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Experimental Evaluation of Missouri’s Reemployment Services and Eligibility Assessment (RESEA) Program

Final Evaluation Report

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1. Introduction

Unemployed workers in the State of Missouri who lose their jobs through no fault of their own may be eligible to collect Unemployment Insurance (UI) benefits for up to 20 weeks as long as they actively search for employment while collecting benefits. To aid UI claimants in obtaining employment and reduce their dependence on UI benefits, the Missouri Department of Labor and Industrial Relations (DOLIR) implements the Reemployment Services and Eligibility Assessment (RESEA) program. This program requires new service-eligible UI claimants¹ to attend a one-on-one meeting with program staff to undergo an eligibility review to confirm that they are actively searching for work and to receive job search assistance services to help them connect to available jobs.

In 2021, the Division of Employment Security at DOLIR contracted with the University of Missouri and its subcontractor Actus Policy Research to evaluate the effectiveness of the Missouri RESEA program in helping UI claimants find employment and improve their earnings, thereby reducing UI benefit payments. To achieve this objective, and in accord with standards established by the U.S. Department of Labor (DOL), the evaluation includes two components: (1) a randomized controlled trial (RCT) impact study designed to accurately estimate the impacts of the program on UI receipt and employment outcomes; and (2) an implementation study to assess program implementation and provide the context for interpreting the findings of the impact study.

The evaluation team, comprising researchers from the University of Missouri and Actus Policy Research, designed an RCT study that requires service-eligible UI claimants to be randomly assigned to one of three groups:

- *RESEA Week 2 Group* – Required to participate in an RESEA meeting in the second week after receiving their first UI weekly payment.
- *RESEA Week 6 Group* – Required to participate in an RESEA meeting in the sixth week after receiving their first UI weekly payment.
- *Control Group* – No requirement to participate in an RESEA meeting.

The RCT intake period for the study began in the week of December 19, 2021 and ended in the week of December 25, 2022, for a total of 54 weeks. Each week during this period the evaluation team used an algorithm to randomly assign claimants who started collecting benefits and were eligible for RESEA (with some exceptions, as detailed later in the report) into one of the three groups. To account for variation in the capacity of Job Centers to provide RESEA services each week, the random assignment process was implemented separately for each office each week. Based on this design, the study measures the overall impacts of the program by comparing the UI receipt and employment outcomes of the RESEA groups with the outcomes of the control group, controlling for the week of assignment and Job Center. The study also identifies the relative impact of requiring claimants to attend the RESEA meeting early in their claims (in the second week after initial benefit receipt) versus later in their claims (in the sixth week after receipt).

¹ All new UI claimants receiving benefits are eligible for the RESEA program except those with an approved return-to-work date, those who are members of a union that has a hiring/referral hall, are in approved training, or are receiving reduced benefits due to their employer participating in a state-sanctioned shared work plan.

Our findings show that the RESEA program reduced the number of weeks of benefits by about 0.7 weeks and reduced benefits payments by \$185. These UI savings caused by the program are much greater than the program costs, which, in rough terms, are approximately \$90 per participant, meaning that the program provides an impressive return on investment viewed in terms of the state budget. Equally important, the program increased the employment rate for claimants in the program in the three quarters after random assignment. Aggregate earnings for claimants participating in the program increase by over \$500, implying that the program substantially improved participants' reemployment outcomes.

The current report describes the research design for the evaluation, the analysis of data for all study subjects who were randomly assigned, and the findings from the implementation assessment. The remainder of the report is organized as follows. Section 2 describes the RESEA program and outlines the objectives of the evaluation. Section 3 presents the research design and describes data sources. Section 4 presents statistics on the characteristics of RESEA-eligible claimants and study subjects. Section 5 provides statistics on meetings attended and services received by RESEA participants. Section 6 describes statistical methods and provides tests of random assignment. Section 7 reports estimates of program effects on UI receipt under the claim and employment for six subsequent calendar quarters. Section 8 presents the findings of the implementation assessment. Finally, Section 9 summarizes the findings and concludes. The appendices provide additional tabulations and report the results of several investigations of data quality and related issues.

2. Background

2.1. The RESEA Program

In 2005, DOL established the Reemployment and Eligibility Assessment (REA) Initiative, a program requiring UI claimants to undergo an eligibility review to confirm they were actively searching for a job (DOL, 2007). The program had two objectives: (1) reduce moral hazard by identifying and disqualifying UI recipients who are not actively searching for a job; and (2) induce UI recipients to receive job-search services. The program was initially implemented by nine states and expanded to 42 states by 2011 (DOL, 2012).

A DOL-funded RCT impact study showed that REA programs in Florida, Idaho, Illinois, and Nevada in 2009 (during the Great Recession) reduced participants' UI spells and produced substantial UI savings (Poe-Yamagata *et al.*, 2012). The Nevada REA program was the most effective – it reduced UI spells by 3.1 weeks, produced \$873 average UI savings, and was the only program that increased participants' employment and earnings. Nevada's REA was unique because, after the eligibility review, it provided participants with mandatory job counseling in the same meeting. Subsequent studies showed that the large effects of Nevada's REA were primarily because job counseling improved participants' job search quality (Michaelides and Mueser, 2018, 2020), leading to long-term effects for participants and their families (Manoli *et al.*, 2018). A recent RCT study of the Nevada REA showed similar effects during a low-unemployment period (Michaelides and Mueser, 2025).

In 2015, DOL instructed states to use their REA grants to adopt key components of the Nevada

REA program, such as conducting an eligibility review and then offering job-search services (DOL, 2015). To emphasize the revised focus of REA, the program was renamed the Reemployment Services and Eligibility Assessment (RESEA) program. DOL instructed states to use statistical models to identify and refer to RESEA service-eligible UI recipients with the highest profiling scores (i.e., predicted probability of exhausting benefits). The Bipartisan Budget Act of 2018 authorized the permanent and nationwide implementation of the program; in 2019, U.S. Congress awarded more than \$150 million to support RESEA programs in all 50 states and the District of Columbia (DOL, 2019). By 2023, the funding support for the RESEA program had increased to \$375 million (DOL, 2022).

2.2. The Missouri RESEA Program

The Missouri Department of Labor and Industrial Relations (DOLIR) initiated operation of the REA program in 2011. Those referred to REA were required to undergo an eligibility review but, consistent with standard practices at the time, the program did not include the provision of job-search services. Following DOL directives in 2015, DOLIR adopted the components of the Nevada REA model, under which participants undergo an eligibility review and then receive job-search services. The Missouri REA program was subsequently renamed RESEA.

Until the current study's program assignment process began in December 2021, the Missouri RESEA program operated as follows. Each week, the Missouri UI agency identified new UI claimants who were eligible for RESEA. These included all claimants who had just collected their first weekly UI payment except those with an approved return-to-work date, those who were members of a union with a hiring/referral hall, those in approved training, or those receiving reduced benefits due to their employer participating in a state-sanctioned shared work plan. Using a statistical profiling model, the agency assigned eligible claimants a profiling score predicting their probability of exhausting benefits. It then assigned eligible claimants to RESEA according to available slots at local centers, giving priority to claimants in the Unemployment Compensation for Ex-servicemembers (UCX) program and those with the highest profiling scores. RESEA meetings were scheduled to occur in the second week after the first benefit payment.

Claimants assigned to RESEA received a notification letter in the week following their first UI benefit payment indicating the time and date of their meeting with an RESEA counselor. Meetings were scheduled to occur in the next week.² Participants generally were able to reschedule appointments, although those who ultimately failed to attend meetings were subject to benefit suspension. Beginning with the COVID pandemic in 2020, most of the RESEA meetings were conducted by telephone.

During the meeting, counselors undertook a review to confirm that claimants were eligible for UI benefits and to determine if they were searching for a job.³ They were then offered job-search

² In Missouri, for over 90% of UI claimants, the week they file the claim is also the first week of their benefit year. Given the requirement of a one-week waiting period, the first "certifiable week" of benefits is in the second week of the benefit year, and payment occurs the next week. For most cases, assignment to RESEA occurs in the third or fourth week of the claim. See Table 3 and related discussion below.

³ If, in the course of the interview, the claimant was found not to be eligible for the RESEA program, the interview could be discontinued at that point.

services, including, as appropriate, a skills assessment, provision of labor market information, and referrals to self-assisted services. Those who failed to meet requirements and those found ineligible during the review would be flagged and could be disqualified from collecting UI. Finally, RESEA-eligible UI claimants who were not selected to participate in the program because eligible claimants exceeded capacity in a given Job Center (non-UCX claimants with lower low profiling scores) had no obligations under the RESEA program.

2.3. Evaluation Objectives

The objective of this evaluation is to estimate the impacts of the Missouri RESEA program on UI receipt and employment of participants and provide policy recommendations to improve program effectiveness. In particular, the evaluation includes an RCT impact study to address the following questions:

- 1) ***Does the program improve participant employment rates and earnings?*** The program is expected to motivate participants to conduct a more intensive and effective job search by enforcing work-search requirements and by providing job-search services. If the program is successful, we expect participants to find jobs sooner and achieve higher earnings than they would have in the absence of any assistance. A key objective of the RCT impact study is to estimate the overall impact of the program on participants' employment rates and earnings for up to six quarters following random assignment.
- 2) ***Does the program reduce UI duration and benefit amounts collected?*** Enforcement of work-search requirements and increased take-up of services may expedite participants' employment, thereby reducing the duration and amounts of UI benefits collected. The study examines the overall impacts of the program on three UI-related outcomes: (1) *UI duration* – number of weekly UI payments collected before exiting UI; (2) *UI benefit amounts collected* – total dollar value of UI benefits collected before exiting UI; and (3) *UI benefit exhaustion* – receipt of payments for the full period of eligibility, 20 weeks for most claimants.
- 3) ***Is the program cost-effective from the perspective of the government?*** The study provides a rough estimate of the program's cost-effectiveness by comparing average UI savings (average impact of the program on UI benefit amount collected) with average program costs (average costs for serving UI claimants under the RESEA program). We also compare program costs with earnings gains obtained by program participants.
- 4) ***How do program effects differ by the timing of the interview?*** Of particular interest is whether program impacts differ when claimants are assigned to receive RESEA services early versus later in their UI claims. Earlier meetings have the advantage that they may lead claimants to begin an improved job search process early in their UI spells. On the other hand, it is also possible that, after several weeks of unemployment, UI claimants may be more receptive to guidance, leading to greater effort. Alternatively, given that in both cases the letter informing participants of their program obligations is received early in the UI spell, the date of the actual meeting may be of little importance. The study examines if the effects of the program on UI duration, UI benefit amount collected, UI benefit exhaustion, employment, and earnings vary based on whether claimants receive services early in their UI

claims (second week after benefit receipt) or later in their UI claims (sixth week after benefit receipt).

The evaluation also includes an implementation assessment that uses document reviews and program staff interviews to answer questions about program implementation practices during the RCT intake period. The results of the implementation assessment provide additional context for interpreting the findings of the RCT impact study.

3. Randomized Controlled Trial Impact Study

3.1. Research Design

The RCT impact study was designed to address the key research questions of this evaluation while providing minimal disruption to the regular operation of the Missouri RESEA program. To facilitate the study, however, two important modifications were made to the program. First, claimants were assigned to the RESEA program randomly rather than using profiling methods. Second, eligible claimants were assigned either to RESEA meetings in the second week following the first benefit payment (i.e., the week following assignment) or in the sixth week following their first benefit payment (i.e., five weeks after assignment). The first modification was necessary to ensure that the study produces credible estimates of program effects. The second modification allows us to examine the relative effectiveness of providing services earlier or later in participants' claims.

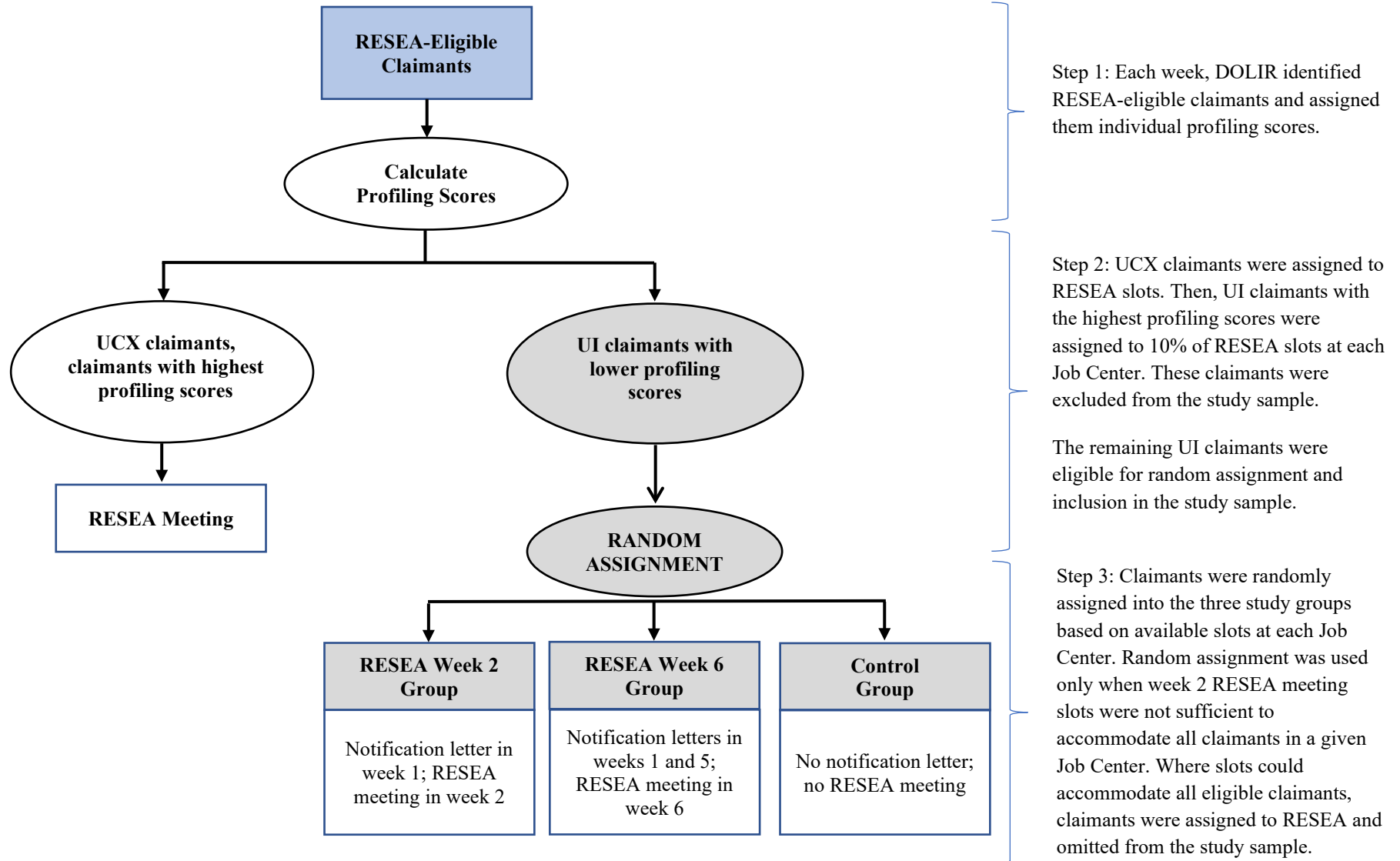
After discussions with DOLIR, the evaluation team was tasked with developing a design that assured that: (1) UCX claimants and UI claimants with the highest profiling scores would be served by the RESEA program and not be subject to random assignment; (2) all eligible UI claimants would be assigned to RESEA if meeting slots were available in their Job Center; and (3) the study would not reduce the total number of UI claimants served by RESEA.⁴ Also, it was decided that the RCT intake period would start in the week December 19, 2021 and run through December 25, 2022, for a total of 54 weeks.

To meet the above requirements, the evaluation team developed a random assignment procedure that assigned UI claimants to the three study groups based on availability of RESEA meeting slots at each Job Center each week. As illustrated in Figure 1, this procedure consisted of the following steps:

Step 1: Each week, DOLIR identified new claimants who were eligible for RESEA participation. The pool of RESEA-eligible claimants included all UI claimants and all UCX claimants who collected their first UI payment in the prior week, except those with an approved return-to-work date, those who were members of a union with a hiring/referral hall, were in approved training, or were receiving reduced benefits due to their employer participating in a state-sanctioned shared work plan. Each RESEA-eligible claimant was assigned a profiling score predicting the likelihood of exhausting benefits.

⁴ The inclusion of the week 6 option assures that some claimants who cannot be accommodated in week 2 will be assigned RESEA meeting slots in week 6. If there is variation from week to week in the number of eligible claimants, this may allow use of slots in week 6 that would otherwise not be filled.

Figure 1: Random Assignment Procedures



Using this information, the evaluation team assigned all UCX claimants to available RESEA meeting slots in week 2. Next, 10% of RESEA slots in week 2 in a given Job Center (but at least one slot) were assigned to UI claimants with the highest profiling scores within that Center. Both UCX claimants and claimants assigned on the basis of profiling score were omitted from the study sample. The remaining claimants – comprising non-UCX claimants with lower profiling scores – were eligible for random assignment and inclusion in the study sample.

Step 3: The evaluation team used random assignment procedures to assign the remaining claimants (i.e., UI claimants with lower profiling scores) into the three study groups based on Job Center capacity. In particular, when week 2 slots at a given Job Center were insufficient to accommodate all study-eligible claimants, the evaluation team randomly assigned claimants to available week 2 slots (RESEA week 2 group) in that Center, until those slots were exhausted. Then, eligible claimants not assigned to week 2 meetings were randomly allocated either to week 6 meetings in the same Job Center (RESEA week 6 group) or to the control group.⁵ However, if the number of available meeting slots in a given Job Center in week 2 was sufficient to accommodate all claimants, then all claimants were assigned to week 2 slots and thus, no claimants were assigned to week 6 slots or to the control group.

Based on this random assignment procedure, the study sample includes RESEA-eligible UI claimants in Centers and weeks in which there were insufficient week 2 slots to accommodate all claimants. In contrast, the study excludes UI claimants in Centers and weeks with sufficient RESEA meeting slots in week 2 because all of these claimants are assigned to the RESEA week 2 group and no claimants are assigned to the control group. The study also excludes RESEA-eligible claimants from any center in a week when no claimants were assigned to RESEA.

