various reasons, including because they found a job, received services on their own, voluntarily exited UI, or enrolled in approved training prior to the meeting. A small number of claimants may also be exempted because limited staff availability did not allow them to schedule the initial RESEA meeting within 21 days of the program-imposed deadline.

A large majority of RESEA+ claimants who attended the initial RESEA meeting, also attended the follow-up meeting, as required. In particular, 3,584 (80%) of the 4,432 RESEA+ claimants who attended the initial meeting also attended the follow-up meeting. Overall, 48.4% of RESEA+ claimants attended both meetings.

Table 5: Program Compliance, RESEA and RESEA+ Group

	RESEA	RESEA+
Number of Claimants†	7,406	7,401
[1] Attended initial RESEA meeting	4,485 (60.6%)	4,432 (59.9%)
<i>Attended initial and follow-up meeting</i>	--	3,584 (48.4%)
<i>Attended initial but not the follow-up meeting</i>	--	848 (11.5%)
[2] Exempted	1,875 (25.3%)	1,862 (25.2%)
[3] Not Exempt, did not attend	1,046 (14.1%)	1,107 (15.0%)

Note: †= Includes only claimants assigned in the first 40 weeks of random assignment.

Source: Wisconsin RESEA program data.

Table 6 compares services received by claimants across the three groups, including RESEA-related and other services. About 61% of RESEA and RESEA+ claimants received individualized job-counseling services, compared to fewer than 3% of control claimants. Similarly, 61% of RESEA and 60% of RESEA+ claimants underwent a UI eligibility review; none of the control cases had to undergo a review. RESEA and RESEA+ claimants were also more likely than control cases to receive referrals to additional services and attend job-search workshops. Group differences in receipt of basic services and direct job referrals were minor.

Overall, these preliminary analyses reveal two key findings. First, the majority of claimants assigned to the RESEA and RESEA+ programs complied with program requirements, attending at least one RESEA session and receiving job counseling services and eligibility reviews during those sessions. Second, the program was very effective in pushing claimants to receive job-counseling services, which is a key program tool for producing impacts on UI and employment outcomes.

Table 6: Service Take-up Rates by Study Group

	RESEA	RESEA+	Control
Number of Claimants†	7,406	7,401	6,351
RESEA Services			
Job counseling††	61.2%	60.6%	2.5%
Eligibility review	60.6%	59.9%	--
Other Services			
Job-search workshops	3.2%	9.6%	3.9%
Referrals to additional services	8.1%	9.5%	0.8%
Basic services†††	85.2%	84.5%	84.7%
Job referrals	0.7%	1.0%	0.6%

Note: Reported are sample proportions. †= Includes only claimants assigned in the first 40 weeks of random assignment. ††= Includes skills assessment, individualized employment plan (IEP) development, IEP review, resume development, and career guidance services. †††= Includes enrollment in job exchange system, orientation services, provision of labor market information (LMI), supportive services, and online self-assisted services.

Source: Wisconsin employment service data.

3.4.2. UI Receipt Outcomes

One of the key objectives of the program is to reduce claimants’ UI duration and amount of UI benefits collected. Using available UI payment data, we construct three key UI outcomes:

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

Note that these outcomes are measured using available data through March 31, 2023, before the expiration of individual UI claims, and thus *underestimate* benefit receipt. For example, for claimants who started their claims in October 2022, we observe benefit payments collected up to six months into their claims. For claimants who started their claims in December 2022, we only observe up to three months of payments. Thus, as claimants may claim weekly payments for up to a

year after the start of their UI claims (as long as they do not exhaust their entitlements), the above measures underestimate how many weeks and benefit amounts claimants will collect by the end of their claims. Similarly, our measure of benefit exhaustion underestimates the likelihood that claimants will exhaust their benefit entitlements by the end of their claims.

With these considerations in mind, Table 7 presents the UI receipt outcomes for each study group. Control group claimants collected an average of 11.3 weeks of benefits for \$3,759 in total benefits. Compared with RESEA and RESEA+ claimants, control claimants collected more weeks of benefits and higher benefit amounts. The likelihood of exhausting benefits was roughly the same across the three groups.

Table 7: UI Receipt Outcomes by Study Group

	RESEA	RESEA+	Control
Number of Claimants	7,406	7,401	6,351
Benefit Weeks Collected	10.79 (7.86)	10.56 (7.79)	11.32 (8.03)
Benefit Amount Collected (\$)	3,563 (2,777)	3,496 (2,751)	3,759 (2,858)
Exhausted Benefits	0.133	0.129	0.139

Note: Reported are sample means with standard deviations in parentheses; for exhausted benefits, reported is the sample proportion. †= Includes only claimants assigned in the first 40 weeks of the RCT intake period.

Source: Wisconsin UI data.

