



# Reemployment Services and Eligibility Assessment (RESEA) Policy and Procedures

**Inactive**

**Department of Career Services**

RESEA Document Order No. 232B  
Published June 2015



**DISCLAIMER:** This manual has been created during a transition period. RESEA, formerly known as REA, will be used throughout this manual. On MOSES screens and DUA documentation, the program is still being referred to as REA. This is a part of the transition year process.

Initial RESEA Review = CCS/RES

Subsequent RESEA Review = REA Review

Inactive



NOTES PAGE

Inactive



---

# Table of Contents

---

RESEA Program Overview .....	6
Overview of the RESEA Program Flowchart .....	8
RESEA Enrollment & Notification.....	9
Multilingual – Limited English Proficiency (LEP) Guidelines .....	10
Career Center Seminar (CCS) .....	11
Initial RESEA .....	12
Career Center Seminar Scheduling .....	13
Career Center Seminar Scheduling in Languages Other than English .....	15
Scheduling CCS with “Excused (Good Cause)” .....	18
Rescheduling CCS with “No Good Cause” .....	20
Career Center Seminar Event Participation Screening .....	21
Attend a Career Center Seminar .....	22
Initial RESEA/RES .....	23
Recording Career Center Seminar Attendance .....	24
Sanction for Not Attending Career Center Seminar .....	25
CAP Goals (Auto-Populated).....	26
Developing CAP Goals .....	27
Subsequent RESEA Review Program Eligibility Requirements (Customer).....	28
Conducting a Subsequent RESEA Review (Staff) .....	31
RESEA Review Process .....	32
CAP Goal: Labor Market Information (LMI) .....	33
CAP Goal: Work Search Activity.....	35
CAP Goal: Resume.....	37
CAP Goal: JobQuest (JQ).....	39
CAP Goal: Future Career Center Service .....	41
RESEA Review Goal .....	43

**Inactive**



RESEA Review Goal Attainment Status ..... 44

RESEA Review Return to Work ..... 46

Return to Work - Notifying DUA ..... 49

Section 30 (Training Opportunities Program) / Trade..... 50

RESEA Review and Trade..... 50

RESEA Review and Section 30 (TOP Unit)..... 51

RESEA Review Sanction ..... 53

RESEA Requirement: Left State ..... 54

RESEA Program Exits ..... 57

Communicating with Department of Unemployment Assistance (DUA) ..... 61

RESEA Reports ..... 65

Glossary..... 69

Appendix ..... 70

Inactive



## RESEA Program Overview

### Background:

The federal-state UI program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by WIOA. Through the UI program, individuals who have lost employment through no fault of their own and have earned sufficient wage credits may receive UI benefits if they meet initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual reemployment needs of UI claimants, and to prevent and detect UI improper payments, through the UI RESEA program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA).

The UI RESEA program has provided claimants entry to a full array of reemployment services available at American Job Centers (AJCs), and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state UI RESEA program, are made aware of the wide variety of reemployment services that are available to them. They are referred to reemployment services appropriate for their individual needs.

The Commonwealth of Massachusetts is in full support and shares the national vision and framework for providing increased and improved Reemployment Services (RES) to our UI Claimant customers. Therefore, the Commonwealth will continue to implement Massachusetts' program model for UI claimants that has always leveraged RES with Reemployment Eligibility Assessment (REA) components as part of the mandatory program requirements. In this respect Massachusetts will be transitioning from a REA to a RESEA state.

Final



## RESEA Program Overview, continued

CCS/RESEA PROGRAM REQUIREMENTS
<p><b>Job seeker must Attend Career Center Seminar/Initial RESEA by week three (3) after enrollment unless attended CCS in last 60 days (60-dayer). If attended the CCS in the last 60 days, only need to attend the initial RESEA.</b></p>
Career Center Seminar
<p><b>Required <u>Reemployment Services</u> that are provided to all job seekers</b></p>
<p><b>Complete an Individual Needs Assessment (INA) / Job Search Inventory</b></p>
<p><b>Begin to develop a Career Action Plan (CAP) / Individual Reemployment Plan (IRP)</b></p>
<p><b>Introduction to Labor Market Information</b></p>
<p><b>Register on JobQuest</b></p>
<p><b>Introduction to career center services</b></p>
<p><b>Referral to other career center services</b></p>
INITIAL RESEA REQUIREMENTS
<p><b>One-on-one meeting</b></p>
<p><b>Review Resume</b></p>
<p><b>Verification of work search for each week benefits are claimed</b></p>
<p><b>Review Individual Needs Assessment (INA) / Job Search Inventory</b></p>
<p><b>Continue to develop Career Action Plan (CAP) / Individual Reemployment Plan (IRP)</b></p>
<p style="padding-left: 20px;"><b>Complete goal actions steps for each goal (mandatory and additional goals)</b></p>
<p style="padding-left: 20px;"><b>Set target dates for each goal</b></p>
<p style="padding-left: 20px;"><b>Sign-off on CAP/IRP</b></p>
<p><b>Discuss Labor Market Information (LMI)</b></p>
<p><b>Sign up for additional Career Center services</b></p>
<p><b>Schedule subsequent RESEA Review</b></p>
<p><b>Attain Initial RESEA Review</b></p>
SUBSEQUENT RESEA REQUIREMENTS
<p><b>Job seeker must attend subsequent RESEA Review meeting by week five (5) and complete the following requirements:</b></p>
<p><b>One-on-one meeting</b></p>
<p><b>Register on JobQuest</b></p>
<p><b>Submit Resume</b></p>
<p><b>Conduct Labor Market Information (LMI) exploration and complete documentation</b></p>
<p><b>Review work search for each week benefits are claimed</b></p>
<p><b>Sign up for additional Career Center services</b></p>
<p><b>Attain RESEA Review if all requirements are met</b></p>



# Overview of the RESEA Program Flowchart



## RESEA Enrollment & Notification

Each week a file of up to 2,000 Permanently Separated UI claimants who have received their first UI payment are selected and are enrolled in the RESEA Program. Job seekers are notified of their mandatory eligibility requirements and dates for meeting their requirements.

<b>CCS/RESEA Notification Schedule*</b>	
<b>1<sup>st</sup></b> Notification	Claimants are enrolled at the time they receive their first check. <i>CCS/Initial RESEA</i> notification letters are sent out notifying claimants of their mandatory participation in the RESEA Program and attendance at <i>CCS</i> . The letters are created and dated the <u>Saturday</u> after the first UI payment. The letter is sent out on <u>Monday</u> .
<b>2<sup>nd</sup></b> Notification	<i>CCS/RESEA</i> second notice reminder in the form of a <i>Robo Call</i> and a <i>letter</i> are sent out on the tenth day from the Saturday after enrollment to those RESEA enrollments who have <u>not</u> attended a <i>CCS</i> .
<b>3<sup>rd</sup></b> Notification	A <i>RESEA Review Meeting Reminder</i> in the form of a <i>Robo call</i> and a <i>letter</i> are sent out on the <u>fourth week</u> from enrollment reminding them that they have one (1) week left to complete their Subsequent RESEA Review.

\*All letters are sent out in English and twelve (12) other languages. For the foreign languages, a sentence is added to the letter with a foreign language help line. The Robo calls are also made in both English and Spanish.

<b>CCS/RESEA Requirements Notification for 60 days</b>
All RESEA customers who have attended a Career Center Seminar in the past 60 days from enrollment are waived from attending the <i>CCS</i> .
Career Center Staff will contact the '60 Dayers' to notify them of all of their RESEA requirements and schedule them for their initial RESEA Review by their third week deadline and their Subsequent RESEA Review by their fifth week deadline.
A <i>RESEA Review Meeting Reminder</i> letter is mailed and a Robo call is made on the <u>fourth week</u> from enrollment reminding them that they have one (1) week left to complete their Subsequent RESEA Review.



## Multilingual – Limited English Proficiency (LEP) Guidelines



Multilingual services are available and must be offered to all Limited English Proficiency (LEP) job seekers. No job seeker shall be turned away based on LEP or language needs.

These guidelines are to assist career center staff in providing/securing interpretation services for LEP job seekers to schedule a **Career Center Seminar (CCS) or a RESEA Review**. Interpretation services **must** be provided upon a LEP job seeker’s request as such services enable the job seeker’s full participation in career center services.

### Career Center Seminar (CCS) and RESEA Letters

Additional sentence in the multilingual CCS/RESEA letter reads as follows:

**If you need language assistance to schedule the Career Center Seminar please call the toll free line 1-888-822-3422 and select # for language.** Deadline to attend *<date auto-filled>*.

CCS/RESEA notification letters will have the Multilingual Unit Toll Free telephone line (1-888-822-3422). When a multilingual customer calls the Unit toll free number, a unit staff member will assist the customer with scheduling a CCS or RESEA, contacting the career center and interpreting during the conference call between the LEP customer and the career center.

The multilingual letters are sent out in the languages below (ROBO calls are made in English and Spanish).

Spanish	Portuguese	Haitian Creole
Vietnamese	Chinese	Khmer
Laotian	Italian	Russian
Korean	Arabic	French

Career Center Seminar Power Point Presentations are also available in the 12 languages located on MassWorkforce <http://www.mass.gov/massworkforce/resources/css-seminar-and-resources/>.

Career Center Seminar videos are available in English, Spanish, Portuguese and American Sign Language (ASL) on MassWorkforce <http://www.mass.gov/massworkforce/resources/multilingual-services/>.

For more information on language guidelines, please visit the multilingual page on the Intranet at: <http://intranet.detma.org/CO/SitePages/For%20Career%20Centers.aspx>



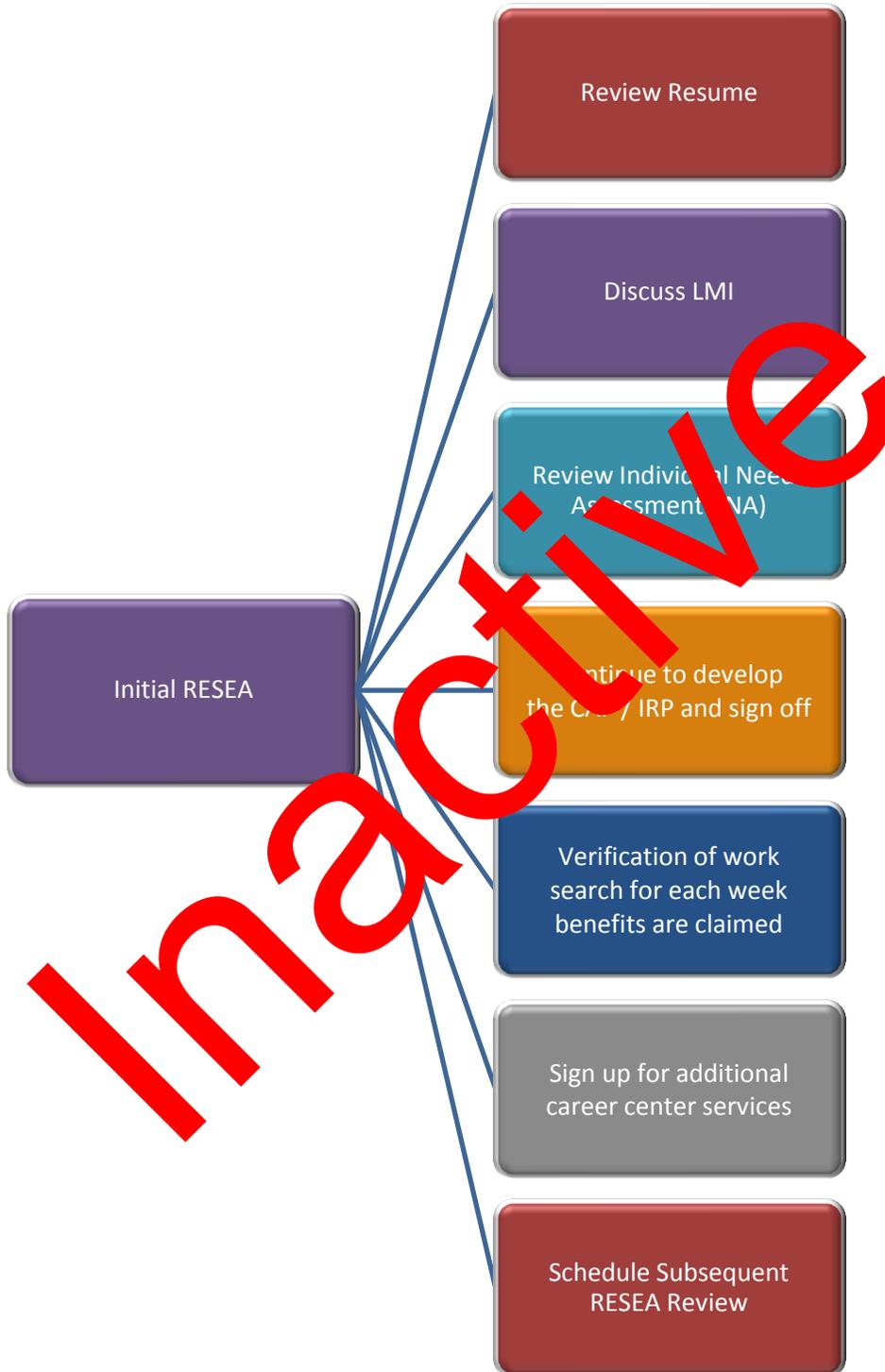
## Career Center Seminar (CCS)



**\*In order to reschedule with good cause to week four (4), the rescheduling must be done prior to the original week three (3) *Attend By* date in order to avoid the one (1) week sanction.**



## Initial RESEA



## Career Center Seminar Scheduling

Job seekers must call into the Interactive Voice Response System (IVRS) or contact a career center to schedule a Career Center Seminar. Job seekers have three (3) weeks to attend a Career Center Seminar (CCS) from date of enrollment (date on the notification letter).

Step	Action
1	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
2	Type in the job seeker's ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
3	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
4	Select date range on the "From: and To:" boxes. Then click the <i>Search</i> button to view the list of CCS dates. Updates in the Services history.
5	In the "Schedule (Select Appointment)" section, choose appropriate CCS from list that appears. Click "Schedule Job Seeker" button in lower right of screen.
6	Selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with job seeker.
7	Be sure to click close to complete the registration.

**Scheduling**  
Sample, Sam      SSN: XXX-XX-1930 ID: 11122211

**Current Appointment**  
**Not Currently Scheduled**      **CCS Scheduling**      Cancel Appointment

**Notification Details**  
 Notice Date: 01/31/2015    Attend by: 02/20/2015    Reschedule Attend by: 02/27/2015    REA Deadline: 03/07/2015

**Scheduling / Rescheduling Details**  
 Scheduling / Rescheduling After Deadline - No Good Reason  
 Scheduling / Rescheduling After Deadline - Excused  
 Exempted

**Residence Address**  
 Address: 13 Staniford St.  
 City: Ipswich  
 State: MA    Zip: 01938-1724

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 02/10/2015	02:00 PM	North Shore Career Center of Salem	Salem	11.51	0/25
<input checked="" type="checkbox"/> 02/17/2015	02:00 PM	North Shore Career Center of Salem	Salem	11.51	0/25
<input type="checkbox"/> 02/20/2015	02:00 PM	North Shore Career Center of Salem	Salem	11.51	0/25

**Filter Schedule**  
 Origin Zip Code: 01938-1724  
 Career Center (Distance)  
 Location

From: 02/09/2015    To: 02/20/2015    Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
10/25/14	MOSESINT	Program Enrollment	Notified of CCS	North Shore Career Center of Salem
10/25/14	MOSESINT	Program Enrollment	RES - Reemployment Services	North Shore Career Center of Salem
10/25/14	MOSESINT	Program Enrollment	REA - Reemployment Eligibility Assessment	North Shore Career Center of Salem

2 of 3    More

Schedule Job Seeker    Close

**Scheduling**  
Sample, Sam      SSN: XXX-XX-1930 ID: 11122211

**Current Appointment**  
**02/17/15 02:00 PM - North Shore Career Center of Salem(Salem)**      **CCS Scheduling**      Cancel Appointment

**Notification Details**  
 Notice Date: 01/31/2015    Attend by: 02/20/2015    Reschedule Attend by: 02/27/2015    REA Deadline: 03/07/2015



## Career Center Seminar Scheduling, continued

**NOTE:** If the job seeker's *Attend By* date is quickly approaching, the job seeker should be made aware that they may go to a career center of their choice.

MOSES allows career center staff to schedule job seeker in any of the career centers in Massachusetts.

**REMINDER:** Look at the CCS *Attend by* date and *RESEA Deadline* date to assure that the customer is being scheduled timely to avoid sanctions.

Inactive



## Career Center Seminar Scheduling in Languages Other than English

Career Centers that offer CCS in languages other than English may require a modified approach to entering data into MOSES. See the example below that illustrates one approach.

