



Workforce Issuance

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☒ 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

Katie Dishnica, Director
Department of Unemployment Assistance

Date: May 15, 2025

Subject: **Work Search Activities for RESEA Participants**

Purpose: To inform local MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of the ongoing requirement for individuals filing for unemployment benefits to record and maintain a Work Search Activity Log each week that benefits are requested. Additionally, individuals selected for RESEA must ensure their work search activities are properly documented and available for review.

Background: All individuals filing for unemployment benefits are required to complete at least three work search activities per week when requesting weekly benefits. To maintain a thorough work search record during their employment search, it is recommended that all individuals complete a DUA Work Search Activity Log or a document containing similar information for every week benefits are requested.

Policy: A review of the Work Search activities is required during the Initial RESEA and the RESEA Review meetings.

With the rollout of DUA's Employment Modernization Transformation (EMT) system, individuals must continue to complete three work searches each week they certify for unemployment benefits.

Although there are some differences **in the way and level of required detailed information** that is captured on the EMT system, this **does not** exempt the individual from providing at least three (3) work search activities each week. Entering in work search activities is a requirement for online and telecert claimants when they request their weekly benefits. While this is required, claimants are expected to be able to provide complete and detailed job search information for a RESEA review and claimants will be expected to have this information, whether detailed in the EMT system or by keeping a separate work search log with specific details (especially for telecert claimants).

If a customer downloads/prints their work search logs from the EMT system and they include detailed job search information, those logs will be accepted for the RESEA meetings.

If work search activities cannot be viewed in EMT during the RESEA, instructions and training have also been provided to staff to guide claimants on how to print their work search activities. If a customer cannot download or print their work search from EMT, they must have alternate documentation showing their job search efforts for each week claimed.

MassHire Career Center staff may inform customers that tracking work search details is beneficial to be able to review job search patterns. This allows individuals to recognize which strategies are working and where adjustments may be needed (e.g., revising resumes, exploring new industries, or shifting focus to different job platforms). By tracking as much detail as possible, job seekers empower themselves with a clear roadmap, improving their efficiency and maximizing opportunities for successful employment.

Action

Required: Please share with all managers, staff and partners as appropriate.

Effective: Immediately

Inquiries: Please direct all questions to PolicyQA@mass.gov. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.