



DEPARTMENT OF
CAREER SERVICES

Re-employment Services and Eligibility Assessment (RESEA) Policy and Procedures

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Updated July 2023

Notes page

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RESEA Program Overview

Background:

The Unemployment Insurance (UI) program is a required partner in the broader public workforce system and provides unemployment benefits to individuals who have lost their employment through no fault of their own and who otherwise meet initial and continuing UI eligibility requirements. Beginning in 2005, the U.S. Department of Labor, Employment and Training Administration funded the voluntary UI Reemployment and Eligibility Assessment (REA) program to address individual reemployment needs of UI claimants, as well as prevent and detect improper benefit payments. In 2015, the Reemployment Services and Eligibility Assessment (RESEA) program replaced the REA program providing greater access to reemployment services in addition to services previously provided under the REA program.

In Fiscal Year (FY) 2018, amendments to the Social Security Act permanently authorized the RESEA program and implemented several significant changes including formula-based funding and a series of requirements intended to increase the use and availability of evidence-based reemployment interventions and strategies. The permanent RESEA program has four purposes:

- Reduce UI duration through improved employment outcomes;
- Strengthen UI program integrity;
- Promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and
- Establish RESEA as an entry point to other workforce system partners.

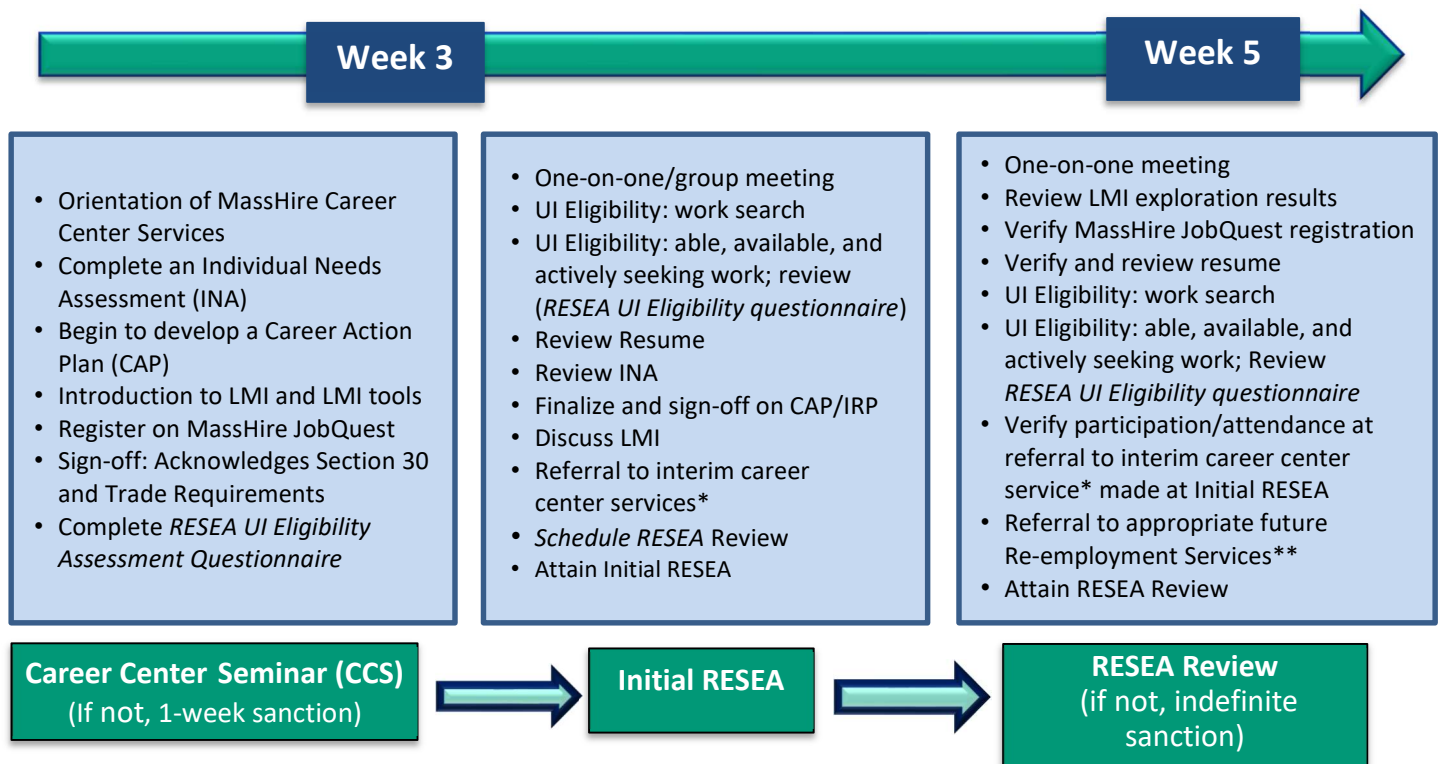
In Massachusetts, the Department of Unemployment Assistance (DUA) and the MassHire Department of Career Services (MDCS) have partnered to provide Jobseekers/Claimants entry to a full array of re-employment services available at MassHire Career Centers (MCCs) and has helped to ensure that Jobseekers/Claimants comply with all UI eligibility requirements. Individuals filing UI claims are active jobseekers who, through the state's RESEA program, are made aware of the wide variety of re-employment services that are available to them. They are referred to re-employment services appropriate for their individual needs.