Practice SSN: XXX-XX-5509 ID:

**Current Appointment**  
**Not Currently Scheduled** **CCS Scheduling** [Cancel Appointment](#)

**Notification Details**  
 Notice Date: 02/28/2015 **Attend by: 03/20/2015** Reschedule Attend by: 03/27/2015 REA Deadline: 04/03/2015

**Scheduling/Rescheduling Details**  
 Scheduling / Rescheduling After Deadline - No Good Cause  
 Scheduling / Rescheduling After Deadline - Excused  
 Exempted

**Residence Address**  
 Address: \_\_\_\_\_  
 City: Worcester  
 State: MA Zip: 01608

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/>	03/18/2015 09:00 AM	Workforce Central/Wc	Worcester	0	7/20
<input type="checkbox"/>	03/18/2015 01:00 PM	Workforce Central/Wc	Worcester	0	6/18
<input type="checkbox"/>	03/19/2015 09:00 AM	Workforce Central/Wc	Worcester	0	0/20
<input type="checkbox"/>	03/19/2015 01:00 PM	Workforce Central/Wc	Worcester	0	0/20
<input type="checkbox"/>	03/23/2015 01:00 PM	Workforce Central/Wc	Worcester	0	0/20

Row 1 of 11

**Filter Schedule**  
 Origin Zip Code: 01608  
 Career Center (Location)  
 Location

**Service History**

Date	Staff ID	Category	Service Result	Career Center
02/28/15	MOSESINT	Program Enrollment	REA - Reemployment Eligibility Ass	Workforce Central/Worces
02/28/15	MOSESINT	Program Enrollment	RES - Reemployment Services	Workforce Central/Worces
02/28/15	MOSESINT	Profiling - CCS/EUC Orientation	Notified of CCS	Workforce Central/Worces
05/04/12	JVILL	Profiling - CCS/EUC Orientation	Attended CCS/Orientation	Workforce Central/Worces

The option for a Spanish CCS does not appear on the CCS Scheduling screen.

\*Use this screen to identify the RESEA deadline dates.

\*Note: the scheduling/rescheduling after deadline field is not an option to use for the Spanish-CCS or for any other languages.

**Job Seeker Scheduled Events**

**Event Schedule**

Event Name	Location	Career Center	Schedule Date	Schedule Time	Participants/ Openings
Spanish Career Center Seminar	Conference Room A	Workforce Central/Wo	03/06/2015	10:00 AM	7/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Wo	03/13/2015	10:00 AM	9/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Wo	03/20/2015	10:00 AM	1/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Wo	03/27/2015	10:00 AM	0/15

Row 1 of 4

**Search Criteria**  
 Job Seeker/Employer:  Job Seeker  Employer  
 Career Center: Workforce Central/Worces  
 Events: Spanish Career Center Se

Selected Date: \_\_\_\_\_  
 Show Selected Week  
 Show Selected Month

To schedule the jobseeker into the Spanish CCS, go to Event scheduling screen.



## CCS Scheduling in Languages Other than English, continued

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name:  Facilitator:

Career Center:  Co-Facilitator 1:

Date:  Time:  Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By
<input type="checkbox"/>	###-##-5509	1111111	Test	Practice	555-111-1111		TSTAF

Buttons: Quick Search, Add, Delete, OK, Cancel, Go to Job Seeker

Jobseeker is registered under the scheduled event for a Spanish CCS.

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name:  Facilitator:

Career Center:  Co-Facilitator 1:

Date:  Time:  Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled	Attended
<input checked="" type="checkbox"/>			Test	Practice			EMERO	
<input type="checkbox"/>	###-##-0978	12093328	Joe	Practice			IVRSCCS	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-6712	12436864	Fred	Practice		03/27/2015	IVRSCCS	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-9113	12441949	Sam	Practice			EMERO	<input type="radio"/> Yes <input checked="" type="radio"/> No

Buttons: Quick Search, Add, Delete, OK, Cancel, Go to Job Seeker

The RESEA icon appears with a RESEA Review deadline date (field) for the English CCS, but not for the Spanish CCS.



## CCS Scheduling in Languages Other than English, continued

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Spanish Career Center Seminar Facilitator: HDELE

Career Center: Workforce Central/Worcester Co-Facilitator 1:

Date: 03/13/2015 Time: 10:00 AM Co-Facilitator 2:

Non Mosees Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By	Attended
<input type="checkbox"/>	###-##-3806	11111111	Jes	Practice			JZAPA	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-5635	22222222	Joe	Practice			HDELE	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	###-##-1807	33333333	Test	Practice			HDELE	<input type="radio"/> Yes <input checked="" type="radio"/> No

Buttons: Quick Search, Add, Delete, OK, Cancel, Go to Job Seeker

Once the jobseeker has attended the Spanish CCS, the CAP Goals auto-populate (see screen shot below).

\*Note: the RESEA Review deadline date field does not appear on the Spanish CCS participation screen.

**Practice** SSN: XXX-XX-9064 ID:

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP BEST | SMARTT | Section 30 | VRAP

**Goals**

Type of Goal	Date Established	Schedule Target	Actual Date	Attainment Status
Research LMI	03/13/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Register with JobQuest	03/13/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	03/13/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	03/13/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
REA Review	03/13/2015	00/00/0000	00/00/0000	Set, But Attainment Pending

**Career Objective**

Add or update on the Full tab. Remember to save after updating.

Viewable to Employers on the internet (JobQuest)  Yes  No

Buttons: Trade, Eligibility, Match Criteria, Run Match, Eligibility Criteria, OK, Cancel

Spanish CCS jobseeker Cap Goals auto-populate.



## Scheduling CCS with “Excused (Good Cause)”

The Career Center Seminar (CCS) may be rescheduled up to one (1) additional week, into week four (4), with *good cause* if the job seeker requests the reschedule *prior* to their CCS attend by date. Any reschedule made after the *Attend By* date is not excused and will result in a sanction and will need to be adjudicated. Document the good cause in the *Comments* box and MOSES notes.

Step	Action
<b>NOTE:</b>	Check the <i>Services</i> screen to confirm that the job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. If a potential issue is identified, DUA must be notified. Refer to the <i>Potential Issue Identification</i> form in the Appendix to notify DUA.
<b>1</b>	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
<b>2</b>	Type in the job seeker’s ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
<b>3</b>	From the <i>Filter Schedule</i> section, select a <i>Career Center</i> & <i>Location</i> using the drop-down lists.
<b>4</b>	Select date range on the “From: and To:” boxes. Then click the <i>Search</i> button and choose appropriate CCS from list that appears. Must be before the <i>Reschedule Attend By</i> date to avoid a sanction. Updates in the <i>Services</i> history.
<b>5</b>	Click <i>Scheduling/Rescheduling After Deadline – Excused</i>
<b>6</b>	In comments box, document reason for scheduling/rescheduling excused.
<b>7</b>	Click “Schedule Job Seeker” button in lower right screen and selected CCS will appear in the “Current Appointment” field at the top. Confirm date and time with job seeker.
<b>8</b>	Be sure to click close to complete the registration.

**Test, Nicholas** SSN: XXX-XX-2222 ID: 22222222

**Current Appointment**  
Not Currently Scheduled Cancel Appointment

**Notification Details**  
 Notice Date: 08/16/2014 Attend by: 09/05/2014 Reschedule Attend by: 09/12/2014 REA Deadline: 09/19/2014

**Scheduling/Rescheduling Details**  
 Scheduling / Rescheduling After Deadline - No Good Cause  
 Scheduling / Rescheduling After Deadline - Excused  
 Exempted

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location
<input type="checkbox"/> 09/05/2014	01:00 PM	Micro Career Center	Boston
<input checked="" type="checkbox"/> 09/09/2014	11:00 AM	Micro Career Center	Boston

**Comments:**  
 Nicholas obtained temporary employment that ends on 9/5/14. The same day as his CCS deadline. Therefore, he was re-scheduled with good cause on 9/9/14 @ 11 am at The Micro Career Center.

**Residence Address**  
 Address: 19 Staniford St.  
 City: Boston  
 State: MA Zip: 02114

**Filter Schedule**  
 Origin Zip Code: 02152-1971  
 Career Center (Distance)  
 Micro Career Center  
 Location

From: 09/04/2014 To: 09/12/2014 Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
08/16/2014	MOSESINT	Program Enrollment	REA - Reemployment Eligibility Ad	Workforce Central/Worcester
08/16/2014	MOSESINT	Profiling - CCS/EUC Orientation	Notified of CCS	Workforce Central/Worcester
08/16/2014	MOSESINT	Program Enrollment	RES - Reemployment Services	Workforce Central/Worcester

Schedule Job Seeker  
Close



## Rescheduling CCS with “Excused (Good Cause)”, continued

The screenshot shows the MOSES Scheduling interface for a user named 'Sample, Sam' (SSN: XXX-XX-2478, ID: 99922211). The interface includes sections for 'Current Appointment' (Not Currently Scheduled), 'Notification Details', 'Scheduling/Rescheduling Details', 'Residence Address', 'Schedule (Select Appointment)', and 'Service History'. A 'Career Center Seminars' dialog box is open, displaying the following text:

**Scheduling / Rescheduling After Deadline - Excused**

Please note that Job Seekers can only be excused for scheduling / rescheduling beyond their grace period for one of the following reasons:

- > Attendance at a job interview.
- > Claimant, household member or immediate family member illness.
- > Emergency family care issue, provided, that attempts to secure a substitute for the scheduled activity have been made.
- > Unexpected transportation problems.
- > Previously scheduled health-related appointments.
- > Jury Duty.
- > Death of a household member or immediate family member (including a spouse, child, parent, brother, sister, grandparent, stepchild, or parent of a spouse).
- > The individuals need to address the personal, psychological, or legal effects of domestic violence as defined in M.G.L. c. 151A.
- > Other circumstances which, in the discretion of the MOSES administrator, are beyond the individuals control.

At the bottom of the dialog box, there is a checkbox for 'Do not show this message again until the next login to MOSES' and an 'OK' button.

**Note:** Be aware of categorizing the reschedule as ‘Excused’ because if the reason for the reschedule is an ongoing situation, it may be ‘able, available, and actively seeking work’ issue. Check MOSES Notes and Services for any previous rescheduling. If the reason is not listed on the *Scheduling / Rescheduling After Deadline – Excused* dialogue box, it cannot be rescheduled as ‘Excused’.

Rescheduling *Excused (Good Cause)* is temporary in nature and does not interfere with “able, available, and actively seeking work” (i.e., car broke down on the way to CCS versus I have no transportation).

Final determination on good cause for rescheduling will be made by DUA/RESEA fact finding.



## Rescheduling CCS with “No Good Cause”

Step	Action
<b>NOTE:</b>	Check the <i>Services</i> screen to confirm that job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. If a potential issue is identified, DUA must be notified. Refer to the Potential Issue Identification form in the Appendix to notify DUA.
<b>1</b>	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
<b>2</b>	Type in the job seeker’s ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
<b>3</b>	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
<b>4</b>	Select date range on the “From: and To”: boxes. Then click the <i>Search</i> button. Updates in the Services history.
<b>5</b>	Click <i>Scheduling / Rescheduling After Deadline – No Good Cause</i> .
<b>6</b>	In comments box, document reason for scheduling/rescheduling with no good cause.
<b>7</b>	In the “Schedule (Select Appointment)” section, choose the appropriate CCS from list that appears. Click “Schedule Job Seeker” button in lower right of screen.
<b>8</b>	Selected CCS will appear in the “Current Appointment” field at the top. Confirm date and time with job seeker.
<b>9</b>	Be sure to click close to complete the registration.

**Test, Nicholas** SSN: [REDACTED] XX-1930 [REDACTED] 11122233

**Current Appointment**  
**Not Currently Scheduled** **CCS Scheduling** [Cancel Appointment](#)

**Notification Details**  
 Notice Date: [10/25/2014] Attend by: [11/14/2014] Reschedule Attend by: [11/21/2014] REA Deadline: [11/28/2014]

**Scheduling/Rescheduling Details**  
 Scheduling / Rescheduling After Deadline - Good Cause  
 Scheduling / Rescheduling After Deadline - Extended  
 Exempted  
 Comments: [customer was on vacation.]

**Residence Address**  
 Address: [19 Staniford St.]  
 City: [Ipswich] State: [MA] Zip: [01938-1724]

**Filter Schedule**  
 Origin Zip Code: [01938-1724]  
 Career Center (Distance)  
 [North Shore Career Center]  
 Location

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings	
<input type="checkbox"/>	[01/13/2015]	[02:00 PM]	[North Shore Career Ce]	[Salem]	[11.51]	[0/25]

Row 1 of 1 [More](#)

**Service History**

Date	Staff ID	Category	Service Result	Career Center
[10/25/14]	[MOSESINT]	[Profiling - CCS/EUC Orientation]	[Notified of CCS]	[North Shore Career Center of]
[10/25/14]	[MOSESINT]	[Program Enrollment]	[RES - Reemployment Services]	[North Shore Career Center of]
[10/25/14]	[MOSESINT]	[Program Enrollment]	[REA - Reemployment Eligibility As]	[North Shore Career Center of]

[Schedule Job Seeker](#) [Close](#)



## Career Center Seminar Event Participation Screen

The RESEA icon appears on the *Event Participation* screen for job seekers who are enrolled in the RESEA Program. This allows staff to determine who has been enrolled in the RESEA Program.

	SSN#	Job Seeker ID	First Name	Last Name	Phone No	REA Review Deadline	Scheduled By
<input type="checkbox"/>	###-##-8359	11122211	Linda	Test	617-555-1111	01/09/2015	WRT1
<input type="checkbox"/>	###-##-2815	11111222	Frank	Practice	617-555-7		WRTCS
<input type="checkbox"/>	###-##-3905	22222222	Sam	Alpha	617-555-6666	01/26/2014	WRTCS
<input type="checkbox"/>	###-##-5916	55511111	Fred	Test	-	01/09/2015	WRTCS
<input type="checkbox"/>	###-##-6973	33333333	Sam	Practice	617-555-6666		PCOHE
<input type="checkbox"/>	###-##-8900	44444444	Sarah	Last	617-555-1111	01/16/2015	YROBI

Notice the *RESEA Review Deadline* dates when scheduling job seekers for their RESEA Review. Job seekers whose RESEA Review deadline date is quickly approaching should be scheduled appropriately within their *RESEA Review Deadline* date to avoid a sanction.

IF	THEN
a RESEA job seeker who previously completed the RESEA requirements, had services in the past 90 days and was not exited from the program. . .	a RESEA Review does not need to be scheduled.
a RESEA job seeker returns to work and did not complete the RESEA requirements and has not had a service in 90 days. . .	the job seeker cannot be paid if they reopen their claim until they attend the RESEA Review.
a <i>RESEA Review Deadline</i> date is in the past (see above). . .	investigate further to determine next steps.



## Attend a Career Center Seminar

A Career Center Seminar is one of the first impressions that a job seeker develops of a career center. This is a career center's opportunity to highlight all of their services such as workshops, one-on-one counseling, training opportunities and referral to other resources.

There are required reemployment services that are provided to all job seekers during a Career Center Seminar:

- Complete an Individual Needs Assessment (INA) / Job Search Inventory
- Begin to develop a CAP / IRP
- Register on JobQuest
- Introduction to Labor Market Information
- Introduction to career center services
- Verification of work search

For job seekers enrolled in the RESEA Program, additional reemployment services are required. This was formerly known as the Reemployment Services meeting. The job seeker must attend the Initial RESEA Review. In this meeting, a staff person meets with the job seeker to discuss their job search, review the INA that the job seeker started in the CCS, complete the Career Action Plan/Individual Reemployment Plan that they started at the Career Center Seminar, which includes goal action steps and target dates. This ensures that the job seeker understands all of the requirements of the RESEA Program and what they must bring to their Subsequent RESEA Review. The individual one-on-one meeting for their Subsequent RESEA Review must be scheduled at the Initial RESEA. This review must be completed by week five (5) after enrollment.

Initial Review



## Initial RESEA/RES

Below are required Initial RESEA components that are done prior to the Subsequent RESEA Review. As part of the CCS and prior to the Subsequent RESEA, the Initial RESEA meeting can be done in a group, but must have an individual one-on-one component to sign off on the CAP/IRP and to individually schedule the Subsequent RESEA Review.

Step	Action
1	Review Individual Needs Assessment (INA) / Job Search Inventory
2	Complete <b>CAP/ IRP</b> with the job seeker <ul style="list-style-type: none"> <li>• Complete goal actions steps for each goal (mandatory and additional goals)</li> <li>• Set target dates for each goal</li> <li>• Customer must sign and date CAP form</li> </ul>
3	Provide explanation of LMI research and resources
4	Schedule Subsequent RESEA appointment prior to RESEA deadline date
5	Schedule additional Career Center services – workshops and/or events
6	Input the CAP Goal Action Steps in MOSES <i>Special Programs</i> tab*
7	Make a copy of the job seeker’s <b>signed and dated</b> CAP goals for job seeker

\*Career centers may use their own format of the CAP/IRP as long as it contains the required *mandatory goals, goal action steps and target dates* including the following statement that job seekers must sign:

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

By entering CAP goals in MOSES, staff are attesting to the fact that what they entered is exactly the same CAP goals the job seeker created, including that the job seeker signed and dated. The CAP goals keyed into the MOSES CAP must match the goals on the job seeker’s hard copy, including time frames, action steps, and acknowledgement statement as found on the job seeker’s hard copy.

To use and print the CAP goals in MOSES:

- From the *Special Programs* tab, select *CAP* and print the CAP goals by selecting the *Print* button

**NOTE:** The job seeker must leave the Initial RESEA meeting with their **signed** CAP form that they started in the CCS and completed at the Initial RESEA meeting. A copy will be kept on file until they complete their Subsequent RESEA Review.



## Recording Career Center Seminar Attendance

- Prompt and accurate recording of Attendance is critical
- Confirm that everyone signed the attendance sheet

A delay in data entry or neglect in recording CCS attendance timely may cause customer to have an undue sanction and **temporary loss of benefits**.

