



Workforce Issuance

100 DCS 23.108

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: July 3, 2025

Subject: Reemployment Services & Eligibility Assessment (RESEA)
Assistance Form - Updated

Purpose: To notify local MassHire Workforce Boards, MassHire Career Center Operators, Managers, staff, and other local workforce partners of an updated RESEA Assistance Form.

This Issuance replaces MWF Information Issuance #100 DCS 23.106.

Background: MassHire Career Centers (MCCs) use the RESEA Assistance Form to request assistance for Career Center errors that cause DUA sanctions for MassHire customers, through no fault of their own. By utilizing this fillable form, it will save staff time and allow MDCS to complete a thorough and efficient analysis of trends and challenges that may be addressed through training and other technical assistance.

Once the issue is identified, MCC staff will correct the error in MOSES and add a detailed note explaining the error. The RESEA Assistance form is then completed, reviewed by a Manger/Supervisor, and emailed to:

Realmi@mass.gov.

As of the date of this Issuance, ***a new mandatory field has been added to the form***. The new field requires identifying the name of the staff who made the Career Center error. The field was created for tracking trends for training purposes only.

DUA will upload the RESEA assist form to the Unemployment Services for Workers system (EMT) for documentation purposes including as fact finding for the potential of an appeal/ hearing. Once uploaded, the document is not customer-facing so customers cannot see this form when accessing their DUA claims online.

Action

Required: Discard any old versions of the RESEA Assistance Form and only use this version (Revision Date 07-2025) moving forward.

Please share this Issuance with all appropriate staff.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@mass.gov; indicate issuance number and description.

Attachment: RESEA Assistance Form - Updated