3.4.3. Program Effects on UI Receipt Outcomes

Using UI payment data collected to date, we can produce preliminary estimates of the overall impact of the program by comparing the mean outcomes between the pooled RESEA and RESEA+ groups and the control group, controlling for the week when the UI claim started (to account for variation in random assignment over time). To maximize statistical power and improve the precision of the estimates, we estimate program effects using ordinary least squares regression models of the following form:

$$Y_i = T_i \cdot \alpha + X_i \cdot \beta + EARN_i \cdot \gamma + WDA_i \cdot \delta + Week_i \cdot \varepsilon + u_i \quad [2]$$

The dependent variable (Y_i) is the outcome of interest (number of benefits 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 RESEA+ group and 0 otherwise;
- X_i – includes a constant term, observed characteristics, and UI entitlements;
- $EARN_i$ – a vector with the earnings amount in each of the eight quarters prior to UI entry;
- $Region_i$ – a vector of fixed effects for the individual’s WDA; and
- $Week_i$ – a vector of fixed effects for the week when UI collection started.

In addition to the control variables, the right-hand side of the equation includes u_i , a zero-mean error term. For each outcome, the parameter of interest is α , which estimates the program’s average treatment effect (ATE) or intent-to-treat (ITT) effect.⁹

Regression results are presented in Table 8. The middle column reports the estimated average treatment effect with the standard error in parentheses and the right column reports the effect expressed as a percentage of the control group mean.

Table 8: Program Average Treatment Effects, Preliminary Estimates

	Average Treatment Effect	Effect as a percentage of control group mean
Benefit Weeks Collected	-0.69 (0.15)***	-6.1%
Benefit Amount Collected (\$)	-237 (52)***	-6.3%
Exhausted Benefits	-0.009 (0.006)*	-6.5%

Note: Reported are estimated parameters with 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. Sample includes claimants assigned in weeks 1 – 40 of the RCT intake period.

Preliminary results are promising. The program reduced UI duration by 0.69 weeks, which compared with the control group mean (11.32 weeks) represents a 6.1% reduction relative to the control group mean. As a result, the program reduced average UI payments by \$237 per participant, a 6.2% reduction compared with the control group. This finding indicates that the program yielded at least \$237 in UI

⁹ 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.

savings per participant served. Both effects are statistically significant at the 1% level. The final row shows that the program also reduced the likelihood of exhausting benefits by 0.9 percentage points, a 6.5% reduction relative to the control group. This effect is statistically significant at the 10% level.

3.4.4. The Effects of the Follow-up RESEA Session

The Wisconsin RESEA program typically requires UI claimants to attend a follow-up RESEA session to update their employment plans and receive additional services. By comparing the UI receipt outcomes between the RESEA+ group (required to attend a follow-up session) and the RESEA group (no requirement to attend a follow-up session), we can estimate the impact of the follow-up RESEA session on claimant's UI receipt outcomes. For improved statistical power and precision, we use regression models of the following form:

$$Y_i = R_i \cdot a_0 + R_i^* \cdot a_1 + X_i \cdot \beta + EARN_i \cdot \gamma + Region_i \cdot \delta + Week_i \cdot \varepsilon + u_i \quad [3]$$

The dependent variable (Y_i) is the outcome of interest and control variables include: R_i – an indicator that equals 1 if the individual was assigned to the RESEA group and 0 otherwise; and R_i^* – an indicator that equals 1 if the individual was assigned in the RESEA+ group and 0 otherwise. The remaining control variables are defined as above. There are three parameters of interest in the regression equation:

- a_0 , which estimates the effect of being assigned to the RESEA group;
- a_1 , which estimates the effect of being assigned to the RESEA+ group; and
- $a_1 - a_0$, which estimates the effect of the subsequent RESEA session (i.e., the outcome difference between the RESEA+ and the RESEA group).

Table 9 reports the analysis results. Results show that the RESEA treatment (single RESEA meeting, no follow-up) reduced UI duration by 0.60 weeks and benefit amounts collected by \$196. Effects are higher for the RESEA+ treatment (initial *and* follow-up meeting), with a 0.78-week reduction in UI duration and a \$276 reduction in benefit payments. The rightmost column compares the effects of RESEA+ relative to the effects of RESEA, providing estimates for the additional impact caused by the follow-up RESEA session. Results show that the follow-up session reduced UI duration by 0.18 weeks and benefit amount by \$80, *in addition* to the impacts caused by the initial RESEA session. These preliminary estimates, however, are not statistically significant so we cannot dismiss the possibility that the follow-up session has no impacts. The relative impact for benefit exhaustion is close to zero.¹⁰

¹⁰ Note that because the differential impacts of the follow-up meeting may be small in magnitude,

Table 9: Effects of the Follow-up RESEA Session, Preliminary Estimates

	RESEA (a_0)	RESEA+ (a_1)	RESEA+ vs. RESEA ($a_1 - a_0$)
Number of Benefit Weeks Collected	-0.60 (0.17)***	-0.78 (0.17)***	-0.18 (0.16)
Benefit Amount Collected (\$)	-196 (59)***	-276 (59)***	-80 (57)
Exhausted Benefits	-0.010 (0.006)	-0.009 (0.006)	0.001 (0.006)

Note: Reported are estimated parameters with standard errors in parentheses. *, **, *** = statistically significant at the 10%, 5%, 1% level. Sample includes claimants assigned in weeks 1 – 40 of the RCT intake period.