**NOTE:** Attendance at CCS must be done at the **end** of the Initial RESEA appointment.

Non Mosees Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Review Date	By
<input type="checkbox"/>	###-##-8359	11122211	Linda	Test	617-555-1111	03/13/2015	JFORT1
<input type="checkbox"/>	###-##-2815	11111222	Frank	Practice	617-555-7777		IVRSCCS
<input type="checkbox"/>	###-##-3905	22222222	Sam	Alpha		03/06/2015	SJACK
<input type="checkbox"/>	###-##-3811	11111111	Sarah	Practice	617-555-6666	03/06/2015	IVRSCCS
<input type="checkbox"/>	###-##-6973	33333333	Sam	Practice			PCUHE
<input type="checkbox"/>	###-##-8900	44444444	Sarah	Last	617-555-1111	01/16/2015	YROBI

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Initial RESEA Review	02/07/2015	02/07/2015	02/07/2015	Attained
RESEA Review	02/07/2015	03/02/2015	00/00/0000	Set, But Attainment Pending
Research LMI	02/07/2015	03/02/2015	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/07/2015	03/02/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/07/2015	03/02/2015	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/07/2015	02/27/2015	00/00/0000	Set, But Attainment Pending



## Sanction for Not Attending a Career Center Seminar

Failure to attend a Career Center Seminar by week three (3) results in a one-week sanction.

DCS provides DUA with a data file on all RESEA customers who have not attended a RESEA CCS within three (3) weeks of first UI payment which creates a RESEA CCS issue on the claim for the week that the job seeker failed to attend. DUA will conduct fact-finding to make a determination on eligibility of UI benefits for that week.

IF DUA Determines	THEN
as a result of the fact finding that another issue arises. . .	DUA staff will create a new issue as appropriate.
the job seeker had Good Cause for failing to attend the CCS RESEA timely . . .	DUA makes an eligibility determination and informs the job seeker to reschedule the CCS.
the job seeker did <u>not</u> have Good Cause for failing to attend the CCS RESEA timely. . .	the job seeker will be determined ineligible for benefits for that week and DUA will inform job seeker to reschedule the CCS and claimant will be notified of appeal rights.

Inactive



## CAP Goals (Auto-Populated)

The mandatory RESEA goals are auto-populated on the MOSES CAP when attendance at CCS is recorded into *MOSES*. The goals for the 60-dayers are pre-populated at the time of RESEA enrollment.

### RESEA Program Mandatory Goals:

- Initial RESEA Review (does not need to be documented in MOSES in order to attain the Subsequent RESEA Review)
- Research LMI
- Register with JobQuest
- Review Work Search Activity
- Resume and Cover Letter Development
- Subsequent RESEA Review
- Future Goal/Event\*

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Register with JobQuest	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending
RESEA Review	06/04/2015	00/00/0000	00/00/0000	Set, But Attainment Pending

\*The *Future goal/event* is not auto-populated. This goal or event is manually entered at the time of the Subsequent RESEA Review. The goal will be one that meets the job seeker’s job search needs.



## Developing CAP Goals

The CAP goals must be documented in MOSES and have completed Goal Action Steps that answers the following questions – **Who, What, Where, When** and the *Target Date* must be entered.

**Components of a Career Action Plan:** A Career Action Plan is a comprehensive step-by-step action plan that is developed with the job seeker for their benefit. This plan is a systematic approach to guide a job seeker from unemployment to employment. An organized job seeker will feel more accomplished, confident, and will likely obtain employment in a timely manner. A goal must be developed for each of the RESEA Program requirements that the customer must complete in order to attain the Subsequent RESEA Review (RESEA Review).

GOAL	ACTION STEPS	PLAN
Clearly defined Realistic Attainable	Include timeframes Specific time & place (4 W's) Related to goals	Comprehensive A 'living document' Measurable

The screenshot shows the MOSES interface for a user named Joe. It displays a table of CAP Goals with columns for Type of Goal, Date Established, Scheduled Target Date, Actual Date, and Attainment Status. Below this is a detailed view of a goal action step. The 'Goal Action Steps' field is highlighted with an orange box and contains the text 'Who, What, Where, When'. Other fields include 'Type of Goal' (Research LMI), 'Attainment' (Set, But Attainment Pending), 'Date Established' (11/16/2013), 'Target Date' (00/00/0000), and 'Actual Date' (00/00/0000). The 'Last Modified Date' is 11/16/2013 and the user is MOSESINT.

- **Who** is the job seeker meeting with for services?
- **What** tasks will the job seeker be doing to complete each individual goal and what resources will they use (i.e., MassCIS, TORQ, O’Net)?
- **Where** will the job seeker complete these tasks (i.e., workshop, website)?
- **When** will the task be completed (i.e., date and time)?

**Signature Statement on CAP Goal:** I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.



## Subsequent RESEA Review Program Eligibility Requirements (Customer)



**Inactive**



NOTES PAGE

Inactive

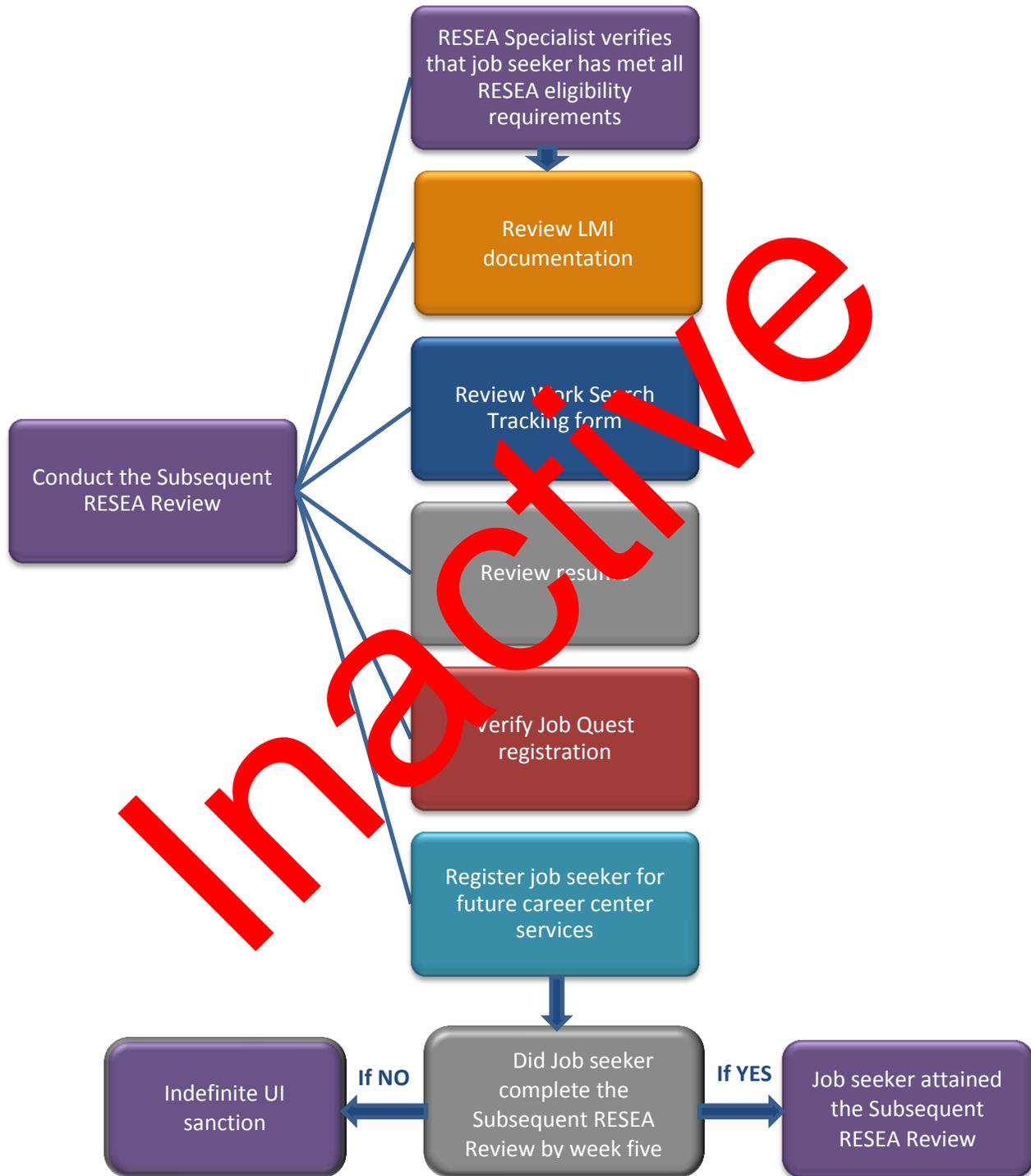


# Subsequent RESEA Review Process (REA Review)

Inactive



## Conducting the Subsequent RESEA Review (Staff)



## RESEA Review Process

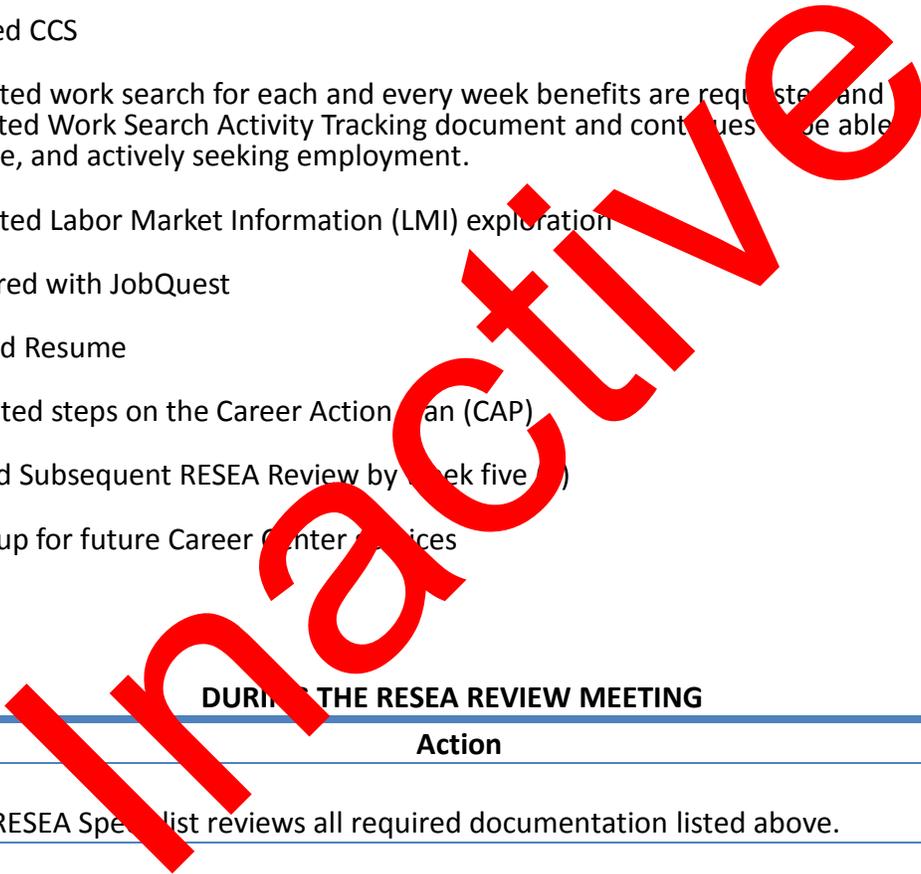
The UI RESEA Review is a one-on-one meeting between the RESEA Specialist and a job seeker to ensure that the job seeker continues to comply with all UI eligibility requirements and to provide the job seeker access to a full array of services available at the career center. It is a review of their progress towards meeting required goals and CAP activities and it ensures that the job seeker has met all requirements of the program and is scheduled for an additional career center service beyond the RESEA Review date.

During the RESEA Review the following Program Requirements are verified for completion:

- Attended CCS
- Conducted work search for each and every week benefits are requested and completed Work Search Activity Tracking document and continues to be able to access available, and actively seeking employment.
- Conducted Labor Market Information (LMI) exploration
- Registered with JobQuest
- Provided Resume
- Completed steps on the Career Action Plan (CAP)
- Attained Subsequent RESEA Review by week five (5)
- Signed up for future Career Center services

### DURING THE RESEA REVIEW MEETING

Step	Action
1	RESEA Specialist reviews all required documentation listed above.
2	RESEA Specialist works with job seeker to review the Career Action Plan and review each individual goal to determine if the goal was attained.



## CAP Goal: Labor Market Information (LMI)

Research LMI
<p><b>Attainment Criteria:</b> RESEA Specialist reviews the LMI exploration and determines if the job seeker has all of the required documentation to attain the LMI goal</p> <ul style="list-style-type: none"> <li>Has the job seeker identified if their industry is growing, declining, or remaining stable?</li> <li>What did the job seeker identify as a salary range for the occupations explored?</li> <li>What is the source of their LMI?</li> <li>Has the job seeker provided documentation of their complete labor market exploration?</li> </ul>
<p><b>As a result of exploring LMI, job seeker should be able to identify:</b></p> <ul style="list-style-type: none"> <li>Transferrable skills</li> <li>Skills gaps</li> <li>Labor market trends</li> <li>Salary information</li> <li>Tools and resources available</li> <li>How labor market information informs their job search</li> </ul>
<p style="text-align: center;"><b>Suggested questions to engage the job seeker and to guide goal attainment determination</b></p> <ul style="list-style-type: none"> <li>Tell me about your labor market exploration</li> <li>What did you learn?</li> <li>What industries/occupations have you considered based on your labor market exploration?</li> <li>What transferrable skills did you identify?</li> <li>What skills gaps have you identified?</li> <li>Is the salary range realistic or acceptable to you?</li> </ul>
<p style="text-align: center;"><b>Referrals – Relevant Career Center Services</b></p> <ul style="list-style-type: none"> <li>LMI workshop</li> <li>Other LMI related workshops offered by the Career Center</li> <li>MassCIS</li> <li>TORQ workshop</li> <li>Resource Room</li> </ul>
<p style="text-align: center;"><b>Potential Issues</b></p> <p>Any potential issue (Attained Potential Issue – API) identified during the Subsequent RESEA Review must be documented in the RESEA Review CAP goal <i>Reason Description</i> box and MOSES notes.</p>



## CAP Goal: Labor Market Information, continued

Step	Action
1	RESEA Specialist reviews the LMI exploration that the job seeker has done and determines if the job seeker has all of the required documentation to attain the LMI goal.
2	From the <i>Special Programs</i> tab, select the <i>Research LMI</i> goal and click on the <i>Edit</i> button – in the drop down <i>Attainment</i> box, click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box, document clear, concise and concrete explanation of how the job seeker completed their LMI research, documenting the LMI tool, the occupation, the wage information, and whether the industry/occupation is in growth, decline, or stable.
<b>Note:</b>	Occupation(s) noted in <i>Goal Action Step</i> must reflect in the <i>Reason Description</i> box, plus any other occupation(s) of interest.

The screenshot displays a software interface for managing goals. At the top, the user is identified as 'Practice, Sara' with an SSN of 'XXX-XX-4595' and a phone number '2343567'. The interface includes tabs for 'Basic', 'Full', 'Education', 'Work Experience', 'Events', 'Alerts', 'Calendar', 'Services', and 'Special Programs'. A 'Survey' button is also visible.

The 'Goals' section contains a table with the following data:

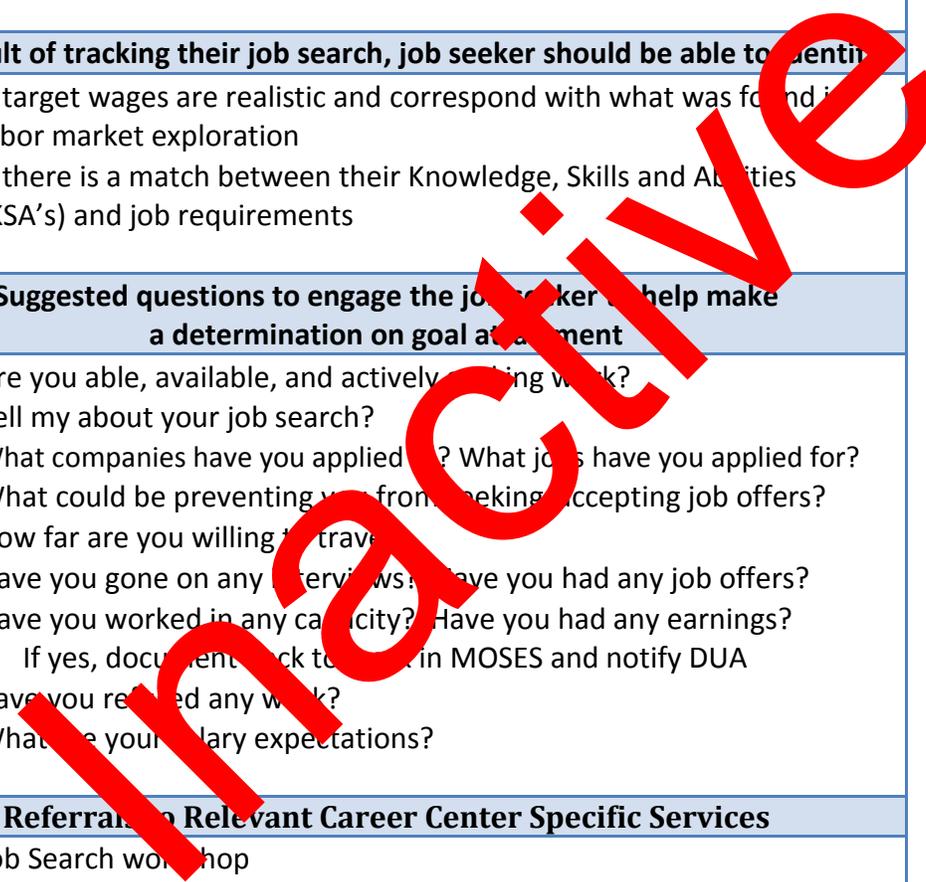
Type of Goal	Date Established	Target Date	Attainment Status
Research LMI	05/07/2015	00/00/0000	Set, But Attainment Pending
Register with JobQuest	05/07/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	05/07/2015	00/00/0000	Set, But Attainment Pending

A dialog box titled 'Reemployment Services Goals and Tasks Details' is open, showing details for a 'Research LMI' goal. The 'Action' field contains the text: 'Use TORQ to explore career options and determine outlook for customer service. Bring back the completed LMI exploration worksheet to the subsequent RESEA Review on Thurs. 5/14/15 at 2:00 with them at Central Career Center'. The 'Reason Description' field contains: 'Customer used TORQ to explore career options. She learned that her occupation of choice of Customer Service is growing by 10% in her local area and the average salary is \$26,000. She has the current skills for this position and does not require training. Her work search shows she is looking for work in this area.' The dialog also shows 'Created Office: Central Career Center' and 'Last Modified Date: 05/16/2015 By: TSTAF'.



