



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 23.100.2

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Richard Jeffers, Directors
Department of Unemployment Assistance

Date: February 28, 2022

Subject: **Reemployment Services and Eligibility Assessment (RESEA) Policy and Procedures Manual**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the updated RESEA Policy and Procedures Manual to ensure consistency in administering the RESEA Program and that staff comply with the policy and procedures of the Program. Please reference the chart below for the high-level updates.

Page #	Topic	Change / Update
Updates have been made throughout the RESEA Manual to better clarify points and update language. Below are the high-level updates.		
14–15	Multilingual Services	Added resources and updated website links
26	Rescheduling RESEA Review to week 6	Added process
17 and 19	Initial RESEA	Clarification and best practice regarding the documentation of interim services and attainment thereof
27–28	Customer scheduling CCS through JQ	Added process for customer registered in JQ and customer not registered in JQ
35–38	Customer creating CAP and Profile in JQ	Added screenshots and explanations of how the customer creates their CAP and Profile in JQ
39–40	MOSES: CAP and CAP Research tabs	Added screenshots and explanations of how staff can view the customer’s CAP and Profile in MOSES
66	Return to Work	Added clarification of the process to exempt a customer who RTW prior to enrollment
99	Reports	Added definition for “purple” completed CCS on-demand video and no RESEA Review scheduled
111-114	Appendix: Letters	Added Reminder emails and MDCS Welcome Letters

Background: The Unemployment Insurance (UI) Program provides a core service in the comprehensive, integrated workforce system by providing temporary financial assistance to eligible workers during periods of unemployment. The reemployment needs of UI claimants and the prevention and detection of improper UI payments are addressed through the UI RESEA Program. Both activities are high priorities for the U.S. Department of Labor’s Department of Employment and Training Administration (ETA) as well as, the Commonwealth of Massachusetts. The UI RESEA Program provides claimants an entry point to reemployment services available at MassHire Career Centers (MHCC), also known as American Job Centers (AJCs). By integrating the Reemployment Assessment (REA) with Reemployment Services (RES), the Commonwealth ensures that each RESEA participant has access to the full array of services offered by MassHire Career Centers, thereby decreasing the amount of time it takes for the RESEA customer to return to work.

Policy: Compliance with the Federal-State UI RESEA Program is an integral part of ensuring that job seekers adhere to the UI eligibility requirements. Policy and

procedures for administering the UI RESEA Program must be adhered to, in order to ensure integrity of the program.

Action

Required: All Career Center staff, in particular, those working with the RESEA customers must be provided a copy of this issuance. All previous copies of the RESEA Policy and Procedures Manual must be discarded and replaced with the current version. The Manual can be viewed and downloaded from MassWorkforce at: <https://www.mass.gov/service-details/career-center-seminars-and-resea> under the heading RESEA Information.

Effective: Immediately.

Inquiries: Please direct all inquiries to PolicyQA@detma.org. Also, indicate Issuance number and description.

References: Unemployment Insurance Program Letter No. 03-22 (November 22, 2021).