



Workforce Issuance

100 DCS 23.100.3

☒ **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: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: July 21, 2023

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

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.		
10-11	RESEA Program and 60-day Overview Flowchart	Added feedback loop update re: failure to report to RES future service and referral to DUA for adjudication

20, 48-50	RESEA Review Flowchart	Added policy updates re: cameras on and customer identification verification during Initial and RESEA Reviews Feedback loop update re: failure to report for any aspect of RESEA program and referral to DUA for adjudication
60	CAP Goal: Future MH Career Center Service	Added update follow-up must be conducted on future referrals and any potential issues identified must be reported to DUA
102	Acronym List	Updated / added acronyms
104	RESEA Guidelines for DUA Staff	Updated flowchart
105-110	Appendix	Updated RESEA notification letters and reminder emails

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 (MCC), 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 email all questions to PolicyQA@mass.gov. Also, indicate Issuance number and description.

Attachment: RESEA Policy and Procedures Manual
<https://www.mass.gov/service-details/career-center-seminars-and-resea>

References: [UNEMPLOYMENT INSURANCE PROGRAM LETTER No. 03-22](#)
(November 22, 2021)