

ATTACHMENT G
RES Tiers of Service Chart

Claimant Model

Tier	Claim Exhaustion	Benefit Duration	Type of worker	Characteristics	Re-employment Services
1	Low likelihood of exhaustion	Short potential benefit duration Short potential duration on UI is a powerful incentive to return to work.	Seasonal workers or multiple job holders	General characteristics (e.g., multiple employers, relatively low levels of wages, tenure, and education) generally indicate a claimant who is likely to regain employment quickly.	Immediate and intensive job development and job referral services
2	High likelihood of exhaustion	Long potential benefit duration	They are good job candidates, but may need job search assistance such as resume writing assistance, job search workshops, and labor market information. They may also be facing an adjustment in wage expectations as a result of their work histories.	They often have long tenure, very high education, and high wages. These claimants have strong attachment to the workforce but may not have looked for a job in a long time.	Job search assistance services
3	High likelihood of exhaustion	Short potential benefit duration	Tend to have a strong work history, but need additional skills.	This group is characterized by relatively longer job tenure, lower wages, and lower education than the average UI claimant.	Skills training or skills transferability analysis
4	Lower likelihood of exhaustion	Long potential benefit duration	Claimants may have other barriers that affect their ability to find and maintain employment in the regional labor market.	They are characterized by low job tenure, high reserve wages, and low education.	Assessments, intensive services, and training