Claimants assigned to the RESEA week 2 group received a letter in week 1 (the week after they collect their first UI payment) that notified them that they were selected for an RESEA meeting the following week and indicated the date and time of the meeting. Claimants assigned to the RESEA week 6 group received a notification letter in week 1 notifying them that they were selected for an RESEA meeting in week 6, indicating the date and time of the meeting. These claimants received a second letter in week 5 to confirm their upcoming appointment in week 6. Counselors were instructed to telephone claimants the day before the meeting to remind them of the scheduled time. Claimants in both RESEA groups were expected to attend the meeting and complete requirements; those who failed to show up for the appointment faced the possibility of UI benefit suspension. This design did not affect the service delivery process; RESEA counselors provided services to all claimants assigned to RESEA as usual. Finally, claimants assigned in the control group received no program notifications and had no requirements under the program.

3.2. Data Sources

The study relies on Missouri administrative data that provide information on all RESEA-eligible

⁵ The number of claimants assigned to the week 6 group in a given Job Center was determined randomly (with equal probability) to be either 30% of RESEA meeting slots in week 6 or 70% of slots in week 6, with the remainder of claimants assigned to the control group. However, when this procedure resulted in fewer control cases than week 6 assignments, the remaining claimants were instead divided equally between the week 6 group and control cases (with control cases greater for odd numbers). This procedure was designed to assure that there was always a sufficient number of controls in a center in a given week of assignment.

UI claimants in the study sample (RESEA week 2, RESEA week 6, and control group). In particular, to facilitate the study, Missouri’s Division of Employment Security and Office of Workforce Development provided the following data:

- **UI claims data.** Provide information on claimant characteristics, benefit entitlements, and payments collected on the UI claim associated with random assignment. These data are used to describe the characteristics and UI benefit entitlements of claimants in the study sample, as well as to perform statistical tests to confirm that random assignment produced observationally equivalent study groups. The data are also used to estimate the program’s impacts on UI receipt outcomes, including: (1) *UI duration* – equals the number of weekly payments collected under the UI claim; (2) *UI benefit amounts* – equals the benefit total amount collected under the UI claim; and (3) *UI benefit exhaustion* – receipt of payments for the full benefit eligibility.
- **UI wage records.** Report the quarterly employment records of claimants in the study sample from quarter 1, 2020 (Q1, 2020) through quarter 2, 2024 (Q2, 2024). These data are used to characterize the employment history of claimants in the eight quarters prior to program assignment and to estimate program impacts on quarterly employment rates and earnings for six quarters after program entry.
- **RESEA program data.** Provide information on RESEA-related activities for claimants in the RESEA group, including meeting scheduling and completion. These data are used to determine whether RESEA participants complied with program requirements.
- **Service data.** Provide information on the services received by UI claimants in the study sample within a year after their initial claims. These data are used to identify all services received – including job-counseling services, other staff-assisted services, eligibility review, job-search workshops, and job referrals – and assess if the program increased service take-up for participants.

Data collection activities occurred throughout the study period.

4. Characteristics of RESEA-Eligible Claimants and Study Participants

During the period of random assignment, Missouri operated 30 full-service Job Centers that were used for RESEA service provision.⁶ These centers are aggregated into 14 workforce regions, which are shown in Figure 2.

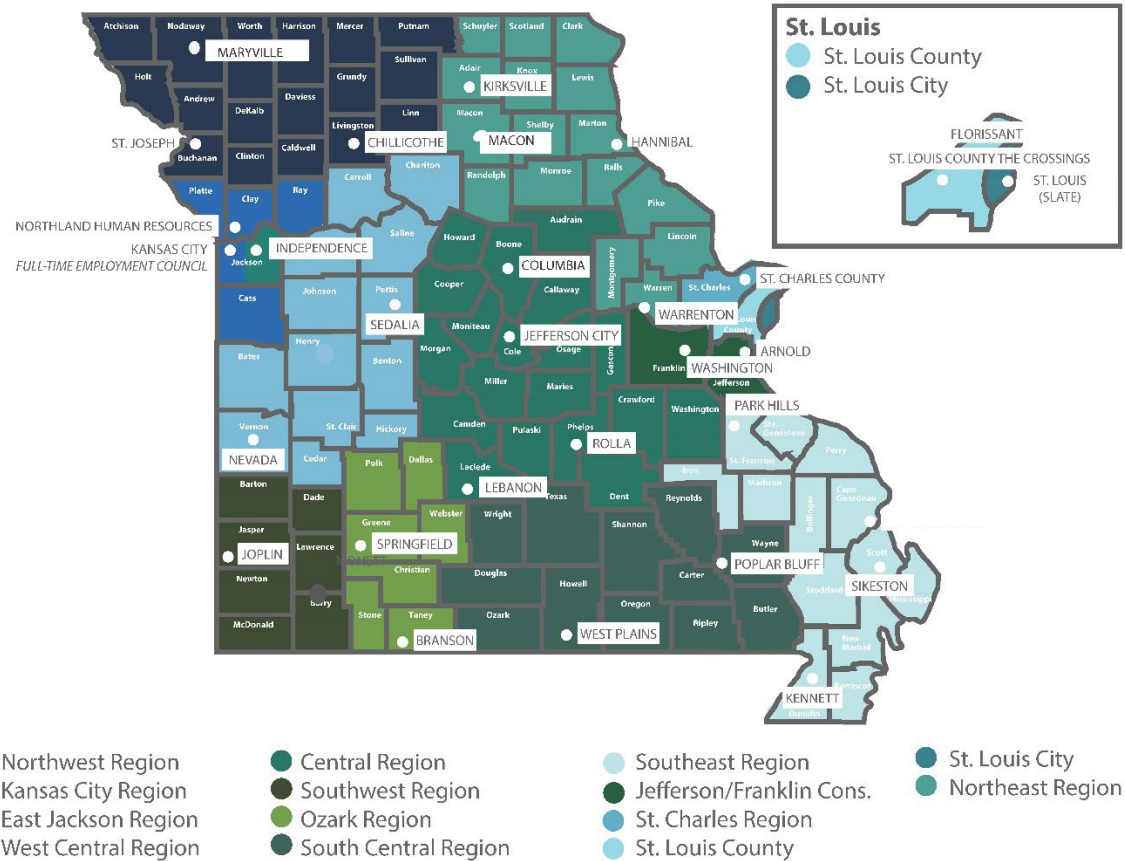
As described above, RESEA assignments depended on the availability of meeting time slots in a particular center. During the random assignment period, 38,553 RESEA-eligible claimants were identified. Of these, 107 UCX claimants and 1661 claimants with the highest profiling scores were omitted from the study. As noted above, the fact that their assignment to RESEA was nonrandom means that they cannot aid us in estimating RESEA impacts.

⁶ Not all 30 Job Centers were active through the full period of random assignment.

Figure 2: Missouri Workforce Regions and Job Centers

MISSOURI WORKFORCE DEVELOPMENT REGIONS AND JOB CENTERS

MISSOURI OFFICE OF WORKFORCE DEVELOPMENT



Source: Adapted from: <https://jobs.mo.gov/categorized-document/missouri-job-centers> (accessed Nov. 17, 2022). For a listing of Job Centers by region, see Appendix Table A1.

Also, 5,030 (13%) of RESEA-eligible claimants were omitted from the study because they were assigned to Job Centers with sufficient meeting slots to accommodate them. These claimants were omitted because the absence of control cases in the weeks when these claimants were assigned means that they cannot be used to estimate program impacts. Similarly, 61 claimants were omitted because no RESEA meetings were assigned in their centers in those weeks. The distribution of omissions by region is provided in Appendix Table A1.

The remaining 31,694 claimants were randomly assigned to the two RESEA groups and the control group and comprise the sample for the study. During this period, 11,361 study claimants were assigned to RESEA week 2, 5,268 to RESEA week 6, and 15,065 to the control group. Although random assignment assures that there are unlikely to be significant differences in the characteristics of these three groups within a Center when assignment takes place, there may be differences across centers and over time in the characteristics of each group.

Table 1 provides demographic information on all RESEA-eligible claimants and study cases by assignment group. The distribution of characteristics is quite similar between all RESEA-eligible claimants and study cases for most measures. Any systematic differences reflect the fact that certain Centers have larger numbers of claimants relative to available meeting slots. Focusing on study cases, the distribution of demographic characteristics is quite similar for claimants across the three study groups. The RESEA week 6 group and the control group have larger shares of claimants from the large metropolitan areas, reflecting the fact that program capacity was more limited relative to the number of claimants in Centers serving those areas.⁷

Table 2 shows that eight quarters before random assignment, employment rates are around 80%, and they increase gradually to over 90% in the most recent three quarters. In part, this reflects the fact that to be eligible for UI an individual has to have a minimum level of earnings in the five quarters prior to job loss. Most notable is that these patterns appear for all groups and that differences between groups are minimal. Average earnings show similar patterns.⁸

Table 3 compares measures of UI eligibility and timing of random assignment across groups. The earliest claimants face random assignment to RESEA is three weeks after the claim is filed. This timing reflects the fact that claimants have a one-week wait before the first week they are eligible for benefits and then normally wait at least a week to receive payment covering that week. More than a third of claimants are assigned to RESEA about three weeks after the effective date, and about 45% are assigned in the next two weeks. Approximately a fifth wait longer, although fewer than 2% wait longer than 26 weeks. About two-thirds of claimants are eligible for the maximum weekly benefit (\$320), and over 85% are eligible for exactly 20 weeks of benefits. We might expect that these measures would be predictive of program effectiveness, so the observation that these measures are very similar across RESEA-eligible claimants and the three study groups supports our confidence in the generalizability of our results.⁹

⁷ Taken together, the East Jackson, Kansas City, St. Charles, St. Louis County, and St. Louis City areas contributed 94% of their RESEA-eligible claimants to the study sample (Appendix Table A1).

⁸ Here and below, all earnings statistics include zeros, so averages and standard deviations are based on all claimants in a group.

⁹ Appendix Tables A2, A3, and A4 compare all study cases with the population of RESEA-eligible claimants during the same period.

Table 1: Demographic Characteristics of RESEA-Eligible Claimants and Study Participants by Study Group

	RESEA-Eligible Claimants	Study Cases		
		Week 2 RESEA Group	Week 6 RESEA Group	Control Group
Number of Claimants	38,553	11,361	5,268	15,065
Gender				
Male	51.2%	50.6%	48.9%	53.1%
Female	48.3%	48.8%	50.6%	46.5%
Missing	0.5%	0.6%	0.6%	0.4%
Race				
White	62.2%	62.3%	57.6%	57.4%
Black	21.2%	22.5%	27.1%	24.2%
Other	1.8%	1.8%	1.8%	1.9%
Multiple	4.3%	4.4%	4.0%	4.2%
Missing	10.5%	9.0%	9.4%	12.2%
Ethnicity				
Hispanic	3.9%	4.0%	3.7%	4.1%
Non-Hispanic	79.9%	81.3%	81.2%	78.2%
Missing	16.2%	14.7%	15.1%	17.7%
Age at RESEA assignment				
< 25 years	6.4%	6.7%	6.6%	5.9%
25-34 years	22.6%	23.4%	22.8%	23.2%
35-44 years	24.7%	25.2%	24.6%	24.9%
45-54 years	22.1%	21.6%	21.8%	22.4%
55+ years	24.1%	23.1%	24.1%	23.5%
Missing	0.1%	0.1%	0.0%	0.1%
Educational Attainment				
Less than high school	7.9%	8.2%	8.1%	7.5%
High school diploma/GED	39.6%	40.9%	40.5%	38.2%
Assoc. deg./some coll.	28.5%	29.0%	27.6%	28.2%
College degree (4-year)	14.6%	14.2%	15.6%	13.9%
Post-college degree	5.5%	5.5%	5.8%	5.1%
Missing	3.9%	2.1%	2.4%	7.0%
Metropolitan Status				
Large metro (St. Louis or Kansas City metro)	66.5%	64.5%	78.1%	81.5%
Other metro areas	17.6%	24.0%	14.0%	9.7%
Nonmetro areas	15.9%	11.5%	7.9%	8.9%

Note: Tabulations include claimants eligible for assignment to RESEA during the 54 weeks of random assignment (Dec. 19, 2021 – Dec. 25, 2022)

Table 2: Prior Employment of RESEA-Eligible Claimants and Study Participants by Study Group

	RESEA-Eligible Claimants	Study Cases		
		Week 2 RESEA Group	Week 6 RESEA Group	Control Group
Number of Claimants	38,553	11,361	5,268	15,065
Employment (in quarters prior to random assignment)†				
Quarter 8	80.2%	80.1%	79.6%	81.2%
Quarter 7	81.7%	80.9%	81.0%	83.0%
Quarter 6	84.4%	84.2%	83.6%	85.1%
Quarter 5	87.8%	87.8%	86.4%	88.6%
Quarter 4	90.4%	90.4%	90.5%	90.8%
Quarter 3	93.3%	93.5%	93.2%	94.0%
Quarter 2	94.1%	94.4%	94.5%	94.7%
Quarter 1	92.0%	92.5%	92.1%	92.8%
Earnings (in quarters prior to random assignment)				
Quarter 8	8,282 (10,150)	7,510 (9,172)	7,886 (9,090)	8,885 (10,316)
Quarter 7	8,488 (10,200)	7,938 (9,670)	8,251 (9,252)	8,731 (9,442)
Quarter 6	9,219 (11,437)	8,543 (10,533)	8,787 (9,103)	9,630 (10,663)
Quarter 5	9,424 (10,479)	8,829 (8,880)	9,074 (9,139)	9,659 (10,330)
Quarter 4	9,572 (11,223)	8,846 (9,358)	9,339 (11,729)	9,802 (10,393)
Quarter 3	10,236 (10,981)	9,821 (9,995)	10,146 (8,924)	10,250 (9,504)
Quarter 2	10,937 (14,051)	10,370 (12,941)	10,857 (9,197)	11,184 (10,634)
Quarter 1	10,934 (16,733)	10,193 (9,841)	10,741 (10,423)	11,402 (10,306)

Notes: Tabulations include claimants eligible for assignment to RESEA during the 54 weeks of random assignment (Dec. 19, 2021 – Dec. 25, 2022). †Those with any earnings in a quarter are defined as employed. The table reports sample proportions for employment and means and standard deviations in parentheses for earnings.

Table 3: UI Eligibility for RESEA-Eligible Claimants and Study Participants by Study Group

	RESEA-Eligible Claimants	Study Cases		
		Week 2 RESEA Group	Week 6 RESEA Group	Control Group
Number of Claimants	38,553	11,361	5,268	15,065
Effective Date Prior to Random Assignment†				
3 weeks	36.0%	35.6%	35.6%	36.7%
4 weeks	27.5%	28.1%	28.4%	25.8%
5 weeks	17.7%	17.2%	17.4%	19.3%
6 weeks	7.9%	8.1%	8.0%	7.8%
7-8 weeks	4.3%	4.2%	4.3%	4.4%
9–26 weeks	5.2%	5.4%	5.5%	4.8%
27 + weeks	1.3%	1.3%	0.9%	1.2%
Weekly Benefit Amount (WBA)				
Mean (std. dev.)	287 (61)	285 (62)	287 (61)	290 (59)
WBA = 320	66.5%	64.4%	66.2%	69.3%
WBA < 320	33.0%	35.0%	33.2%	30.3%
Missing	0.5%	0.6%	0.6%	0.4%
Maximum Benefit Amount				
Mean (st. deviation)	5,649 (1,292)	5,605 (1,319)	5,634 (1,299)	5,711 (1,254)
Missing	0.5%	0.6%	0.6%	0.4%
Weeks of Eligibility				
<14 weeks	0.5%	0.5%	0.5%	0.5%
14–16 weeks	5.7%	6.2%	6.4%	5.6%
17-19 weeks	7.2%	7.7%	7.3%	6.8%
20 weeks	86.1%	85.0%	85.3%	86.7%
Missing	0.5%	0.6%	0.6%	0.4%

Notes: Tabulations include claimants eligible for assignment to RESEA in the 54 weeks of random assignment (Dec. 19, 2021 – Dec. 25, 2022). †= Effective date is the benefit year begin date. Random assignment occurs on a Sunday; each 7-day period before that is counted as a week. Benefits may be paid covering the second week of the benefit year, following the required one-week waiting period.

5. RESEA Meetings and Services

This section provides information about compliance with RESEA requirements for claimants assigned to the RESEA week 2 and RESEA week 6 groups using information on RESEA meetings in the RESEA program data files provided by the state.¹⁰ Table 4 presents tabulations

¹⁰ Missouri staff raised the concern that, on some occasions, RESEA meetings could occur but not be reported in the files we receive. Our comparisons of these data with a sample of counselor case notes indicated that the data may

indicating RESEA meeting attendance for claimants assigned in each study group; details on meeting scheduling and attendance over time are provided in Appendix B2.

Table 4: RESEA Meeting Attendance

	RESEA Week 2 Group	RESEA Week 6 Group
[1] Attended RESEA meeting	57.9%	42.9%
[2] Meeting cancelled in advance	10.8%	20.9%
[3] Did not attend meeting, did not cancel meeting, received at least one service	10.5%	9.9%
[4] Did not attend meeting, did not cancel in advance, did not receive any services	20.7%	25.2%
[5] No RESEA meeting scheduled	0.1%	1.1%
Sum	100.0%	100.0%
Number of claimants	11,361	5,268

Notes: Sample includes study participants assigned to RESEA during the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). All meetings that occur following random assignment in the benefit year are included. However, meetings more than 52 weeks after random assignment are omitted in the small number of cases where the benefit year is extended. For claimants not attending an RESEA meeting, the reason for failure to attend is taken from the last scheduled meeting. Further information on RESEA meeting attendance is provided in Appendix B2 and Appendix B3.