4. Process Study

The process study uses program observations, document reviews, and interviews with program staff to examine the implementation of the RESEA program during the study period. The study emphasizes the methods and processes used for conducting RESEA sessions and delivering services. An important consideration for the study is whether RESEA services and service delivery are consistent across regions and over the study period. Moreover, the study identifies implementation challenges, as well as best practices and lessons learned, that emerge throughout implementation.

4.1. Data Sources

To assess the implementation of the RESEA program, we collected and analyzed three types of qualitative data:

- **Interviews.** The interviews were designed to gather information about program implementation from Job Service program administrators, program staff and partners responsible for conducting the RESEA sessions, and UI staff. Over the course of the entire study period, interviews were conducted with staff from a sample of Job Centers, selected to reflect variation across several key factors, such as location, type of population served, and size. Semi-structured

the fact that differential impacts on benefit weeks collected and benefit amounts collected are not statistically significant might be due to lack of statistical power. It is possible that once we estimate impacts using the entire sample of claimants assigned to the program (from October 2022 through March 2024) based on outcomes realized over their entire UI claims, both the magnitude and statistical significance of these estimates may change.

interview guides were used to ensure information addressing all research questions were obtained, while providing flexibility for interviewees' responses.

- **Program Observations.** We observed selected RESEA sessions and follow-up activities, as permitted by RESEA participants. Observations were conducted using a checklist protocol for recording observations that were linked to the research questions and were designed to identify variation in the implementation of RESEA activities.
- **Document Review.** Additional program detail was gathered by reviewing existing materials related to the implementation of the RESEA program, both statewide and regionally. This included documentation about the data systems used to record RESEA meetings, templates for individual employment plans, labor market information, outreach materials, training materials and guidance documents, the letter requesting that claimants complete the assessment, and program reports.

The evaluation involved three rounds of data collection. The first round was completed early in the study period (August 2021) and prior to the start of random assignment, so interviews were limited to RESEA, UI, and program partner administrative and managerial staff. These early interviews were designed to gather information to inform the development of the logic model and the Evaluation Design Plan.

The second round of data collection occurred about halfway through the first year of random assignment (November 2022) to gather information about RESEA implementation through the perspective of RESEA presenters from a sample of Job Centers across the state. The third round of data collection occurred towards the end of random assignment (August 2023) and involved observations of RESEA initial and subsequent meetings with UI claimants.

4.2. Analysis and Findings

In this section, we describe findings identified through analysis of information gathered through the data collection activities described above. Content analysis was used to obtain insights and identify overarching themes from interviews, the review of program documents, and RESEA meeting observations. These findings, organized and analyzed to allow themes to emerge, shed light on the processes, best practices, and challenges related to Wisconsin's RESEA program.

Below, we first provide a general description of UI application processes and procedures for selecting RESEA participants,¹¹ followed by a discussion of various aspects of program implementation that we consider noteworthy, especially as context for interpreting quantitative findings and, ultimately, the impact study results.

4.2.1. Overview of UI Claims Process and RESEA Selection

The UI claims process in Wisconsin involves several steps. First, within 14 days of filing an initial claim through my.unemployment.wisconsin.gov, claimants are required to register on the JCW online system. If a claimant does not register within this timeframe, benefits are suspended and no benefits are paid until registration is complete.¹² If registration is completed after the 14 days, the claimant is not eligible for benefits for any week prior to registration.

Claimants are paid no sooner than seven days after filing for benefits, assuming they have registered with Wisconsin Job Service using the online system. The first payment triggers a legally-required letter to be sent by mail that instructs the claimant to complete the online assessment within 14 days (the notification reflects the exact date). The claimant is also notified of the requirement through the UI web portal. If this activity is not completed, benefits are withheld. After completing the assessment, claimants meeting the threshold for participation in RESEA are notified via an online prompt that they are required to participate in the program. The RESEA claimant then has 21 days to schedule an RESEA session online and attend it.