RESEA Program Overview, continued

CCS/RESEA Program Requirements
Jobseeker must attend a Career Center Seminar/Initial RESEA by week three (3) after enrollment into the RESEA Program. Jobseekers who have attended a CCS within 60 days (60-dayer) prior to enrollment are waived from attending the CCS. Jobseekers who have not attended an Initial RESEA as a component of the CCS must attend the Initial RESEA <u>by week three</u> .
Career Center Seminar
Required Re-employment Services that are provided to all jobseekers
<ul style="list-style-type: none"> • Orientation of MassHire Career Center services • Complete an Individual Needs Assessment (INA)/Job Search Inventory (JSI) • Begin to develop a Career Action Plan (CAP)/Individual Re-employment Plan (IRP) • Introduction to Labor Market Information (LMI) and LMI tools • Register on MassHire JobQuest (JQ) • Review of Section 30 and Trade Requirements • For UI Jobseekers/Claimants, the <i>RESEA UI Eligibility Assessment questionnaire</i> must be completed
Initial RESEA Requirements
Finalize Career Action Plan (CAP)/Individual Re-employment Plan (IRP)
<ul style="list-style-type: none"> • Review Individual Needs Assessment (INA)/Job Search Inventory • Complete goal actions steps for each goal (mandatory and additional goals) • Set target dates for each goal • Discuss Labor Market Information (LMI) and assign LMI research.
Required One-on-One Initial RESEA Meeting: (must be in person or virtual; telephone as a last resort)
UI Eligibility review of work search for each and every week benefits are requested
<i>RESEA UI Eligibility Assessment Questionnaire</i> (refer to MWF Policy Issuance: 100 DCS 23.105.2)
Referral to interim career center service
<ul style="list-style-type: none"> • i.e., Workshop, or other <u>verifiable</u> career center service, as <u>appropriate</u> to the individual • Interim service referral <u>must</u> be completed prior to the RESEA Review
Review Resume
Review of CAP/IRP; Jobseeker and staff sign-off (Acknowledges Section 30 and Trade Requirements)
Schedule RESEA Review
Attain Initial RESEA if all requirements are met
All RESEA Jobseekers/Claimants must attend a CCS <u>and</u> must attend the Initial RESEA by week three

