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.**

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| **Form Instructions**  This RESEA Review 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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| **RESEA Review Meeting Requirements** | | | | | | |
| Method used for RESEA Review Meeting observation? | | | | | | |
|  | In-Person |  | Virtual |  | Telephone [to be conducted only as a last resort] |
| If telephone, please justify below as to why it was a last resort: | | | | | | |
| Click or tap here to enter text. | | | | | | |

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.

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|  | | **RESEA Review Meeting | MassHire Career Centers MUST complete the following action items.** | | |
| Yes | | No |  |
|  | |  | Did staff review the jobseeker’s UI Eligibility?   |  |  |  | | --- | --- | --- | |  | 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? | | |
|  | |  | 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.]** |
|  | |  | Were the jobseeker’s Career Action Plan (CAP) goals reviewed AND MOSES CAP goals updated accordingly? |
|  | |  | Was Labor Market Information (“LMI”) reviewed with the jobseeker and discussed how it relates to work search and their resume? |
|  | |  | Was feedback provided to the jobseeker regarding their resume? |
|  | |  | Was verification completed that the jobseeker has registered on JobQuest and staff answered any related questions? |

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| --- | --- | --- | --- |
| Yes | | No |  |
|  | |  | 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)? |
|  | |  | Did staff indicate to the jobseeker that they would follow-up on attendance for this future Career Center service? |
|  | |  | Was each CAP goal attained (in MOSES) where the jobseeker met eligibility requirements?   |  |  | | --- | --- | |  | Were services updated in MOSES as appropriate? | |  | Were notes updated in MOSES as appropriate? | |
|  |  | | 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. |  |