As described in the program's TOC in Figure 1, RESEA sessions are held virtually, unless the claimant requests an in-person meeting. This is a relatively recent change. Prior to the pandemic, the vast majority of RESEA meetings were held in person and consisted of both a group orientation and one-on-one meeting. When conducted in-person, RESEA meetings also included a 3-hour orientation session, featuring visits from representatives of other services available to claimants (e.g., WIOA, veterans, employers). While the group orientation session is not currently a feature of the virtual meetings, claimants are directed to watch an online video after completing the online assessment and before scheduling the RESEA meeting. The video provides information on the work search services and resources available to claimants, duplicating the contents of the in-person group orientation.

¹¹ Note, the RESEA selection process reflects the process used to select claimants prior to the start of the RCT study.

¹² There are some exceptions to this timeframe, such as enrollment in approved training and having a return-to-work date. See: <https://dwd.wisconsin.gov/uiben/faqs/registration.htm>.

The RESEA one-on-one session is described as intensive and tailored to the needs of each RESEA participant, with follow-up activities designed to further address those needs. During this meeting, program staff work with claimants to develop an individual employment plan, provide the claimant with labor market information, and review UI eligibility and work search requirements.¹³ RESEA participants are provided with assignments or tasks they are expected to complete as part of the RESEA requirement. Because of the information and the connections to services provided to claimants during the RESEA meeting, many may not immediately take up other reemployment services. Subsequent RESEA meetings are scheduled with claimants within 21 days of the first meeting. During these meetings, staff review the claimant's work search records and their continued UI eligibility as well as their individual employment plan.

4.2.2. Program Administration and RESEA Staff Resources

Program Administration. Currently, the key functions associated with implementing the RESEA program (i.e., providing reemployment services and reviewing UI eligibility) fall under two separate divisions within DWD: 1) the UI Division and 2) the Division of Employment and Training (DET). However, this was not always the case. Prior to 1996, DET and the UI Division were one division that handled scheduling, meeting with participants, UI disqualifications, and UI investigations as a team. In some locations, DET and UI operated under one roof even after the two divisions were created. However, this is no longer the case.

While communication across divisions may be significant, such separation may create challenges as well. The involvement of different staff in the operation of the same program and aligning and understanding each other's standard operating procedures requires increased effort for each entity. For example, on an administrative level, a meeting with UI and DET staff resulted in identifying 28 points of connection requiring continuous communication. This was particularly evident when developing the online scheduling system tied to both the JCW online system and UI, with electronic messaging requiring legal approval by the Bureau of Legal Affairs (the department responsible for providing legal services to the UI program). Importantly, however, UI is always part of the decision-making process and is always made aware of all changes to service delivery.

For RESEA frontline workers, DET centralizes the process of communicating

¹³ Having been suspended during the pandemic, Wisconsin's work search requirement was reinstated in May 2021. Claimants are required to complete four work search activities weekly and provide proof of such activities.

information related to UI issues. For example, rather than contacting UI staff directly, RESEA presenters submit any questions they have about UI eligibility or other UI issues to an RESEA mailbox; responses are provided by the DET RESEA programmer coordinator. While not generally communicating directly with UI staff, RESEA presenters expressed that the process for getting answers to their questions was clear and effective.

In addition, the DET RESEA coordinator holds bi-weekly meetings with RESEA presenters. In addition to discussing any issues related to RESEA programming and service delivery, the meetings are used to discuss any new UI directives or other UI issues.

RESEA Staff Training. While similar, there was some variation in the training experiences expressed among RESEA presenters interviewed for the study. Since staff were trained at different points in time, this likely reflects such things as the natural evolution of training or procedural shifts, such as those necessary during the pandemic. However, in general, training appeared to provide new RESEA presenters with the skills needed to effectively implement the key components of an RESEA interview and to accurately record information about the RESEA meeting. RESEA staff most commonly described their training to include the following:

- ASSET case management system training to create and record information about the RESEA interview.
- Content training in such topics as RESEA, WIOA and other related partner services, and UI compliance.
- Required online training modules, including a UI certification module.
- One-on-one training with the RESEA coordinator.
- Job shadowing with experienced RESEA presenters.

A SharePoint site provides valuable resources for RESEA presenters, including a step-by-step guide for conducting initial and subsequent sessions and for entering information in ASSET. The manual covers such topics as creating initial and subsequent sessions, participant scheduling, the RESEA initial session, RESEA reporting in ASSET as well as an introduction to RESEA, the RESEA participation selection criteria and the participant experience. In addition, RESEA staff have access to Job Center of Wisconsin which provides resources for referrals to workshops and other partner services such as WIOA training and Veteran's services.

Further, the bi-weekly meetings with the RESEA coordinator, as well as periodic multi-day trainings, were described as methods and opportunities for continuous

training.

