



RESEA REVIEW MEETING – OBSERVATION CHECKLIST

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

***The RESEA Review 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 RESEA Review appointments. Telephone meetings should be conducted only as a last resort.**

Form Instructions

This RESEA Review Meeting – Observation Checklist is a fill-in form. To complete the form, perform the following:

1. Print the “Observation Date & Time”, “MOSES ID”, “MCC Location”, “RESEA Specialist”, and “RESEA Reviewer” in ink where indicated on the first page of this document.
2. Answer all questions completely and accurately by checking the appropriate box or printing the response in ink where indicated.
3. Print the Workforce Development Board (WBD) Designee Name, Date, and Sign where indicated on the final page of the document.
4. Scan the completed document to create a PDF copy for filing and reporting purposes.

Observation Date & Time

RESEA Specialist

MOSES ID

RESEA Reviewer(s)

MCC Location

RESEA Review Meeting Requirements

Method used for RESEA Review Meeting observation?

☐ In-Person ☐ Virtual ☐ Telephone [to be conducted only as a last resort]



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If telephone, please justify below as to why it was a last resort:

Complete this RESEA Review 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.

☐ **RESEA Review Meeting | MassHire Career Centers MUST complete the following action items.**

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Did staff review the jobseeker's UI Eligibility? |
| | <input type="checkbox"/> | Was the jobseeker's Work Search Log reviewed and relevant feedback provided? |
| | <input type="checkbox"/> | Were potential barriers to employment addressed? |
| | <input type="checkbox"/> | Were appropriate referrals made to other services/partners? |
| | <input type="checkbox"/> | Were opportunities for next steps discussed? |
| | <input type="checkbox"/> | Did staff confirm that the jobseeker is able, available, and actively seeking employment? |
| | <input type="checkbox"/> | Was the UI Eligibility Assessment Questionnaire signed by the jobseeker? |
| | <input type="checkbox"/> | If a potential issue was identified for any aspect of the RESEA Program, was a Potential Issue Form submitted to DUA? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did the jobseeker complete the interim Career Center Service established at the Initial RESEA Meeting? [NOTE: Failure to complete the referred interim reemployment service prior to the RESEA Review will result in a sanction and the RESEA Review cannot be attained.] |



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Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Were the jobseeker's Career Action Plan (CAP) goals reviewed AND MOSES CAP goals updated accordingly? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was Labor Market Information ("LMI") reviewed with the jobseeker and discussed how it relates to work search and their resume? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was feedback provided to the jobseeker regarding their resume? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was verification completed that the jobseeker has registered on JobQuest and staff answered any related questions? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the jobseeker referred and registered for a future Career Center Service (i.e., an appropriate reemployment service, for example networking workshop or training opportunity)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did staff indicate to the jobseeker that they would follow-up on attendance for this future Career Center service? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was each CAP goal attained (in MOSES) where the jobseeker met eligibility requirements? |
| | <input type="checkbox"/> | Were services updated in MOSES as appropriate? |
| | <input type="checkbox"/> | Were notes updated in MOSES as appropriate? |
| <input type="checkbox"/> | <input type="checkbox"/> | Based on this observation, do you believe the jobseeker's experience met expectations relative to customer service? |

Comments – Add below [If additional room is needed, you may use the reverse side of this page]

Workforce Development Board (WBD) Designee
Name

Workforce Development Board Designee Digital
Signature

Date Signed

Workforce Development Board Designee
Signature (if required)



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