

Mass Workforce Issuance

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☒ Policy ☐ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: March 22, 2017

Subject: **Reemployment Services and Eligibility Assessment (RESEA) Enrollment**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators, and other local workforce partners of a policy clarification regarding the RESEA requirements for customers.

Background: The RESEA program provides claimant entry to a full array of reemployment services available at Career Centers and helps to ensure that claimants comply with Unemployment Insurance (UI) eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's RESEA Program, are made aware of the variety of reemployment services that are available to them. Customers are referred to the appropriate employment opportunities and reemployment services based on their individual needs.

The RESEA program specifies that UI customers can only be credited for completing their RESEA requirements after they have been enrolled into the RESEA program. In order for a customer to remain eligible for UI payments, requirements for the Initial and Subsequent RESEA must be completed following enrollment and prior to the date of the deadline set for each individual.

Locally designed customer service flows may provide customers who have not been enrolled in RESEA with RESEA-like services, but Career Centers cannot establish RESEA goals and take credit for the RESEA activity prior to enrollment.

Customers not enrolled in RESEA at the time of attendance will not be credited with having attended or completed an Initial RESEA meeting or a RESEA Review meeting until after being enrolled in the RESEA Program.

This means, for example, that if a customer attends a Career Center Seminar (CCS) prior to enrollment in RESEA, the customer must return to the Career Center after enrollment for an updated RESEA meeting, and a subsequent, individual RESEA Review.

Once the customer has been enrolled in the RESEA program and activities related to the Initial RESEA and RESEA Review are completed **attainment status must be entered into MOSES** effective the day the meeting actually took place.

The RESEA Policy and Procedures manual will be revised to reflect this policy clarification.

Action

Requested: Please share this issuance with all RESEA Specialists and other appropriate staff.

Inquiries: Please email all questions to PolicyQA@MassMail.State.MA.US.