Staff Resources and Schedule Availability. Maintaining capacity to conduct RESEA interviews is an important consideration for RESEA program staff to prevent scheduling backlogs and/or lack of available timeslots for self-selection by RESEA participants. The availability of staff to conduct RESEA interviews and/or to post their interview slots (both in-person and virtual) 21 days in advance, as required, can be affected by such things as: 1) the annual ebb and flow of UI claim numbers over the course of a year; 2) the difference in Center size and the number of claimants to be served; 3) staff schedules (vacation, sick, personal); 4) variation in claimant choice of an in-person vs. a virtual RESEA; and 5) week-to-week variation in RESEA presenter availability due to other work demands within their Centers.

However, Wisconsin uses several processes that help mitigate these challenges. For example, the state likely experiences greater flexibility with staffing since most RESEA meetings are conducted virtually. RESEA sessions conducted in-person require that, in any given center, the number of participants scheduled must generally match the availability of RESEA presenters within that Center. However, sessions conducted virtually are conducted by staff located throughout the state. Further, RESEA presenters within the same Center have opportunities to assist others as needed or find assistance with coverage via the RESEA mailbox. In addition, the RESEA coordinator monitors the demand for appointments and availability of slots on ASSET to troubleshoot potential backlogs.

4.2.3. Participant Identification, Notification and Scheduling

Identifying RESEA Participants Outside the Study Period. One DWD staff person described the RESEA program as “constantly evolving.” In the past, the state used a profiling model to identify individuals to be selected for RESEA. However, the profiling model was described by DWD staff as implementing “an old formula using old criteria” to determine the likelihood of exhausting benefits. In lieu of the profiling model, DWD currently uses an assessment involving 31 questions related to job readiness, work search, career/skills, employment resources, and number of job interviews completed. An algorithm creates an assessment score, using weights for questions thought to reflect the importance of each in assessing those that may benefit from the RESEA program. However, the weights have not been adjusted to reflect actual experience, and it is unclear which questions best predict the benefits of the RESEA program. The state does adjust the scoring threshold to accommodate staff availability, generally driven by claims volume. Therefore, the number of claimants assigned to RESEA is roughly equivalent to the number of available RESEA slots. Those above the established threshold receive an RESEA, while those below do not.

Note that, during the RCT intake period from October 2022 through March 2024, DET has authorized the use of random assignment for assigning claimants to different study groups, temporarily suspending the use of the online assessment scores. It is expected that the program will resume the use of the online assessment scores in April 2024, after the end of the RCT intake.

Notification of RESEA Selection. UI claimants selected to participate in RESEA are notified of their selection in two ways: the selected claimant receives a notification letter via United States Postal Service (USPS) and notification is made when they claimant logs into JCW and the UI portal. The notification informs the claimant of their selection and requirement to participate in RESEA, the consequences for non-participation (i.e., that it may impact their benefits receipt) and provides instructions for self-scheduling an RESEA appointment on JCW within 21 days.

Despite these multiple modes of notification, it's reported that claimants still state that they were unaware of the requirement. Further, in some cases claimants believe that mandated participation in RESEA is punitive. In these cases, RESEA presenters must work with the claimant to dispel any misunderstandings about the nature of the RESEA and gain their trust.¹⁴

Participant Online Scheduling. Wisconsin is among a minority of states that requests that RESEA participants schedule their own RESEA meetings online. This process provides claimants with a great deal of flexibility, providing choice in date and time for the meeting. When RESEA meetings were conducted in-person, claimants also had the option of choosing the meeting location. According to DWD staff, providing claimants with this flexibility is expected to reduce the number of “no-shows”, that is, the percentage of participants attending their scheduled meetings may increase when meetings are self-scheduled versus if the meetings are scheduled by staff. Additional benefits of participant scheduling include reducing staff burden by reducing the need to reschedule claimants and increasing claimant compliance.

While staff uniformly agree on the many advantages of self-scheduling, the time to create appointments in JCW is not insignificant for RESEA presenters, especially for virtual sessions where each appointment must contain a unique zoom link.

¹⁴ This response prompted one RESEA presenter to wonder if “toning down” the language in the letter might help resolve this issue.

4.2.4. Administration of the RESEA Meetings

Attendance and non-compliance. Although RESEA presenters do not make reminder calls prior to the scheduled interview, emails are sent to claimant two days prior to the event. If the claimant is not heard from within 5 minutes of their scheduled interview time, staff will attempt to reach them by phone, allowing them 10 minutes to continue with their scheduled appointment. After one hour, their no-show status is documented in ASSET and benefits are subject to being held. Wisconsin's UI system monitors missed sessions through nightly checks of the DET system. A missed meeting signals that their claim is out of compliance and a denial is triggered.