We see in Table 4 that approximately 58% of claimants assigned to the RESEA week 2 group ultimately attended a meeting, compared with about 43% of those assigned to the week 6 group. In the next rows of the table, we list reasons that a claimant did not attend a meeting. Row 2 identifies claimants who were found to be not eligible for RESEA after the meeting was scheduled, for example, claimants whose job search was through a union hiring hall. The scheduled RESEA meetings for these claimants were canceled in advance. Note that this category does *not* include claimants who canceled the meeting because they had obtained a job. About 11% of RESEA week 2 claimants and 21% of RESEA week 6 claimants canceled the meeting in advance, implying that between a quarter and a third of claimants assigned to RESEA but who did not attend the meeting were ineligible for RESEA. Row 3 indicates that 10.5% of RESEA week 2 claimants and 9.9% of RESEA week 6 claimants did not attend the scheduled meeting but received services on their own initiative, implying that about a fifth of claimants who did not attend meetings (and did not cancel meetings in advance) received services. Claimants who obtain job search assistance services may be exempted from attending RESEA meetings and are not considered noncompliant with program requirements.

underestimate the number of meetings by about 5%. We also compared the listing of services received by claimants as indicated in our files against counselor case notes and concluded that the data accurately represent services provided. For details of these analyses of counselor case notes, see Appendix B1.

Row 4 shows that about 21% of RESEA week 2 participants and 25% of RESEA week 6 participants did not attend meetings nor had any justification on record for failing to attend. This includes claimants who had found jobs before the meeting was scheduled and thus were no longer eligible for benefits nor were required to participate in RESEA. It also includes claimants who, after having not received any payments for 28 days, were identified as “inactive” and thus were no longer required to attend RESEA meetings. Note that these reasons are frequently stated in the case notes, but they are not available in the program data provided by the state.¹¹ By design, an RESEA meeting can only occur if the meeting is on the schedule; row 5 indicates that a small proportion of claimants had no scheduled meeting on file. Although the analysis plan called for control group claimants not to be scheduled for RESEA meetings, about 1% of control group claimants were assigned to an RESEA meeting and attended one. This sample contamination is minimal and does not affect our analyses in a meaningful way.

Overall, the above analysis indicates that the Missouri RESEA program achieved high compliance. Excluding claimants whose meetings were canceled in advance because they were ineligible for RESEA to begin with, 65% of RESEA week 2 and 55% of RESEA week 6 claimants attended the meeting or received services on their own initiative. The remaining claimants had either found a job by the time of the scheduled meeting, stopped collecting benefits and became inactive, or did not comply with requirements. Although we cannot accurately identify how many cases did not comply with requirements, our analyses of counselor case notes indicate that about a quarter of those who did not attend the meetings had no reasonable justification for not attending (Appendix B3).

Of those who attended RESEA meetings, nearly 90% attended during the week of their initial assignment, that is, during the week after assignment for those assigned to the week 2 group, and during the week five weeks later for those assigned to the week 6 group. About 96% attended within two weeks after the initially assigned meetings (see Appendix B4 for details).

An important component of the RESEA meeting is the provision of services. Table 5 provides information on services received by claimants assigned to the two RESEA groups and the control group. The majority of claimants assigned to the RESEA week 2 group received basic services (63%) and counseling (58%), and nearly two in five received a job referral (39%). The proportions for RESEA week 6 claimants are, as might be expected, somewhat lower, but still 47% of these claimants obtained basic services and a similar proportion obtained counseling; nearly a third received a job referral. The comparable percentages for the control group are all in the lower single digits, and only 11% of claimants in the control received services of any kind. These figures indicate that the Missouri RESEA program substantially increased service receipt, which is one of the key mechanisms through which the program is expected to affect claimant outcomes.

¹¹ For details of our analyses of cases notes on the reasons for not attending a scheduled RESEA meeting, see Appendix B3.

Table 5: Service Receipt by Treatment Group

Services	RESEA	RESEA	Control
	Week 2 Group	Week 6 Group	Group
	Percent Receiving Specified Services		
Basic services and referrals	63.3%	47.1%	5.0%
Eligibility review	58.2%	43.2%	1.3%
Counseling	62.1%	47.0%	5.0%
Job referral	39.3%	30.9%	6.4%
At least one service	67.1%	51.3%	11.0%
Number of claimants	11,361	5,268	15,065

Notes: Tabulations include study participants assigned to RESEA during the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). All services recorded in the benefit year following random assignment are included, except that services more than 52 weeks after random assignment are omitted in the small number of cases where the benefit year is extended. Classification of detailed services is provided in Appendix C.

6. Methods

6.1. Estimation Model

This report presents results on program effects on benefit receipt and benefit exhaustion over a claimant’s full benefit year, as well as effects on employment outcomes for six quarters after program entry.

By virtue of random assignment, program effects can be estimated as the difference in the mean outcomes for the RESEA group and control group members, controlling for the Job Center, week of random assignment, and their interactions. We estimate program effects using regression models of the following form:

$$Y_i = \alpha \cdot T_i + X_i \cdot \beta + JobCenter_i \cdot Week_i \cdot \delta + u_i \quad [1]$$

The dependent variable (Y_i) is weeks of UI receipt, UI benefits or UI benefit exhaustion during the claim, or employment or earnings in the six quarters after random assignment. Control variables include: T_i – a treatment indicator that equals 1 if the individual was assigned to RESEA (either the week 2 or week 6 group), and 0 for the control group; X_i – observed claimant characteristics and measures of prior employment; and $JobCenter_i \cdot Week_i$ – fixed effects for the Job Center, week when random assignment occurred, and their interactions. Greek letters represent parameters or vectors of parameters to be estimated. The primary parameter of interest is α , indicating the effect of RESEA assignment as compared to the control group.

To estimate separate effects of the two treatment conditions, we estimate models of the following form:

$$Y_i = \alpha_1 \cdot T_{1i} + \alpha_2 \cdot T_{2i} + X_i \cdot \beta + JobCenter_i \cdot Week_i \cdot \delta + u_i \quad [2]$$

Here variables are coded as above, except that the T_i treatment indicator is replaced by two indicators: T_{1i} – coded 1 for claimants assigned to the week 2 RESEA group, 0 otherwise; and T_{2i} – coded 1 for claimants assigned to the week 6 group, 0 otherwise. The coefficients α_1 and

α_2 provide estimates of the effect of each RESEA condition; the difference $\alpha_1 - \alpha_2$ is the effect difference between the RESEA week 2 and the RESEA week 6 treatments.

Because assignment probability varied over time and across Job Centers, the controls for Job Center by week are necessary to obtain unbiased estimates of program impact. In contrast, controls for claimant characteristics are included to improve the precision of program impact estimates, as they are not necessary to produce unbiased estimates. The parameters estimate the effect of assignment to RESEA and capture both the effects of the initial letter—which may cause some claimants to alter their behavior—as well as the required meetings with counselors. It also includes claimants who don't respond at all to the program, including those who were going to obtain employment quickly without regard to program participation.

6.2. Tests of Random Assignment

In any study using random assignment, it is valuable to undertake tests on the balance of observable variables between the study groups to confirm that random assignment was successfully implemented.¹² In the current study, since assignment occurred at the level of the Job Center each week, comparisons of the variable distributions as provided in Tables 1, 2, and 3 do not indicate whether the variables are effectively balanced. To test if random assignment produced effective balance, we estimate linear probability models to test if observed claimant characteristics and UI eligibility measures predict assignment, controlling for week of random assignment, Job Center, and their interactions. Table 6 reports the results.

The first model compares the week 2 RESEA assignment to the control group, the second model compares the week 6 assignment to the control group, and the third model compares the two RESEA groups with one another. In each case, fixed effects for week of assignment by Job Center are controlled.¹³

Each model estimates 31 variable coefficients, for a total of 93 coefficients. Of these, only three are significant at the 0.05 level or lower, and a total of seven are significant at the 0.10 level or lower. If assignments are random, we expect on average about 4.7 parameters to be significant at the 0.05 level and 9.3 parameters to be significant at the 0.10 level. Hence, these tests indicate that assignment to the three groups was successful in balancing characteristics across groups within each Job Center in a given week, subject to expected variation due to the random process.

The test based on the count of statistically significant coefficients may be flawed if the variables are strongly correlated. The F-statistic reported in the table considers whether the variables, taken together, are statistically significant. In fact, none of the F-statistics reported in the table is close to significant. An alternative test examines each of the variables separately, controlling for week by Job Center fixed effects. We find only three of the 93 coefficients significant at the 0.1 level, again consistent with random assignment.

¹² Such tests may fail either because the random assignment procedure is flawed or because truly random selection produced an unbalanced sample. While possible, the latter is by design highly unlikely.

¹³ The variables in the model correspond with those presented in Tables 1, 2, and 3. However, the metropolitan status variable is omitted because it is colinear with the Job Center fixed effects, as the metropolitan status measure is based on county, and Job Center fully identifies the county.

Table 6: Tests for Random Assignment

		RESEA Week 2 vs. Control		RESEA Week 6 vs. Control		RESEA Week 2 vs. RESEA Week 6	
		Coef.	t-stat.	Coef.	t-stat.	Coef.	t-stat.
Gender	Male	-0.003	-0.48	-0.009	-1.50	0.009	1.19
Race	Black	-0.015	-1.96*	0.002	0.25	-0.018*	-1.75
	Other race	-0.037	-1.93*	0.019	-0.86	-0.028	-1.04
	Multiple race	-0.016	-1.20	-0.022	-1.40	0.009	0.48
	Missing	0.000	-0.02	0.001	0.10	-0.006	-0.41
Ethnicity	Hispanic	-0.006	-0.45	-0.018	-1.11	0.006	0.33
	Missing	-0.011	-1.26	-0.011	-1.05	0.006	0.48
Age	Age 25-34	-0.005	-0.47	-0.017	-1.22	-0.004	-0.27
	Age 35-44	-0.004	-0.31	-0.014	-1.02	-0.007	-0.45
	Age 45-54	-0.008	-0.66	-0.012	-0.88	-0.016	-0.98
	Age 55+	-0.004	-0.36	-0.004	-0.29	-0.016	-1.00
	Missing	0.025	0.24	-0.112	-0.91	0.206	1.29
Education	No high school	-0.008	-0.82	-0.003	-0.28	-0.009	-0.65
	Assoc. deg/some college	-0.017	-2.68***	-0.024	3.13***	0.009	1.05
	College degree	-0.012	-1.38	-0.001	-0.13	-0.004	-0.40
	Post college	0.008	0.67	0.003	0.18	0.007	0.45
	Missing	0.000	-0.01	-0.019	-1.01	0.045	1.34
Weekly Benefit Amount (\$100s)		-0.001	-0.19	-0.001	-0.15	0.003	0.43
Weeks of Eligibility (10s)		0.013	0.59	0.005	0.20	-0.011	-0.37
Weeks Since Effective Date	4-8 weeks	-0.001	-0.16	0.005	0.77	-0.004	-0.47
	9-26 weeks	0.012	0.99	0.020	1.40	-0.009	-0.54
	26+ weeks	-0.035	-1.47	-0.038	-1.32	0.003	0.10

Table 6 continues on next page

Table 6 continued from previous page

		RESEA Week 2 vs. Control		RESEA Week 6 vs. Control		RESEA Week 2 vs. RESEA Week 6	
		Coef.	t-stat.	Coef.	t-stat.	Coef.	t-stat.
Prior	8 quarters prior	-0.0027	-0.56	-0.0027	-0.51	-0.0000	-0.08
Earnings	7 quarters prior	0.0026	0.48	0.0085	1.34	-0.0056	-0.74
(\$10,000s)	6 quarters prior	0.0071	1.38	-0.0040	-0.67	0.0117	1.51
	5 quarters prior	-0.0092	-1.82*	-0.0089*	-1.68*	-0.0005	-0.07
	4 quarters prior	0.0024	0.49	0.0035	0.75	-0.0025	-0.46
	3 quarters prior	-0.0037	-0.81	-0.0077	-1.33	0.0028	0.45
	2 quarters prior	-0.0019	-0.50	0.0055	1.01	-0.0043	-0.89
	1 quarter prior	0.0031	0.80	0.0053	1.14	-0.0031	-0.58
Record Missing†		0.040	0.97	0.049	1.01	-0.059	-1.05
Week x Job Controls		Yes		Yes		Yes	
Number of Observations		26,487		20,394		16,629	
Adjusted R-squared		0.3184		0.1024		0.1106	
F-test for Listed Variables		F(31,25440) = 0.98		F(31,19347)=1.18		F(31,15643)=0.62	

Notes: Regressions include all study participants in the period of random assignment. See Tables 1, 2, and 3 for omitted categories for dummy variables. †= In a small number of cases (fewer than 1%), individual information on a subset of variables is missing; this indicator captures those cases.

***, **, * = statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed test.

7. Program Effects

Table 7 provides statistics for UI and employment outcomes for claimants assigned to the RESEA program and control group members. We see that the average claimant had just over 11 weeks of UI benefits, receiving total payments of about \$3,100. For both these measures, the standard deviation is large, reflecting the fact that there was substantial variation across claimants. Differences between the two RESEA groups and the control group are very small.

About 67%-68% of claimants were coded as employed in the first quarter after random assignment, meaning that they received earnings at some point in the quarter. Earnings were in the range \$6,100 to \$7,000 in the first quarter after random assignment and \$6,500 to \$8,833 in the second quarter. It is tempting to compare outcome measures for the control group with the two RESEA groups, but because the distribution across Job Centers of the control group cases is different from that for each of the RESEA groups, these comparisons do not indicate the causal impacts of the program. It is necessary to fit equations 1 and 2 to estimate program effectiveness.

Table 7: Outcome Measures by Study Group

	RESEA Week 2 Group	RESEA Week 6 Group	Control Group
Number of claimants	11,361	5,268	15,065
UI weeks collected	11.13 (7.51)	11.30 (7.42)	11.22 (7.49)
Total UI benefit amount collected (\$)	3,069 (2,211)	3,124 (2,194)	3,133 (2,215)
Exhausted benefits	0.31 (0.46)	0.32 (0.47)	0.33 (0.47)
Employed			
for quarter 1 after random assignment	0.675	0.674	0.684
for quarter 2 after random assignment	0.725	0.726	0.732
for quarter 3 after random assignment	0.725	0.721	0.733
for quarter 4 after random assignment	0.710	0.700	0.726
for quarter 5 after random assignment	0.704	0.694	0.721
for quarter 6 after random assignment	0.700	0.687	0.713
Earnings			
for quarter 1 after random assignment	6,172 (7,791)	6,286 (7,811)	6,980 (9,632)
for quarter 2 after random assignment	7,528 (8,348)	7,670 (8,419)	8,839 (10,021)
for quarter 3 after random assignment	7,635 (9,043)	7,788 (8,541)	8,628 (9,015)
for quarter 4 after random assignment	7,422 (8,612)	7,596 (8,582)	8,534 (9,553)
for quarter 5 after random assignment	7,913 (9,092)	8,019 (9,103)	9,128 (9,839)
for quarter 6 after random assignment	7,979 (9,432)	8,126 (9,177)	9,253 (10,403)

Notes: Tabulations include RESEA-eligible claimants and study participants during the 54 weeks of random assignment (Dec. 19, 2021 – Dec. 25, 2022). Those with any earnings in the calendar quarter are defined as employed. Reported are sample means with standard deviations in parentheses; for employed, reported are sample proportions.

7.1. Effects on Unemployment Insurance Receipt

Table 8 presents the estimated effects of the RESEA program on UI receipt. The upper row presents the results of models that take the number of weeks of benefits collected through the benefit year as the dependent variable.¹⁴ The next row presents the results of models taking the dollar value of benefits received as the dependent variable and the bottom row the exhaustion of benefits. Percentages in brackets indicate effect estimates relative to the control group mean.

¹⁴ This measure is the number of certified weeks of unemployment for which the claimant received any benefits, for payment over the benefit year. However, we omit any payments that occurred more than ten weeks prior to, or more than 52 weeks after, random assignment. A very small number of claimants are affected by this omission.

Estimated parameters for individual characteristics, UI entitlements, prior earnings, and Center-week interactions are not reported.

The first column presents results for the RESEA combined groups, which represent the overall impacts of the RESEA program. The program reduces average weeks of payments by about 0.7 weeks and total payments by \$185. The RESEA program reduces the likelihood that the claimant exhausted benefits by 4 percentage points, a 12% reduction relative to the control group. All results are easily statistically significant.

Table 8: Estimates of Program Effects on UI Benefit Receipt

	RESEA	RESEA Week 2	RESEA Week 6
UI weeks collected	-0.680 (0.092)*** [-6%]	-0.740 (0.104)*** [-7%]	-0.584 (0.119)*** [-5%]
Total UI benefit amount collected (\$)	-185 (26)*** [-6%]	-196 (30)*** [-6%]	-167 (34)*** [-5%]
Exhausted benefits	-0.040 (0.006)*** [-12%]	-0.042 (0.007)*** [-13%]	-0.036 (0.008)*** [-11%]

Notes: Regressions include study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). Controls are as indicated in equation 1. The table reports estimated treatment effects with standard errors in parentheses; effect estimates relative to control means are presented in brackets.

*** = statistically significant at the 0.01 level, one-tailed test.

† This measure is the number of certified weeks of unemployment for which the claimant received benefits under the claim, including weeks with partial benefits.

The second and third columns of Table 8 show separate effect estimates for claimants assigned to the RESEA week 2 group and those assigned to the week 6 group. These estimates are based on a single equation where each RESEA condition is represented by a separate dichotomous variable, as indicated in equation 2 above. Although estimates for all three measures for the week 6 group are slightly smaller than those for the week 2 group, both are easily statistically significant, and one cannot reject the hypothesis that effect estimates for those assigned to the two conditions are actually the same.¹⁵

7.2. Effects on Employment and Earnings

Table 9 examines the program effects on employment outcomes for the six calendar quarters after the quarter of random assignment. The results confirm the view that not only did RESEA induce claimants to leave UI, but it also helped claimants obtain employment. The upper panel presents evidence of the program’s effect on whether the claimant was employed (i.e., had any earnings) in each of the six quarters after random assignment. The lower panel provides

¹⁵ We identify a test as not statistically significant if it shows a p-value of over 0.1. For a test of whether an effect estimate is different from zero, we use a one-tailed test of statistical significance, reflecting our knowledge about the direction of likely program impacts based on prior studies. In contrast, we use a two-tailed test when we compare effects, reflecting uncertainty about which effect is greater.

estimates of the effects on earnings.