RESEA Program Overview, continued

RESEA Review Requirements
Jobseeker must attain RESEA Review meeting by week five (5) and complete the following requirements:
<ul style="list-style-type: none"> • Verify attendance at CCS/Initial RESEA • One-on-one meeting • Review LMI exploration results • Verify MassHire JobQuest registration • Verify and review resume • UI Eligibility review of work search for each and every week benefits are requested
UI Eligibility to confirm that jobseeker is able, available, and actively seeking work
<ul style="list-style-type: none"> • Review <i>RESEA UI Eligibility Assessment questionnaire</i> for any changes or potential issues
Verify participation/attendance at interim service referral made at the Initial RESEA
<ul style="list-style-type: none"> • If interim service referral is not complete, RESEA Review cannot be attained
Referral to appropriate future Re-employment Service(s)*
Attain RESEA Review if all requirements are met
Follow-Up
*Follow-up on the future goal is strongly recommended to keep the jobseeker/claimant engaged in services.



*Must be completed prior to RESEA Review, if not, RESEA Review cannot be attained.

** Follow-up on the future goal is strongly recommended to keep the jobseeker/claimant engaged in services.

RESEA Program Overview, continued

Element	RESEA
<i>Enrollment</i>	<ul style="list-style-type: none"> RESEA Enrollment up to 2,000 weekly at time of first UI payment
<i>Notification Letters</i>	<ul style="list-style-type: none"> Jobseekers/Claimants are sent notification letters from DUA at the time of enrollment
<i>Welcome Letters</i>	<ul style="list-style-type: none"> Jobseekers/Claimants are sent welcome emails from MDCS on the Tuesday after enrollment welcoming them into the MassHire Career Center system
<i>Must Attend Career Center Seminar (CCS) and Initial RESEA</i>	<ul style="list-style-type: none"> Must attend CCS and complete an initial RESEA by week 3 after enrollment May be rescheduled additional week up to week 4 with good cause if requested prior to their must attend by date (in week 3)
<i>Handling 60-Dayers</i>	<ul style="list-style-type: none"> Waived from CCS if they attended in last 60 days Must return to complete Initial RESEA by week 3 and RESEA Review by week 5
<i>Reminder emails and calls</i>	<ul style="list-style-type: none"> Reminder emails are sent to those who have not attained 1 week prior to deadlines and calls are made by local MCCs
<i>Referral to Appropriate Reemployment Service</i>	<ul style="list-style-type: none"> Must attend prior to RESEA Review
<i>RESEA Review</i>	<ul style="list-style-type: none"> Must attend RESEA Review by week 5 after enrollment May be rescheduled additional week up to week 6 with good cause if requested prior to their must attend by date (in week 5)
<i>Sanctions: CCS, Initial RESEA and RESEA Review</i>	<ul style="list-style-type: none"> One-week Sanction if CCS and Initial RESEA is not attended by week 3 or week 4 if rescheduled with good cause Indefinite Sanction if RESEA Review not attained by week 5 or week 6 if rescheduled with good cause

