



Workforce Issuance

100 DCS 23.105

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
Department of Career Services

Date: November 12, 2020

Subject: **Updated Procedure for Emailing Return to Work Forms to DUA**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the implementation of the updated procedure for Return to Work forms, received from customers, and sent to DUA by MassHire staff.

Background: The Re-Employment Services and Eligibility Assessment (RESEA) program provides RESEA customers, who are active job seekers with UI claims to an introduction to a full array of re-employment services available at MassHire Career Centers and refers these customers to appropriate employment opportunities and re-employment services suitable to their individual needs. The RESEA program ensures that RESEA customers are in full compliance with their UI eligibility requirements.

As a result of the Coronavirus - COVID-19 emergency and remote working, MDCS is providing a streamlined resource for staff to send Return to Work forms to DUA. 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 auto-populated, return to work form in MOSES and emailing it to ReturntoWork@mass.gov. **The option to efax the form is no longer available*.**

*The return to work template in MOSES currently has the fax number to the Boston call center embedded at the bottom of the form. That information will be removed in the December 4th MOSES build, and does not affect emailing the document as noted above.

Step	Action
Note:	The employment service must be entered into the employment tab prior to generating the return to work form.
1	From the <i>Services</i> tab, select the <i>Employment</i> tab and highlight the return to work.
2	From the MOSES tool bar, select <i>Job Seeker</i> , click on <i>documents</i> from the drop-down menu and select <i>Return to Work</i> .
3	A Word document populates at the bottom of the screen. Open the Word document and email to DUA at returntowork@mass.gov .

DUA Notification of Return to Work				
Job Seeker Name	Job Seeker Phone No.	Job Seeker MOSES ID	Job Seeker Claimant ID	Date
Susan TEST	(617)999-5555	12503421		02/26/2016
Return to Work Information entered on MOSES		YES		
Return to Work Information				
Verification Source: Susan TEST		Verification Date: 02/26/2016		
Job Start Date: 02/26/2016		Job End Date:		
Job Title: Nurse		Pay Rate: \$ 40 per Hour	Hours Per Week: 40	
Employer Information: Brigham & Women's Hospital 75 FRANCIS STREET Boston, MA 02115 (617) 732-7655				
Form Completed by: Kim Leonard				
Career Center: Hurley/MOSES Unit				
Phone #: (617)626-6467				
Email Address: kleonard@detma.org				

Action

Requested: Please update staff accordingly with the new process for sending all return to work forms to DUA via the newly created email box at ReturntoWork@mass.gov.

Effective: Immediately

Inquiries: Please email all questions to Kim.M.Leonard@detma.org. Please include the issuance number and title.