Average employment for claimants assigned to RESEA is increased by about 2 percentage points (2% to 3% of the control employment level) in each of the first two quarters. All these estimates are easily statistically significant. In quarter 3, employment is estimated to increase by slightly less, but it is still close to 2%. The effects on earnings are around 2% in all three quarters, and, notwithstanding variation from quarter to quarter, they average over \$170 per quarter. Effects on employment and earnings in quarters 4-6 after random assignment are smaller and not statistically significant, although we cannot reject the possibility that the program provides modest continuing earnings benefits.

It is worth commenting on these employment and earnings effects. Although the effects are not large, their continuation for three quarters suggests that the program provides positive benefits that help individuals obtain employment, not merely pushing unprepared claimants into the labor market. By the third quarter after random assignment, the average claimant would have exhausted the maximum 20 weeks of benefits, and it would be more than six months after the scheduled RESEA meeting with a counselor. The fact that employment advantages extend for this period confirms the view that many participants gain job search or related skills that allow them to achieve labor market success. The aggregate dollar earnings increment over the first three quarters, where we observe statistically significant program effects, comes to over \$500, an impressive return for a program involving a single meeting with modest costs.

The second and third data columns in Table 9 compare the week 2 and week 6 treatment effects on employment and earnings. Based on the observation that fewer of the claimants assigned to the week 6 condition meet with a counselor (Table 4), we might assume smaller effects. In fact, with only one exception (employment in quarter 2), the program effects are smaller for those assigned to the week 6 condition. In addition, the effects on earnings in quarters 4 and 5 are marginally significant for the week 2 condition but not the week 6 condition. Despite these comparisons, the differences are not large relative to sampling error: Looking at both earnings and employment, we observe 12 comparisons, and only one, for employment in quarter 6, is statistically significant, and then only at the 10% level. Hence, we do not have strong evidence that timing is critical. On the other hand, we see no evidence that delaying the meeting until later in the unemployment spell improves program impact.

7.3. Program Benefits and Costs

A comprehensive benefit-cost calculation is beyond the scope of this report, but it is possible to obtain a rough measure of the direct costs of the RESEA program and to compare it with the estimated savings that accrue to the state's UI Program and with the increase in earnings obtained by participants.

Table 9: Estimates of Program Effects on Employment and Earnings

	RESEA	RESEA Week 2	RESEA Week 6
Employment			
for quarter 1 after program assignment	0.018 (0.006)*** [3%]	0.019 (0.007)*** [3%]	0.016 (0.008)** [2%]
for quarter 2 after program assignment	0.017 (0.006)*** [2%]	0.016 (0.006)*** [2%]	0.020 (0.007)*** [3%]
for quarter 3 after program assignment	0.013 (0.006)** [2%]	.015 (0.006)** [2%]	0.010 (0.007) [1%]
for quarter 4 after program assignment	-0.001 (0.006) [0%]	0.003 (0.007) [0%]	-0.007 (0.007) [-1%]
for quarter 5 after program assignment	0.001 (0.006) [0%]	0.006 (0.007) [1%]	-0.007 (0.007) [-1%]
for quarter 6 after program assignment	0.004 (0.006) [1%]	0.009 (0.007) [1%]	-0.005 (0.008) [-1%]
Earnings			
for quarter 1 after program assignment	131 (100) [2%]	164 (113) [2%]	82 (129) [1%]
for quarter 2 after program assignment	209 (99)** [2%]	278 (111)** [3%]	103 (127) [+1%]
for quarter 3 after program assignment	176 (101)* [2%]	243 (115)** [3%]	72 (131) [1%]
for quarter 4 after program assignment	108 (101) [1%]	199 (114)* [2%]	-33 (130) [-0%]
for quarter 5 after program assignment	98 (106) [1%]	194 (120) [2%]	-51(136) [-1%]
for quarter 6 after program assignment	36 [111] [0%]	105 (126) [1%]	-70 (143) [-1%]

Notes: Regressions include study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). Controls are as indicated in equation 1. The table reports estimated treatment effects with standard errors in parentheses; effect estimates relative to control means are presented in brackets.

***, **, * = statistically significant at the 0.01, 0.05, and 0.1 levels, one-tailed.

Over the calendar year 2022, which closely corresponds to the random assignment period, the state reports spending \$1,978,280 on the RESEA program and scheduling 22,104 claimants for program interviews. The number of scheduled interviews corresponds closely to the number of individuals assigned to participate in RESEA and who were sent letters informing them of the

program's requirements. These figures imply an average cost of \$89.50 per program participant, that is, those assigned to the program.¹⁶

As noted above, we estimate that the program reduces benefit payments by \$185. Hence, for every dollar spent on the program, the state obtains approximately \$2 in savings, an unusually high return for the state's budget. Although this approach for evaluating costs and benefits is relevant for the state, an alternative approach would consider the costs and benefits of the program regardless of who pays the costs or obtains the benefits. In this case, the primary beneficiary is the participant who experiences an increase in earnings. Over the three quarters following program entry, we estimate that the program increases participants' earnings by \$516 implying a return of \$5.77 for every dollar invested in the program.¹⁷

8. Implementation Assessment

The implementation assessment 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 assessment is the consistency of RESEA services and service delivery across regions and over time. Moreover, the assessment identifies implementation challenges, as well as best practices and lessons learned that emerge throughout implementation.

8.1. Data Sources

To assess the implementation of the RESEA program, the evaluation team relied on two qualitative data sources:

- **Interviews.** The interviews were designed to gather information about program implementation from Job Service program administrators, program staff, program partners, and UI staff. Interviews with RESEA counselors were conducted 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 interview guides were used to ensure information addressing all research questions was obtained, while providing flexibility for interviewees' responses.
- **Document Review.** Additional program detail was gathered by reviewing existing materials related to the implementation of the RESEA program statewide and regionally. This included documentation about the data systems used to record RESEA meetings, templates

¹⁶ Personal correspondence with the Missouri RESEA Program Coordinator, February 6, 2024. The expenditure figure is net of funds allotted for the program evaluation. As indicated above, not all program participants during the period of random assignment were included in the study, and the distribution of study participants across centers differs from that of program participants. Hence, the program cost estimate does not reflect any differences in program costs across centers. If such differences are important, program costs for study participants may differ from the state average for RESEA participants.

¹⁷ Note that the reduction in benefits received by participants exactly balances state savings in payments, so these savings are omitted from this general benefit-cost calculation. It bears emphasizing that our benefit-cost calculations are only approximations, and they make several assumptions that, although routine in the literature, could be questioned.

for individual employment plans, labor market information, outreach materials, training materials and guidance documents, and forms used in the completion of the RESEA.

The evaluation team has conducted two rounds of qualitative data collection. The first round was completed in November 2021, prior to the start of random assignment, and interviews were limited to RESEA, UI, and program partner administrative and managerial staff. The second round of data collection occurred towards the end of random assignment in November 2022. Data collection expanded on what had been learned previously and interviews included RESEA front-end program staff.

8.2. Analysis and Findings

The evaluation team used content analysis to obtain insights and identify overarching themes from interviews with RESEA-involved staff from the two divisions that are directly involved in the implementation of the program. Qualitative data from the review of websites and documents provided to the research team was also included in this analysis. These findings, organized and analyzed to allow themes to emerge, shed light on the processes, best practices, and challenges related to Missouri's RESEA program during the study period.

Below we provide a discussion of various aspects of program implementation that we consider noteworthy, especially as context for interpreting quantitative findings and the impact study results.

8.2.1. Program Administration and Communication

An important factor in successfully implementing workforce programs is the degree to which information is effectively communicated across staff involved in program implementation. A related factor that can either facilitate or impede communication is the administrative organization of the implemented program. Generally, this determines how roles and responsibilities are assigned and how work processes and information flow. Typically, programs implemented across departments or divisions may face greater challenges in this regard or require a greater level of effort to facilitate smooth program operation.

Two divisions within the state are involved in implementing RESEA. The Division of Employment Security (DES) oversees the state's Unemployment Insurance program, and the program coordinator for RESEA is an employee of DES. The Office of Workforce Development (OWD) oversees the state Job Centers, where staff conducting many of the RESEA meetings work. The two divisions currently operate under different Missouri State departments, but this was not always the case. At one time, the OWD and DES were co-located under the Department of Labor and Industrial Relations (DOLIR). However, to facilitate the functional specialization of both Divisions, OWD split from DOLIR and ultimately moved to the Department of Higher Education and Workforce Development (DHEWD). Currently, the RESEA program is operated through Job Centers under OWD and, in selected regions, through Workforce Development Boards (WDBs).

While this split could complicate the implementation of a program such as RESEA, internal training materials indicate that "DES and OWD utilize a collaborative effort to further ensure the integrity of the program" and "staff from DES and OWD continue to work together to coordinate

and improve efforts to reemploy UI claimants” reflecting a commitment to the objectives of both divisions. In fact, RESEA counselors believe the process for communication with DES is smooth and that current processes are sufficient to successfully complete their work.

Effective communication is important to the implementation of RESEA for several reasons. First, because participation in RESEA is mandatory for selected claimants and because RESEA staff are not authorized UI adjudicators, DES must receive timely information about the outcomes of RESEA meetings (e.g., cancellations, reschedules and completions and the identification of any issues). Further, the information provided must be sufficient and detailed enough to allow UI staff to make claim decisions (e.g., whether or not to initiate a claim investigation or put a hold on a claim). Whereas RESEA counselors detect claimant non-compliance (either through reschedules or issues of eligibility), they serve as “information providers,” and decisions about the handling of claims rests in the hands of DES. In Missouri, information about the RESEA meeting is tracked through MoJobs, the state’s labor exchange system, which counselors access through an online interface. In addition, issues or potential issues identified as a result of the RESEA are documented in RESEA case notes (PO-84), which alerts DES to potential problems. Although counselors may notify DES of potential issues, they are not likely to be informed about the disposition of these issues thereafter.

In addition, when RESEA counselors are assigned cases, they must have sufficient information about a claim’s status to make decisions either prior to or during the meeting. Generally, counselors obtain this information from UInteract, the state’s UI data system, when preparing for their RESEA meeting. In some cases, claim information may alert the counselor to the claimant’s ineligibility for participation in RESEA (e.g., suggestions of union hiring hall affiliation) or the participant’s current UI status if the claimant hasn’t filed a claim in recent weeks. While all RESEA claimants should be in payment status at the time of RESEA selection, one interviewee indicated that she had previously conducted RESEAs with claimants who had not yet received benefits. At times, counselors seek additional guidance from DES about a particular issue through an email exchange initiated by the counselor’s supervisor or RESEA coordinator. DES is also notified via email about claim “reconsiderations” when RESEA claimants miss a RESEA meeting, and it is later rescheduled and completed after the originally scheduled week. In these cases, the reconsideration serves to restore benefits without loss if the claimant had good cause for missing the original appointment.

8.2.2. RESEA Staff Training

Different methods of RESEA staff training were cited among those interviewed. Some staff stated that they participated in or that they were aware of a five-day training in Jefferson City with DES staff.¹⁸ More often, however, interviewees stated that their training was on-the-job and involved job shadowing. In these cases, the trainee first observed while more knowledgeable and experienced RESEA staff conducted the interviews. When ready to conduct interviews themselves, it was under the supervision of the more experienced staff person.

¹⁸ The five-day training program was for the Virtual Team (see below). The program reviewed OWD systems, rules and the like, with one day focused explicitly on the RESEA program.

These articulated differences in training received may be a factor of timing (e.g., in-person training was conducted prior to or after COVID practices were in place) or the prior experience of the new RESEA counselor. Substantial training supports exist in the form of PowerPoint presentations, online self-guided opportunities for training in specific topics through Missouri Learning, and a Desk Aide which includes screen-by-screen instruction. It was noted that DES also provides periodic training on UI. Importantly, updates and instruction related to RESEA or UI practices are also readily communicated via email from DES to OWD staff.

8.2.3. RESEA Counselor Schedules

RESEA counselors are notified of Center-specific meeting assignments approximately one week prior to their appointment. While the schedule of selected claimants can be obtained through a calendar on MoJobs, counselors rely primarily on a list sent from DES to Center supervisors. The spreadsheet provides an effective workaround for identifying “ghost” cases, which are not visible through the MoJobs calendar. Understood to be due to an interface glitch existing between MoJobs and UInteract, these are cases where the MoJobs calendar lacks information about the scheduled claimant. While previously a common occurrence, interviewees generally reported this was currently happening less than one time per week. Most interviewees reported no challenges associated with the scheduling process, the ability to accommodate RESEA meetings assigned to their Centers and to accommodate fluctuations in temporary staffing needs across Centers.

In cases where the number of eligible claimants in a Job Center in a given week exceeds Center capacity, some claimants may be assigned to a state-level Virtual RESEA Team of counselors (see below). Occasionally, a few claimants may be assigned to available slots in other Centers. Most claimants are assigned to RESEA meetings with counselors at their local Job Center.

8.2.4. RESEA Claimant Notification

Claimants are eligible for assignment to an RESEA meeting in the week following their first actual benefit payment. The RESEA schedule for the following week is identified on Sunday, and selected claimants – including “ghost” cases – are notified of the mandatory requirement to participate in the RESEA meeting by DES using a MODES-4632 letter sent to the claimant on Tuesday. The RESEA requirement is also indicated in claimants’ UInteract account. While claimants have the option for an in-person meeting, the majority of RESEA meetings are currently over the phone. The letter includes the date and time of the meeting and virtual mode (e.g., web ex or phone) information. In preparation for the meeting, claimants also receive an Eligibility Assessment form (MODES-4633) and a work search log (MODES 4633-2). In addition, claimants are reminded of their meetings by phone within 24-48 hours of their appointment.

However, there is some variation across counselors in the way in which the RESEA program is implemented. Of greatest significance, there is a difference between RESEA meetings with Job Center-based counselors and meetings with those who work for the state Virtual RESEA Team. The Virtual Team, which serves about a third of all RESEA participants, makes a point of maintaining communications with claimants after the required meeting. This is not a part of the

protocol for Job Center-based counselors, whose workload does not allow for time to make this type of follow-up.¹⁹

8.2.5. Rescheduling and No-Shows

Interviewees estimate that 30% of scheduled RESEA meetings are rescheduled. When claimants miss their originally scheduled RESEA appointment, they may be subject to a hold placed on their claim and loss of benefits. An appointment is considered missed when one of the following occurs:

- The claimant calls to reschedule in advance of the scheduled RESEA meeting;
- The claimant calls to reschedule after missing the scheduled RESEA meeting;
- The claimant reports to the scheduled RESEA meeting late or the meeting cannot be completed; or
- The claimant reports to the scheduled RESEA meeting but has not completed the required information or it is missing.

Since claimants are given until Friday of the week their appointment is initially scheduled to complete their interview, issues or potential issues for noncompliance are processed by DES on Friday evening. If the claimant completes their RESEA interview within the week, it will likely not impact their benefits, and benefits will be released per normal when the claimant files a Weekly Request for Payment. For this reason, RESEA counselors are eager to accommodate claimants seeking to be rescheduled within the same week. However, it was indicated that this can sometimes be challenging if there are many reschedules in one week, and sometimes reschedules roll over to the following week. If a rescheduled appointment is not entered into the data system (MoJobs) within the initial week, UInteract indicates there is an issue when the claimant next files for benefits, and no benefits are paid out until the meeting is scheduled and completed. If a reconsideration (i.e., the claimant reschedules and has good cause for the reschedule) is granted, missed benefits will be paid out. For reschedules without good cause, benefits back to the date of the missed original appointment are not paid; however, this amount is not deducted from their claim balance, and they may still claim them until the Benefit Year End date. There are no limits on the number of times claimants may reschedule within a 28-day window, though multiple reschedules may cause DES to flag the claim as an able and available issue.²⁰ After 28 days of non-compliance in which the claimant is not receiving benefits, however, a claim becomes inactive. After this time, the claim may be reactivated, but claimants will not receive missed benefits and the claimant is no longer required to complete an RESEA meeting.

When RESEA meetings are rescheduled, counselors must indicate the reason for rescheduling in their case notes; this information can be used by DES to make determinations about such things as whether they should further investigate a claim or release unpaid benefits if a claimant reschedules and completes their claim. However, counselors generally believed that in most cases, if the meeting is completed within 28 days, a hold will be released and the claimant will be

¹⁹ For more detail, see Appendix B5 and Appendix B6.

²⁰ The normal policy is that when the meeting is rescheduled more than two times, a reporting issue is flagged and benefits are halted to encourage compliance.

eligible to receive benefits. It was further noted that case notes may not be able to reflect the necessary detail needed for making determination, and UI claims investigators may be selective about the claims they choose to investigate.²¹

8.2.6. The RESEA Meeting

RESEA interviews are scheduled Monday through Thursday with Friday reserved for rescheduled interviews. As mentioned above, prior to the scheduled RESEA meetings, counselors examine information from UInteract to assess the current status of the participant's claim. In some cases, there may be no claimant activity. If there is no activity (i.e., no payment) in the prior 28 days, the claim is considered inactive and the meeting is canceled and noted in case notes. If activity occurred within 28 days, the meeting will remain on the schedule, though more information on the case may be sought from DES. This may be especially true if there is a question of RESEA eligibility (e.g., whether or not the claimant has a return-to-work date, is part of a union hiring hall) or if a claim is under appeal. Those determined to be ineligible are canceled and a scheduling slot is opened.

The protocol requires that reminder phone calls are made to all claimants whose interviews are not canceled (though not all are reached); to make the most of the time during the interview itself, claimants are asked to pre-sign documentation, update their account on MoJobs, and make sure their resume is uploaded. If a claimant is found to be reemployed when the reminder call is made, it is noted in case notes.

Except for those assigned to the Virtual RESEA Team, claimants are scheduled to meet with counselors within their local workforce areas and are asked to contact their assigned counselor on the date and time indicated in their notification letter. While in-person and web-based interviews are available, interviewees indicated that the majority of meetings take place over the phone. Counselors observe compelling benefits of both in-person and remote interviews. Counselors believe that remote interviews are especially helpful for claimants located far from the Job Center office, especially for those who struggle with transportation issues; many counselors believe the availability of the remote option results in fewer missed appointments and reschedules. On the other hand, claimants with no access to a computer or poor computer skills can more readily complete their appointment in person. While counselors believe all required tasks can be completed equally well no matter the format, some believe the rapport developed between counselor and claimant is integral to the success of the RESEA and may be developed more readily with in-person interviews.

