



# Workforce Issuance

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☒ Policy ☐ Information

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**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

**Date:** June 30, 2020

**Subject:** Initial RESEA Video and PowerPoint Presentation

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the development of a new remote Initial RESEA Reemployment Services and Eligibility Assessment (RESEA) video for career center customers. This provides guidance around the use and implementation of the remote Initial RESEA Review to assist all MassHire Career Centers to deliver the Initial RESEA Review at scale.

**Background:** All Massachusetts Unemployment Insurance (UI) customers enrolled into the Reemployment RESEA program are required to receive an orientation to career center services (referred to as the Career Center Seminar) and an individualized, one-on-one Initial RESEA Review meeting to assist them in their re-employment efforts.

**Policy:** The Initial RESEA video serves to inform customers of the required individual, one-on-one Initial RESEA component, which may be completed via Webex or

another remote platform, by phone, email or text between the customer and a career center staff member. At the conclusion of the Initial RESEA meeting, the customer must be provided with a RESEA Review appointment.

In order to provide Initial RESEA Reviews remotely during the Coronavirus - COVID-19 emergency, the MassHire Department of Career Services (MDCS), working in conjunction with the Executive Office of Technology Services and Security (EOTSS), has developed a remote Initial RESEA video to assist MassHire Career Centers in providing Initial RESEA orientations to career center customers.

Those MassHire Career Centers that are currently not employing remote Initial RESEA Reviews, at scale, are strongly encouraged to utilize the new remote Initial RESEA video and the resources provided within this guidance to assist all UI customers.

Below are the links to the YouTube video and the PPT presentations. If there are issues viewing or downloading the YouTube video, please contact Kim Leonard at [kim.m.leonard@detma.org](mailto:kim.m.leonard@detma.org) or Matt Burke at [matt.w.s.burke@detma.org](mailto:matt.w.s.burke@detma.org) and permissions will be sent to download the mp4 file.

Please note that the video and PPT go together:

Initial RESEA Review video: <https://youtu.be/htd8ryts8o4>

PowerPoint Presentation: <https://www.mass.gov/doc/initial-resea-online-ppt-presentation>

**Action**

**Required:** Each MassHire Career Center, must establish policies and procedures related to customer's attendance and engagement, in order to receive credit for completing an Initial RESEA.

Customers must be made aware of your career centers' policy prior to the Initial RESEA Review meeting. Please ensure that policies address customer barriers, such as language, cognitive, educational and technological barriers.

**Effective:** Immediately.

**Inquiries:** Please direct all questions to [PolicyQA@detma.org](mailto:PolicyQA@detma.org). Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.