## CAP Goal: Work Search Activity

<b>Review Work Search Activity</b>
<p><b>Attainment Criteria:</b>                      Determine continued eligibility for UI benefits based on meeting work search criteria for each week benefits are requested</p> <ul style="list-style-type: none"> <li>Job seeker must be able, available, and actively seeking employment</li> <li>Work search form must have three (3) valid attempts for each week that the job seeker requested benefits</li> <li>Job seeker has not refused any job offers</li> </ul>
<b>As a result of tracking their job search, job seeker should be able to determine</b>
<ul style="list-style-type: none"> <li>If target wages are realistic and correspond with what was found in labor market exploration</li> <li>If there is a match between their Knowledge, Skills and Abilities (KSA's) and job requirements</li> </ul>
<b>Suggested questions to engage the job seeker to help make a determination on goal attainment</b>
<ul style="list-style-type: none"> <li>Are you able, available, and actively seeking work?</li> <li>Tell me about your job search?</li> <li>What companies have you applied to? What jobs have you applied for?</li> <li>What could be preventing you from seeking/accepting job offers?</li> <li>How far are you willing to travel?</li> <li>Have you gone on any interviews? Have you had any job offers?</li> <li>Have you worked in any capacity? Have you had any earnings? If yes, document back to work in MOSES and notify DUA</li> <li>Have you refused any work?</li> <li>What are your salary expectations?</li> </ul>
<b>Referrals to Relevant Career Center Specific Services</b>
<ul style="list-style-type: none"> <li>Job Search workshop</li> <li>Career center specific workshops related to job search</li> <li>TORQ workshop</li> <li>Resource Room</li> <li>Networking, interviewing workshops</li> </ul>
<b>Potential Issues</b>
<p>Any potential issue (Attained Potential Issue – API) identified during the Subsequent RESEA Review must be documented in the RESEA Review CAP goal <i>Reason Description</i> box and MOSES notes.</p>



## CAP Goal: Work Search Activity, continued

Step	Action
1	Determine continued eligibility for UI benefits based on meeting work search criteria.
2	From the <i>Special Programs</i> tab, select the work search activity goal and click on the <i>Edit</i> button – in the drop down <i>Attainment</i> box, click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box enter number of weeks and dates for each week of job search completed that met the DUA work search requirements and indicate how job seeker used LMI exploration in their job search (name the positions) to indicate if the industry/occupation is growing, declining or stabilized. Enter salary range based on LMI results. Click <i>OK</i> . Identify consistencies & inconsistencies in MOSES notes.

The screenshot shows the RESEA software interface for a user named Sarah. The 'Goals' window is open, displaying a table of goals. The selected goal is 'Review Work Search Activity', established on 03/04/2015 and attained on 03/24/2015. The 'Reason Description' field contains the following text:

Work search was reviewed for weeks 02/28/15 through 03/21/15 . All work searches for each week were complete and met DUA requirements. Work search logs indicate customer used LMI research and is looking for a Customer Service position in the Haverhill, Lawrence, Lowell areas. Salary range is with a median range of \$30,000 and based on her LMI research.

The interface also shows a 'Reemployment Services Goals and Tasks' window with a 'Goal Action' field containing: 'Look for work for each and every week you request UI benefits and keep a log of all work search activities. Steps: Bring your completed work search log to your subsequent RESEA Review scheduled for Tuesday March 25 at 2PM with Kim at Central Career Center.'



## CAP Goal: Resume

<b>Resume and Cover Letter Development</b>
<p><b>Attainment Criteria:</b> RESEA Specialist reviews the job seeker’s resume to complete the goal</p>
<b>As a result of developing a resume, job seeker should be able to identify:</b>
<ul style="list-style-type: none"> <li>• Their knowledge, skills and abilities (KSA’s) and how they relate to the job requirements</li> <li>• How labor market exploration helps to create the foundation for the resume</li> <li>• How to tailor their resume</li> <li>• How the resume can be useful for filling out written or on-line applications</li> </ul>
<b>Suggested questions to engage the job seeker to make a determination on goal attainment:</b>
<ul style="list-style-type: none"> <li>• What kind of results has your resume been producing?</li> <li>• How does your resume accurately represent your KSA’s?</li> <li>• How are you tailoring your resume for each job?</li> <li>• Is your resume ready to be sent to employers?</li> <li>• How many have you sent to employers?</li> <li>• How are you sending?</li> </ul>
<b>Referrals to Relevant Career Center Services</b>
<ul style="list-style-type: none"> <li>• Resume Development workshop</li> <li>• One-on-one resume critique</li> <li>• Resource Room</li> <li>• Staff who are Certified Professional Resume Writers (CPRW)</li> <li>• Career center specific workshops related to job search</li> </ul>
<b>Potential Issues</b>
Any potential issue (Attained Potential Issue – API) identified during the Subsequent RESEA Review must be documented in the RESEA Review CAP goal <i>Reason Description</i> box and MOSES notes.



DRAFT



## CAP Goal: Resume, continued

Step	Action
1	RESEA Specialist reviews the job seeker’s resume and determines if the job seeker has a resume to complete the goal.
2	From the <i>Special Programs</i> tab, select the resume goal and click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
3	Update MOSES notes regarding any observations and critique of resume. Identify next steps that were discussed.

The screenshot displays the RESEA system interface for a user named Sarah Practice. The 'Goals' section shows a table with the following data:

Type of Goal	Date Established	Scheduled/Target Date	Actual Date	Attainment Status
Research LMI	06/05/2015	06/20/2015	06/20/2015	Attained
Register with JobQuest	06/05/2015	06/20/2015	06/20/2015	Attained
Review Work Search Activity	06/05/2015	06/20/2015	06/20/2015	Attained
Resume and Cover Letter Development	06/05/2015	06/20/2015	06/20/2015	Attained
REA Review	06/05/2015	06/20/2015	06/20/2015	Attained
Initial RESEA Review	06/05/2015	06/20/2015	06/05/2015	Attained

The 'Reemployment Services Details' dialog box is open, showing the following information:

- Goal Description: Sarah will update her resume and review with Mary Smith at her Subsequent RESEA Review on 6/20/15 at 2:00 PM at Sample Career Center.
- Type of Goal: Resume and Cover Letter Development
- Attainment: Attained
- Date Established: 06/05/2015
- Scheduled/Target Date: 06/20/2015
- Actual Date: 06/20/2015
- Created Office: Sample Career Center
- Last Modified Date: 06/20/2015
- By: ASTAF



## CAP Goal: JobQuest (JQ)

<b>Register with JobQuest</b>
<p><b>Attainment Criteria:</b> RESEA Specialist verifies that the job seeker has registered on JobQuest and has logged in since enrollment.</p>
<b>As a result of registering on JobQuest, job seeker should be able to:</b>
<ul style="list-style-type: none"> <li>Use JobQuest as a resource in their job search</li> <li>Access TORQ to identify transferable skills, alternative occupations, and labor market exploration</li> </ul>
<b>Suggested questions to engage the job seeker to help make determination on goal attainment</b>
<ul style="list-style-type: none"> <li>What, if any, job matches have you done?</li> <li>What jobs have you found and applied to recently?</li> <li>Have you accessed TORQ (through JobQuest) to identify transferable skills, alternative occupations, and labor market exploration?</li> <li>What features have you used on JobQuest?</li> <li>When was the last time you logged onto JobQuest?</li> <li>What questions do you have?</li> </ul>
<b>Referrals to Relevant Career Center Services</b>
<ul style="list-style-type: none"> <li>JobQuest workshop</li> <li>TORQ workshop (to access TORQ through JobQuest)</li> <li>Resource Room</li> </ul>
<b>Potential Issues</b>
<p>Any potential issue (Attainment Potential Issue – API) identified during the Subsequent RESEA Review must be documented in the RESEA Review CAP goal <i>Reason Description</i> box and MOSES notes.</p>



DRAFT



## CAP Goal: JobQuest, continued

Step	Action
1	RESEA Specialist verifies that the job seeker is registered with JobQuest.
2	Check MOSES <i>Services – Administrative tab</i> to verify that the job seeker has an “INETSELF” service (JobQuest) since their RESEA enrollment.
3	From the <i>Special Programs tab</i> , select the JobQuest goal and click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
4	Update MOSES notes regarding the job seeker’s use of JobQuest.

Practice, Sarah SSN: XXX-XX-2488 ID:12345678

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | Employment | **Administrative** | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Related	
06/15/2014	INETSELF	Job Seeker Membership	Match Criteria - Complete On		Add
06/15/2014	INETSELF	Job Seeker Membership	Systeming On		Edit
03/04/2013	ITSTAF	Job Seeker Membership	Full Member - Complete		Delete
03/04/2013	MOSESINT	Job Seeker Membership	Basic Member - Complete		Archived

Row 1 of 21 More

Trade | Eligibility | Match | Run Match | Eligibility Criteria | OK | Cancel

Practice, Sarah SSN: XXX-XX-2488 ID:12345678

Basic | Full | Education | Work Experience | Events | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMART | Section 30 | CAP

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status	
Research LMI	06/05/2014	06/11/2014	06/20/2014	Attained	Add
Register with JobQuest	06/05/2014	06/11/2014	06/20/2014	Attained	Edit
Review Work Search Acti	06/05/2014	06/11/2014	06/20/2014	Attained	Delete
Resume and Cover Letter De	06/05/2014	06/11/2014	06/20/2014	Attained	
REA Review	06/05/2014	06/11/2014	06/20/2014	Attained	Print

**Reemployment Services Goals and Tasks Details**

Goal Action Steps: Customer will register with JobQuest by 6/15/2014.

▶ Type of Goal: Register with JobQuest ▶ Date Established: 06/05/2014 ▶ Scheduled/Target Date: 06/11/2014

▶ Attainment: Attained ▶ Actual Date: 06/20/2014

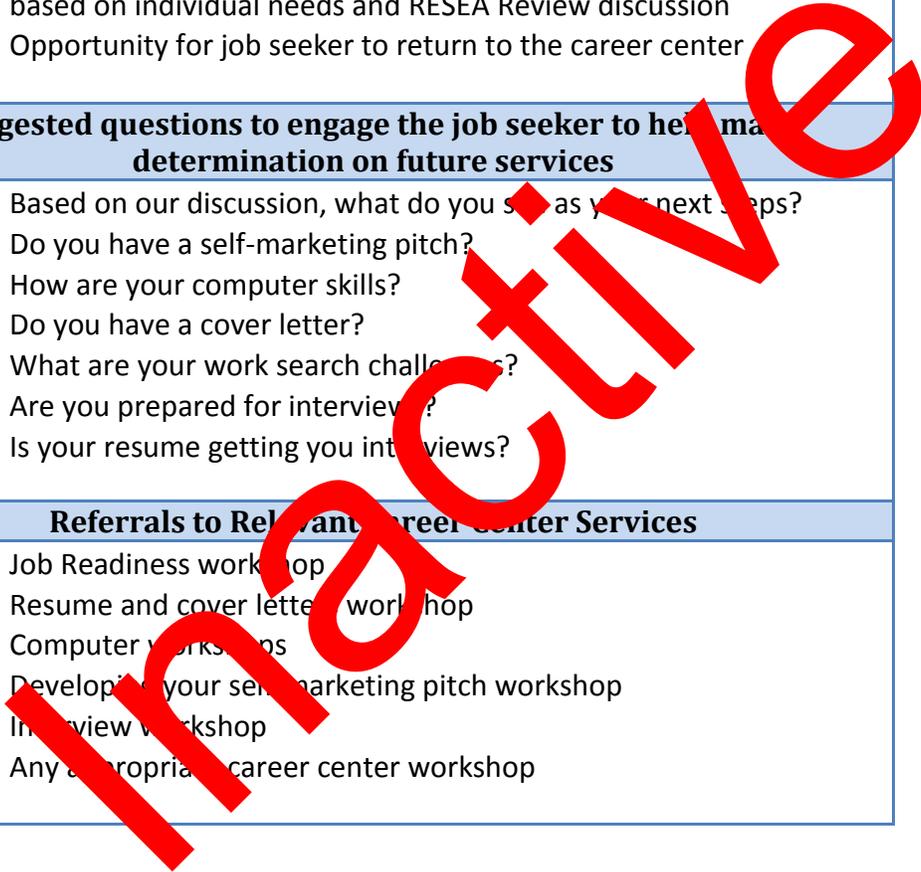
Created Office: General Career Center Last Modified Date: 06/20/2014 By: ASTAF

OK Cancel



## CAP Goal: Future Career Center Service

<b>Register for an Additional Career Center Service</b>
<p><b>Attainment Criteria:</b>                  Register job seeker for future service scheduled to take place <u>after</u> the Subsequent RESEA Review. Enter future goal using CAP or schedule job seeker using event schedule screen.</p>
<b>Registering for a future Career Center Service:</b>
<ul style="list-style-type: none"> <li>Conversation and strategy will vary from job seeker to job seeker based on individual needs and RESEA Review discussion</li> <li>Opportunity for job seeker to return to the career center</li> </ul>
<b>Suggested questions to engage the job seeker to help make determination on future services</b>
<ul style="list-style-type: none"> <li>Based on our discussion, what do you see as your next steps?</li> <li>Do you have a self-marketing pitch?</li> <li>How are your computer skills?</li> <li>Do you have a cover letter?</li> <li>What are your work search challenges?</li> <li>Are you prepared for interview?</li> <li>Is your resume getting you interviews?</li> </ul>
<b>Referrals to Relevant Career Center Services</b>
<ul style="list-style-type: none"> <li>Job Readiness workshop</li> <li>Resume and cover letter workshop</li> <li>Computer workshops</li> <li>Developing your self-marketing pitch workshop</li> <li>Interview workshop</li> <li>Any appropriate career center workshop</li> </ul>



## CAP Goal: Future Career Center Service, continued

Step	Action (Option 1 or Option 2)
1	Based on Subsequent RESEA Review and needs of job seeker, additional service or event is scheduled such as workshops, meeting with a job counselor, or training opportunities.
2	Option 1: From the <i>Special Programs</i> tab select <i>Add</i> and in the <i>Type of Goal</i> drop down box, choose <i>the appropriate type of goal</i> . Enter future goal description in the <i>Goal Action Step</i> box and select a <i>Scheduled/Target Date</i> (date of future goal should be <u>after</u> the Subsequent RESEA Review <i>Must Attain by Date</i> ).
3	Option 2: From the <i>MOSES Event</i> tab, select <i>Event Scheduling</i> , choose the appropriate workshop or event. The <i>Scheduled/Target Date</i> (date of future event must be <u>after</u> the Subsequent RESEA Review <i>Must Attain by Date</i> ).
<b>NOTE:</b>	The future event must be scheduled through Option 1 or Option 2 in order to attain the Subsequent RESEA Review Goal.

### Option 2 - Using Event Scheduling Screen

The screenshot displays the 'Job Seeker Event Participation Entry' window. The 'Scheduled Event' section includes the following details:

- Name: Career Exploration
- Career Center: Central Career Center
- Date: 06/05/2014
- Time: 02:30 PM
- Facilitator: AOkay

Below this, a table lists participants. The first entry is highlighted:

Non-Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By
<input type="checkbox"/>	###-##-###	12345	Steven	Practice	617-555-4444		AOkay

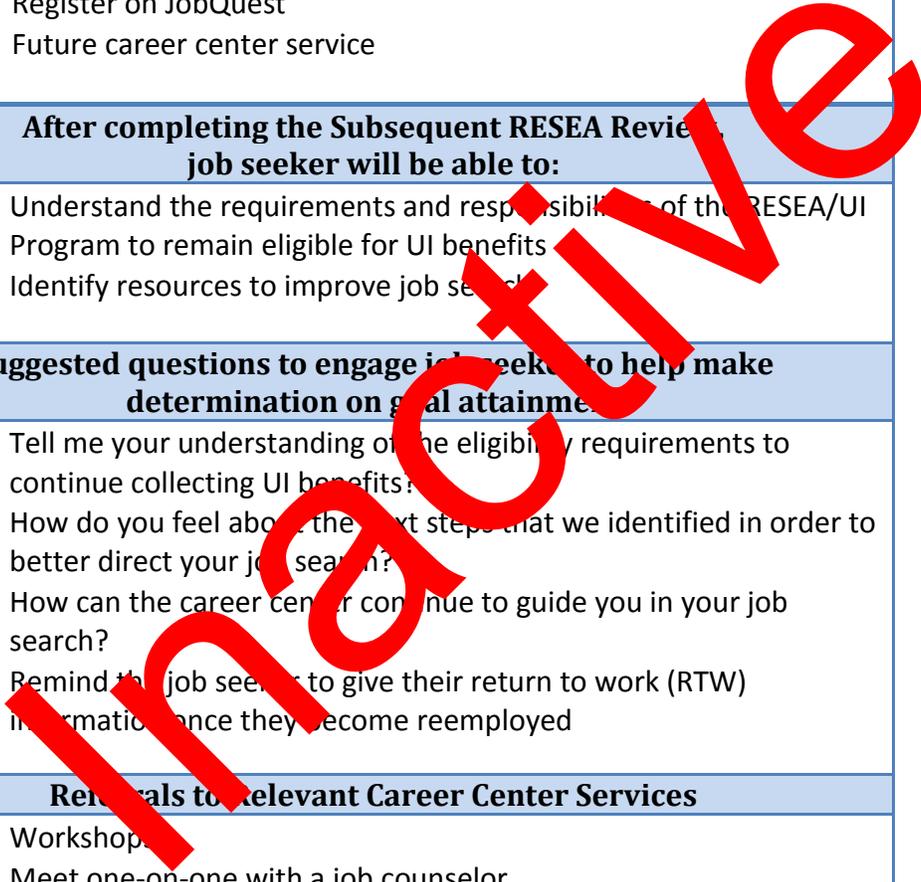
Buttons at the bottom include: Quick Search, Add, Delete, OK, Cancel, and Go to Job Seeker.