If the claimant schedules into a new session within the same week, benefits will be reinstated and the claimant will receive their benefits as scheduled. However, if the claimant reschedules any week thereafter, their claim is considered out of compliance and benefits will be lost for each week, until compliance is met. If rescheduled within 21 days, benefits will resume at the time of rescheduling, but benefits for lost weeks will not be paid.¹⁵ It should be noted, however, that claims of individuals missing two RESEA meetings may be investigated by an adjudicator, as this may reflect an issue of availability.

When claimants are out-of-compliance with their RESEA due to non-attendance, they are notified of such through both JCW and the UI claimant portal. Further, claimants whose benefits have been denied or suspended will receive a letter through USPS notifying them of this action.

Initial and Subsequent RESEA Meetings. As required, RESEA meetings include developing an individual reemployment plan, providing the claimant with labor market information, and reviewing UI eligibility and work search requirements. Initial RESEA meetings were identified to last anywhere between 30-45 minutes, with an additional 30 minutes for documentation and data entry.

In preparation for the RESEA meeting, claimants are asked to bring their resume as well as documentation for 4 work search activities from the previous week. RESEA presenters pull together information on assigned claimants from the JCW system. This generally includes examining their resume (as available), their claims status (particularly if they have stopped claiming which may indicate reemployment), their work search activities and any other information that may help them when

¹⁵ While the claimant may be able to get these lost benefits back, they must file a claim to do so.

conducting the meeting.¹⁶

The most common services provided by RESEA presenters during the meeting involves reviewing and updating the claimant's resume. However, presenters also commonly discuss the claimant's employment goals, provide tips on work search and interview techniques; discuss the content of the orientation video; help the claimant navigate the JCW website and identify their local Job Center; identify workforce events within the local area, and, to a lesser extent, make job referrals.

RESEA presenters also review the claimants completed assessment to identify other services (e.g., the FoodShare program) and in-person job-search workshops that may be of value to the claimant and inform the reemployment plan. The most common referrals are for resume development workshops. Claimants are also referred to services of partner programs including WIOA, Wagner-Peyser, and Veteran's Services and Division of Vocational Rehabilitation (DVR). While job training may benefit RESEA participants, some expressed that it may be underutilized as a referral option because the goals for reemployment associated with the RESEA may be in conflict with participant training.

For claimants assigned to the RESEA group, referrals to job-search workshops and services are recommended but not required. However, all those assigned to the RESEA+ group are mandated to complete an assigned workshop or service as outlined in their reemployment plan. These claimants must complete their assignments and self-schedule and attend a subsequent meeting within 21-days of the initial meeting. Described as both a challenge and a benefit, subsequent meetings are not necessarily conducted by the same RESEA presenter involved in the initial meeting.¹⁷ On one hand, since presenters do not necessarily meet with claimants they previously met with, the staff person cannot rely on their already acquired knowledge about the claimant. On the other hand, the process provides an opportunity for RESEA presenters to start afresh, perhaps introducing a new and different perspective from what was previously provided.

Though briefer (about 15 minutes), the subsequent RESEA meeting includes: 1) a check of assignment completion; 2) a UI eligibility review; 3) reemployment plan review; and 4) identification of other recommended services that may be of use to the claimant. Completion of the required assignment is documented in case notes and claimants must provide proof of attendance. If there is none or the claimant is

¹⁶ Claimants are expected to notify RESEA presenters if they will not be attending due to reemployment.

¹⁷ Claimants use JCW to schedule their subsequent RESEA and are, thus, subject to staff availability.

identified as non-compliant, one week of benefits will be lost.

If an eligibility issue is identified as a result of the eligibility review conducted during the initial or subsequent RESEA meeting, the RESEA presenter will identify it as such in ASSET and document the issue through case notes. If the presenter has questions as to whether or not the issue should be flagged as potential non-compliance, a question would be submitted through the RESEA mailbox.

Problems related to the claimant's work search tend to be the most frequent issue associated with non-compliance. Therefore, the process of reviewing the claimant's work search serves as both an opportunity for training the claimant on the associated requirements and a method for gathering information related to noncompliance. For example, RESEA presenters make suggestions for what types of work search are allowed and would be helpful to the claimant. In addition, they may make suggestions for documentation needed to ensure their claim is protected in the case of an audit.

Some believe that if work search non-compliance is suspected, the level of information about the claimant's work search activities may not be sufficient for UI adjudicators to pursue for disqualification.¹⁸ RESEA presenters consider themselves "information gatherers". They do not verify claimant work search through employer contacts nor make determinations. Presenters may discuss the concern with the claimant and reinforce the eligibility requirements, however a decision regarding further investigation and/or the findings impact on benefits is made by a UI adjudicator.

Finally, about 85% of all RESEA meetings are currently held virtually and 15% are provided in person. While RESEA presenters believe the same level of service can be provided through both virtual and in-person meetings, they also acknowledge the merits of each. For example, virtual meetings provide both claimant and staff flexibility while in-person meetings are an attractive option for those less compute savvy, so that they can more directly be introduced to the resource room.

