The checklist below is designed to guide you through the Initial RESEA\* observation process. Use of this checklist will ensure proper documentation of the Initial RESEA observation that can be used for subsequent sharing with MassWorkforce Boards and 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 MCC staff and the job seeker. Staff MUST verify the job seeker’s identification during virtual or in-person “Initial RESEA Meeting” appointments. Telephone meetings should be conducted SOLELY as a means of last resort.**

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| **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” where indicated, in ink, on the first page of this document. 2. Answer all the questions in this document 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” and “Date” where indicated, in ink, on the final page of this document. 4. Sign the final page of this document, in ink, where indicated. 5. Scan the completed document to create a PDF copy for filing and reporting purposes. |

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| Observation Date & Time | RESEA Specialist |
|  |  |
| MOSES ID | RESEA Reviewer(s) |
|  |  |
| MCC Location |  |
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| **Initial RESEA Meeting Requirements** | | | | | | | | | | |
| Method used for RESEA Review Meeting observation? | | | | | | | | | | |
|  | In-Person |  | Virtual |  | Telephone\* | | | | |
| Is this meeting being conducted on or before the job seeker’s 3-week deadline? | | | | | | |  | Yes |  | No |
| \* Initial RESEA Meeting “by telephone” is to be used SOLELY as a means of last resort. If this method was utilized, please justify below WHY it was a last resort. | | | | | | | | | | |
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Complete this Initial RESEA Meeting Observation Checklist to verify current mandatory RESEA program requirements are met by MassHire Career Center (MCC) staff and the job seeker. The use of electronic signatures or email is allowable when services are delivered electronically (virtually). MCC staff shall not sign required forms on behalf of the job seeker(s).

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|  | | **Initial RESEA Meeting | MassHire Career Centers MUST complete the following action items.** | | |
| Yes | | No |  |
|  | |  | Did MassHire Career Center (MCC) staff review the job seeker’s UI Eligibility?   |  |  |  | | --- | --- | --- | |  | Was the job seeker’s Work Search Log reviewed and relevant feedback provided? | | |  | Were the potential barriers to employment addressed? | |  | Were the appropriate referrals made to other services/partners? | |  | Were the opportunities for next steps discussed? | |  | Did MCC staff confirm the job seeker is able, available, and actively seeking employment? | | |  | Was the “UI Eligibility Assessment Questionnaire” signed by the job seeker? | | |  | If a potential issue was identified for any aspect of the RESEA Program, was a “Potential Issue Form” submitted to the Department of Unemployment Assistance (DUA)? | | |
|  | |  | Was a resume review conducted or were plans discussed to create a new resume? |
|  | |  | Did MCC staff explain and did the job seeker acknowledge Section 30 (TOPS) and Trade requirements? |
|  | |  | Was the job seeker’s signature obtained to indicate acknowledgement of Section 30 (TOPS) and Trade requirements? |
|  | |  | Was the job seeker 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 job seeker? |
|  | |  | Was the job seeker’s Individual Needs Assessment (INA)/Job Search Inventory reviewed? |

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| Yes | No |  |
|  |  | Did MCC staff explain the Career Action Plan (CAP)/Individual Reemployment Plan (IRP) to the job seeker?   |  |  | | --- | --- | |  | Were the action steps for each CAP goal discussed? | |  | Were the target dates set for each CAP goal? | |  | Was the CAP form signed by the job seeker and MCC staff? | |
|  |  | Was Labor Market Information (LMI) reviewed and explored with the job seeker?   |  |  | | --- | --- | |  | Was the relationship between LMI exploration, the Work Search Log, and the resume discussed? | |
|  |  | Was the job seeker’s registration on JobQuest verified? |
|  |  | Was a signed and dated copy of the completed CAP form provided to the job seeker via mail, email, or in-person? |
|  |  | In a timely manner, was the job seeker’s Career Center Seminar (CCS) attendance recorded in the Massachusetts One-Stop Employment System (MOSES)? |
|  |  | Were the job seeker’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 | |
|  |  | Were the 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 the Massachusetts One-Stop Employment System (MOSES). If the job seeker is registered in JQ, the JQ icon will appear in MOSES. If the job seeker is not registered in JQ, MOSES will prevent staff from attaining the Initial RESEA. The job seeker MUST leave the Initial RESEA with a signed CAP form AND a scheduled appointment for a RESEA Review.** | | |

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|  |  | Based on this observation, do you believe the job seeker’s experience met expectations relative to customer service? |
| Comments – Add below | | |
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**Verification that the MassHire Career Center (MCC) has standard operating procedures in place for documenting attendance upon completion of the Initial RESEA Meeting.**

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| Workforce Development Board (WBD) Designee Name | Workforce Development Board (WDB) Designee Digital Signature |
|  |  |
| Date Signed | Workforce Development Board (WDB) Designee Signature (if required) |
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