The background shows the main user interface for 'Practice, Steven' with tabs for Basic, Full, Education, Work Experience, **Events**, Alerts, Case Plan/Youth ISS, Services, and Special Programs. The 'Events' tab is active, showing a list of events with columns for Event Name, Career Center, Date, and Time. The 'Career Exploration' event is listed with a date of 06/05/2014 and time of 02:30 PM.



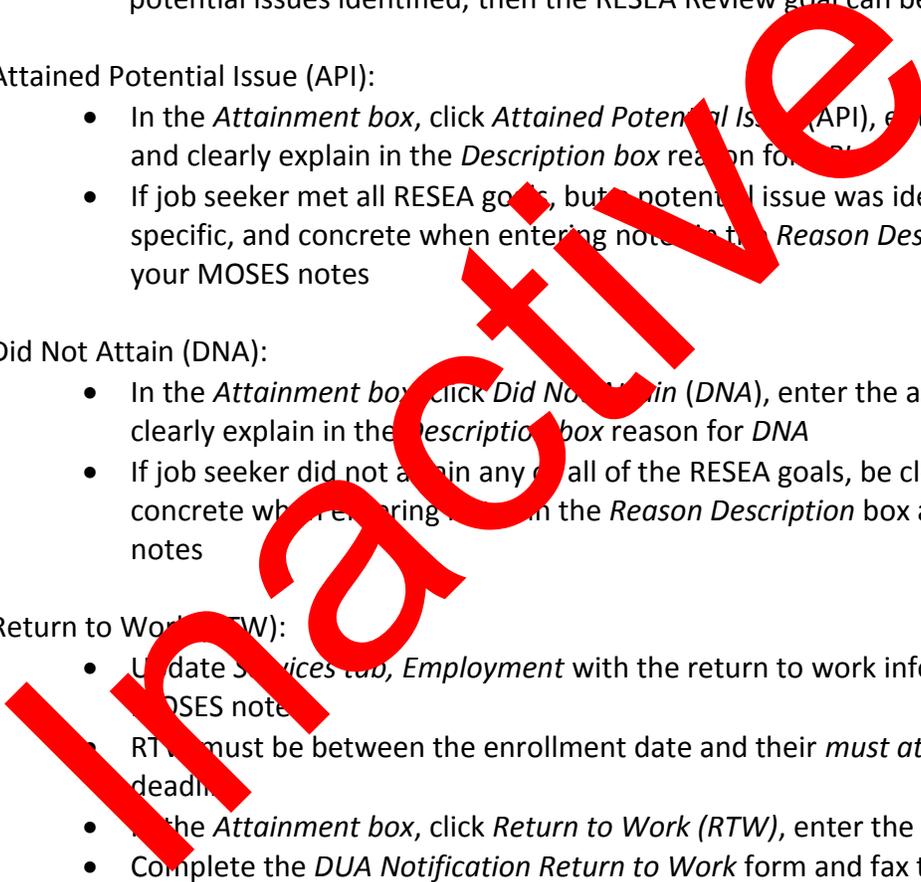
## RESEA Review Goal

<b>Subsequent RESEA Review</b>
<p><b>Attainment Criteria:</b> RESEA Specialist confirms that the job seeker has attended CCS and has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements</p> <ul style="list-style-type: none"> <li>LMI</li> <li>Work Search Activity</li> <li>Resume</li> <li>Register on JobQuest</li> <li>Future career center service</li> </ul>
<b>After completing the Subsequent RESEA Review, the job seeker will be able to:</b>
<ul style="list-style-type: none"> <li>Understand the requirements and responsibilities of the RESEA/UI Program to remain eligible for UI benefits</li> <li>Identify resources to improve job search</li> </ul>
<b>Suggested questions to engage job seeker to help make determination on goal attainment</b>
<ul style="list-style-type: none"> <li>Tell me your understanding of the eligibility requirements to continue collecting UI benefits?</li> <li>How do you feel about the next steps that we identified in order to better direct your job search?</li> <li>How can the career center continue to guide you in your job search?</li> <li>Remind the job seeker to give their return to work (RTW) information once they become reemployed</li> </ul>
<b>Referrals to relevant Career Center Services</b>
<ul style="list-style-type: none"> <li>Workshop</li> <li>Meet one-on-one with a job counselor</li> <li>Training opportunities</li> <li>Other relevant career center services</li> <li>Networking</li> </ul>
<b>Potential Issues</b>
<p>Any potential issue (Attained Potential Issue – API) identified during the Subsequent RESEA Review must be documented in the RESEA Review CAP goal <i>Reason Description</i> box and MOSES notes.</p>



## RESEA Review Goal Attainment Status

Step	Action
<b>1</b>	<p>From the <i>Special Programs</i> tab, select the <i>RESEA Review</i>, click on the <i>Edit</i> button – in the drop down <i>Attainment box</i>, click on the appropriate attainment status and enter the actual date.</p>
<b>2</b>	<p><b>Attained: (With no issues)</b></p> <ul style="list-style-type: none"> <li>RESEA Specialist confirms that the job seeker has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements with no potential issues identified, then the RESEA Review goal can be attained</li> </ul> <p><b>Attained Potential Issue (API):</b></p> <ul style="list-style-type: none"> <li>In the <i>Attainment box</i>, click <i>Attained Potential Issue (API)</i>, enter the actual date and clearly explain in the <i>Description box</i> reason for API</li> <li>If job seeker met all RESEA goals, but a potential issue was identified, be clear, specific, and concrete when entering notes in the <i>Reason Description</i> box and your MOSES notes</li> </ul> <p><b>Did Not Attain (DNA):</b></p> <ul style="list-style-type: none"> <li>In the <i>Attainment box</i> click <i>Did Not Attain (DNA)</i>, enter the actual date and clearly explain in the <i>Description box</i> reason for DNA</li> <li>If job seeker did not attain any of all of the RESEA goals, be clear, specific, and concrete when entering notes in the <i>Reason Description</i> box and your MOSES notes</li> </ul> <p><b>Return to Work (RTW):</b></p> <ul style="list-style-type: none"> <li>Update <i>Services tab, Employment</i> with the return to work information. Update MOSES notes</li> <li>RTW must be between the enrollment date and their <i>must attain by</i> RESEA deadline</li> <li>In the <i>Attainment box</i>, click <i>Return to Work (RTW)</i>, enter the actual date</li> <li>Complete the <i>DUA Notification Return to Work</i> form and fax to DUA</li> </ul> <p><b>Did Not Report (DNR):</b></p> <ul style="list-style-type: none"> <li>If job seeker did not report to their scheduled RESEA appointment document any communications with the job seeker in MOSES notes</li> </ul>
<b>Note:</b>	Timely data entry is critical in order to prevent unnecessary loss of UI benefits for the job seeker.



## RESEA Review Goal Attainment Status, continued

Practice, Sarah SSN: XXX-XX-2812 ID: 11144422

Basic Full Education Work Experience Events Alerts Case Plan/Youth/ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP

Goal Type: RE

Reemployment Services Goals and Tasks Details

Goal Action Steps: Sarah will attend her subsequent RESEA Review on 11/21/15 at 1PM with Test Staff at Career Center.

Type of Goal: REA Review Date Established: 11/03/2015 Scheduled/Target Date: 11/21/2015

Attainment: Set, But Attainment Pending Must Be Attained By: 11/21/2015 Actual Date: 00/00/0000

Created Office: Did Not Report (DNR) Attained Attained, Potential Issue (API) Return to Work (RTW) Set, But Attainment Pending Did Not Attain (DNA)

Last Modified: 11/03/2015 By: TSTAF

LTEROD MT, Pat SSN: XXX-XX-5 ID: 1111111

Basic Full Education Work Experience Events Alerts Closed Case Plans Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
REA Review	09/21/2015	10/08/2015	10/08/2015	Attained, Potential Issue (API)

Reemployment Services Goals and Tasks Details

Goal Action Steps: Will return for subsequent RESEA Review appointment on Thursday October 8, 2015 at the Micro Career Center and meet with Milly at 2:30 and will bring all required documentation including worksearch.

Type of Goal: REA Review Date Established: 09/21/2015 Scheduled/Target Date: 10/08/2015

Attainment: Attained, Potential Issue (API) Must Be Attained By: 10/09/2015 Actual Date: 10/08/2015

Reason Description: Completed all the requirements for the RE program, but mentioned in our review that she was vacationing for 4 weeks.

Created Office: Micro Career Center Last Modified Date: 10/08/2015 By: MSTFF

LTEROD MT, Pat SSN: XXX-XX-5718 ID: 1111111

Basic Full Education Work Experience Events Alerts Closed Case Plans Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
REA Review	09/21/2015	10/08/2015	10/08/2015	Did Not Attain (DNA)

Reemployment Services Goals and Tasks Details

Goal Action Steps: Will return for subsequent RESEA Review appointment on Thursday October 8, 2015 at the Micro Career Center and meet with Milly at 2:30 and will bring all required documentation including worksearch.

Type of Goal: REA Review Date Established: 09/21/2015 Scheduled/Target Date: 10/08/2015

Attainment: Did Not Attain (DNA) Must Be Attained By: 10/09/2015 Actual Date: 10/08/2015

Reason Description: Customer did not conduct work search or bring in work search logs.

Created Office: Micro Career Center Last Modified Date: 10/08/2015 By: MSTFF



## RESEA Review Return to Work

IF	THEN
<p>Job seeker returns to work <u>prior</u> to enrollment:</p> <p><b>Full Time:</b></p> <p><b>Part Time:</b> Job seeker is working part-time and collecting partial unemployment. . .</p> <p><b>60-dayer</b> returns to work <u>prior</u> to enrollment:</p>	<p>Verify that the customer is working and no longer collecting UI benefits. Enter Return to Work (RTW) information into MOSES <i>Services</i> tab <i>Employment</i>.</p> <p>Exempt from RESEA</p> <ul style="list-style-type: none"> <li>• Services Screen – General Services</li> <li>• From Category drop down Menu select – <i>EUC/RESEA Exempt</i></li> <li>• From Service det drop down menu select- <i>Return to Work Full Time</i></li> <li>• Add RTW information in the Description Box Click OK</li> </ul> <p>Update MOSES with RTW information and notify DUA. Job seeker must meet all program requirements.</p> <p>RESEA CAP goals will be pre-populated. In MOSES change the <i>Attainment</i> status for the CAP goals from <i>Set, But Attainment Pending</i> to <i>Set, But Cancelled</i> for the RESEA Review CAP goal change to <i>RTW</i>.</p>
<p>Job seeker returns to work <u>after</u> enrollment and <u>prior</u> to RESEA must attain by date:</p> <p><b>Full Time:</b></p> <p><b>Part Time:</b> Job seeker is working part-time and collecting partial unemployment. . .</p>	<p>Verify that the customer is working and no longer collecting UI benefits. Enter <i>Return to Work (RTW)</i> information into MOSES <i>Services</i> tab <i>Employment</i>.</p> <p>On The RESEA Review CAP Goal, change the <i>Attainment Status</i> from <i>Set, But Attainment Pending</i> to <i>RTW</i>. Update all other outstanding CAP goals as appropriate or <i>Set, But Cancelled</i>.</p> <p>Update MOSES with <i>RTW</i> information and notify DUA. Job seeker must meet all program requirements.</p>

Inactive



## RESEA Review Return to Work, continued

<p><b>Full-time:</b> Job seeker returns to work <u>after</u> enrollment and <u>after</u> RESEA Must Attain by Date. . .</p>	<p>Verify that the customer is working and no longer collecting UI benefits. Input <i>RTW</i> info, update MOSES notes and notify DUA of <i>RTW</i> date. Job seeker will have a sanction. The sanction remains. If job seeker is laid off again and reopens current claim all program requirements must be met in order to lift sanction.</p>
<p><b>Part Time:</b> Job seeker is working part-time and collecting partial unemployment. . .</p>	<p>Update MOSES with <i>RTW</i> information and notify DUA. Job seeker must meet program requirements.</p>



## RESEA Review Return to Work, continued

Step	Action
1	From the <i>Services</i> tab, select the <i>Employment</i> tab and click on the <i>Add</i> button – in the drop down <i>Service Type</i> box, select appropriate <i>Return to Work</i> status.
2	On the <i>Employment Services Detail</i> screen, in the <i>Service Result</i> drop down box, select appropriate choice. Input all required employment details.
<b>NOTE</b>	The return to work information cannot be input until the actual <i>Start Date</i> .

**Employment Services Detail**

**Services Provided**

Service Date: 03/23/2015 Last Update Date: \_\_\_\_\_

Career Center: Hurley/MOSES Unit Staff ID: TSTAF

Description: \_\_\_\_\_

Service Type: Obtained Employment Service Result: After Receiving a Career Center Service

Employment ID: 1192111 INA:

**Employment Details**

Employer: Massachusetts General Hospital Phone: (617)-724-8204 Union:  Yes  No

Job Title: Physical Therapist Benefits: Medical and Pension/S INA:  Apprenticeship:  Yes  No

Pay (\$): 20.00 INA:  Payment: Hour INA:

Start Date: 03/23/2015 Offer Date: 00/00/0000 End Date: 00/00/0000

Duration: Full Time, Over 150 Days Hours/Week: 40.00 INA:

**Additional Information**

NAICS: 622110 SIC: \_\_\_\_\_ Training Related:  No

Sector: Health Care and Social Assistance Non-Traditional:  Yes  No Verified:  Yes  No

Subsector: Hospitals UI System Employer:  Yes  No Sector:  Public  Private

Industry Group: General Medical and Surgical Hospitals Verification Details: \_\_\_\_\_

Industry: General Medical and Surgical Hospitals Occupational Search: \_\_\_\_\_

US Industry: General Medical and Surgical Hospitals

Employer Address: 73 High Street Occupational Code: 29112300 INA:

INA: \_\_\_\_\_ Physical Therapists

Zip: 02129 How did Job Seeker learn about this job? \_\_\_\_\_

City: Charlestown State: Massachusetts

Note: Blue/Bold Service Details are Federal/OSCCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSCCAR

Industry Code Search Employer Search OK Cancel



## Return to Work - Notifying DUA

It is the responsibility of Career Centers to notify DUA immediately of any potential issues that arise that may impact job seekers eligibility for unemployment benefits. Once a job seeker informs career center staff of a return to work date, this information must be provided timely to DUA by completing the form below and faxing it to DUA at: 617-727-0001. A copy of this form is in the appendix.

<b>DUA Notification Return to Work Form</b>				
Job Seeker Name	Job Seeker Phone #	Job Seeker MOSES ID#	Job Seeker Claimant ID#	DATE
<b>Return to Work Information entered on MOSES screen</b>			Yes	No
<b>Return to Work Information</b>				
Verification Source:				
Verification date:				
Start to Work Date:				
End Date (if temporary job):				
Pay Rate:				
Employment Information:				
Form Completed by:				
Career Center:				
Phone #:				
Email Address:				

Inactive

**Complete form and fax it to the Lawrence UITCC @ 617-727-0001**



## Section 30 (Training Opportunities Program) / Trade

The Section 30 program allows job seekers who are approved for the program to collect UI benefits and have their work search requirements waived while attending approved training.

Career Center staff must obtain verification of Section 30 approval and verify that the job seeker is attending the approved program before waiving any RESEA requirements.

RESEA requirements may be affected when the job seeker is approved for Section 30 and attending approved training.

IF	THEN
<p>A job seeker is <u>approved</u> for Section 30 <u>and</u> is <u>attending</u> an approved training program <u>prior to</u> enrollment in RESEA:</p> <p>Note: This scenario is not commonly seen.</p>	<p>The job seeker may be waived from the RESEA Program.</p> <ul style="list-style-type: none"> <li>• From the Services tab - select <i>Add</i></li> <li>• Under Category - select <i>EUC/RESEA Exempt</i></li> <li>• Under Service Detail - select <i>In Approved Training</i></li> </ul>
<p>A job seeker is enrolled in RESEA prior to becoming approved for <u>and</u> attending Section 30 training:</p> <p>Note: This is the most common scenario.</p>	<p>The job seeker must complete all RESEA requirements with the following modification:</p> <ul style="list-style-type: none"> <li>• Work search is required for each and every week the job seeker requests benefits up until the time they have been approved for and are attending training.</li> </ul>

## RESEA Review and Trade

Follow the same rules as Section 30.



