This checklist is designed to guide you through the Initial RESEA Meeting\* observation process. Use it to ensure proper documentation of your observation and for subsequent sharing with MassHire Career Center (MCC) staff.

**\*The Initial RESEA Meeting can be conducted in-person or virtually in accordance with applicable MassHire Department of Career Services (MDCS) guidelines at time of review. For virtual appointments, cameras MUST be turned on for both the staff and jobseeker. Staff MUST verify jobseeker identification during virtual or in-person Initial RESEA appointments. Telephone meetings should be conducted only as a last resort.**

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| **Form Instructions**This Initial RESEA Meeting – Observation Checklist is a fill-in form. To complete the form, perform the following:1. Position your mouse pointer/cursor over the first form field. 2. Enter text or check/uncheck a box (e.g., form fields are highlighted). 3. Press Tab to accept the field change and go to the next field (or Shift+Tab to go to the previous field). 4. Complete all form fields, sign, and date the document. 5. Resave the file with a new name (e.g., Save As), location, and file type – for example, Word document or PDF. |

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| Observation Date & Time | RESEA Specialist |
| Click or tap here to enter text. | Click or tap here to enter text. |
| MOSES ID | RESEA Reviewer(s) |
| Click or tap here to enter text. | Click or tap here to enter text. |
| MCC Location | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |

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| **Initial RESEA Meeting Requirements** |
| Method used for RESEA Review Meeting observation? |
|[ ]  In-Person |[ ]  Virtual |[ ]  Telephone [to be conducted only as a last resort] |
| Is this meeting being conducted on or before the jobseeker’s 3-week deadline? |[ ]  Yes |[ ]  No |
| If telephone, please justify below as to why it was a last resort: |
| Click or tap here to enter text. |

Complete this Initial RESEA Meeting Observation Checklist to verify current mandatory RESEA program requirements are met by the staff and jobseeker. The use of electronic signatures or email is allowable when services are delivered electronically/virtually. Staff shall not sign required forms on behalf of jobseekers.

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|[ ]  **Initial RESEA Meeting | MassHire Career Centers MUST complete the following action items.** |
| Yes | No |  |
|[ ] [ ]  Did staff review the jobseeker’s UI Eligibility?

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|[ ]  Was the jobseeker’s Work Search Log reviewed and relevant feedback provided? |
|[ ]  Were potential barriers to employment addressed? |
|[ ]  Were appropriate referrals made to other services/partners? |
|[ ]  Were opportunities for next steps discussed? |
|[ ]  Did staff confirm that the jobseeker is able, available, and actively seeking employment? |
|[ ]  Was the UI Eligibility Assessment Questionnaire signed by the jobseeker? |
|[ ]  If a potential issue was identified for any aspect of the RESEA Program, was a Potential Issue Form submitted to DUA? |

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|[ ] [ ]  Was a resume review conducted or plans discussed to create a new one? |
|[ ] [ ]  Did staff explain and did the jobseeker acknowledge Section 30 (TOPS) and Trade requirements? |
|[ ] [ ]  Was the jobseeker’s signature obtained to indicate acknowledgement of Section 30 (TOPS) and Trade requirements? |
|[ ] [ ]  Was the jobseeker referred to an interim service to be completed prior to their RESEA Review (i.e., an appropriate reemployment service, for example resume or networking workshop)? |
|[ ] [ ]  Was a RESEA Review date scheduled with the jobseeker? |
|[ ] [ ]  Was the jobseeker’s Individual Needs Assessment (INA)/Job Search Inventory reviewed? |

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| Yes | No |  |
|[ ] [ ]  Did staff explain the Career Action Plan (CAP)/Individual Reemployment Plan (IRP) to the jobseeker?

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|[ ]  Were action steps for each CAP goal discussed? |
|[ ]  Were target dates set for each CAP goal? |
|[ ]  Was the CAP form signed by the jobseeker and staff? |

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|[ ] [ ]  Was Labor Market Information (LMI) reviewed and explored with the jobseeker?

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|[ ]  Was the relationship between LMI exploration, the Work Search Log, and the resume discussed? |

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|[ ] [ ]  Was the jobseeker’s registration on JobQuest verified? |
|[ ] [ ]  Was a signed and dated copy of the completed CAP form provided to the jobseeker via mail, email, or in-person? |
|[ ] [ ]  In a timely manner, was the jobseeker’s Career Center Seminar attendance recorded in MOSES? |
|[ ] [ ]  Were the jobseeker’s Initial RESEA CAP goals reviewed and target completion dates (for each of the following RESEA requirements added) in MOSES?

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|[ ]  Section 30 (TOPS) and Trade requirements sign-off |
|[ ]  Initial RESEA review |

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|[ ] [ ]  Were target dates scheduled for each of the following CAP goal requirements in MOSES?

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|[ ]  RESEA review |
|[ ]  Work Search review |
|[ ]  LMI review |
|[ ]  Resume review |

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| **IMPORTANT: The CAP goal for JobQuest (JQ) registration is no longer listed in MOSES. If the jobseeker is registered in JQ, the JQ icon will appear in MOSES. If the jobseeker is not registered in JQ, MOSES will prevent staff from attaining the Initial RESEA. The jobseeker MUST leave the Initial RESEA with a signed CAP form AND scheduled appointment for a RESEA Review.** |

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| Yes | No |  |
|[ ] [ ]  Based on this observation, do you believe the jobseeker’s experience met expectations relative to customer service?  |
| Comments – Add below |
| Click or tap here to enter text. |

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| --- | --- |
| Workforce Development Board (WBD) Designee Name | Workforce Development Board Designee Digital Signature |
| Click or tap here to enter text. | Click or tap here to enter text. |
| Date Signed | Workforce Development Board Designee Signature (if required) |
| Click or tap here to enter text. |  |