If claimants fail to contact the RESEA counselor at their scheduled appointment time, the counselor will attempt to contact the claimant. In most cases, if no contact is made within 15 minutes of the scheduled time, the appointment is considered missed and will be indicated as such in case notes. If time allows, however, the meeting may still occur if contact is made beyond this time.

²¹ As a matter of policy, UI Claims staff are required to investigate any issue that is identified. The comment here suggests that the criteria used to identify when an issue occurs may not be clear to all counselors. Policy does limit the information that can be provided in case notes, although a program administrator noted that counselors are trained to provide information that will indicate when an investigation is warranted.

During the meeting, RESEA counselors conduct a range of tasks and provide claimants with the following services: 1) assessing continued eligibility for UI benefits including work search review and verification, 2) developing an individual employment plan and providing job search assistance, 3) providing and discussing labor market information, 4) orienting the claimant to Job Center activities and resources, 5) registering the claimant in MoJobs, including resume creation and upload, if not already completed, and 6) making referrals to reemployment services. RESEA counselors are allotted 90 minutes to complete all required activities.

Counselors report that claimants are expected to engage in three work search activities weekly and up to 30 of the 90 minutes allotted to conducting the RESEA meeting are used to verify these contacts. While counselors report that claimants are formally required to document their work search, this may not always be enforced. In the case of telephone meetings (the vast majority of meetings during this period), the problem of documenting work search activities is particularly severe. It is unclear whether claimants who report unverifiable work search – such as website searches and reviews of job listings – may face a disqualification of benefits. Able and available issues are noted in case notes and claimants are reminded of this requirement and its potential effect on benefits.

In addition to referrals to partner programs (e.g., Workforce Innovation and Opportunity Act training, Vocational Rehabilitation), workshops, and hiring events, interviewees noted frequent referrals to short-term, online training opportunities such as Information Technology training offered through the Computer Technology Industry Association (CompTIA)²² and soft skill development and job readiness training offered through Coursera. Both CompTIA and Coursera offer a range of related professional certificates to support career development.

While follow-up is not a required activity, it is sometimes necessary if a claimant did not provide the required information – such as a resume – during the meeting. In addition, a counselor may follow up with a claimant via phone or email for various other reasons. For example, the counselor may check in with a claimant about their employment status, ask the claimant if they have any outstanding questions, or offer to enroll the claimant in a workshop or training if desired. Such occurrences are informal, brief and are not considered to be an additional RESEA meeting.

9. Summary of Findings and Conclusions

This evaluation provides causal evidence on the efficacy of the Missouri RESEA program in improving the labor market outcomes of UI claimants and reducing the duration and benefit amounts paid by the state’s UI program. For this purpose, the evaluation includes an RCT impact study to assess the overall impacts of the program and to assess whether the timing of that meeting influences its impact. The evaluation also includes a study to assess the implementation of the program and provide contextual background to interpret the findings of the RCT study. This report presents the final evaluation findings based on data collected through October 2024.

²² CompTIA is an advocate for the information technology industry and tech professionals, providing information, training, and certifications on a wide range of technology topics.

To implement the RCT study, the evaluation team worked with DOLIR to modify the existing RESEA selection process so that claimants were randomly assigned to one of three groups:

- *RESEA Week 2 Group* – Claimants are required to participate in an RESEA meeting in the second week after receiving their first benefit payment. This corresponds with the RESEA program prior to the study.
- *RESEA Week 6 Group* – Claimants are required to participate in an RESEA meeting in the sixth week after receiving their first payment.
- *Control Group* – Claimants have no RESEA requirements.

The RCT intake period began on December 19, 2021 and ended on December 25, 2022. During the 54-week RCT intake period, 38,553 RESEA-eligible claimants began collecting benefits. Of these, 6,859 were excluded from the study because the protocol required that they be assigned to RESEA on the basis of nonrandom criteria or because of study protocol details. The remaining 31,694 claimants were subject to random assignment within Job Center and week for participation in the study; of these, 11,361 were assigned to the RESEA week 2 group, 5,268 to the RESEA week 6 group, and 15,065, to the control group. Statistical tests indicate that, controlling for the structure of random assignment, claimants had similar characteristics, benefit entitlements, and prior earnings across the three groups, confirming that random assignment was successful. These results provide confidence that differences in outcomes detected after random assignment among the three groups can be used to estimate the effects of the program.

We observe that 58% of those assigned to the RESEA week 2 group attended meetings compared with 43% for those assigned to the RESEA week 6 group. Of claimants assigned to RESEA, over half received at least one job search assistance service, as compared with only 11% of the control group.

This report also presents the final estimates of the impact of the program on UI benefits collected during the claim associated with random assignment, and on employment and earnings in the six calendar quarters after random assignment. Results show that the program reduced the number of weeks of benefits paid to claimants by about 0.7 weeks and reduced the total dollar value of benefits paid by \$185. In addition, the program increased the employment rate of participants by up to 2 percentage points in the first three quarters after random assignment. Together, these are associated with an aggregate increase in earnings of \$516. In quarters 4-6, none of the estimated program effects is statistically significant, although all are positive and are consistent with modest continuing program effects.

There is some evidence that the effects are greater when the RESEA meeting is scheduled to occur earlier in the employment spell. Effects on earnings for claimants scheduled for a meeting two weeks after assignment to the program are larger than those assigned to meetings scheduled to occur four weeks later, and differences are substantial. But sampling error is also large, and we cannot reject the possibility that differences are due to chance.

Given that the cost of the RESEA program is approximately \$90 for each participant assigned to the program, estimates of program impact imply a substantial return on investment. Each dollar

spent on the program results in about \$2 of savings in benefit payments for the state and nearly \$6 in earnings for participants.

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APPENDICES

Appendix A

Table A1: RESEA-Eligible Cases, Omitted Cases, and Study Cases

Region	RESEA-Eligible Cases	Omitted Cases			Study Cases		
		UCX	High Profile Score	Sufficient Meeting Slots	No RESEA Cases	N	Percent of Eligible Cases
Central	3,360	28	115	1201	0	2,016	60%
East Jackson	3,139	3	95	0	0	3,041	97%
Jefferson/Franklin Counties	3,674	15	209	347	0	3,103	84%
Kansas City	6,702	16	217	274	0	6,195	92%
Northeast	858	2	36	475	59	286	33%
Northwest	1,258	1	81	243	2	931	74%
Ozark	3,014	6	163	744	0	2,101	70%
South Central	1,056	4	16	814	0	222	21%
Southeast	2,309	3	128	134	0	2,044	89%
Southwest	1,110	6	55	340	0	709	64%
St. Charles	2,504	5	71	0	0	2,428	97%
St. Louis City	3,975	11	220	49	0	3,695	93%
St. Louis County	4,346	4	208	0	0	4,134	95%
West Central	1,248	3	47	409	0	789	63%
Total	38,553	107	1,661	5,030	61	31,694	82%
Percent of Total	100%	0.3%	4%	13%	0.2%	82%	

Notes: Tabulations include claimants eligible for assignment to RESEA during the period of random assignment (December 19, 2021 – December 25, 2022).

Job Center by region:

Central Region – Columbia, Jefferson City, Lebanon, Rolla

East Jackson Region – Independence

Jefferson/Franklin Counties – Arnold, Washington

Kansas City Region – Kansas City Full Employment Council, KC – Northland Human Resources

Northeast Region – Hannibal, Macon, Kirksville, Warrenton

Northwest Region – Chillicothe, Maryville, St. Joseph

Ozark Region – Branson, Springfield

South Central Region – Poplar Bluff, West Plains

Southeast Region – Kennett, Park Hills, Sikeston

Southwest Region – Joplin

St. Charles Region – St. Charles County

St. Louis City – St. Louis (SLATE)

St. Louis County – St. Louis County/Northwest Crossings, Florissant

West Central Region – Nevada, Sedalia

Table A2: Demographic Characteristics of RESEA-Eligible Claimants and Study Participants

	RESEA Eligible Claimants	Study Cases
Number of claimants	38,553	31,694
Gender		
Male	51.2%	51.5%
Female	48.3%	48.0%
Missing	0.5%	0.5%
Race		
White	62.2%	59.2%
Black	21.2%	24.1%
Other	1.8%	1.9%
Multiple (any combination)	4.3%	4.3%
Missing	10.5%	10.6%
Ethnicity		
Hispanic	3.9%	4.0%
Non-Hispanic	79.9%	79.8%
Missing	16.2%	16.2%
Age		
<25 years	6.4%	6.3%
25–34 years	22.6%	23.2%
35–44 years	24.7%	24.9%
45–54 years	22.1%	22.0%
55+ years	24.1%	23.5%
Missing	0.1%	0.1%
Educational Attainment		
Less than high school	7.9%	7.9%
High school diploma/GED	39.6%	39.6%
Assoc. degree/some college	28.5%	28.4%
College degree (4-year)	14.6%	14.3%
Post college degree	5.5%	5.4%
Missing	3.9%	4.5%
Settlement Patterns		
Large metro (St. Louis or Kansas City metro areas)	66.5%	74.8%
Other metro areas	17.6%	15.5%
Nonmetro areas	15.9%	9.7%

Note: Tabulations include claimants eligible for assignment to RESEA during the period of the study’s random assignment (Dec. 19, 2021 - Dec. 25, 2022).

Table A3: Prior Employment and Earnings of RESEA-Eligible Claimants and Study Participants

	RESEA Eligible Claimants	Study Cases
Number of claimants	38,553	31,694
Employment in Quarters Prior to Random Assignment†		
Quarter 8	80.2%	80.6%
Quarter 7	81.7%	81.9%
Quarter 6	84.4%	84.5%
Quarter 5	87.8%	87.9%
Quarter 4	90.4%	90.6%
Quarter 3	93.3%	93.7%
Quarter 2	94.1%	94.6%
Quarter 1	92.0%	92.6%
Earnings in Quarters Prior to Random Assignment		
Quarter 8	8,282 (10,150)	8,227 (9,740)
Quarter 7	8,488 (10,200)	8,367 (9,500)
Quarter 6	9,219 (11,437)	9,100 (10,385)
Quarter 5	9,424 (10,479)	9,264 (9,644)
Quarter 4	9,572 (11,223)	9,382 (10,285)
Quarter 3	10,236 (10,981)	10,079 (9,592)
Quarter 2	10,937 (14,051)	10,838 (11,312)
Quarter 1	10,934 (16,733)	10,859 (10,176)
<i>Note:</i> Tabulations include claimants eligible for assignment to RESEA during the 54 weeks of random assignment (Dec. 19, 2021 – Dec. 25, 2022). †Those with any earnings in a quarter are defined as employed. Reported are sample proportions for employment, and means and standard deviations in parentheses for earnings.		

Table A4: UI Eligibility for RESEA-Eligible Claimants and Study Participants

	RESEA-Eligible Claimants	Study Cases
Number of claimants	38,553	31,694
Effective Date Prior to RESEA Random Assignment†		
	Percent	Percent
3 weeks	36.0%	36.1%
4 weeks	27.5%	27.1%
5 weeks	17.7%	18.2%
6 weeks	7.9%	8.0%
7-8 weeks	4.3%	4.3%
9–26 weeks	5.2%	5.1%
27 + weeks	1.3%	1.2%
Weekly Benefit Amount (WBA)		
Mean	287.14	287.84
Standard deviation	60.85	60.38
WBA = 320	66.5%	67.0%
WBA < 320	33.0%	32.5%
Missing	0.5%	0.5%
Maximum Benefit Amount (MBA)		
Mean	5,649	5,660
Standard deviation	1,292	1,286
Missing	0.5%	0.5%
Weeks of Eligibility		
< 14 weeks	0.5%	0.5%
14–16 weeks	5.7%	5.9%
17-19 weeks	7.2%	7.2%
20 weeks	86.1%	85.8%
Missing	0.5%	0.5%

Notes: Tabulations include claimants eligible for assignment to RESEA during the period of random assignment (Dec. 19, 2021 - Dec. 25, 2022). †= Effective date is the benefit year begin date, identifying when claimant UI eligibility begins.

Appendix B

B1. Quality of Data on RESEA Meetings and Services: Case Notes

Missouri staff suggested to us the possibility that records of RESEA meetings in the files we received might, in some cases, be incomplete due to various software problems. In order to determine the extent of such errors in our data, we undertook a random sampling of counselor case note entered into the computer information system (MoJobs) and compared them with the records in our files. We were told that errors were particularly likely to occur for those assigned to the week 6 group during the first two months of the study.

We had two files providing information on RESEA meetings, one from a listing maintained by DOLIR, and one maintained by DHEWD, associated with services. We discovered that, in up to 10% of the cases, these sources of information were not consistent. Nonetheless, if one of the files indicated a meeting was scheduled or occurred, this was generally consistent with the case notes. Hence, in all the analyses presented in this report, we looked at both files, coding a meeting as having been scheduled or having occurred if either of these files so indicated.

Reviewing the case notes was time-consuming, and so all our analyses of the case notes rely on random samples of study participants. Since our first concern was with those assigned to the week 6 group in the initial period of the study, our initial sample was limited to this group during the first 11 weeks of random assignment. We sampled 155 claimants who had been assigned to the week 6 RESEA group in this period and were listed on our data files as being assigned to a scheduled RESEA meeting. Of these, 15 claimants had case notes that failed to indicate that a meeting was scheduled. We also found some cases where our data files did not register a meeting as having occurred but where case notes showed that a meeting occurred. Out of the 48 cases where the case notes indicated a meeting occurred, 7 were not listed in our data files. Overall, these two errors probably affected 10%-20% of the cases during the period, but if we consider the overall proportion participating in meetings, these partly cancel. During this period, the number of meetings identified in the files we received was probably overestimated by approximately 5%.

We also undertook a random sampling of study subjects outside the week 6 RESEA treatment group and the first 11 weeks of random assignment. In our sample, every meeting that was coded as occurring in our files also had case notes confirming that the meeting occurred. In a small number of cases, however, meetings were detailed in the case notes but not listed in our files, what Missouri staff referred to as “ghost meetings.” In our random sample of study participants through week 33 (July 31, 2022), but, omitting the week 6 group in the first 11 weeks, we found 93 claimants where case notes indicated an RESEA meeting occurred. Of these, five were “ghost” meetings, not listed on our files of RESEA meetings. If the proportion of ghost meetings is constant throughout our study period, these numbers suggest that the number of meetings that occurred would be underestimated in our data files by about 5%.

We were also concerned with whether our files indicating services received by study participants were accurate, and so we compared the service files provided by DHEWD with the case notes. Omitting claimants selected in the first 11 weeks in the week 6 group, we drew a sample of 220 study participants and compared the listed services with those specified on the case notes. In all

but one case, the services listed were exactly consistent. In the one case that was not consistent, there was a minor discrepancy in the particular services listed. Our comparison was limited to the first ten services received by a study participant.

In summary, these tests suggest that data on the files we received from the state provide quite an accurate view of when RESEA meetings were scheduled, whether claimants actually attended those meetings, and the services received, based on our comparisons with case notes. The analyses presented in this report are based on those files.

B2. Attendance at RESEA Meetings by Assignment Week

As indicated above, assignments to RESEA meetings were made randomly at the University of Missouri by the evaluation team and transmitted to the state each week. However, during the period of our study, we understood that there were various procedural or computer problems that may have interfered with actual assignment to meetings. Appendix B1 above reports that our review of case notes indicated that our files identifying meetings were largely accurate, and so the analyses in the main text of this report and in this section of the appendix rely on these data files.

Figure B2.1 shows that, for claimants assigned to the week 2 treatment group, almost all are listed as assigned to scheduled RESEA interviews. In contrast, Figure B2.2 shows that, in the first three weeks of the study, fewer than half of the claimants assigned to the week 6 treatment group had a meeting scheduled. However, for other weeks, almost all week 6 group members had scheduled RESEA meetings. When we look at claimants assigned to the control group (figure not shown), we find that, in the first three weeks of random assignment, up to 20% were assigned to RESEA meetings. After the third week, essentially no control cases were assigned to RESEA meetings.

Figure B2.1: RESEA Meeting Schedule and Attendance, RESEA Week 2

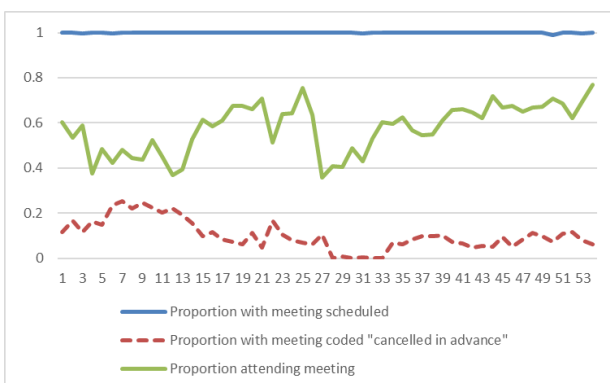
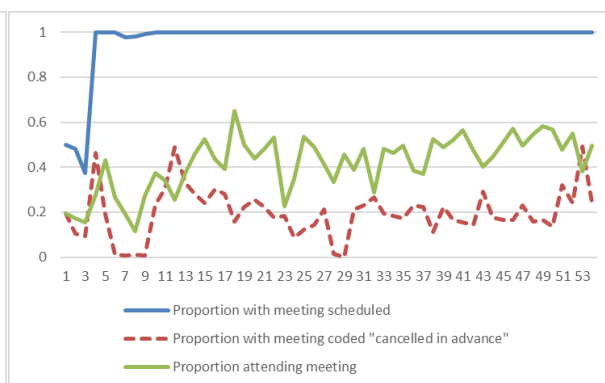


Figure B2.2: RESEA Meeting Schedule and Attendance, RESEA Week 6



Note: Sample includes all claimants assigned to RESEA and control groups in random assignment (Dec. 19, 2021 – Dec. 25, 2022). All meetings recorded in the benefit year are included, except meetings more than 52 weeks after random assignment.