## RESEA Review and Section 30 (TOP Unit), continued

The screenshot shows a software interface for 'Practice, Sally' with SSN: XXX-XX-1927 ID: 11111111. The interface includes tabs for Basic, Full, Education, Work Experience, Events, Alerts, Case Plan/Youth ISS, Services, and Special Programs. A 'Survey' button is also present. Below these tabs are sub-tabs for General, Employment, Administrative, Testing, Course/Activity, and Youth Goals. The 'Services' section contains a table with columns for Service Date, Staff ID, Category, Service Detail, Career Center, and Hours. A 'General Services Detail' window is open, showing fields for Service Date (03/26/2015), Career Center (Hurley/MOSES Unit), Staff ID (TSTAF), and Hours (.0). The 'Category' dropdown is set to 'EUC/REA Exempted' and the 'Service Detail' dropdown is set to 'In Approved Training'. A large red watermark 'Inactive' is overlaid on the image.

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
01/21/2015	TSTER	REA	Attained Status Review	Plymouth Career Center	
01/21/2015	TSTER	Job Search	Labor Market Info - Staf	Plymouth Career Center	
12/30/2014	TSTER	Profiling - CCS/EUC Orien	Attended CCS/Orientati	Plymouth Career Center	E
12/30/2014	TSTER	Orientation	Career Center Services/	Plymouth Career Center	0.8 E
12/30/2014	TSTER	Orientation	Notified Of EEO Rights/	Plymouth Career Center	0.2 E
12/30/2014	TSTER	Orientation	TAA/NAFTA Orientation	Plymouth Career Center	1.0 E
12/30/2014	TSTER	Job Search	Job Search Planning	Plymouth Career Center	0.5 E
12/30/2014	TSTER	Job Search	Labor Market Info - Staf	Plymouth Career Center	0.5 E
12/20/2014	MOSESINT	Program Enrollment	RES - Reemployment Service	Plymouth Career Center	
12/20/2014	MOSESINT	Program Enrollment	REA - Reemployment Elig	Plymouth Career Center	
12/20/2014	MOSESINT	Profiling - CCS/EUC Orien	Notified of CCS	Career Center	
03/26/2015	KLEON			Hurley/MOSES Unit	

In the description box note that approved and attending Section 30 or Trade Training, the dates of training and the program they will be attending.



# Sanctions and Other Special Considerations

**Inactive**



## RESEA Review Sanction

Failure to attain the RESEA Review will result in an indefinite sanction. Each week DCS provides DUA with a sanction file on all RESEA job seekers whose RESEA Review status is *DNA, DNR or API*. This creates a *Failure to Report to RESEA Review* indefinite issue on the job seeker's claim. The issue remains on the claim until the job seeker meets all requirements of the program and attains their RESEA Review. DUA will conduct fact-finding to make a determination for continued eligibility of UI benefits. Requested benefit weeks will be in pending status from the first week the *DNA, DNR or API for the RESEA Review* issue started until the attainment date, pending the results of adjudication. This issue auto-ends when the job seeker attains the RESEA Review. The weeks in between the *DNA, DNR or API* and attainment will need to be adjudicated.

There is an indefinite issue until the job seeker meets all requirements and attains their RESEA Review. The issue is auto-ended and benefits are reinstated barring any other RESEA issues. The weeks in between will be adjudicated based on fact-finding and a review of MOS, notes, the services screen and the CAP goals. Based on that determination, weeks may or may not be reinstated.

All RESEA issues will be auto-ended at the end of the benefit year.

Inactive



## RESEA Requirement: Left State

A job seeker who is enrolled in the RESEA Program and who has moved out of state\*, must complete all the requirements of the RESEA Program by their Subsequent RESEA Review deadline.

Documentation showing that they have met all of the requirements of the program as noted on the *RESEA Requirements for Claimants who have Left State* checklist.

**\* RI, CT and NH are considered in state and the job seeker must complete all requirements in MA.**

Job seekers must provide the following required documentation including:

- Visit a career center and register for ongoing employment services
- Complete weekly work search tracking forms for each and every week they requested unemployment benefits
- Register on the current state's online job bank
- Submit updated resume
- Conduct LMI exploration
- Provide DD214 (if a veteran)

Documentation of all requirements must be submitted to the REALMI ([realmi@detma.org](mailto:realmi@detma.org)) inbox or directly to the career center by changing the address on the bottom of the "Claimants who have Left the State" form. The career center that the job seeker submits the documentation to and who attains the Subsequent RESEA Review will get credit for the attainment.

The date that all of the documentation is returned is the date that the RESEA Review can be attained.

Job Seeker Membership (Florida, Kissimmee)

Florida, Kissimmee ID: REA RES S F Notes

Basic Full Education Work Experience Alerts Case Plan Services Special Programs Survey

**General Information**

First Name: Middle Initial: Last Name: Gender:  Male  Female Date of Birth: Military:  Yes  No Release Information?:  Yes  No Other Eligible:  Yes  No

**Race / Ethnicity**

White  Black or African American  Hispanic or Latino  American Indian or Alaskan Native  Asian  Hawaiian Native or Other Pacific Islander  Other  Information Not Available

**Programs** Last Reportable Service Date: 10/14/2014

Program Name	Apply Program Status	History
Job Match	<input type="checkbox"/>	
Program Eligibility	<input type="checkbox"/>	
Case Management	<input type="checkbox"/>	

Worked in agriculture or food processing in the last 12 months?  Yes  No Career Center

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

**Address**

Residence Address Mailing Address

Address: 77 Stevens Hill Rd  
Country: United States of America  
Zip: 34741 City: Kissimmee  
State: Florida

Enterprise  Empowerment  Renewal

Address Not Available  Mailing Address different

Confidential:  Yes  No HITG Confidential:  Yes  No

**Contact**

Home Phone: (603)734-2209 Email: Other Phone: Web Address:  Prefers Emails

**Special Accommodations**



## RESEA Requirement: Left State, continued

The screenshot shows the RESEA software interface. At the top, there are tabs for 'Basic', 'Full', 'Education', 'Work Experience', 'Events', 'Alerts', 'Case Plan/Youth ISS', 'Services', 'Special Programs', and 'Survey'. Below these are sub-tabs for 'CAP', 'BEST I', 'SMARTT', 'Section 30', and 'VRAP'. A 'Goals' table is displayed with the following data:

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Review Work Search Activity	12/30/2014	12/31/2014	12/31/2014	Attained
Resume and Cover Letter Development	12/30/2014	12/31/2014	12/31/2014	Attained
Research LMI	12/30/2014	12/31/2014	12/31/2014	Attained
REA Review	12/30/2014	12/31/2014	12/31/2014	Attained
Other	12/30/2014	12/31/2014	12/31/2014	Attained

An inset window titled 'Reemployment Services Goals and Tasks Details' is open, showing the following information:

- Goal Action Steps: Visit/Attend a Career Center Seminar in your state, Register with the online Job Bank in your state, Register for ongoing Career Center Services in your state.
- Type of Goal: Other
- Attainment: Attained
- Created Office: Hurley/MOSES Unit
- Last Modified Date: 01/12/2015 By: TSTAF

**Note:** MOSES identifies job seekers who have left the state by looking at the residential address on the *Basic* screen to verify that the job seeker is out-of-state. Before career center staff changes an address in MOSES, it must be verified that it is the same address that is in UI. The change of address can be verified by the UI Navigator or the job seeker can print the UI screen with their correct address.

MOSES verifies that the residential address is an out of state address on the *Basic* screen and does not look for attendance at JCS or the JQ Cap Goal. Enter the CAP goal as *Other* and it must include the following:

- Documentation showing that the job seeker has visited a career center in their state of residence and registered for ongoing employment services
- Documentation showing that the job seeker has registered with their current state on-line job bank

**However, if the job seeker relocates to RI, NH, or CT, they are considered in-state.**



**RESEA Requirement: Left State, continued**

Step	Action
1	Send <i>Left State</i> checklist form to job seeker and have them return all required documents by the <i>Subsequent RESEA must attain by date</i> .
2	Document in <i>MOSES notes</i> that the <i>Left State checklist</i> was sent to the job seeker.
3	Manually add CAP goals: <ul style="list-style-type: none"> <li>• Research LMI</li> <li>• Resume and Cover Letter Development</li> <li>• Review Work Search Activity</li> <li>• Other                             <ul style="list-style-type: none"> <li>○ Visit/Attend a Career Center Seminar in their current state</li> <li>○ Register with the online job bank in their current state</li> <li>○ Register for ongoing career center services in their current state</li> </ul> </li> <li>• RESEA Review</li> </ul>
4	When all required documents are returned, update each goal. From the <i>Special Programs</i> tab, click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date. <b>Subsequent RESEA Attainment date is the date all documentation is received.</b>
<b>Note</b>	If sanctioned, the status of the issue is auto-ended once all <i>CAP goals</i> and the <i>RESEA Review</i> are attained.
5	Keep all documentation, including the checklist, on file.

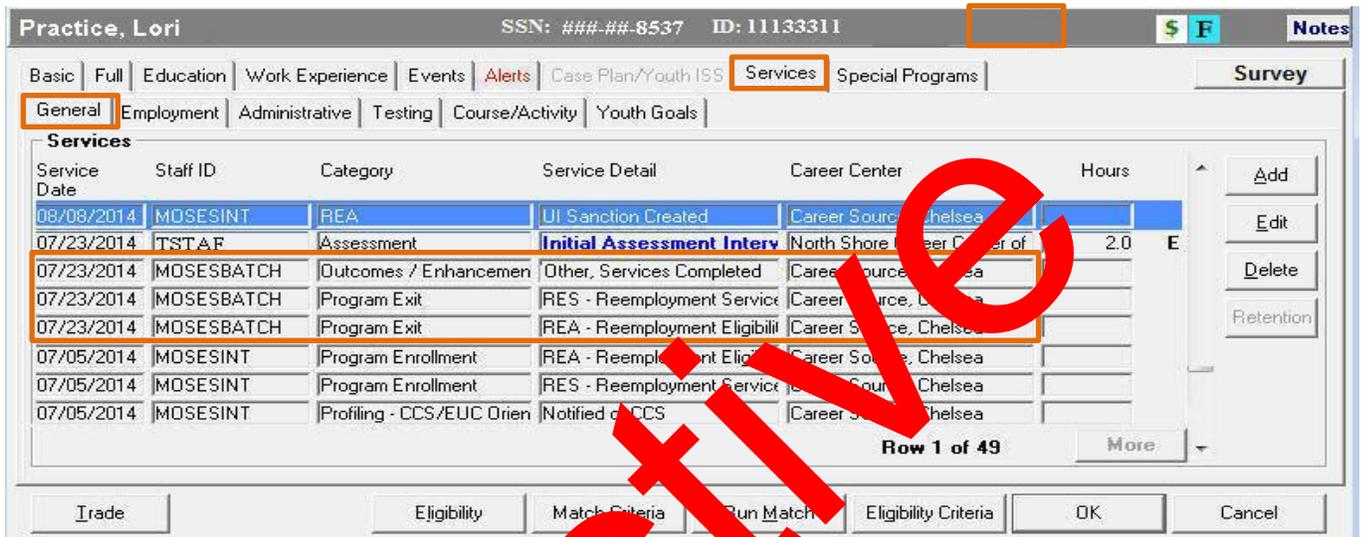
Incomplete



## RESEA Program Exits

RESEA participants will automatically be exited after 90 days of not receiving a reportable service. The exit date will reflect the date of the last reportable service.

When the job seeker is exited there are no “RESEA” and “RES” icons on the tool bar.



If a job seeker is referred to the career center by DUA to complete their RESEA requirements and there is no RESEA icon, check to see if the job seeker was auto exited from the RESEA Program.

### Reversing the Auto Exit to enter RESEA Review Attainment

Step	Action
1	Go to the Programs section on the <i>Basic</i> tab in MOSES and scroll down to locate <b>RESEA Program</b> .
2	Click on the yellow <i>History</i> folder and delete the program exit entry for the RESEA Program. This action will also delete the program exit services on the <i>General</i> tab.
3	Go to the Programs section on the <i>Basic</i> tab in MOSES and scroll down to locate <b>RES Program</b> .
4	Click on the yellow <i>History</i> folder and delete the program exit entry for the RES program. This action will also delete the program exit services on the <i>General</i> tab.
5	Go to the <i>Services</i> screen, <i>General</i> tab and delete <i>MOSES batch Outcomes/Enhancements</i> .
<b>Note</b>	By verifying the date of the last reportable service, confirm that you are deleting the correct outcome/enhancement which is usually the same date as enrollment.



## RESEA Program Exits, continued

Practice, Lori SSN: ###-##-8537 ID: 11133311

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

**General Information**

First Name: REA Exit Middle Initial: A  
Last Name: Delete Gender:  Male  Female  
Date of Birth: 08/25/1955 Military:  Yes  No  
Release Information?:  Yes  No Other Eligible:  Yes  No

**Ethnicity** Hispanic or Latino:  Yes  No  
**Race**  White  Black or African American  
 Asian  American Indian or Alaskan Native  
 Other  Hawaiian Native or Other Pacific Islander  
 Information Not Available

**Programs**

Program Name	Apply Program Status	History
REA - Reemployment Eligibility Assessment	<input type="checkbox"/> Exited	
RES - Reemployment Service	<input type="checkbox"/> Exited	

**Program History**

History No.	Program Name	Program Status	Start Date	End Date
3682242	REA - Reemployment Eligibility Assessment	Exited	07/05/2014	07/05/2014
3682242	RES - Reemployment Services	Enrolled	07/05/2014	07/05/2014

**NOTE:** Deleting the RESEA exit above will repopulate the RESEA icon on the toolbar

Practice, Lori SSN: ###-##-8537 ID: 11133311

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

**General Information**

First Name: REA Exit Middle Initial: A  
Last Name: Delete Gender:  Male  Female  
Date of Birth: 08/25/1955 Military:  Yes  No  
Release Information?:  Yes  No Other Eligible:  Yes  No

**Ethnicity** Hispanic or Latino:  Yes  No  
**Race**  White  Black or African American  
 Asian  American Indian or Alaskan Native  
 Other  Hawaiian Native or Other Pacific Islander  
 Information Not Available

**Programs**

Program Name	Apply Program Status	History
REA - Reemployment Eligibility Assessment	<input type="checkbox"/> Exited	
RES - Reemployment Service	<input type="checkbox"/> Exited	

**Program History**

History No.	Program Name	Program Status	Start Date	End Date
3682242	RES - Reemployment Services	Exited	07/05/2014	07/05/2014
3682242	RES - Reemployment Services	Enrolled	07/05/2014	07/05/2014



## RESEA Program Exits, continued

Once the “RESEA” and “RES” exits are deleted, the icons reappear on the tool bar.

Go to the *Services* screen, *General* tab:

- Delete *MOSESBATCH Outcomes/Enhancements*.

The screenshot shows the RESEA Services screen for Practice, Lori. The top bar includes the SSN (###-##-8537) and ID (11133311). The Services tab is selected, and the General sub-tab is active. A table lists services with columns for Service Date, Staff ID, Category, Service Detail, Career Center, and Hours. The row for MOSESBATCH on 07/23/2014 is highlighted, and the Delete button is visible. A large red watermark 'Inactive' is overlaid on the screen.

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
08/08/2014	MOSESINT	REA	UI Sanction Created	Career Source, Chelsea	
07/23/2014	TSTAF	Assessment	Initial Assessment Interv	North Shore Career Center of	2.0
07/23/2014	MOSESBATCH	Outcomes / Enhancemen	Other, Services Completed	Career Source, Chelsea	
07/05/2014	MOSESINT	Program Enrollment	REA - Reemployment Eligibilit	Career Source, Chelsea	
07/05/2014	MOSESINT	Program Enrollment	RES - Reemployment Service	Career Source, Chelsea	
07/05/2014	MOSESINT	Profiling - CCS/EUC Orien	Notified of CCS	Career Source, Chelsea	



# Communicating with Department of Unemployment Assistance (DUA)

Inactive



## Communicating with Department of Unemployment Assistance (DUA)

Timely data entry is critical and may have a negative impact on a job seeker’s claim. To avoid unnecessary issues that result in an interruption of a job seeker’s benefits, it is imperative that all data entry, including CAP goals, notes, and services are keyed in timely. Any potential issues identified in the Initial and Subsequent RESEA Reviews must be communicated to DUA immediately.

