



Workforce Issuance

100 DCS 23.105.3

☒ 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: November 14, 2025

Subject: RESEA Unemployment Insurance Eligibility Assessment Questionnaire

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the implementation of the revised RESEA Unemployment Insurance (U.I.) Eligibility Assessment questionnaire to be administered to all RESEA customers at the Career Center Seminar and reviewed with customers at initial and subsequent RESEA Review meetings.

If the customer is a “60-dayer”, the RESEA UI Eligibility Assessment questionnaire must be completed and reviewed at the Initial RESEA and reviewed again for any changes or updates at the subsequent RESEA Review. *Note: a “60-dayer” is a customer who has completed a Career Center Seminar within 60 days prior to their enrollment in the RESEA program.*

Background: The Re-Employment Services and Eligibility Assessment (RESEA) program provides selected RESEA customers with an introduction to a full array of re-employment services available at MassHire Career Centers and refers these customers to appropriate employment opportunities and re-employment services suitable to their individual needs. The RESEA program ensures that RESEA customers are in full compliance with their UI eligibility requirements.

The U.S. Department of Labor requires that all RESEA customers be assessed for UI eligibility at each RESEA meeting (Initial RESEA and RESEA Review).

The purpose of the UI eligibility assessment is to identify any unemployment insurance eligibility issues, or potential issues, and refer those identified to the Department of Unemployment Assistance for review and/or adjudication.

Policy: To ensure compliance and uniformity with this federal requirement, the RESEA UI Eligibility Assessment Questionnaire is to be given to all RESEA customers. This newest version of the questionnaire has been revised to provide clarity and to assist with accurately identifying potential issues to the Department of Unemployment Assistance.

This remains a self-disclosure document.

RESEA customers can only attain their Initial RESEA or RESEA Review Career Action Plan (CAP) goals by completing the RESEA UI Eligibility Assessment Questionnaire and reviewing it with their Career Center counselor.

The RESEA UI Eligibility Assessment questionnaire must be provided to and completed by RESEA customers at the time of their Career Center Seminar.

Exception: RESEA “60-dayer” customers must be provided the questionnaire at the time of their Initial RESEA and it must be completed by the customer and reviewed with their career counselor.

Career Center staff are required to complete and review the questionnaire with their RESEA customers at both the Initial RESEA and subsequent RESEA Review meetings. At a minimum, the questionnaire must be kept on file until RESEA services are completed. *Please refer to local career center record retention policies.*

Any potential issues identified during this process must be reported to the Department of Unemployment Assistance (DUA) according to the following UI potential issue protocol:

1. A UI Potential Issue Form must be completed and generated via MOSES (refer to RESEA Policy and Procedures Manual).
2. MOSES notes must be written to describe the details of the potential issue(s) being reported.
3. The RESEA UI Eligibility Assessment Questionnaire must be scanned and emailed (with the UI Potential Issue Form) to the DUA at UIPotentialIssue@detma.org.

Action

Required: Please disseminate this form to all appropriate RESEA service delivery staff.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@mass.gov. Please include the issuance number and title.

Attachments: A: RESEA UI Eligibility Assessment Questionnaire Form (English)
B: UI Eligibility Assessment Questionnaire Definitions (English)
C: RESEA UI Eligibility Assessment Questionnaire Form (Spanish)
D: RESEA UI Eligibility Assessment Questionnaire Form (Chinese)
E: RESEA UI Eligibility Assessment Questionnaire Form (Portuguese)
F: RESEA UI Eligibility Assessment Questionnaire Form (Vietnamese)
G: RESEA UI Eligibility Assessment Questionnaire Form (French)
H: RESEA UI Eligibility Assessment Questionnaire Form (Haitian)
I: RESEA UI Eligibility Assessment Questionnaire Form (Italian)
J: RESEA UI Eligibility Assessment Questionnaire Form (Khmer)
K: RESEA UI Eligibility Assessment Questionnaire Form (Korean)
L: RESEA UI Eligibility Assessment Questionnaire Form (Russian)
M: RESEA UI Eligibility Assessment Questionnaire Form (LAO)
N: RESEA UI Eligibility Assessment Questionnaire Form (Arabic)