¹⁸ This was thought to be true even though required work search documentation has increased overtime.

5. Conclusion

The objective of this evaluation is to provide evidence on the efficacy of the Wisconsin RESEA program to improve the labor market outcomes of UI claimants and to reduce the duration and benefit amounts paid by the state's UI program. For this purpose, the evaluation includes an RCT study to assess the overall impacts of the program and to assess the relative effectiveness of requiring claimants to attend a single RESEA session versus attending an initial and a follow-up session. The evaluation also includes a process study to assess the implementation of the program and provide contextual background to interpret the findings of the RCT study. This report presents the interim findings based on data collected through May 2022.

To implement the RCT study, the evaluation team worked with DWD to modify the existing RESEA selection process so that claimants are randomly assigned to three groups: RESEA (single RESEA session), RESEA+ (initial plus follow-up RESEA session), and the control group (no requirements). The RCT intake period began in April 2022 and is expected to end in September 2023. During the first 50 weeks of the RCT intake period (April 1, 2022 through March 10, 2022), 28,874 RESEA-eligible claimants began collecting benefits, of whom about 32% were assigned to the RESEA group, 32% to the RESEA+ group, and 35% to the control group.

Analysis of UI claims data for claimants assigned in the first 50 weeks of the intake period show that random assignment produced RESEA, RESEA+, and control groups that are similar in terms of observed claimant characteristics. In particular, the three groups are balanced in terms of gender, race/ethnicity, age, education, veteran status, disability status, UI eligibility duration, weekly benefit amount, workforce development area, and prior earnings. These results provide confidence that any differences in outcomes detected after random assignment among the three groups can be used to estimate both effects of the program overall and the effects of requiring claimants to attend a single RESEA session versus two sessions.

Using available data for claimants assigned to the three study groups in the first 40 weeks of the RCT intake period (April 1, 2022 through December 30, 2022), we present preliminary estimates of the impacts of the program. Using RESEA program data, we find that the program achieved high levels of compliance. About 60% of RESEA and RESEA+ claimants attended the initial RESEA meeting, as required, while about 25% were exempted from this requirement for various reasons. Only about 14-15% of claimants were not exempt and did not comply with requirements. In addition, the majority of RESEA+ claimants who attended the initial RESEA meeting

also attended the follow-up meeting; overall, about 48% of RESEA+ claimants attended both meetings.

Comparisons of service take-up rates across the RESEA, RESEA+, and control groups shows that the program was effective in pushing UI claimants to receive services. In particular, about 61% of RESEA and RESEA+ claimants received individualized job counseling, compared with only 3% of control cases. RESEA and RESEA+ claimants were also more likely to receive referrals to additional services.

Using UI payments data available through March 31, 2023, this report presents preliminary estimates of the impact of the program on three key UI receipt outcomes: number of benefit weeks collected, benefit amount collected, and likelihood of exhausting benefit entitlements. Notably, these outcomes are measured for claimants assigned from March 1, 2022 through December 31, 2022, so they only consider UI payments received 3-6 months after UI entry. As claimants may claim payments up to a year after the start of their UI claims (as long as they do not exhaust their entitlements), the UI receipt measures considered here *underestimate* true benefit receipt. With this consideration in mind, analysis show that RESEA and RESEA+ claimants had shorter UI durations and collected lower benefit amounts than control claimants.

Formal analysis of program impacts provides promising preliminary evidence about the effects of the Wisconsin RESEA program. The program reduced average UI duration by 0.69 weeks, leading to an average \$237 in UI savings per participant. Compared with the outcomes of control group claimants, these results represent reductions of 6.1% in the number of weeks claimed and 6.3% in benefit amount claimed. Moreover, the program reduced the likelihood of exhausting benefits by 0.9 percentage points, a 6.5% effect compared with the control group mean.

Further analysis was undertaken to provide preliminary estimates of the impact of the follow-up RESEA session by comparing program impacts between RESEA and RESEA+ claimants. Results show that the follow-up RESEA session reduced UI duration by 0.18 weeks and benefit amounts collected by \$80, *in addition* to the impacts caused by the initial RESEA session (0.60-week reduction in UI duration and \$196 reduction in benefit amounts). However, estimates of the additional impact of the follow-up RESEA session are not statistically different from zero so, at this interim stage, we cannot dismiss the possibility that the follow-up session has zero impacts.

The findings presented in this report do not constitute the final findings for the evaluation. Random assignment was concluded in September 2023 and data

collection activities will continue until the end of the project (August 2025). In 2024, we will use data collected through March 2024 to update the impact estimates for UI receipt outcomes and produce preliminary impact estimates for participant employment and earnings. The results of these analyses will be presented in the Third Annual Report in June 2024.

