



Workforce Issuance

100 DCS 23.100.4**☒ Policy ☐ Information**

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

CC: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Date: August 5, 2025

Subject: **Reemployment Services and Eligibility Assessment (RESEA) Policy and Procedures Manual – Updated July 2025**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners of the updated RESEA Policy and Procedures Manual and Appendix resources, including the mandatory RESEA UI Eligibility Assessment Questionnaire, to ensure consistency and compliance in administering the RESEA Program.

Page #	Topic	Change/Update
Revisions have been applied throughout the RESEA Manual to clarify key concepts and ensure consistent, updated language. Below is the overview of updates.		
2-3	Table of Contents	Contents are now hyperlinked to their respective page
5-6	Acronym List	Updated/added acronyms

49, 59, 89, 98	UI EMT Database	UI Benefit and sanction documentation procedures have been updated to reflect the new UI EMT database
37-42	MassHire JobQuest (MJQ)	MJQ screenshots are updated to reflect recent enhancements from the customer's view
103-126	Appendix: RESEA Related Forms	All RESEA-related forms have been updated based on field feedback. Updated Mandatory Forms: <ul style="list-style-type: none"> The UI Eligibility Assessment Questionnaire has been updated to include the Training Opportunity Program (Section 30) and TAA claimant acknowledgment statement.

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 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. The policy and procedures for administering the UI RESEA Program must be adhered to, to ensure the integrity of the program.

Action Required: All Career Center staff, particularly those working with RESEA customers, must be provided access to this issuance.

All previous copies of or links to the RESEA Policy and Procedures Manual, including the Appendix resources, should be discarded and replaced with the current version. The Manual can be viewed and downloaded from MassWorkforce at <https://www.mass.gov/workforce-system-staff-training> under the heading *RESEA Resources*.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@mass.gov. Also, indicate Issuance number and description.

Attachment: RESEA Policy and Procedures Manual
[RESEA Resources for MassHire Staff | Mass.gov](#)