Perhaps most interesting is the proportion of claimants assigned to RESEA who attended a meeting. For both the week 2 treatment group and the week 6 treatment group, there is substantial variation in the proportion who meet with counselors from week to week. Of those assigned to the week 2 group, between 40% and 60% actually attend a meeting (Figure B2.1), whereas the numbers are somewhat smaller for the week 6 group. Most significantly, there is little trend over time. Also included in the figures is the proportion of claimants who did not attend the meeting because it was “canceled in advance.” This designation is limited to individuals who were found to be ineligible for RESEA, for example, cases where it was discovered that claimants are seeking employment through a union hiring hall. Variation is substantial from week to week, although the proportion is generally in the range of 10% to 20% for the week 2 group and 15% to 40% for the week 6 group.

Attendance proportions in Table 4 and Figures B2.1 and B2.2 are based on all observed meetings in the benefit year within 52 weeks after random assignment.

B3. Case Note Data on Missed RESEA Meetings

Table B3 shows tabulations of three reasons that counselors gave for clients failing to attend RESEA meetings based on our sampling of case notes. Nearly two-fifths of those who don’t attend RESEA meetings are coded as having jobs, and up to a third are omitted because of inactive status. We see that 22%–26% of those who do not attend scheduled RESEA meetings do not have any reason indicated in the case notes for failure to attend.

Table B3: Reason for Failure to Attend Scheduled RESEA Meeting

	Study Group	
	RESEA Week 2	RESEA Week 6
No explanation	26%	22%
Canceled in advance (inactive status)	15%	32%
Canceled in advance (union)	20%	10%
No show (employed)	39%	37%
Total	100%	100%
Sample size (claimants not attending meetings)	46	41

Note: Based on counselor case notes for a random sample of study cases where RESEA meeting is scheduled but no meeting occurs. Sample includes study participants through week 33 (July 31, 2022) but omits the week 6 group in the first 11 weeks. Claimants are omitted from this analysis if they attended any RESEA meeting. For claimants who missed more than one scheduled meeting, the coding of reason for failure to attend refers to the last scheduled meeting.

B4. Timing of Attendance at RESEA Meetings

Claimants assigned to RESEA meetings can request that a meeting be rescheduled. Counselors normally attempt to reschedule meetings during the originally scheduled week; interview slots are left open on Friday for this purpose. As a rule, counselors allow meetings to be rescheduled within the week of the initially scheduled time without an explanation, whereas they require that claimants provide justification to reschedule meetings to later weeks.

The timing of meetings attended is provided in Table B4 by treatment group. Of those assigned to the week 2 group and attending a RESEA meeting, 89% attended the meeting in the week that they were initially scheduled to meet. Another 5% attended the following week, and 98% attended by week 8. Of those in the week 6 group who attended meetings, 89% did so in week 6, and 96% attended a meeting by week 8. We see that about 1% of the control group members attended RESEA meetings, almost all of them after week 8. Hence, attendance by control group members at meetings is a trivial source of contamination bias. Meetings in the benefit year up to 52 weeks after assignment to RESEA are included in these tabulations.

Table B4: Timing of Attendance at RESEA Meetings

Week of Attendance	Study Group					
	RESEA Week 2		RESEA Week 6		Control	
	N	Percent	N	Percent	N	Percent
Week 1	11	0.17%	0	0.00%	0	0.00%
Week 2	5,839	88.73%	0	0.00%	0	0.00%
Week 3	318	4.83%	4	0.18%	3	1.94%
Week 4	143	2.17%	0	0.00%	0	0.00%
Week 5	74	1.12%	4	0.18%	0	0.00%
Week 6	39	0.59%	2,001	88.62%	13	8.39%
Week 7	11	0.17%	104	4.61%	0	0.00%
Week 8	6	0.09%	55	2.44%	1	0.65%
Week 9 or after	140	2.13%	90	3.99%	138	89.03%
Total attending meetings	6,581	100%	2,258	100%	155	100%
Total assigned to group	11,361		5,268		15,065	

Notes: Analyses are based on study cases in the period of random assignment (Dec. 19, 2021-Dec. 25, 2022) and all meetings in the benefit year attended in the 52 weeks following random assignment are included. The week of attendance is counted from the week following the initial week of UI benefit receipt. Percentages are relative to the total number of claimants attending meetings.

B5. Reminder Calls for RESEA Meetings

The RESEA protocol specifies that claimants assigned to RESEA receive a letter the week before their scheduled meeting, indicating the date and time of the meeting. Claimants assigned to the week 6 group received a letter both five weeks prior to their scheduled meeting and in the week immediately prior to their scheduled meeting. Counselors are instructed to make a reminder call in the day or two prior to the scheduled meeting. All counselors that we interviewed indicated that they made required reminder calls. Our regular data files do not indicate whether the call prior to the meeting was made, but the call is reported in the case notes. In our random sample of claimants' case notes, we found that 72% of those claimants with a

scheduled RESEA meeting had a notation indicating that the counselor made a reminder telephone call or otherwise attempted contact with the claimant. (Specifically, of the 170 claimants with scheduled RESEA meetings, counselor case notes reported telephone calls to 119 claimants and attempted contact by some other method in four cases.) This random sample includes the first 33 weeks of the study (assignments through July 31, 2022) but omits those assigned to the week 6 RESEA group in the first 11 weeks.

B6. Virtual RESEA Team

Although, in the past, RESEA meetings were normally scheduled with counselors who worked in particular Job Centers (or occasionally moved between Centers), during the period of our study, an increasing proportion of the scheduled meetings were assigned to a state-level Virtual Team of counselors. These meetings were scheduled for claimants in Job Centers where the number of eligible claimants was expected to exceed capacity.

There are several important features of RESEA meetings with counselors from the Virtual Team. First, since the Virtual Team operated on a statewide basis, none of the RESEA meetings were in person. In the case of Job Center-based counselors, although the default meeting was by telephone during this period, clients could arrange to meet in person with a counselor. Second, whereas Job Center-based counselors met once with a claimant and were not required to attempt future contact, the counselors in the Virtual Team were encouraged to maintain contact with clients after the RESEA meeting. For the most part, this took the form of electronic messages to follow up on issues associated with claimants' job searches.

We arranged to receive files providing listings of all RESEA meetings scheduled by the Virtual Team. Figure B6.1 shows that the proportion of RESEA participants assigned to the Virtual Team grew from under a fifth in the first few weeks of the study to over half by the last four months. Except for the first few weeks, those in the week 6 condition were somewhat more likely to be assigned to the Virtual group than those in the week 2 condition, although variation from week to week was substantial.

Figure B6.1: Proportion of RESEA Clients Assigned to Virtual Team

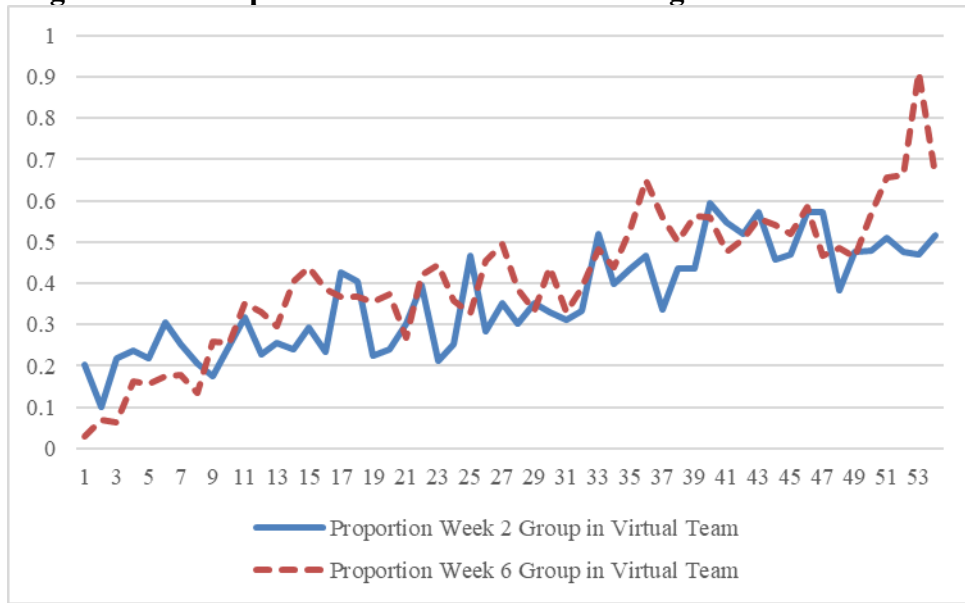
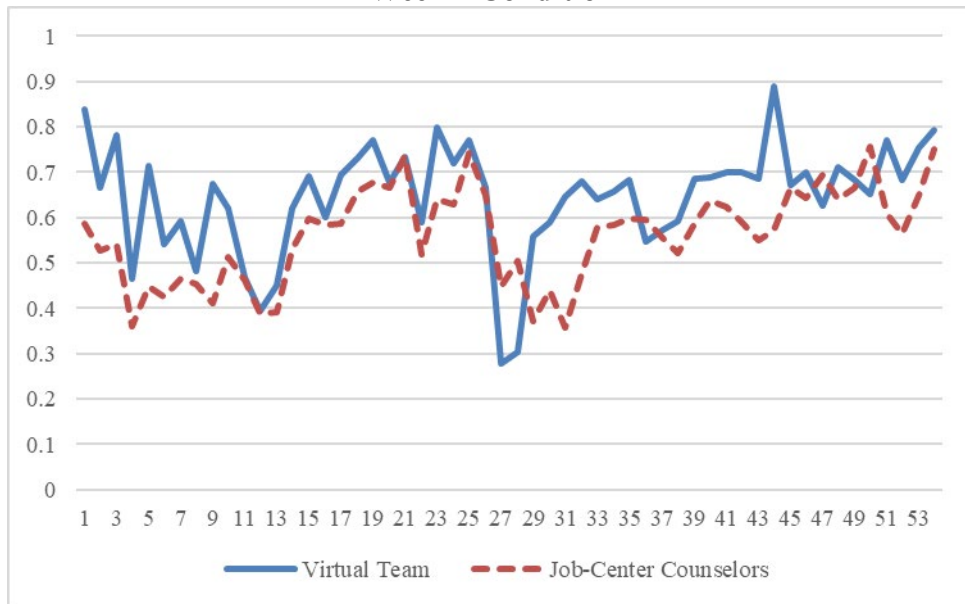


Figure B6.2: Proportion of RESEA Clients Attending Meeting: Week 2 Condition



**Figure B6.3: Proportion of RESEA Clients Attending Meeting:
Week 6 Condition**

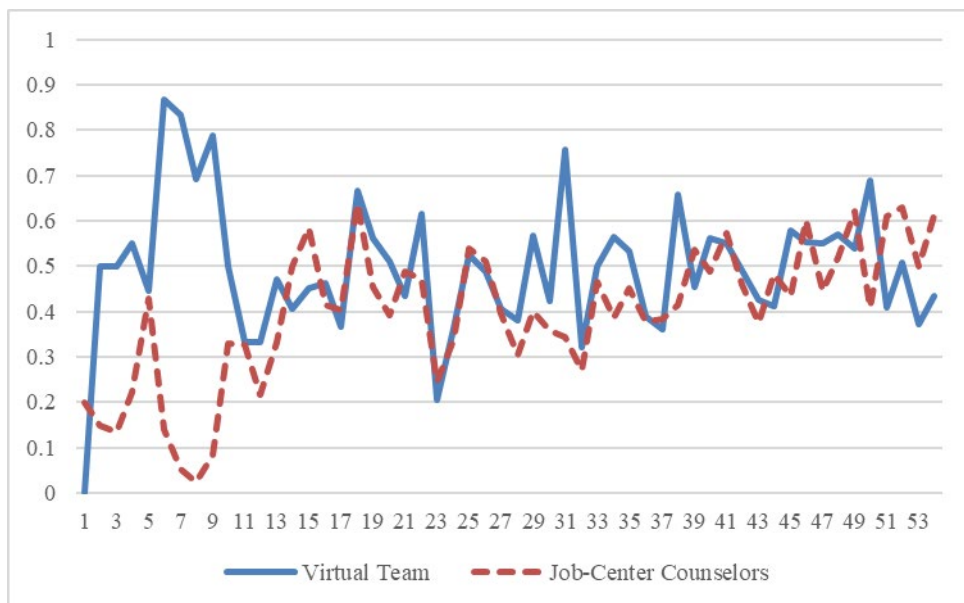


Figure B6.2 graphs the proportion of clients assigned to the RESEA week 2 condition who attended a meeting, separately for claimants assigned to the Virtual Team and Center-based staff. We see that the former are more likely to attend, with a difference of up to 10 percentage points. Figure B6.3 provides comparable comparisons for those assigned to RESEA week 6 condition.

The simple comparison, however, fails to take into account that the distribution of Virtual Team meetings and Center-based meetings differs across centers. If Virtual meetings are more likely to be assigned in centers where claimants are more likely to attend (or vice versa), the observed differences might reflect that distribution. To address this concern, we undertook regressions that controlled for center, week, and center-by-week interactions, limiting consideration to claimants assigned to the week 2 treatment. This means estimates are based on comparing attendance between Virtual Team meetings and Center-based meetings within week and center. Here we find that claimants assigned to Virtual Team staff are about 9 percentage points more likely to attend a meeting than those assigned to Center-based staff.

It is important to recognize that these comparisons between Virtual and Center-based meeting do not provide definitive evidence about how the two approaches differ. The Virtual Team clients were not chosen randomly. The Virtual Team focused on clients in particular Job Centers and chose particular times in the schedule.

Appendix C

Table C1: Service Categories

Code	Service Name	Code	Service Name	Code	Service Name
	Basic Services and Referrals		Basic Services and Referalls (cont.)		Basic Services and Referalls (cont.)
004	Self Service Information On Training Providers, Performance Outcomes	150	Workshop-Educational and Personal Skills Upgrade	220	Financial Literacy
005	Self Service Labor Market Research	151	Workshop-Job Search	221	Workforce Preparation
006	Self Service Job Search through VOS	153	Workkeys Curriculum	222	English Language Acquisition
007	Self Service Resume	155	DVOP IEP (Disabled Veterans Outreach)	223	WIOA Pre-Apprenticeship (RFP Only-Not ETPS)
011	Talify	156	DVOP INTERVIEW PREP	249	WIOA ETPS Pre-Apprenticeship
101	Orientation	157	DVOP RESUME PREP	260	Provide Information on Supportive Services
103	Provision of Information On Training Providers, Performance Outcomes	158	Financial Aid Information	300	Occupational Skills Training - Approved Provider List (ITA)
107	Provision Of Labor Market Research	162	RESEA-Labor Market Information	302	Entrepreneurial Training
111	Attended TAP Workshop	163	RESEA-Orientation	320	Private Sector Training
114	ONET	167	RESEA-Referral to Reemployment Services	326	Support Service - Needs Related Payments
118	Outreach and Intake	180	Support Service - Child/Dependent Care	328	Occupational Skills Training - Non Approv Provider (No ITA)
127	Reportable Service From DVOP/LVER	181	Supportive Service - Transportation Assistance	336	Trade Completed Training Service
128	Assigned Case Manager - Vets Only	182	Supportive Service - Medical	339	Trade Basic Skills/Remediation
129	Assigned Case Manager and/or Received Case Management Services- Vets Only	183	Trade Re-location Allowance	347	Incumbent Worker Training
130	Proficiency Testing	184	Supportive Service - Temporary Shelter	368	Trade Pre-Requisite Training
132	RJS Assessment	185	Support Service -Other	369	WIOA Occupational Skills Training - Non Approv Provider (No ITA)
136	Referred to WIOA Services	201	Group Counseling	401	Education for Workplace Preparation
140	Referred to Other Services	203	Objective Assessment	406	Tutoring, Study Skills, and Dropout Prevention
144	Testing - Assessment	204	Interest And Aptitude Testing	409	Youth - Job Shadowing
148	Workshop-Career & Skills Assessment	213	Comprehensive Assessment	410	Leadership Development Opportunities
149	Workshop-Career Advancement and Enhancement	215	Short Term Pre-Vocational Services		
		217	Supportive Service - Relocation assistance		
		219	Work Experience		

Table C1: Service Categories (cont.)

Code	Service Name	Code	Service Name	Code	Service Name
	Basic Services and Referalls (cont.)		Basic Services and Referalls (cont.)		Counseling
411	Adult Mentoring	491	515TSJL Work Readiness for TANF	110	ETT Meeting Service
412	Objective Assessment		Summer Job League	115	Resume Preparation Assistance
415	Alternative Secondary School Services	06M	Self Service Job Search through Mobile	123	Job Development Contacts (working with
416	Youth Occupational Skills Training - Approved Provider		Application		Employer and Job Seeker)
418	Alternative Secondary School (AEL)	14A	America"s Promise Registration	124	Received Bonding Assistance
420	Scholars - identifier	14W	Workkeys Assessment 2	134	RJS LMI Career Information
430	Youth Occupational Skills Training - Non- Approved Providers	18P	Support Service - Partner Referral (non- WIOA funded)	135	RJS Orientation
431	Postsecondary Preparation and Transition	21T	TAA Initial Assessment	145	Unemployment Compensation Assistance
433	Pre-Apprenticeship Programs	22T	Work Based Learning Contract / Monitoring Visit	154	Career Guidance
434	Financial Literacy Education	48P	Support Service - Partner Referral (non- WIOA funded)	165	RESEA-Individual Employment Plan
435	Entrepreneurial Skills Training			166	RESEA-Job Search Assistance
436	Labor Market Information	F01	Referral to Community Resources	200	Individual Counseling
480	Support Service - Child/Dependent Care	F12	SS-Transportation	205	Develop Service Strategies (IEP/ISS/EDP)
481	Support Service - Transportation Assistance	F13	SS- Purchase work related uniforms/attire	216	Out-of-area job search asst.
482	Support Service - Medical	F14	SS-Purchase work related tools	413	Develop Individual Service Strategy
483	Support Service - Temporary Shelter	F15	SS-Housing Assistance	417	Comprehensive Guidance and Counseling
485	Support Service -Other	F18	SS-Medical	421	Career Awareness/Exploration
486	Support Service - Counseling		Eligibility Review	F03	Tracking Progress on the Job
487	WIOA Youth Incentive Payment	133	RJS Job Search Review	F05	Assistance securing better paying job
489	507TSJL Supportive Services for TANF	159	Job Search Activity	F06	Career development and further education planning
	Summer Job League	164	RESEA-Eligibility Review and Work Search Plan Dev	F07	Assistance with Job/Work Related Problems
490	511TSJL Assessment for TANF Summer Job League	168	RESEA-Work Search Verification	F10	Leadership Development
				F11	Other Follow Up Service, not classified

Table C1: Service Categories (cont.)

