



# Workforce Issuance

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☐ Policy ☒ Information

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**To:** MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Beth Goguen, Director  
MassHire Department of Career Services

**Date:** March 5, 2025

**Subject:** **Reemployment Services & Eligibility Assessment (RESEA) Assistance Form:  
Updated and Fillable**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the updated RESEA Assistance Form.

**Background:** MassHire Career Centers (MCCs) use the RESEA Assistance Form to request assistance for Career Center errors that cause sanctions for MassHire customers, through no fault of their own. By utilizing this form, it will save staff time and allow MDCS to complete a thorough and efficient analysis of trends and challenges that may be addressed through training and other technical assistance. These errors may include, but are not limited to:

- Staff scheduling errors
- Career Center Seminar (CCS) attendance not recorded timely
- The RESEA Review CAP goal is not attained when completing a customer's RESEA Review
- A Return to Work (RTW) notification is received prior to the customer's five-week RESEA deadline date but is not updated in MOSES timely
- The RTW information is not updated correctly in MOSES with (1) an "exemption" or (2) the RESEA CAP goal is not updated with the RTW date

Once the issue is identified, MCC staff will correct the error in MOSES and add a detailed note explaining the error. The RESEA Assistance form is then completed, reviewed by a Manager/Supervisor, and emailed to [Realmi@mass.gov](mailto:Realmi@mass.gov).

In addition to potential staff errors, submission of the RESEA assistance form is utilized for “End Date” issues, which are not Career Center errors. This issue occurs when a customer:

- Is sanctioned for not completing their RESEA Review requirement by their five-week deadline date, AND
- The customer files an appeal for the disqualified week(s) and then completes their RESEA Review.

Once RESEA Assistance forms are received, the MDCS Training team reviews MOSES data and the information provided on the form. MDCS staff then collaborate with DUA to rectify the customer’s unemployment claim to allow for benefits to resume.

**Action**

**Required:** The updated RESEA Assistance form is attached. Please discard any prior versions of this form.

Please share this Issuance with all appropriate managers and staff.

**Effective:** Immediately

**Inquiries:** Please direct questions to the MDCS Training team at [Realmi@mass.gov](mailto:Realmi@mass.gov).

**Attachment:** RESEA Assistance Form