Appendix

Table A: Characteristics of RESEA, RESEA+ and Control Claimants

	RESEA	RESEA+	Control
Total	9,319	9,333	10,222
Gender			
Male	0.510	0.474	0.464
Female	0.470	0.505	0.518
Other	0.020	0.022	0.018
Race/ethnicity			
White	0.632	0.631	0.633
Black	0.154	0.152	0.151
Asian	0.014	0.016	0.015
Other	0.019	0.015	0.017
Hispanic	0.070	0.074	0.072
Missing	0.111	0.109	0.111
Age			
<25 years old	0.075	0.077	0.078
25–34 years old	0.245	0.239	0.243
35–44 years old	0.250	0.249	0.252
45–54 years old	0.201	0.201	0.201
55+ years old	0.226	0.231	0.223
Missing	0.004	0.004	0.004
Educational Attainment			
No High School Diploma	0.068	0.070	0.071
High School Diploma	0.352	0.344	0.354
Associate Degree / Some College	0.271	0.274	0.265
College Degree	0.210	0.209	0.210
Advanced Degree	0.051	0.054	0.051
Missing	0.049	0.050	0.048
Veteran			
Yes	0.046	0.048	0.046
No	0.954	0.952	0.954
Disabled			
Yes	0.050	0.054	0.053
No	0.880	0.874	0.878
Missing	0.070	0.072	0.069

Note: Reported are sample proportions.

Source: Wisconsin UI claims data.

Table B: Benefit Entitlements of RESEA, RESEA+ and Control Claimants

	RESEA	RESEA+	Control
Total	9,319	9,333	10,222
Weekly Benefit Amount†	332 (71)	333 (71)	334 (69)
Maximum Benefit Amount†	8,205 (2,238)	8,246 (2,230)	8,304 (2,194)
Weeks of Eligibility			
Missing	0.062	0.064	0.108
<14 weeks	0.009	0.008	0.008
14–17 weeks	0.055	0.055	0.050
18–21 weeks	0.083	0.078	0.069
22–25 weeks	0.069	0.065	0.059
26 weeks	0.723	0.731	0.705
Weeks Elapsed since Claim Date			
<4 weeks	0.593	0.582	0.568
4–8 weeks	0.307	0.314	0.329
9–26 weeks	0.069	0.076	0.074
27 + weeks	0.031	0.028	0.029

Note: Reported are sample proportions; for weekly benefit amount and maximum benefit reported are sample means with standard deviations in parentheses.

Source: Wisconsin baseline UI claims data. †Benefit entitlements are missing for 2,279 (7.9%) of claimants.

Table C: Prior Earnings of RESEA, RESEA+ and Control Claimants

	RESEA	RESEA+	Control
Total	9,319	9,333	10,222
Earnings (\$)			
In quarter 1 prior to entry	11,553 (12,141)	11,711 (15,227)	11,392 (11,682)
In quarter 2 prior to entry	11,764 (11,885)	11,914 (14,244)	11,833 (10,566)
In quarter 3 prior to entry	10,807 (11,401)	11,047 (12,138)	10,854 (11,850)
In quarter 4 prior to entry	10,083 (12,090)	10,262 (14,243)	10,037 (12,844)
In quarter 5 prior to entry	9,782 (10,936)	9,958 (14,811)	9,849 (10,680)
In quarter 6 prior to entry	9,306 (11,298)	9,467 (11,042)	9,299 (10,417)
In quarter 7 prior to entry	8,714 (11,757)	8,940 (11,272)	8,690 (10,068)
In quarter 8 prior to entry	8,307 (12,309)	8,327 (10,687)	8,081 (10,320)

Note: Reported are sample means with standard deviations in parentheses.

Source: Wisconsin UI wage records.

Table D: Geographic Distribution of RESEA, RESEA+ and Control Claimants

	RESEA	RESEA+	Control
Total	9,319	9,333	10,222
WDA 1: Southeast	0.093	0.087	0.091
WDA 2: Milwaukee County	0.241	0.243	0.245
WDA 3: Waukesha-Ozaukee-Washington	0.104	0.106	0.104
WDA 4: Fox Valley	0.093	0.096	0.090
WDA 5: Bay Area	0.100	0.098	0.099
WDA 6: North Central	0.061	0.059	0.065
WDA 7: Northwest	0.021	0.020	0.024
WDA 8: West Central	0.056	0.056	0.054
WDA 9: Western	0.032	0.037	0.035
WDA 10: South Central	0.136	0.137	0.129
WDA 11: Southwest	0.052	0.047	0.051
Missing	0.010	0.011	0.013

Note: Reported are sample proportions.

Source: Wisconsin UI claims data.