Code	Service Name	Code	Service Name
	Job Referral		Job Referral (cont.)
179	Outside Web-Link Job Referral	591	Staff Determined Not Qualified for Suppressed Job
218	Internships		
301	On-The-Job Training	750	Placement Local Individual Over 150 Days
306	Eligible for Show-Me Heroes OJT	760	Placement Local Individual 4 - 150 Days
307	Show-Me Heroes OJT	850	Placement - Local Individual Over 150 Days PT
310	Apprenticeship - Non Approv Provider (No ITA)	860	Placement Local Individual 4 - 150 Days
314	Apprenticeship - Approved Provider List	JL1	Referred to Job Opportunity
330	NDWG Temporary Employment		
349	Jobs Plus Education (AEL, Hi-Set, GED)		
423	Youth Apprenticeship		
425	Work Experience - Paid		
427	Youth Internship - Paid		
428	Youth On-the-Job Training Opportunities		
488	503TSJL Employment Opportunities for TANF Summer Job League		
500	Referred To Job Over 150 Days		
501	Referred To Job 4 - 150 Days		
502	Referred To Job 3 Days Or Less		
503	Negative Referral Result		
504	Refused Referral		
505	External Job Referral by Staff		
590	Notification to Jobseeker of potential job		



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Research. Evaluation. Analysis.

Experimental Evaluation of Missouri’s Reemployment Services and Eligibility Assessment (RESEA) Program

Final Evaluation Report

Addendum

April 2025

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1. Introduction

This Addendum to the Final Evaluation Report for Missouri’s Reemployment Services and Eligibility Assessment (RESEA) Program provides analyses regarding several issues not addressed in the main document. Although not the central focus of the study, the results here are of policy interest and may help policymakers refine the program in Missouri and elsewhere.

Since the early 1990s, job search assistance programs supported by the federal government have been required to target services to those most likely to have difficulty obtaining employment. Although such programs have operated across all 50 states, the efficacy of such targeting has not been examined. Here we consider whether Missouri’s profiling score, which has been used to allocate claimants to the RESEA program, is successful in identifying those most likely to benefit from the program.

In subsequent sections, we consider whether there are other factors that predict the efficacy of the RESEA program. We consider industry and earnings of prior employment, as well as several demographic factors.

In the final section, we consider the timing of the effects of the RESEA program. Insofar as RESEA participants leave UI shortly after being notified of their assignment to the program, we may infer that their exits reflect a desire to avoid requirements. In contrast, participant exits following meetings are more likely due to the benefits of services provided by the program in support of job search.

2. Differences in RESEA Program Effects

2.1. Methods

Missouri’s profiling score is designed to predict whether a claimant will exhaust benefits. The first question we address is whether the profiling score operates as expected, identifying those most likely to receive more benefits. In addition, we will examine the degree to which the profiling score predicts the employment experience of former claimants. The basic structure of our analysis is similar to that in main body of the report, but we omit individual characteristics, since these are likely to be correlated with the profiling score. The basic equation has the form:

$$Y_i = \beta + \alpha T_i + D_i \gamma + (JobCenter_i \cdot Week_i) \delta + u_i \quad [AD-1]$$

The dependent variable (Y_i) is a measure of benefit receipt or employment. T_i is a treatment indicator that equals 1 if the individual was assigned to RESEA, and 0 for the control group; $D_i = [D_{1i} D_{2i} D_{3i} D_{4i} D_{5i}]$ is a vector that identifies the profiling score quintile; and $JobCenter_i \cdot Week_i$ identifies the Job Center and week of random assignment, and their interactions. β is a constant, and α provides an estimate of the impact of the RESEA program, which will correspond closely to the estimate reported in the main report. δ is a vector of fixed effects that distinguish Job Centers by week of random assignment. The coefficients in the vector γ provide estimates of primary interest, as they identify how claimants with different profiling scores differ on the dependent variable.

Our next analysis considers the extent to which the profiling score predicts differences in response to the RESEA program. The formal model of our analysis can be written:

$$Y_i = \beta + \alpha_1(D_{1i} \cdot T_i) + \alpha_2(D_{2i} \cdot T_i) + \alpha_3(D_{3i} \cdot T_i) + \alpha_4(D_{4i} \cdot T_i) + \alpha_5(D_5 \cdot T_i) + D_i\gamma + (JobCenter_i \cdot Week_i)\delta + u_i \quad [AD-2]$$

Variables are as indicated above. The coefficients $\alpha_1, \dots, \alpha_5$ estimate the effect of RESEA assignment for claimants in each of the five quintiles of the profiling score. For example, the estimated effect of the RESEA program for claimants with profiling scores in the first quintile is α_1 .

We also use equation AD-2 to estimate how effects of RESEA differ by prior industry of employment, education, age, or prior earnings. In these cases, the dummies in D_i identify quintiles or other categories of the variable of interest.

2.2. The Role of Profiling Score

The Worker Profiling and Reemployment Services (WPRS) program, established in the early 1990s, required states to develop a profiling score based on claimant and prior employment characteristics to predict the likelihood that a claimant would exhaust benefits. In almost all states, limited resources required that not all eligible claimants be assigned to programs providing job search assistance services, and federal requirements specified that allocation to the programs be according to profiling scores; those with the highest scores were to be given the highest priority. The requirement to use profiling scores to allocate claimants to job search assistance programs continues through the present day for the RESEA program, although the requirement is effectively suspended during evaluation studies.

By design, those with higher profiling scores should be more likely to exhaust benefits, and such individuals may well face the greatest need for job search assistance. However, whether such individuals obtain greater benefits from the program has not been determined. In addition, many states, including Missouri, developed their profiling models many years ago, so it is unclear how successful the profiling scores are in the current environment in identifying the likelihood that a claimant exhausts benefits. In what follows, we first examine the degree to which the profiling score predicts the number of weeks and of UI benefit receipt, the total assistance received, and whether benefits are exhausted, and the likelihood of employment and the level of earnings. We then consider whether the RESEA program's effects differ by a claimant's profiling score.

Panel A of Table AD-1 lists the quintile divisions for Missouri's profiling score for claimants in our study. The scores range from near zero¹ to a maximum of 0.863. Few claimants have low scores, as only a fifth of the sample have scores between zero and 0.511. Three-fifths of the scores are between 0.5 and 0.7, and only a few are over 0.8. The score is missing for a very small number of cases (0.5%) because the data used to construct the score are unavailable.

Panel B of the table provides estimates from equation AD-1. As expected, the estimated effects

¹ The lowest score is approximately 0.000001.

of RESEA participation are very close to those reported in the main report. All estimates of profiling score impact are relative to the bottom quintile, and, with a few minor exceptions, higher profiling scores are associated with progressively greater use of UI benefits. For example, claimants with scores in the second quintile on the profiling score receive about 0.3 more weeks of benefits than those in the bottom quintile, whereas those in the top quintile receive an additional week of benefits. Benefit payment differences are comparable. As expected, higher scores are generally associated with a greater chance of benefit exhaustion, although the relationship is not as strong as might be anticipated. It is worth noting that the profiling score was designed in the first decade of the 2000s, and that important changes in the economy and the UI system have occurred since then.²

Table AD-1: Distribution of Profiling Score and Effect on UI Receipt

Panel A									
Distribution of Profiling Score									
	Minimum		Maximum		Range				
Bottom Quintile	0.000		0.511		0.511				
2nd Quintile	0.512		0.590		0.079				
3rd Quintile	0.590		0.646		0.056				
4th Quintile	0.646		0.689		0.043				
Top Quintile	0.689		0.863		0.175				
Missing	0.5%								

Panel B									
Effect of Profiling Score									
	Weeks of Benefit Receipt			Total Benefits Paid			Benefit Exhaustion		
	Coef.	SE		Coef.	SE		Coef.	SE	
Treatment	-0.689	(0.095)	***	-192.290	(28.022)	***	-0.040	(0.006)	***
Profiling Score									
Bottom Quintile	--			--			--		
2nd Quintile	0.308	(0.131)	**	212	(39)	***	0.015	(0.008)	*
3rd Quintile	0.615	(0.133)	***	304	(39)	***	0.033	(0.008)	***
4th Quintile	0.801	(0.134)	***	459	(40)	***	0.065	(0.008)	***
Top Quintile	1.007	(0.136)	***	689	(40)	***	0.056	(0.009)	***
Missing	-4.221	(0.611)	***	-1,038	(181)	***	-0.152	(0.039)	***

Notes: Regressions correspond with equation AD-1. The sample includes study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). The table reports estimated effects for RESEA treatment and for quintiles of profiling score relative to the bottom quintile.

***, **, *=statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed.

The profiling score, as expected, is associated with lower employment levels in the quarters after UI (Table AD-2, upper panel). Even six quarters after initial program participation, those in the

² The most important change in the UI system is that the maximum number of weeks of benefits has been reduced from 26 weeks to 20 weeks. The large negative effect for those with missing profiling scores is not of importance, as it likely indicates that those with incomplete information are likely to withdraw or be dropped from the UI program after receiving a few payments. A very small proportion of the sample has a missing profiling score.

Table AD-2: Effect of Profiling Score on Employment and Earnings, 6 Quarters Following Random Assignment

	Employment																	
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment	0.018	(0.006)	***	0.017	(0.006)	***	0.013	(0.006)	**	-0.001	(0.006)	0.000	(0.006)	0.003	(0.006)			
Profiling Score																		
Bottom Quintile	--			--			--			--				--				
2nd Quintile	-0.050	(0.008)	***	-0.039	(0.008)	***	-0.023	(0.008)	***	-0.033	(0.008)	***	-0.018	(0.008)	**	-0.020	(0.008)	**
3rd Quintile	-0.081	(0.008)	***	-0.069	(0.008)	***	-0.052	(0.008)	***	-0.044	(0.008)	***	-0.037	(0.008)	***	-0.030	(0.008)	***
4th Quintile	-0.122	(0.008)	***	-0.100	(0.008)	***	-0.076	(0.008)	***	-0.070	(0.008)	***	-0.055	(0.008)	***	-0.048	(0.008)	***
Top Quintile	-0.177	(0.009)	***	-0.159	(0.008)	***	-0.131	(0.008)	***	-0.128	(0.008)	***	-0.117	(0.008)	***	-0.104	(0.008)	***
Missing	0.064	(0.038)	*	0.056	(0.037)		0.043	(0.037)		0.016	(0.038)		-0.007	(0.038)		0.011	(0.038)	
	Earnings																	
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment	129	(111)	221	(113)	*	172	(114)	102	(114)	99	(119)	41	(124)					
Profiling Score																		
Bottom Quintile	--		--			--		--		--		--						
2nd Quintile	126	(152)	282	(156)	*	282	(156)	*	195	(157)	482	(164)	***	377	(170)	**		
3rd Quintile	19	(155)	253	(159)		283	(159)	*	560	(160)	***	655	(167)	***	598	(173)	***	
4th Quintile	-49	(156)	309	(160)	*	287	(161)	*	607	(161)	***	557	(168)	***	685	(174)	***	
Top Quintile	627	(158)	***	791	(162)	***	1,187	(163)	***	1,446	(163)	***	1,485	(170)	***	1,433	(177)	***
Missing	1,554	(713)	**	2,006	(729)	***	1,823	(733)	**	1,394	(735)	*	2,368	(766)	***	2,896	(796)	***

Notes: Regressions correspond with equation AD-1. The sample includes study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). The table reports estimated effects for RESEA treatment and for the quintiles of the profiling score relative to the bottom quintile.

***, **, * = statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed.

highest quintile of the profiling score exhibit a 10-percentage-point disadvantage in terms of employment. Perhaps surprisingly, the disadvantage of those with higher profiling scores is not reflected in expected earnings. The lower panel of the table shows that those with higher profiling scores have *greater* earnings in subsequent quarters. Earnings relative to the bottom quintiles are similar in the fourth, fifth, and sixth quarters after the start of UI payments. The difference between those with profiling scores in the bottom and top quintiles is not inconsequential, amounting to over \$1,400 in each quarter, or up to 15% of the mean. Since this earnings measure includes those not employed as earning zero, the differential would be even greater if we limited consideration to those with jobs.

As noted above, the profiling score is constructed to identify those most likely to exhaust benefits, and the analysis above confirms that it serves this function in the current data. Those with higher scores are also generally less likely to obtain employment. Although it is self-evident that the *potential* gain from a job search assistance program is greater for this group, it is not certain that the RESEA effects will be greater in practice. Suppose claimants with high profiling scores face serious motivational or human capital obstacles preventing them from obtaining employment and leaving UI. In that case, it is possible that they may not respond to or benefit from the program. An alternative interpretation, suggested by the high income for those with high profiling scores, is that claimants with high profiling scores remain unemployed for longer because they are selective about their choice of employment, and RESEA services do not influence their job search efforts.

Table AD-3: Program Effect on Unemployment Benefit Receipt by Profiling Score

	Weeks of Benefit Receipt			Total Benefits Paid			Benefit Exhaustion		
	Coef.	SE		Coef.	SE		Coef.	SE	
Treatment Effect by Profiling Score									
Bottom Quintile	-0.797	(0.191)	***	-188	(56)	***	-0.044	(0.012)	***
2nd Quintile	-0.652	(0.191)	***	-189	(56)	***	-0.030	(0.012)	**
3rd Quintile	-0.204	(0.192)		-69	(57)		-0.013	(0.012)	
4th Quintile	-0.516	(0.191)	***	-148	(57)	***	-0.036	(0.012)	***
Top Quintile	-1.233	(0.190)	***	-357	(56)	***	-0.074	(0.012)	***
Missing	-0.976	(1.207)		-230	(357)		-0.021	(0.076)	

Notes: Regressions correspond with equation AD-2. The sample includes study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). The table reports estimated effects of RESEA for each of the quintiles of the profiling score.

***, **, *= statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed.

The model presented above in equation AD-2 allows us to examine how the program's effects differ across groups based on profiling score. Table AD-3 provides estimates of program effects by profiling score quintile. The coefficient α_1 is estimated in the first row, identifying the program's effects on claimants in the bottom quintile of the profiling score. Although we might expect program effects to be smaller for this group—individuals expected to depart UI more quickly—the RESEA effect estimate for this group on weeks of benefits is actually greater than that for the overall sample as reported in Table AD-1. In particular, for those in the bottom quintile, the RESEA program reduces weeks of benefits by an estimated -0.797, as compared

with -0.689 for the full sample. An unexpected finding is that the effect estimates for the second, third, and fourth quintiles are smaller (in absolute value) than the effects for the bottom quintile. In particular, the coefficient for the third quintile is -0.205 , which is statistically significantly smaller than that for the bottom quintile. However, clients whose scores place them in the top quintile are estimated to be particularly responsive to the program, experiencing a 1.233 decline in weeks of benefits due to the program. Estimates for effects on total benefits paid and benefit exhaustion, reported in Table AD-3, exhibit the same patterns. The effect of the program is greatest for the top quintile, somewhat less for the bottom quintile, and smaller still for the intermediate values on the profiling score.

Table AD-4 identifies the effects of the RESEA program on employment and earnings by profiling score. The results imply small effects of RESEA on employment for those in the bottom quintile, effects that are not generally statistically significant. On the other hand, those in the top quintile obtain substantially higher levels of employment through participation in RESEA. Intermediate profiling scores display inconsistent results.

Results for earnings, however, differ somewhat. Although those in the bottom quintile have *higher* earnings due to RESEA, this is not the case for the next three quintiles, for which estimates of effects are close to zero. For many quarters, the effect estimates for the second, third, and fourth quintiles are significantly smaller than for the bottom quintile. In contrast, effect estimates of the RESEA program for claimants in the top quintile on the profiling score are similar to those at the bottom—implying that the program benefits them.

Our bottom line is that the profiling score does not function as anticipated. Although it is largely successful in identifying differences in UI receipt—meaning that its construction conforms to DOL requirements—it does not consistently identify differences in claimants' responses to the program. Those with the highest profiling scores do display a larger response to RESEA, appearing to leave UI at higher rates in response to the program, but so do those with the *lowest* profiling scores. Those with intermediate profiling scores—particularly those in the third and fourth quintiles—appear less responsive or unresponsive to the program. Similarly, estimated RESEA effects on employment and earnings are greatest for those with the lowest and highest profiling scores.

Table AD-4: Program Effect on Employment and Earnings by Profiling Score

	Employment Likelihood																	
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment Effect by Profiling Score																		
Bottom																		
Quintile	0.009	(0.012)	0.019	(0.012)	*	0.010	(0.012)	-0.013	(0.012)	-0.003	(0.012)	-0.007	(0.012)					
2nd Quintile	0.000	(0.012)	0.003	(0.012)		0.003	(0.012)	-0.024	(0.012)	**	-0.012	(0.012)	0.006	(0.012)				
3rd Quintile	0.002	(0.012)	-0.001	(0.012)		-0.009	(0.012)	-0.017	(0.012)		-0.016	(0.012)	-0.023	(0.012)	*			
4th Quintile	0.022	(0.012)	*	0.016	(0.012)		0.023	(0.012)	**	0.008	(0.012)	0.004	(0.012)	0.005	(0.012)			
Top Quintile	0.055	(0.012)	***	0.047	(0.012)	***	0.037	(0.012)	***	0.039	(0.012)	***	0.028	(0.012)	**	0.033	(0.012)	***
Missing	0.013	(0.076)		0.028	(0.073)		-0.008	(0.073)		0.006	(0.075)		-0.020	(0.075)		0.013	(0.076)	
Earnings																		
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment Effect by Profiling Score																		
Bottom																		
Quintile	568	(223)	**	522	(228)	**	435	(229)	*	315	(230)	412	(239)	*	249	(249)		
2nd Quintile	-75	(223)		85	(228)		105	(229)		5	(229)	-49	(239)		-53	(249)		
3rd Quintile	54	(224)		110	(229)		-109	(230)		-47	(231)	-209	(241)		-121	(250)		
4th Quintile	-191	(223)		-266	(228)		-47	(229)		-247	(230)	-120	(240)		-271	(249)		
Top Quintile	293	(222)		634	(227)	***	456	(228)	**	477	(229)	**	458	(239)	*	393	(248)	
Missing	-563	(1,410)		16	(1,441)		43	(1,448)		-390	(1,452)		-920	(1,514)		-446	(1,574)	

Notes: Regressions correspond with equation AD-2. The sample includes study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). The table reports estimated effects of RESEA for each of the quintiles of the profiling score.

