



# Workforce Issuance

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☐ Policy ☒ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
Title I Administrators  
MassHire Career Center Directors  
Title I Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** February 28, 2020

**Subject:** **Re-Employment Services and Eligibility Assessment (RESEA) Management Information Session**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce development partners of an upcoming information session for career center directors, operations managers, and RESEA supervisors on the Re-Employment Services & Eligibility Assessment (RESEA) program. This is a rescheduling of the December 17<sup>th</sup> cancelled session and open to all again.

This RESEA information session is designed to provide career center directors, operations managers, and RESEA supervisors with the following:

- An overview of all required RESEA service delivery components
- Conversation and Information on common concerns in the field relative to RESEA program implementation

- MassHire Career Center best practices to assist managers and supervisors in improving their RESEA service delivery
- RESEA Program observation updates for 2020
- Updates on future RESEA program changes

**Background:** Since 2015, the RESEA program has provided Unemployment Insurance (U.I.) customers with a full array of re-employment services at MassHire Career Centers and has helped to ensure that customers comply with all their U.I. eligibility requirements. RESEA customers are active job seekers with U.I. claims who, through the state's RESEA program, are made aware of the wide variety of re-employment services that are available to them. All RESEA customers are provided with U.I. eligibility assessments, individual re-employment plans, and referrals to appropriate re-employment services based on their individual needs.

#### **Action**

**Requested:** MassHire Career Center Directors, MassHire Operations Managers, and MassHire RESEA Supervisors are strongly encouraged to attend this session.

Please share this issuance with all appropriate management and supervisory staff and ensure that they register for this RESEA information session. Please note that there is front line staff RESEA training sessions scheduled for future dates.

This RESEA information session will be held from 9:00 a.m. to 1:00 p.m. at the following location, on the following date:

- **Boston – Charles F. Hurley Building – March 17, 2020**

Register for this session in advance through EventBrite by clicking on the appropriate RESEA Information Session located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/mdcs-resea-training>

Attendees are asked to arrive on time as the session will begin promptly.

In case of inclement weather, or to check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

**Effective:** Immediately

**Inquiries:** Please direct all questions to David Ledonne at [David.Ledonne@detma.org](mailto:David.Ledonne@detma.org). Please reference this MassHire Issuance number in your inquiry.