

Mass Workforce Issuance

Workforce Issuance No. 10-73

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Michael Taylor, Director
Department of Workforce Development

Date: August 11, 2010

Subject: **REA Program Changes Update**

Purpose: To notify Local Workforce Investment Boards (LWIBs), One-Stop Career Center Operators and other local workforce investment partners of certain procedural changes and other relevant updates regarding the implementation of the Commonwealth's Re-Employment Assessment (REA) Program.

Background: Based on feedback received during the initial REA Program training sessions and the resultant dialogue with field staff several revisions and updates have been made relevant to carrying out the program. These include:

- a change to the Profiling Exemption process;
- changes to the process for referring claimants to the UI REA Specialist;
- revisions to the REA Power Point Training module on massworkforce.org;
- creation of a new CCS slide for the REA Program; and
- creation of a statewide UI REA Specialist List (by career center).

Profiling Exemptions

As initially implemented, the REA Program only authorized UI staff to exempt claimants from the requirement that "profiled" claimants attend the Career Center

Seminar (CCS). After review, career center managers and supervisors, in accordance with specific DUA guidelines as described in Attachment A, will now also have the authority to exempt claimants from attending the CCS. This change is effective immediately.

Note 1: The exemption applies only to attendance at the CCS. There is no exemption from participation in the REA Program.

Process for Referring Claimants to DUA Referral Specialist

For any claimant contacting a One-Stop Career Center to question the status of his/her claim due to a "Failure to Attain REA Goal/ Status Review" (issue "66"), staff will direct the claimant to follow the following steps:

1. Complete the CLAIMANT REA REVIEW (66) STATEMENT form (Attachment B); and
2. Upon completion, return the form to the DUA REA Unit. To expedite processing, the claimant will fax the completed form to the DUA REA Unit - fax number: 617-626-6222.
3. After faxing the completed form, the claimant may choose to:
 - o remain and call the DUA REA, directly at 617-626-5766; or
 - o leave the career center and wait for DUA REA Specialist to contact him/her at home.

If circumstances warrant, the Career Center REA Specialist may choose to call the DUA REA Unit on behalf of the claimant (the claimant must be present).

Note 2: The hours of operation of the DUA REA Unit are 8:30 – 4:00, Monday – Friday.

Note 3: A claimant may be contacted directly by a DUA REA Specialist to complete the REA Eligibility Review Statement form via telephone based on reports generated through the UI system.

REA Training PowerPoint Presentation

The [REA Training PowerPoint Presentation](#) has been updated to reflect the changes addressed in this issuance and has been posted on massworkforce.org under the Resource Tab.

New CCS Slide for REA Program.

A new REA Program slide is attached (Attachment C); please insert this in the local version of the CCS PowerPoint Presentation. It has been added to the [Career Center Seminar PowerPoint Presentation](#) on massworkforce.org.

REA Specialist Contact List

In response to field requests for a list of all Career Center REA and DUA REA Specialists to assist in fostering greater communication among program staff and facilitating effective and timely resolution of REA participants' issues a staff list is provided (Attachment D).

Inaugural REA Specialist Meeting

The first meeting of the State's REA Specialists has been scheduled for Thursday, August 26, 2010 in Worcester at the:

**Central MA Regional Employment Board
44 Front Street
Suite 300 Conference Room**

The session is scheduled from 9:30 a.m. – 4:00 p.m. for the purpose of discussing issues and progress related to the implementation of the REA Program.

Individuals interested in attending the meeting should forward the following information to Donna Gambon @ dgambon@detma.org:

| | |
|-----------------------|--|
| Name: | |
| Title: | |
| Career Center: | |
| Email: | |
| Telephone: | |

Directions are available through the following link to Workforce Central in Worcester (same building):

<http://www.workforcecentralma.org/DirWCWorc.htm>

Note: Lunch and refreshments will not be provided.

Action

Required: Please assure that all appropriate staff are aware of the contents of this Issuance.

Inquiries: Questions should be directed to Donna Gambon at dgambon@detma.org or 617-626-5053.