***, **, *= statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed.

2.3. Industry

Prior industry of employment is an important predictor of a claimant's UI benefit receipt and employment outcomes. Here, we consider how industry is associated with the effectiveness of the RESEA program.

Table AD-5 reports estimates of the RESEA program's effect on UI receipt and employment outcomes by industry category. Each row identifies the effect of the RESEA program on outcomes for claimants whose last observed job was in the specified industry. Perhaps the most surprising finding is that the RESEA program does not affect the receipt of benefits for those in manufacturing. The coefficient estimate for the program effect on weeks of benefit receipt is -0.075 , which is small relative to the overall estimated program impact of -0.689 and is not statistically significant. The estimated program effect for manufacturing workers on the total benefits paid and the chance of benefit exhaustion is similarly minimal. In contrast, estimates imply that claimants in the other industry categories respond as expected to RESEA. Those in the category retail and wholesale trade are generally somewhat less responsive to RESEA in terms of benefit receipt than are those in the other industries, and those in healthcare are generally more responsive, but most differences between industries are not statistically significant.

We see similar patterns when we look at employment and earnings (lower panels of Table AD-5). In general, it does not appear that manufacturing workers benefit from the RESEA program at the same level as other workers. Estimates of effects on employment and earnings imply that manufacturing workers actually suffer reduced employment and earnings as a result of their involvement in the RESEA. Manufacturing workers are estimated to experience reductions in employment of between 2 and 5 percentage points when assigned to RESEA. Reductions in earnings for this group are similarly large, with declines in quarterly earnings of between \$1000 and \$1600 per quarter, or about 10%-20% of the mean earnings for the sample as a whole. For other industries, the effects of RESEA on employment and earnings are generally positive, although effect estimates are often not statistically significant.

It may be useful to place these results in a broader context. Of the industry groups we consider here, claimants from manufacturing jobs receive fewer benefits than most other groups, and they are less likely to exhaust benefits. Hence, the small effect of the program partly reflects the fact that they are more likely to leave UI than other groups. Similarly, manufacturing workers also have higher earnings than claimants from other industries. This means that although participation in RESEA reduces manufacturing workers' expected earnings, it does not eliminate their labor market advantage.

In summary, our analyses indicate that claimants from the major industry categories outside manufacturing reduce UI receipt in response to the RESEA program; in contrast, claimants from manufacturing display little or no response. In terms of employment and earnings, we observe that RESEA has deleterious effects for manufacturing workers, reducing both employment and

Table AD-5: Program Effect on Unemployment Benefit Receipt by Industry

	Proportion	Weeks of Benefit Receipt		Total Benefits Paid		Benefit Exhaustion												
		Coef.	SE	Coef.	SE	Coef.	SE											
Treatment Effect by Industry																		
Manufacturing	14.6%	-0.075	(0.235)	-33	(70)	0.003	(0.015)											
Retail, Wholesale Tr.	12.0%	-0.432	(0.242)	*	-168	(72)	**	-0.042	(0.015)	***								
Leisure, Hospitality	8.1%	-0.749	(0.293)	**	-212	(87)	**	-0.031	(0.019)	*								
Healthcare	10.0%	-1.120	(0.263)	***	-218	(78)	***	-0.079	(0.017)	***								
Construction	12.3%	-0.540	(0.240)	**	-150	(71)	**	-0.021	(0.015)									
Other Industry	39.8%	-0.826	(0.137)	***	-253	(41)	***	-0.045	(0.009)	***								
Industry Missing	3.2%	-0.948	(0.454)		-178	(135)		-0.073	(0.029)									
Employment																		
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment Effect by Industry																		
Manufacturing	-0.022	0.015	-0.027	(0.014)	*	-0.031	(0.014)	**	-0.047	(0.015)	***	-0.036	(0.015)	**	-0.032	(0.015)	**	
Retail, Wholesale Tr.	0.026	0.015	*	0.035	(0.015)	**	0.030	(0.015)	**	0.003	(0.015)	-0.006	(0.015)		-0.005	(0.015)		
Leisure, Hospitality	0.036	0.019	*	0.050	(0.018)	***	0.019	(0.018)		0.012	(0.018)	0.014	(0.018)		0.029	(0.018)		
Healthcare	0.039	0.017	**	0.047	(0.016)	***	0.036	(0.016)	**	0.008	(0.016)	0.003	(0.016)		0.006	(0.017)		
Construction	0.020	0.015		0.008	(0.015)		0.001	(0.015)		-0.012	(0.015)	-0.012	(0.015)		-0.020	(0.015)		
Other Industry	0.019	0.009	**	0.016	(0.008)	*	0.020	(0.008)	**	0.012	(0.009)	0.014	(0.009)		0.018	(0.009)	**	
Industry Missing	0.002	0.029		-0.008	(0.028)		-0.005	(0.028)		-0.022	(0.028)	-0.011	(0.028)		-0.015	(0.029)		
Earnings																		
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 5		Quarter 6							
	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE	Coef.	SE						
Treatment Effect by Industry																		
Manufacturing	-1,043	(272)	***	-1,655	(276)	***	-1,095	(280)	***	-1,624	(281)	***	-1,538	(292)	***	-1,463	(304)	***
Retail, Wholesale Tr.	-4	(281)		206	(285)		461	(289)		313	(290)		273	(302)		175	(314)	
Leisure, Hospitality	183	(339)		351	(344)		149	(349)		304	(351)		356	(365)		328	(379)	
Healthcare	229	(305)		464	(310)		-2	(314)		123	(315)		-142	(328)		-24	(341)	
Construction	647	(278)	**	770	(282)	***	456	(286)		267	(287)		82	(298)		-210	(310)	
Other Industry	276	(159)	*	468	(162)	***	373	(164)	**	393	(164)	**	482	(171)	***	415	(178)	**
Industry Missing	256	(527)		583	(535)		289	(542)		561	(544)		387	(566)		321	(589)	

Notes: Regressions correspond with equation AD-2. The sample includes study claimants in the period of random assignment (Dec. 19, 2021 – Dec. 25, 2022). The table reports estimated effects of RESEA for each of the quintiles of the profiling score.

***, **, * = statistically significant at the 0.01, 0.05, and 0.10 levels, two-tailed.

earnings. Differences across the other industries are less clear; we have no evidence that overall effect estimates are misleading for the other industries. Since claimants with prior employment in manufacturing make up less than 15% of our sample of claimants, overall program effects correspond closely to those of the other industries.

2.4. Education, Age, and Prior Earnings

We also examine whether there are important differences in the efficacy of the RESEA program across other characteristics. In comparing the effects of RESEA across educational levels, we find that there are few important differences, although there is weak evidence that those who have completed some college or an associate's degree benefit more from the program than those with more or less education. Similarly, we find minimal differences in program effect by age, but the oldest claimants may benefit less from the program in terms of employment and earnings than younger claimants.

We also divided claimants into groups based on the sum of their earnings in the six quarters before their job loss. As we might expect, prior earnings are an important predictor of subsequent earnings. Dividing up the sample by prior earnings quintiles, we find that the RESEA program's effect on the three measures of UI receipt does not differ statistically from that of the lowest quintile. Differences in effects on employment and earnings by prior income are modest and imprecisely estimated, and it is impossible to reject the possibility that program effects are the same across all earnings levels.

3. Timing of RESEA Program Effects

3.1. Background and Methods

The main analysis in the final report shows that claimants assigned to the RESEA program received fewer weeks of benefits and obtained better employment outcomes than claimants in the control group. There are several paths by which such effects may occur. Meetings are designed to serve two functions: first, to identify and disqualify claimants who fail to undertake an active job search and, second, to assist claimants in their job search by providing information and supportive services. Although not usually identified as a program goal, previous analyses of RESEA and related programs show that such programs induce voluntary withdrawal from the UI program, as some claimants withdraw from UI after being informed about their assignment to the program but before program requirements come into force.

Looking at the time pattern of program effects provides insight into the relative importance of these effects. Insofar as RESEA causes claimants to discontinue UI receipt before or around the time of the scheduled meeting, we will refer to these effects as due to "moral hazard." These exits may be due to disqualification following a meeting with a counselor, a decision by a claimant with unreported employment or other obligations to skip the meeting, or a decision to withdraw from the UI program to avoid program requirements. We view such responses as reflecting a failure to provide the good-faith effort required by an ideal social contract. For those who attend the meeting with a counselor, over subsequent weeks, there may be benefits of the counseling on their job search activities, resulting in improved employment. We consider these

to be “service” effects.

Taking W_i as the number of weeks of benefits collected by individual i upon exiting UI, we can write the probability that an individual i exits UI in week t , conditional on not exiting in a prior week, as follows:

$$Pr(W_i = t | W_i \geq t, X_i) = \alpha_t T_i + X_i \beta_t + (JobCenter_i \cdot Week_i) \gamma_t \quad [AD-3]$$

T_i identifies claimants assigned to the RESEA treatment, X_i a constant and characteristics of claimant i , and $JobCenter_i \cdot Week_i$ the job center and week of random assignment for the claimant, and their interactions. Greek letters identify parameters or vectors of parameters to be estimated.

We estimate this linear probability model for each week using all program and control cases that had not exited in a previous week. This flexible structure allows the program effect to change over time, providing information on the relative importance of moral hazard and service effects, which are expected to vary over the spell. Given that Missouri’s two RESEA treatments involve meetings scheduled at different times, we undertake estimates separately for those in the week 2 treatment (meetings scheduled two weeks after assignment to RESEA) and the week 6 treatment (meetings scheduled six weeks after assignment).

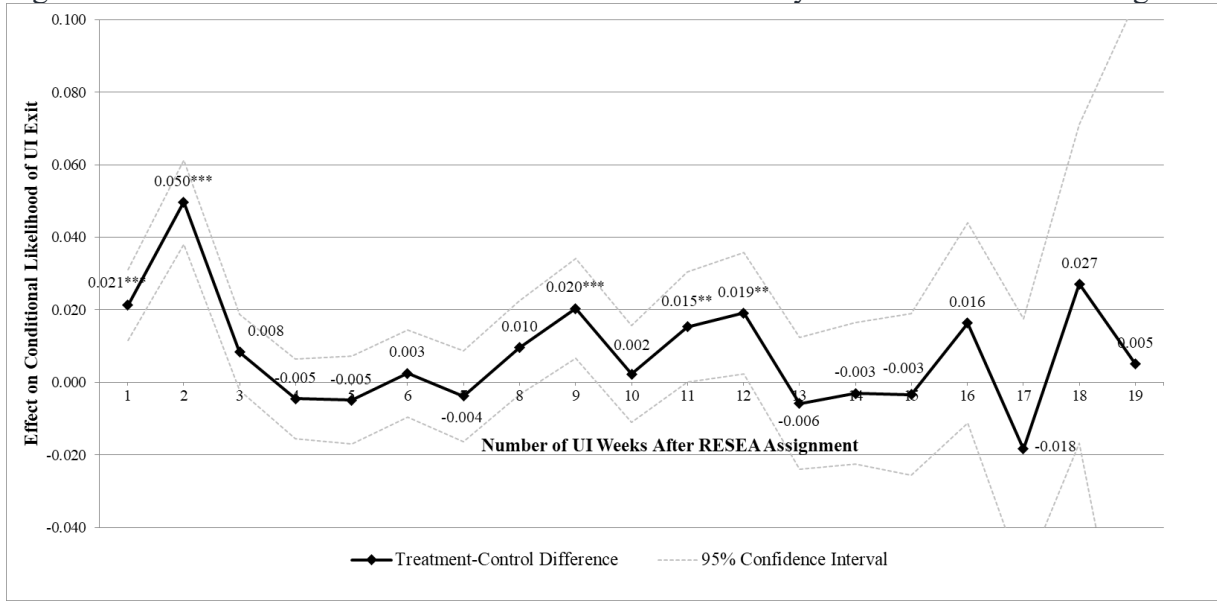
3.2. Results

Estimates of the effect of the RESEA program on the exit probability by week of receipt are given in Figures AD-1 and AD-2. The figures report the difference in the proportion of claimants who discontinue receipt of UI for participants and the control group by each week of benefit receipt after random assignment. In terms of equation AD-3, the figures provide estimates of α_t for weeks $t = 1, \dots, 19$.³ Recall that claimants are informed that they have been assigned to the RESEA program at the beginning of the week of their assignment. Those in the week 2 group receive a letter informing them of their scheduled meeting with a counselor in the following week. The week 6 group receives a letter at the same time but with their appointment scheduled to occur five weeks later.

Figure AD-1 shows that those assigned to the RESEA week 2 group are 2.1 percentage points more likely than the control group to discontinue UI receipt in the week immediately following random assignment. That effect increases to 5 percentage points in the week of the meeting. As noted above, such exits are taken to be due to moral hazard. Over the next four weeks, the RESEA group exits UI at about the same rate as the control group. However, in weeks 8-12, RESEA participants are more likely to exit UI, and estimates of the effect are statistically significant at the 5% level for three weeks. The difference is as great as 2 percentage points. In the remaining weeks, none of the differences is statistically significant, and estimates are unstable.

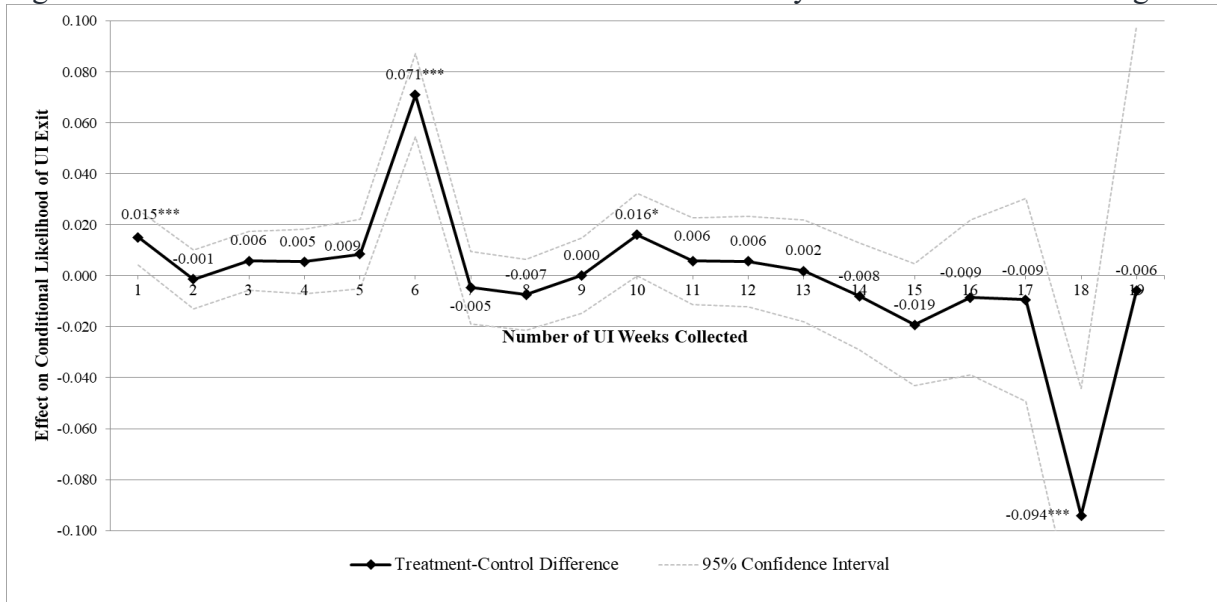
³ The week t is the count of certified weeks received after the initial assignment to RESEA. Since a small number of claimants receive partial payments in a week (e.g., reduced payments due to part-time work), a claimant can receive more than 20 weeks of payments. Note that the count of weeks omits any intervening weeks without payments, so that, for those claimants who discontinue UI payments but then receive further benefits during the claim (normally one year from the initial claim date), the weeks will not be consecutive.

Figure AD-1: Effects of Week 2 RESEA Treatment on Exit by Week after RESEA Assignment



Note: Effect of RESEA assignment; see equation AD-3.

Figure AD-2: Effects of Week 6 RESEA Treatment on Exit by Week after RESEA Assignment



Note: Effect of RESEA assignment; see equation AD-3.

The critical role of the meeting timing is illustrated by comparing these results with those for the week 6 group, which are presented in Figure AD-2. For this group, we see that, in the week immediately after assignment to RESEA, participants are more likely to exit, but the program has little effect on exits in the next four weeks. However, in week 6, those assigned to RESEA meetings are 7.1 percentage points more likely to exit than the control group. In the remaining weeks, we see a statistically significant effect only in week 10, providing weak evidence of a service effect. In most of the remaining weeks, the effects are small and not statistically significant. An exception is week 18, which would appear to imply that RESEA participants are less likely to exit in that week. We discount this estimate, however, given that only about 16% of claimants receive 18 or more weeks of benefits.

These results confirm the view that both moral hazard and service effects underlie the observed impacts of the RESEA program on benefit receipt and employment. Our prior work suggests that a strong economy tends to increase moral hazard effects and reduce service effects (Michaelides and Mueser, 2025). As this study takes place during a strong economy, the finding of substantial effects 8-12 weeks after most meetings (for the week 2 group) is notable. Those scheduled for later meetings (the week 6 group) may experience more limited service effects.

Overall, our results are consistent with those of others who have found that the RESEA program influences participants through both moral hazard and service effects.

4. Conclusion

The current document presents results beyond those in the main report. We find that although the profiling score identifies claimants who are likely to receive more benefits, it is less successful at identifying those who will benefit most from the RESEA program. We also show that the RESEA program is differentially effective across industries. Perhaps most notable is that claimants with prior jobs in manufacturing do not respond to RESEA assignment by reducing benefit receipt as do other workers, and that their ultimate employment and earnings outcomes may be hurt by participation.

Our analysis of the timing of RESEA effects confirms that a large share of claimants discontinue (or are terminated from) the UI program around the time that their meetings are scheduled. However, benefits also appear several weeks later for workers in the week 2 group, suggesting that claimants are improving their job search due to services received during meetings. These results are consistent with those in other states.