In addition to fact-finding, DUA looks for the following documentation:

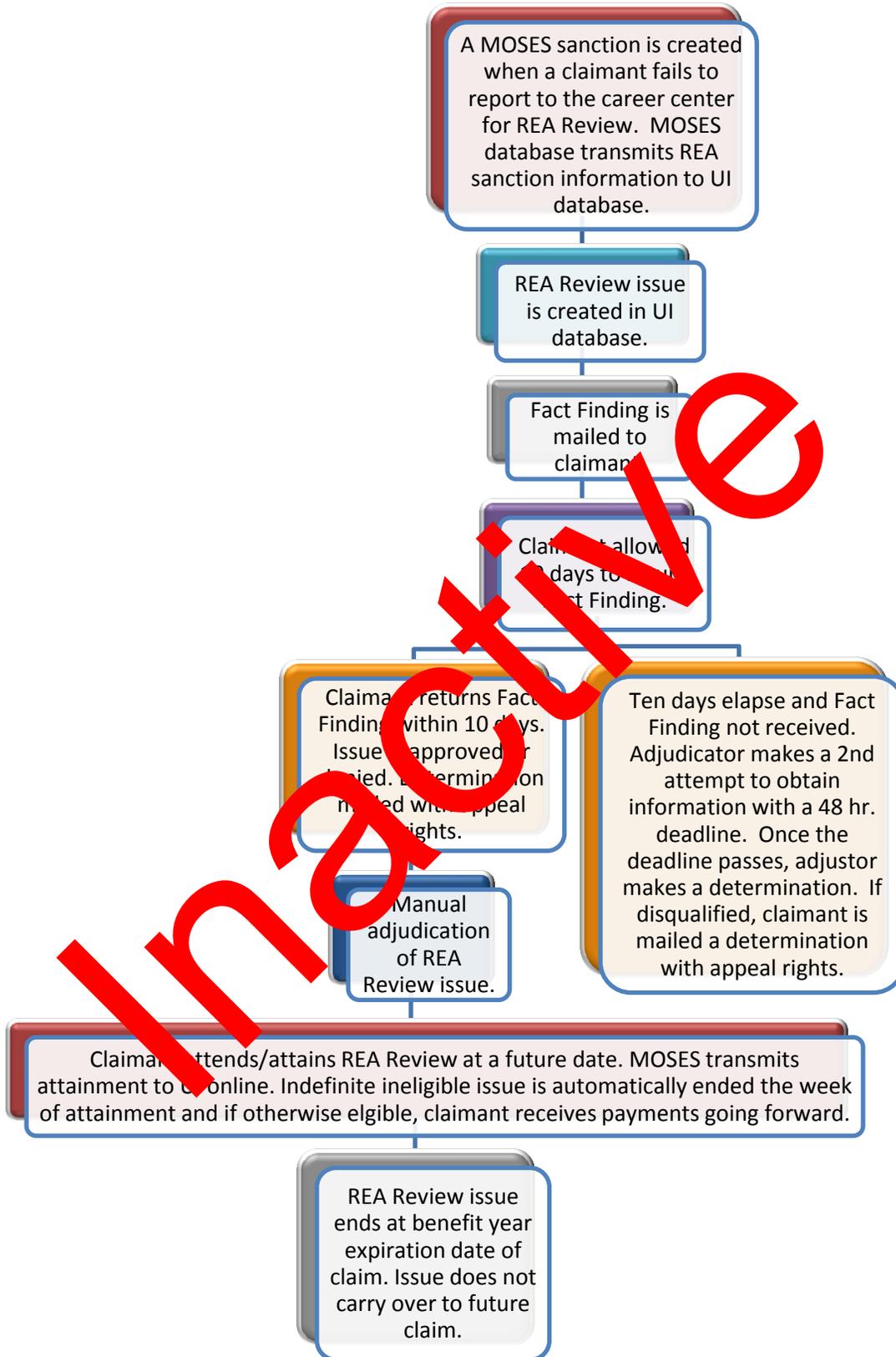
- Completion of the mandatory CAP goals
- Other goals specific to job seeker needs are established
- Attainment of goals is documented in the MOSES CAP screen in a timely manner
- MOSES notes must be specific, concrete, and related to job seeker participation in the RESEA Program as well as other aspects of a job search

Step	Action
<b>1</b>	Each week the DUA RESEA Unit receives from DUE a database of RESEA sanctions.
<b>2</b>	Once job seeker signs for the week a fact-finding is sent from UI Online.
<b>3</b>	Once fact-finding is returned, DUA accesses this information from UI Online and assigns it to a DUA RESEA Specialist.
<b>4</b>	The DUA RESEA Specialist will: <ul style="list-style-type: none"> <li>• Review fact-finding and other supporting documentation</li> <li>• Review MOSES</li> <li>• May talk to job seeker and/or career center staff for more information</li> </ul>
<b>5</b>	Determination is made and DUA notifies job seeker of outcome and appeal rights.
<b>NOTE:</b>	MOSES notes must be clear, concise, concrete, objective, and timely as they are critical in the DUA fact-finding process and ultimate determination of a job seeker’s continued eligibility for benefits.

Career centers are not to contact DUA directly. If career center staff needs assistance with sanctions due to career center error, the procedure to follow is:

- Update the CAP with the attainment status and actual dates. Update MOSES notes clearly stating the career center error and noting that the customer has met all of the required goals and completed the RESEA Review.
- Complete the *RESEA Assistance Request form* (see appendix) and review with the career center supervisor or local office expert. Fill out the form in its entirety and clearly describe the situation in detail, and note if it has been resolved.
- Email the RESEALMI team at [REALMI@detma.org](mailto:REALMI@detma.org) and attach the form.
- Do not contact the Queue Assist Problem Resolution Line for escalation.





NOTES PAGE

Inactive



**RESEA Related MOSES  
Reports for  
Managing the Program**

**Inactive**



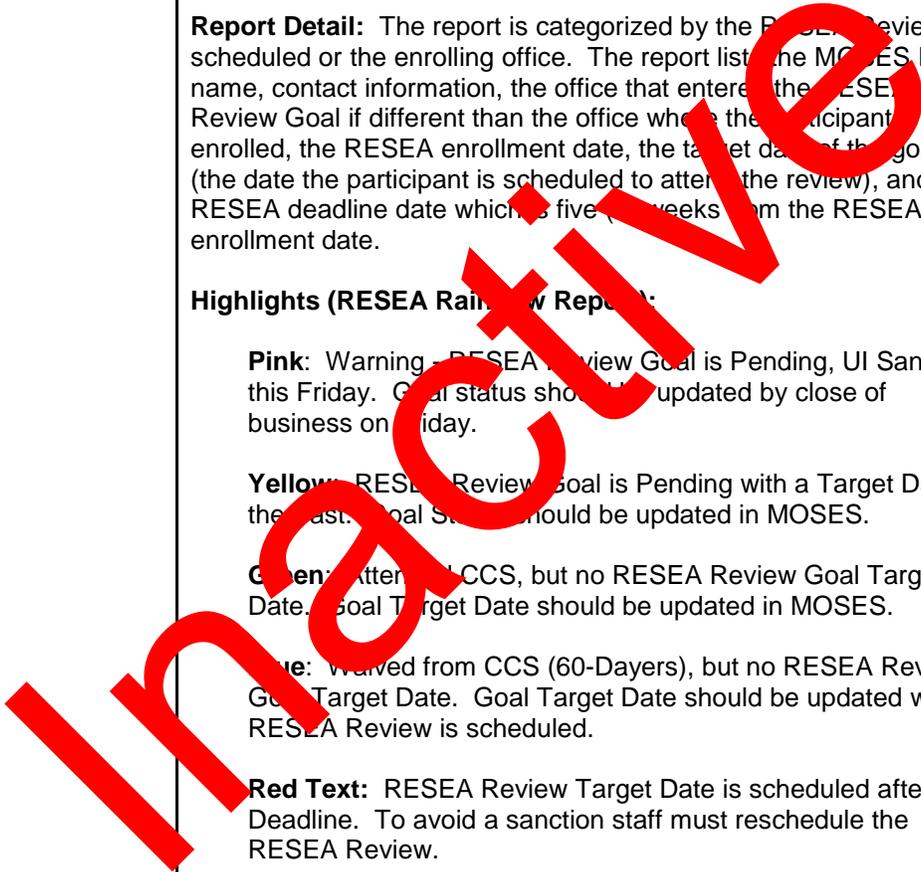
RESEA Reports		
Crystal Report Name	Description	Created/Last Modified
<a href="#">RESEA Mail Email Export 60 Dayers C</a>	<p><b>Purpose:</b> To outreach to RESEA claimants who were enrolled in the RESEA Program this past Saturday and who attended a CCS within the prior 60 days of enrollment (waived from CCS).</p> <p>These claimants have not received a notification letter informing them of their requirements. Career center staff must contact these individuals to inform them that they have been selected to participate in the RESEA Program and that they must complete a RESEA Review within five (5) weeks of enrollment.</p> <p><b>Selection Criteria:</b> The report selects individuals who were enrolled in RESEA this past Saturday and who attended CCS within the past 60 days.</p> <p><b>Exporting:</b> The report is formatted for export to Excel to use in creating email lists or mail merges.</p>	11/12/2013
<a href="#">RESEA Enrollments Outreach B</a>	<p><b>Purpose:</b> For outreach to RESEA enrollments who have not completed their RESEA Review.</p> <p><b>Selection:</b> The report will include the RESEA enrollments within your date range and the specified local office(s).</p> <p><b>Report Detail:</b> The report is categorized by the enrolling office. The report lists the individual's contact information and information on the CCS and RESEA Review (either the CCS event or RESEA Review Completion date). The report will show where and when they attended or if they failed to attend the CCS and where they are scheduled for their RESEA Review, the attainment status of the review and the target and/or actual date.</p> <p><b>Exporting:</b> The report is formatted for export to Excel.</p>	11/12/2013

**NOTE:** RESEA Reports will still be labeled under REA Reports.



## RESEA Reports, continued

Crystal Report Name	Description	Created/Last Modified
<p><a href="#">RESEA Review Status K</a> (aka Rainbow Report)</p>	<p><b>Purpose:</b> To manage RESEA Review Goals in order to avoid UI Sanctions.</p> <p><b>NOTE:</b> UI Sanction will be created if the participant does not attain the RESEA Review Goal by the RESEA Review deadline date.</p> <p><b>Selection:</b> The report selects RESEA participants whose RESEA Review deadline is in the future.</p> <p><b>Report Detail:</b> The report is categorized by the RESEA Review scheduled or the enrolling office. The report lists the MOSES ID, name, contact information, the office that entered the RESEA Review Goal if different than the office where the participant enrolled, the RESEA enrollment date, the target date of the goal (the date the participant is scheduled to attend the review), and the RESEA deadline date which is five weeks from the RESEA enrollment date.</p> <p><b>Highlights (RESEA Rainbow Report):</b></p> <p><b>Pink:</b> Warning - RESEA Review Goal is Pending, UI Sanction this Friday. Goal status should be updated by close of business on Friday.</p> <p><b>Yellow:</b> RESEA Review Goal is Pending with a Target Date in the past. Goal Status should be updated in MOSES.</p> <p><b>Green:</b> Entered CCS, but no RESEA Review Goal Target Date. Goal Target Date should be updated in MOSES.</p> <p><b>Blue:</b> Waived from CCS (60-Dayers), but no RESEA Review Goal Target Date. Goal Target Date should be updated when RESEA Review is scheduled.</p> <p><b>Red Text:</b> RESEA Review Target Date is scheduled after the Deadline. To avoid a sanction staff must reschedule the RESEA Review.</p>	<p>1/27/2014</p>



For additional CCS/RESEA reports go to <http://www.mass.gov/massworkforce>



NOTES PAGE

Inactive



# Glossary of Acronyms

Inactive



## Glossary

<b>60 Dayer</b>	Job seeker who attended a CCS within 60 days prior to enrollment in REA
<b>AJC</b>	American Job Centers
<b>API</b>	Attained, Potential Issue
<b>CAP / IRP</b>	Career Action Plan / Individual Reemployment Plan
<b>CCS</b>	Career Center Seminar
<b>CPRW</b>	Certified Professional Resume Writer
<b>DCS</b>	Department of Career Services
<b>DD214</b>	Veterans – Certificate of Release or Discharge from Active Duty
<b>DNA</b>	Did Not Attend
<b>DNR</b>	Did Not Report
<b>DUA</b>	Department of Unemployment Assistance
<b>ETA</b>	Employment & Training Administration
<b>INA</b>	Individual Needs Assessment
<b>INETSELF</b>	Self-Service indicator for Job Quest
<b>IVRS</b>	Interactive Voice Response System
<b>JobQuest</b>	Massachusetts Job Bank
<b>KSA</b>	Knowledge, Skills, Abilities
<b>LEP</b>	Limited English Proficiency
<b>LMI</b>	Labor Market Information
<b>MA RESEA GRANT</b>	Massachusetts Reemployment Services and Eligibility Assessment Grant
<b>MASSCIS</b>	Massachusetts Career Information System (LMI tool)
<b>MOSES</b>	Massachusetts On-Site Employment System (database)
<b>MOSES INT</b>	MOSES interface (Automated batch Service)
<b>O'NET</b>	Occupational Information Network database
<b>REA</b>	Reemployment Eligibility Assessment
<b>RESEA</b>	Reemployment Services and Eligibility Assessment
<b>RES</b>	Reemployment Services
<b>Initial RESEA Review</b>	Reemployment Services and Eligibility Assessment
<b>Subsequent RESEA Review</b>	Mandatory Reemployment Services and Eligibility Assessment
<b>RTW</b>	Return to Work
<b>Section 30</b>	DUA approved training
<b>TOP</b>	Training Opportunities Program
<b>TORQ</b>	Transferable Occupational Relationship Quotient (LMI tool)
<b>UI</b>	Unemployment Insurance
<b>USDOL</b>	United States Department of Labor
<b>WSA</b>	Work Search Activity



## Appendix

# Appendix

- RESEA Desk Guide
- RESEA Letter
- Individual Needs Assessment (INA)
- Career Action Plan (CAP)
- Work Search Activity Log
- LMI Work Plan
- Post State Checklist
- Return to Work Form – Notifying DUA
- DUA Notification of Potential Issue
- RESEA Assistance Request Form



## DUA Desk Aide for REA Program

Revised 12/16/14

### **Background:**

The REA or **Re-employment Eligibility Assessment** program is a federal program that addresses the re-employment needs of UI claimants as well as the detection and prevention of UI improper payments.

Effective **August 1, 2014**, the **Re-employment Eligibility Assessment program** will be expanded to include two activities that must be fulfilled within 5 weeks of the first payment of UI benefits:

- The first activity is the **Career Center Seminar** which must be completed within 3 weeks of the first UI payment. Failure to participate in the **Career Center Seminar** could result in a *one week disqualification*. (maximum disqualification for this issue is one week)
- The second activity is the **REA Review** which must be completed within 5 weeks of the first UI payment. Failure to complete the **In-Person Re-Employment Eligibility Assessment Review** could result in an *indefinite disqualification until all the review activities have been completed*.

### **Enrollment into Reemployment Eligibility Assessment - REA**

Claimants receive letter informing them of enrollment in the REA program at the time they receive their first check.

#### **DCS Notification Process for CCS/REA Claimants**

Claimants receive a Robo call 10 days after the notification letter is sent if they have not attended the Career Center Seminar.

Claimants who do not attend the REA Review by week 5 after enrollment will receive a reminder Robo call.

The "robo-calls" are made in English and Spanish.

### **EXEMPT STATUS:**

Call Center staff should not exempt claimants from the **Re-employment Eligibility Assessment** program. The claimant should be advised to contact a Career Center if there are questions about enrollment in the program. **All claimants enrolled in the Re-employment Eligibility Assessment program must attend a Career Center Seminar** regardless of a return to work date or union membership. If the claimant has questions about REA requirements, this should be discussed with the Career Center staff.

- 1) Only a claimant who has returned to work full time would be exempted from the REA requirements. Union members and claimants with a return to work date would still be required to attend the **Career Center Seminar**. Career Center staff would then decide if the claimant should be exempted from future participation in REA requirements.
- 2) A claimant who has relocated to another state must still complete the requirements because the REA program is a federal program. If claimants have relocated to another state they must:

- Visit and register with employment services in their new state of residence
- Register with the new state on-line work search
- Provide work search, resume and LMI (Labor Market Exploration) to Massachusetts to fulfill the **REA Review** requirement
- **If the claimant is a Veteran, a copy of the DD-214 member -4 (containing characterization of service)**
- All required documentation will need to be emailed to the REA LMI at [mailbox.REALMI@detma.org](mailto:mailbox.REALMI@detma.org)

Or mail to: Department of Career Services

ATTN: REA LMI

19 Staniford St. First Floor

Boston, MA 02114

## DUA Desk Aide for REA Program

Revised 12/16/14

### Failure to Report to REA Career Center Seminar

DCS provides DUA information on all REA customers who have **not** attended a CCS/REA within 3 weeks of first UI payment which creates a **REA/CCS** issue on the claim for the week the claimant failed to attend.

DUA will gather fact finding to determine if claimant had Good Cause for failure to report.

If another issue arises after reviewing the REA fact finding, DUA staff will create a new issue as appropriate.

If claimant had Good Cause for failing to attend the CCS/REA, **DUA should inform the claimant to reschedule**. If the claimant does not have Good Cause they *will be disqualified for one week*.(this issue is a maximum of one week)

- a) **Agent:** Identify the issue holding payment
- b) If issue Type is "REA" Sub Type "Failure to report to REA Career Center Seminar"
- c) **Action:** Transfer claimant to career center seminar scheduling at 1-800-653-5586

### Failure to Report to REA Review

DCS provides DUA information on all REA customers who have not attended/attended REA Review within 5 weeks of first UI payment which creates a **Failure to Report to REA Review** issue for the week they did not attend. This issue has no end date. DUA will gather fact finding to determine if the claimant had Good Cause for failure to report.

If another issue arises after reviewing the REA fact finding, DUA staff will create a new issue as appropriate.

- d) **Agent:** Identify the issue holding payment
- e) If issue Type is "REA" Sub Type "Failure to report to REA Review"
- f) **Action:** Locate the closest career center for the claimant and provide details (tel # and address), Claimant will need to contact the career center directly to schedule REA Review. The CCS scheduling line will not be able to assist in scheduling a REA Review.

If it is found the claimant had Good Cause for failing to attend the REA Review for the week in question, **DUA must inform the claimant to reschedule the review**. If it is found the claimant does not have Good Cause they will *be disqualified indefinitely until they attend/attain the REA Review goal*.

Once a claimant attends/attains the REA Review, the *definite disqualification issue will be Auto-Ended and benefits will begin again the week the claimant attended/attained the REA Review*.

Requested benefit weeks will be *in pending* from the first week the **Failure to Report for the REA Review** issue started until the attainment date, pending result of issue adjudication.





