



INITIAL RESEA MEETING – OBSERVATION CHECKLIST

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.

Form Instructions

This Initial RESEA Meeting – Observation Checklist is a printable 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

Initial RESEA Meeting Requirements

Method used for RESEA Review Meeting observation?

<input type="checkbox"/>	In-Person	<input type="checkbox"/>	Virtual	<input type="checkbox"/>	Telephone [to be conducted only as a last resort]
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Is this meeting being conducted on or before the jobseeker’s 3-week deadline?

Yes No



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

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.

Initial RESEA 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"/> | <input type="checkbox"/> | Did staff confirm that the jobseeker is able, available, and actively seeking employment? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the UI Eligibility Assessment Questionnaire signed by the jobseeker? |
| <input type="checkbox"/> | <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"/> | Was a resume review conducted or plans discussed to create a new one? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did staff explain and did the jobseeker acknowledge Section 30 (TOPS) and Trade requirements? |



INITIAL RESEA MEETING – OBSERVATION CHECKLIST

Yes No

- 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?
- Did staff explain the Career Action Plan (CAP)/Individual Reemployment Plan (IRP) to the jobseeker?
 - 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?
- Was Labor Market Information (LMI) reviewed and explored with the jobseeker?
 - Was the relationship between LMI exploration, the Work Search Log, and the resume discussed?
- 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?
 - Section 30 (TOPS) and Trade requirements sign-off
 - Initial RESEA review



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Yes No

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

- RESEA review
- Work Search review
- LMI review
- Resume review

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.

Based on this observation, do you believe the jobseeker’s experience met expectations relative to customer service?

Comments – Add below

Workforce Development Board (WBD) Designee Name

Workforce Development Board Designee Digital Signature

Date Signed

Workforce Development Board Designee Signature (if required)