

Mass Workforce Issuance

Workforce Issuance No. 15-19

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: March 25, 2015

Subject: **Reemployment Eligibility Assessment (REA) Requirements for Requesting Case Resolution Assistance**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators, and other local workforce investment partners of a new procedure to follow when requesting assistance with lifting an REA issue and/or sanction on a customer's claim that resulted from career center error.

Background: The Reemployment Eligibility Assessment (REA) Program is funded by the US Department of Labor to help Unemployment Insurance claimants return to work faster. There has been an increase in the number of requests by career center staff to remove sanctions and/or issues on claims for REA customers that occur due to career center error.

A new procedure has been established in order to streamline the process and ensure that all required documentation is updated in MOSES. This will provide DUA with the required information to conduct fact finding and resolve REA issues resulting in claimants with undue sanctions receive payments in an expedited manner.

Any career center requesting assistance with lifting sanctions or resolving issues needs to complete the attached REA Assistance Request form. DUA is requesting that the form is completed and MOSES is accurate and up-to-date before issue resolution is considered. DCS/REA staff will review the information on the form and in MOSES prior to contacting DUA.

Please email completed forms to Donna Gambon at dgambon@detma.org.

Action Required: Please ensure that all staff are made aware of the new process and begin using the form immediately.

Inquiries: Please direct all questions to Donna Gambon at dgambon@detma.org.

Attachment: A. REA Assistance Request Form