



# 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:** September 17, 2021

**Subject:** **Recruitment Solutions Initiative (RSI) - Revised**

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**Purpose:** To provide guidance to MassHire Workforce Boards, MassHire Career Center Operators and other partners with regard to the specialized, targeted recruitment process for businesses who seek recruitment assistance through the Governor's Office, the Executive Office of Labor and Workforce Development (EOLWD) or other state partners. This process is called the Recruitment Solutions Initiative - "RSI".

Revisions include:

Replacing 'RSI businesses' with 'RSI Job Orders'

Replacement of Attachment A

Addition of Attachments C and D

**Background:** The Executive Office of Labor and Workforce Development and MassHire Department of Career Services, with local MassHire Board and Career Center

input, has developed a specialized process to support businesses seeking recruitment and hiring assistance through the Governor’s Office, the Executive Office of Labor and Workforce Development or other State Partners. The communication and accountability structure of this process is called the **Recruitment Solutions Initiative (RSI)**. Specific Job Orders for Businesses will be designated as “RSI Job Orders”

The goal of RSI implementation is to manage high-level business recruitments consistently. RSI establishes a referral team dedicated to job matching, a regional lead to coordinate all communications, and a local lead to support on-the-ground logistics.

RSI is intended to increase the volume of qualified job seekers referred, interviewed and hired by Massachusetts businesses. The RSI also establishes a consistent process for assessing, vetting and referring qualified MassHire Career Center job candidates to business customers for employment consideration.

**Policy:** All service delivery components for designated “RSI Job Orders” must be provided in accordance with the Recruitment Solutions Initiative (RSI) Standard Operating Procedures (SOP).

**Standard Operating Procedures (SOP)**  
Specific RSI procedures, processes and details of responsibilities are located in the accompanying RSI Standard Operating Procedures (RSI SOP).

**Action Required:** Please ensure that local protocols are in place to deliver services in accordance with the RSI SOP.

Please disseminate RSI information to all local staff, as appropriate, and ensure that local teams are well versed in the requirements, procedures and processes related to RSI.

**Effective:** Immediately

**Inquiries:** Please send questions and comments to [PolicyQA@Detma.org](mailto:PolicyQA@Detma.org), reference title of this issuance.

- Attachments:**
- A. RSI Standard Operating Procedure Guidance (*Revised*)
  - B. RSI Quick Reference Guide
  - C. RSI Flow Chart (*New*)
  - D. RSI Service Level Agreement (*New*)