



Workforce Issuance

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☐ Policy ☒ Information

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: September 24, 2019

Subject: RESEA Welcome Emails

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners about the new RESEA Welcoming Emails. The Department of Unemployment Assistance (DUA) RESEA letters are still the official notification methodology to customers/claimants and will still be available within a customer's UI Online Inbox.

Background: The RESEA Welcome emails are to serve as companions to the RESEA letters so customers can be nudged to seek services quickly and timely. Every Tuesday, MassHire Department of Career Services (MDCS) will issue these emails to customers who were enrolled in RESEA the Saturday before. A sample of the emails are attached.

Action

Requested: Please make staff aware of these new emails. Emails will commence Tuesday, October 1, 2019.

Effective: Immediately

Inquiries: Questions related to these new emails should be directed Beth Goguen at Elizabeth.m.goguen@detma.org or 617-626-6053.

Attachment: A. RESEA non-60 dayer sample email
B. RESEA 60 dayer sample email