CHARLES D. BAKER  
GOVERNOR  
KARYN E. POLITO  
LIEUTENANT GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

RONALD L. WALKER, II  
SECRETARY  
ROBERT T. CUNNINGHAM  
DIRECTOR

May 5, 2015

Sam Sample  
19 Staniford St.  
Danvers, MA 01923

REA

Dear Mr. Sample:

**Important Notice Regarding Your Unemployment Insurance Benefits**

You have been selected to participate in a mandatory program called the **Reemployment Eligibility Assessment Program (REA)**. REA helps claimants find jobs faster and is a federal program that **you must attend to continue receiving unemployment benefits.**

**Important!** As part of your participation in REA and to continue receiving unemployment benefits, you must do the following:

1. Register with JobQuest: [www.mass.gov/jobquest](http://www.mass.gov/jobquest). This website will help you find jobs based on your interests and skills. You must do this **before you go** to your Career Center Seminar.
2. Sign up for and attend a Career Center Seminar and One Stop Career Center. To schedule your seminar, call 1-800-653-5586 or contact a Career Center near you (see enclosed list). Deadline to attend: **02/14/2014**.

**If you do not attend the Career Center Seminar by this date, you will lose one week of unemployment benefits unless you have an approved reason for not attending.**

3. Sign up for and attend a follow-up REA Review Meeting at a One Stop Career Center. During your Seminar, Career Center staff will help you sign up for your REA Review Meeting. Deadline to attend your REA Review Meeting and complete the program requirements is: **02/28/2014**.

**If you do not attend the Career Center Seminar, REA Review Meeting and complete all of the program requirements by this date and do not have an approved reason for missing these requirements, you will lose all of your unemployment benefits until they are completed.**

When you go to your Career Center Seminar, be sure to bring your:

- Work Search Log (you can download a sample copy at [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch) or get one at your local Career Center),
- Resume, and
- Any other information that may be helpful in looking for work.

The Career Center Seminar will give you helpful information and support in looking for a job. The Massachusetts Career Centers offer a full range of services to help you find a job. Your Local Career Center can be found at [www.mass.gov/careercenters](http://www.mass.gov/careercenters).

Contact your local Career Center right away if you are back at work full-time because you may be excused from this program. The Career Center staff look forward to helping you with your job search!

CCS REA Initial (crie) 07102014-v3



**Community Resources**

**What do I need?**

**Available Resources**

<input type="checkbox"/> I need to apply for Unemployment Insurance Benefits	→	Call 877-626-6800 or Visit a Career Center to meet with a UI Specialist
<input type="checkbox"/> I have questions regarding my Unemployment Insurance claim	→	Call 877-626-6800, or visit the web: <a href="http://www.mass.gov/dua">www.mass.gov/dua</a>
<input type="checkbox"/> I need help with obtaining Health Insurance	→	Call 877-623-6765 or visit the Mass Health Insurance Connector website: <a href="http://www.mahealthconnector.org">www.mahealthconnector.org</a>
<input type="checkbox"/> I need help in obtaining food stamps and/or cash assistance	→	Call 866-960-FOOD (3663) Supplemental Nutrition Assistance Program (SNAP)
<input type="checkbox"/> I need help with energy and/or fuel assistance	→	Call 800-632-8175, or visit the web <a href="http://www.mass.gov/dhcd">www.mass.gov/dhcd</a>
<input type="checkbox"/> I need to obtain information regarding child care assistance	→	<a href="http://www.eec.state.ma.us/index.aspx">www.eec.state.ma.us/index.aspx</a> Department of Early Education and Care Phone: 617-988-6600
<input type="checkbox"/> I need help in understanding credit, financial and mortgage liabilities	→	Visit the web: <a href="http://www.mass.gov/online">www.mass.gov/online</a> and type Credit and Finance under SEARCH
<input type="checkbox"/> Will I lose my unemployment benefits while attending school?	→	Visit the web: <a href="http://www.mass.gov/online">www.mass.gov/online</a> and type Section 30 under SEARCH

**Special Needs**

**What do I need?**

**Available Resources**

<input type="checkbox"/> I am a Veteran and would like to know what services are available	→	Meet with a Veteran Representative; visit <a href="http://www.mass.gov/veterans">www.mass.gov/veterans</a>
<input type="checkbox"/> I lost my job due to my company moving or closing	→	Meet with a TRADE program Counselor at a One Stop Career Center
<input type="checkbox"/> I am a Youth age 18-24	→	Meet with a Youth Counselor at a One Stop Career Center
<input type="checkbox"/> I have a disability or barrier to employment	→	Adaptive equipment, individual assistance and agency referrals available
<input type="checkbox"/> Other	→	Resource Info here
<input type="checkbox"/> Other	→	Resource Info here
<input type="checkbox"/> Other	→	Resource Info here
<input type="checkbox"/> Other	→	Resource Info here
<input type="checkbox"/> Other	→	Resource Info here

Inactive



**J  
o  
b  
s  
e  
a  
r  
c  
h**

**What do I need?**

**Available Resources**

<input type="checkbox"/> I need help getting started with my job search	→	Visit a One Stop Career Center
<input type="checkbox"/> I need help writing / updating a resume or cover letter	→	Visit a One Stop Career Center
<input type="checkbox"/> I need to learn how to use the internet for job search	→	Visit a One Stop Career Center
<input type="checkbox"/> I need to research the labor market for new opportunities	→	Visit a One Stop Career Center Websites: <a href="http://masscis.intocareers.org/">http://masscis.intocareers.org/</a> ; <a href="http://online.onetcenter.org/">http://online.onetcenter.org/</a>
<input type="checkbox"/> I need help preparing for my interviews	→	Visit a One Stop Career Center
<input type="checkbox"/> I need help finding what careers fit my interests and skills	→	Visit a One Stop Career Center Websites: <a href="http://masscis.intocareers.org/">http://masscis.intocareers.org/</a> ; <a href="http://online.onetcenter.org/">http://online.onetcenter.org/</a>
<input type="checkbox"/> I need advice on how to network	→	Visit a One Stop Career Center Websites: <a href="http://www.linkedin.com">www.linkedin.com</a>
<input type="checkbox"/> I need help understanding my talents and marketing them to employers	→	Visit a One Stop Career Center

**U  
p  
g  
r  
a  
d  
i  
n  
g  
s  
k  
i  
l  
l  
s**

**What do I need?**

**Available Resources**

<input type="checkbox"/> I lack computer skills and want to learn to use a computer	→	One Stop Career Center Workshop > Intro to Computers
<input type="checkbox"/> I need to update my MS Office skills or practice typing	→	Visit a One Stop Career Center
<input type="checkbox"/> I am interested in starting my own business	→	Small Business Administration (SBA) Overview Websites: <a href="http://www.sba.gov">www.sba.gov</a>
<input type="checkbox"/> I would like to finish my GED and/or improve my English skills	→	Visit a One Stop Career Center
<input type="checkbox"/> I need help updating my resume to be competitive in today's Job Market	→	Visit a One Stop Career Center
<input type="checkbox"/> I need career counseling	→	One Stop Career Center Workshop > An Overview to Training
<input type="checkbox"/> Other	→	Resource Info here
<input type="checkbox"/> Other	→	Resource Info here

Inactive

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM  
CAREER ACTION PLAN**

**Customer Name:** Practice, Joe

**Job Seeker ID:** 12345678

**Career Objective:** Looking for Licensed Practical Nursing Position. I have worked with the elderly and children with special needs.

Goal Type	Goal Status	Scheduled / Target Date	Actual Date	Goal Action Steps	Created By
Research LMI	Set, But Attainment Pending	05/26/2015	00/00/0000	Joe will attend a TORQ workshop on 5/26/15 at the Sample Career Center. He will complete Labor Market Research on LMI and alternative occupations using sites provided on 5/14/15 at the meeting with Mary Smith.	MOSESINT
Register with JobQuest	Set, But Attainment Pending	05/29/2015	00/00/0000	Joe will register on JobQuest by 5/29/15.	MOSESINT
Review Work Search Activity	Set, But Attainment Pending	05/29/2015	00/00/0000	Joe will provide Mary Smith with a record of work search activities for each and every week that he requests benefits on 5/29/15 at 2pm at Sample Career Center.	MOSESINT
Resume and Cover Letter Development	Set, But Attainment Pending	05/29/2015	00/00/0000	Joe will update his resume and create a cover letter. He will review with Mary Smith by 5/29/2015 at Sample Career Center.	MOSESINT
Meet with Employment Counselor	Attained	05/20/2015	05/20/2015	Joe will meet with Employment Counselor at 2pm on 5/20/15 at Sample Career Center.	TSTAF
REA Review	Set, But Attainment Pending	05/29/2015	00/00/0000	Joe will attend a Subsequent RESEA Review with Mary Smith at Sample Career Center on 5/29/15 at 10am	MOSESINT
Initial RESEA Review	Attained	05/19/2015	05/19/2015	Joe attended CCS and met with a counselor to complete his Initial RESEA Review.	MOSESINT

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the loss of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

May 22, 2015





# WORK SEARCH ACTIVITY LOG

The Massachusetts Department of Unemployment Assistance (DUA) requires that as a condition of eligibility you **must**:

- Make at least 3 work searches per week. Each work search must be conducted on a different day;
- Keep a detailed written log of your work search activities. Remember to bring printed completed copies of all Work Search Activity Logs to your Career Center appointments;
- Provide your work search information to DUA upon request.

This log is provided to help you track your work search activities. Most likely you have done more, but you only need to list one activity on three (3) different days for each week claimed. If you need additional logs, you can download a copy at [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch) or obtain a copy at your local Career Center.

**PRINT A COPY OF WORK SEARCH ACTIVITY LOG (this form) PRIOR TO SUBMISSION.**

Name \_\_\_\_\_ Social Security Number \_\_\_\_\_

Previous Occupation \_\_\_\_\_ Occupation of Interest \_\_\_\_\_

Previous Pay Rate \$ \_\_\_\_\_ Minimum Acceptable Pay Rate \_\_\_\_\_

Week beginning Sunday: 11 / 02 / 14 through Saturday: 11 / 08 / 14

DATE	POSITION	PAY RATE	EMPLOYER/ADDRESS/PHONE	JOB ID OR PERSON CONTACTED	HOW CONTACTED: (WEB, PHONE, MAIL, JOB FAIR, NETWORKING, ETC.)	RESULTS
11/3/14	Analyst	\$52,000 per year	ABC Research, Inc., Jobtown, MA 555-555-1234	Jan Smith	Informational Phone Interview	Made Network Contact
11/5/14	Cook	\$12 per hour	Joe's Diner Anytown, MA 508-791-1110	Joe Jones	Walk-in	No openings
11/7/14	Personal Trainer	\$25 per hour	Personal Trainers Anytown, MA	Contact Name or Job ID Number	Web	Closed

Week beginning Sunday: \_\_\_ / \_\_\_ / \_\_\_ through Saturday: \_\_\_ / \_\_\_ / \_\_\_

DATE	POSITION	PAY RATE	EMPLOYER ADDRESS/TELEPHONE	PERSON CONTACTED	HOW CONTACTED: (WEB, PHONE, MAIL, JOB FAIR, NETWORKING, ETC.)	RESULTS

Week beginning Sunday: \_\_\_ / \_\_\_ / \_\_\_ through Saturday: \_\_\_ / \_\_\_ / \_\_\_

DATE	POSITION	PAY RATE	EMPLOYER ADDRESS/TELEPHONE	PERSON CONTACTED	HOW CONTACTED: (WEB, PHONE, MAIL, JOB FAIR, NETWORKING, ETC.)	RESULTS

Form 1750 REV 11-2014



## LABOR MARKET RESEARCH WORKSHEET

Answer the questions below based on your labor market research

1. **Primary Occupation Title** (please note-not all occupational titles will be listed on these websites; pick the title that is the closest match to your occupation).

2. What is the **salary range** (if no range then just list **median wage**)?

\$ \_\_\_\_\_ to \$ \_\_\_\_\_ **per hour or annual** (circle one).

3. **Are opportunities in this occupation** (in the state you are looking for work).

**Increasing or Decreasing** (circle one)?

(This information will usually be found in a section labeled employment outlook/employment trends/job outlook-if the number does not have a negative sign in front of it- then the occupation is increasing):

3a. **By what percent** (number found in the employment outlook, employment trends/job outlook section)?

\_\_\_\_\_ %

4. **How many jobs are available annually in your occupation** (found in same section as question 3)?

5. **Based on your research, do you possess the appropriate certifications, licenses, or credentials for this occupation?** YES NO (Circle one)

5a. **If you answered No on question 5, what certification, licenses, or credentials do you lack to be reemployed in this field?**

6. **Why do you think you have been unable to become reemployed in your occupation?**

7. **Other pertinent labor market information about your occupation.**



**LABOR MARKET RESEARCH WORKSHEET**

Name: \_\_\_\_\_ Member ID#: \_\_\_\_\_ Date: \_\_\_\_\_

**Goal:** Labor market research is a tool to help you make decisions about your job search. As discussed in the orientation, this research is critical to understanding if there are employers seeking your skills. Completing this worksheet should help you make more informed job searching decisions about your current skills and occupation.

**Requirement:** As part of your job search requirement, you need to conduct labor market research on your current occupation. Please complete this form and bring it with you to the RESEA review session and/or your appointment with a career advisor.

**Sources:** There are various websites you can browse to find the labor market information concerning your occupation. You will find some listed below. Please check all of the websites you visited when completing this worksheet (you only have to **visit one** but you can visit them all if you want). Use the information you find to answer the questions on this document (front and back) and/or bring the printed information from the websites that you found about your occupation.

**Websites:**

- Mass Career Information System:  
username: **Your Career Center** Password: **Your Career Center** <http://masscis.intocareers.org/>
- O\*Net: [www.onetonline.org/](http://www.onetonline.org/)
- America's Career Information Network: [www.acinet.org/occ\\_intro.asp](http://www.acinet.org/occ_intro.asp)
- US Bureau of Labor & Statistics: **click on Publications tab at top of home page, and then click on Occupational Outlook Handbook** [www.bls.gov/](http://www.bls.gov/)
- My Skills My Future: [www.myskillsmvfuture.org/](http://www.myskillsmvfuture.org/)
- My Next Move: [www.mynextmove.org](http://www.mynextmove.org)
- TORQ: <https://web.detma.org/JobQuest/>
- Other website: \_\_\_\_\_
- Other sources: Career Exploration Workshops, Job Ads, Trade Magazines, Informational Interviews, Newspapers and Networking



## Re-employment Services Eligibility Assessment (RESEA) Program Requirements for Claimants who have Left the State

Claimants enrolled in the RESEA Program and collecting unemployment benefits from Massachusetts and living in another state must provide the following documentation:

(Please check off each item as you attach it to this form)

- 1. Documentation that you have visited a career center in the state in which you are residing and documentation that you have registered for ongoing employment services.
- 2. Documentation that you have registered for your current state on-line job bank.
- 3. Documentation of your Labor Market Exploration for your occupation(s) of interest using the attached Labor Market Research Worksheet.  
<http://www.mass.gov/massworkforce/docs/resources/career-center-seminars/labor-market-research-worksheet.pdf>
- 4. Resume
- 5. Weekly work search tracking form for each and every week you have claimed unemployment benefits. Massachusetts work search forms may be located at:  
<http://www.mass.gov/lwd/docs/dua/work-search-form-1750-rev-04-02-13-fs.pdf>
- 6. If you are a Veteran, copy of your DD Form 14 member-4 (containing characterization of service).

Failure to provide this information by \_\_\_\_\_ will result in the loss of unemployment benefits.

Current Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Please complete and submit this check list and all the required documentation via email to:  
[realmi@detma.org](mailto:realmi@detma.org)

Or mail to: Department of Career Services  
Charles F. Hurley Building  
RESEA Unit – 1<sup>st</sup> floor  
19 Staniford St.  
Boston, MA 02114



## DUA Notification of Return to Work

Job Seeker Name	Job Seeker Phone #	Job Seeker MOSES ID#	Job Seeker Claimant ID#	DATE

Return to Work Information entered on MOSES screen Y No

### Return to Work Information

Verification Source:

Verification date:

Start to Work Date:

End Date (if temporary job):

Pay Rate:

Employment Information:

Form Completed by:

Career Center:

Phone #:

Email Address:

**Complete form and fax it to the Lawrence UITCC @ 617-727-0001**



<b>DUA Notification of Potential Issue</b>				
Job Seeker Name	Job Seeker Phone #	Job Seeker MOSES ID#	Job Seeker Claimant ID#	DATE
<b>Potential Issue Information entered on MOSES screen</b>				
			Y	No
<b>Potential Issue Information</b>				
Verification Source:				
Verification date:				
Issue Start Date:				
End Date (if applicable):				
Brief summary of potential issue				
Form Completed by:				
Career Center:				
Phone #:				
Email Address:				

Inactive

Complete form and email it to [AAppugliese@detma.org](mailto:AAppugliese@detma.org)



## RESEA Assistance Request Form

Requested by _____ Career Center _____ Date of Request _____		
Claimant Name: _____ MOSES ID: _____ Claimant ID: _____		
CCS must attend by date: _____	Actual attended date: _____	
Date entered in MOSES: _____		
RESEA must attain by date: _____	Actual attained date: _____	
Date entered in MOSES: _____		
Is MOSES Notes up to date:	Yes	No
Is CAP/ RESEA Goals up to date:	Yes	No
Discussed with Career Center RESEA Expert or Supervisor?	Yes	No
Detailed explanation of request:		
RESEA/LMI Official Use Only: Reviewed and Sent to DUA _____ Initials _____		
Comments:		

**Inactive**



Please contact the RESEA/LMI Team with any questions

Inactive

