The checklist below is designed to guide you through the RESEA Review\* observation process. Use of this checklist will ensure proper documentation of the RESEA Review observation that can be used for subsequent sharing with MassWorkforce Boards and 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 the 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 “Career Center Seminar” appointments. Telephone meetings should be conducted SOLELY as a means of last resort.**

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| **Form Instructions**This RESEA Review 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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| **RESEA Review Meeting Requirements** |
| Method used for the RESEA Review Meeting observation? |
|[ ]  In-Person |[ ]  Virtual |[ ]  Telephone\* |
| Is this meeting being conducted on or before the job seeker’s 5-week deadline? |[ ]  Yes |[ ]  No |
| \* RESEA Review 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 RESEA Review 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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|[ ]  **RESEA Review 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?

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|[ ]  Was the job seeker’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 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 DUA? |

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|[ ] [ ]  Did the job seeker 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 job seeker’s Career Action Plan (CAP) goals reviewed AND Massachusetts One-Stop Employment System (MOSES) CAP goals updated accordingly? |
|[ ] [ ]  Was Labor Market Information (LMI) reviewed with the job seeker and discussed how it relates to work search and their resume? |
|[ ] [ ]  Was feedback provided to the job seeker regarding their resume? |
|[ ] [ ]  Was verification completed that the job seeker has registered on JobQuest and staff answered any related questions? |

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| --- | --- | --- |
| Yes | No |  |
|[ ] [ ]  Was the job seeker referred to and registered for a future Career Center Service (i.e., an appropriate reemployment service, for example networking workshop or training opportunity)? |
|[ ] [ ]  Did MassHire Career Center (MCC) staff indicate to the job seeker that they would follow up on attendance for this future Career Center service? |
|[ ] [ ]  Was each CAP goal attained, in MOSES, where the job seeker met eligibility requirements?

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|[ ]  Were services updated in MOSES as appropriate? |
|[ ]  Were notes updated in MOSES as appropriate? |

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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 **NOTE: If additional room is needed, you may use the reverse side of this page.** |
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**Verification that the MassHire Career Center (MCC) has standard operating procedures in place for documenting attendance upon completion of the RESEA Review Meeting.**

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