



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: September 4, 2020

Subject: **Additional RESEA Crystal Reports**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the addition of new Crystal reports available to assist in the administration of the Re-Employment Services and Eligibility Assessment (RESEA) program.

Background: MassHire Career Centers use Crystal reports to help manage and administer the RESEA program in their areas of responsibility.

The following three (3) additional reports are now available for this purpose:

- **RESEA Return to Work (RTW) Average Weeks:** This report selects RESEA participants who were enrolled in the past three (3) calendar years who have a job recorded in MOSES and the job start date is within one (1) year from the date of enrollment. The report displays the average number of weeks from the enrollment date to the job start date by calendar year and enrolling MassHire Career Center.

- **RESEA Did Not Report (DNR) After Attainment:** This report allows you to select RESEA participants who attained their RESEA Review (within a selected date range) and did not report to a scheduled event or who did not attain a goal that was scheduled after attainment of RESEA Review.

This must be utilized to follow-up on the appropriate reemployment service referral that the RESEA participant was assigned to at the RESEA Review.

If the customers did not complete the reemployment service referral made, then staff must ascertain information from the customer to determine if there is a potential issue with their continuing to claim UI benefits.

For example, if the customer ended up attending or participating in another type of reemployment service, then NOTES must reflect the reemployment service completed and why it differs from the referral made. If appropriate, then there would not be an issue to report to DUA.

If a customer did not participate, and indicates, “because I went on vacation” this could be a potential issue and must be reported to DUA via the UI Potential Issue form. DUA will then follow-up to determine if an issue should be created.

- **RESEA Attained Scheduled to Return:** This report shows RESEA participants who have attained their RESEA Review and are scheduled for a future goal or event.

Action

Required: These reports are accessible on Mass.gov, Crystal Reports for MassHire by following this link:

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

Please share this issuance with all appropriate staff.

Effective: Immediately

Inquiries: Please direct all questions to David Ledonne at David.Ledonne@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.