***A 60-dayer is a RESEA jobseeker who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program.**

RESEA Enrollment and Notification

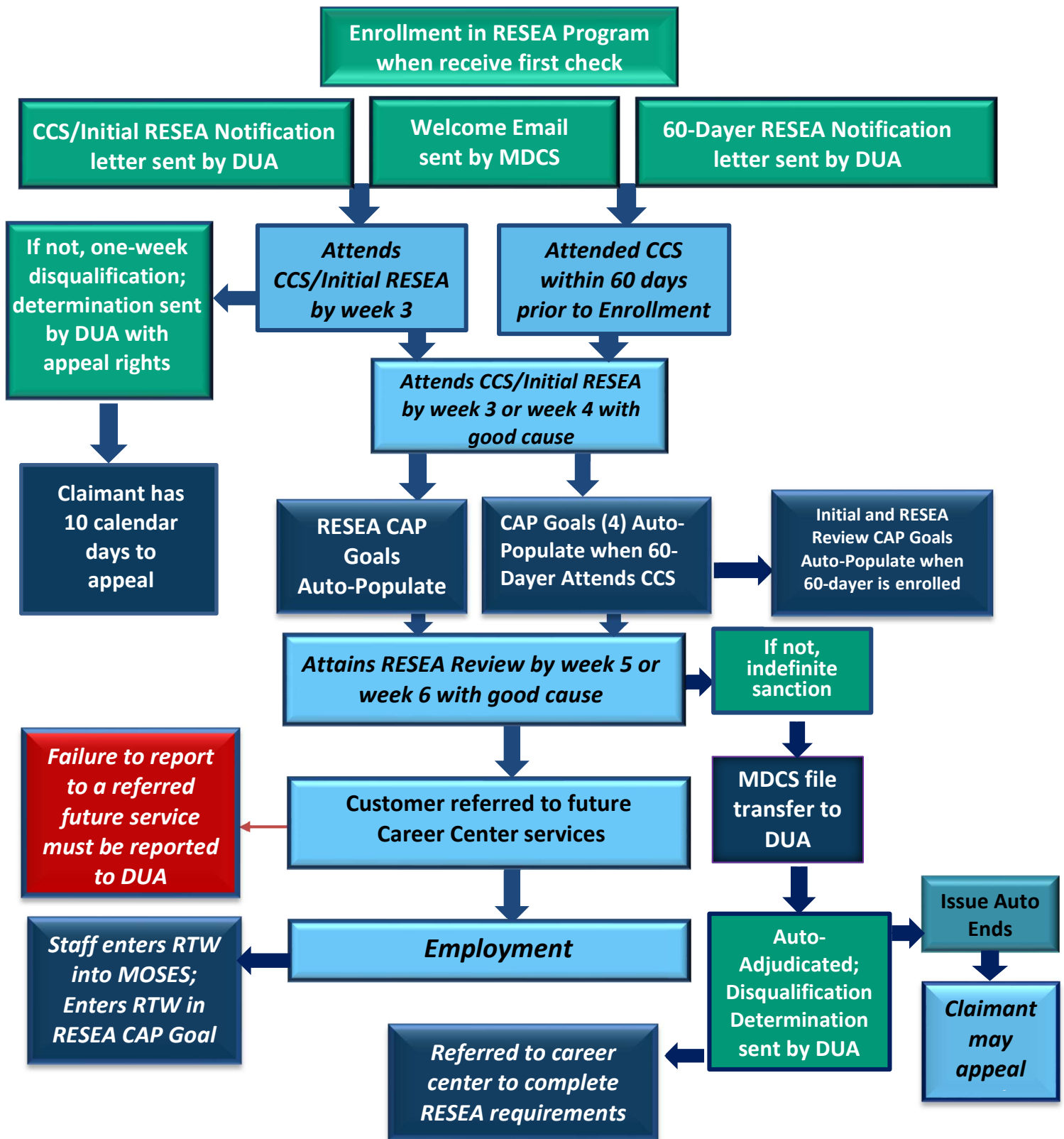
Each week a file of Permanently Separated UI Jobseekers/Claimants and all Ex-Service Members (UCX) collecting Unemployment Compensation who have received their first UI payment are selected, and up to 2,000 are enrolled in the RESEA Program at the time they receive their first UI payment. Jobseekers are notified by DUA of their mandatory participation, program requirements, and dates for meeting these requirements.

CCS/RESEA Notification Schedule*	
1st Notification	Jobseekers/Claimants are enrolled at the time they receive their first UI payment. <i>CCS/Initial RESEA</i> notification letters are sent out by DUA via postal mail and the jobseeker's UI inbox, notifying Jobseekers/Claimants of their mandatory participation in the RESEA Program and attendance at the <i>CCS/Initial RESEA</i> , RESEA Review and the deadline dates.
2nd Notification	CCS second notice reminder (e.g., Robo call or email, etc.) to the jobseeker/claimant is made on the tenth day from the Saturday after enrollment to those RESEA enrollments who have not attended a CCS.
3rd Notification	A RESEA Review Reminder (e.g., Robo call or email, etc.) to the jobseeker/claimant is made on the fourth week from enrollment reminding the jobseeker that they have one (1) week left to complete their RESEA Review.

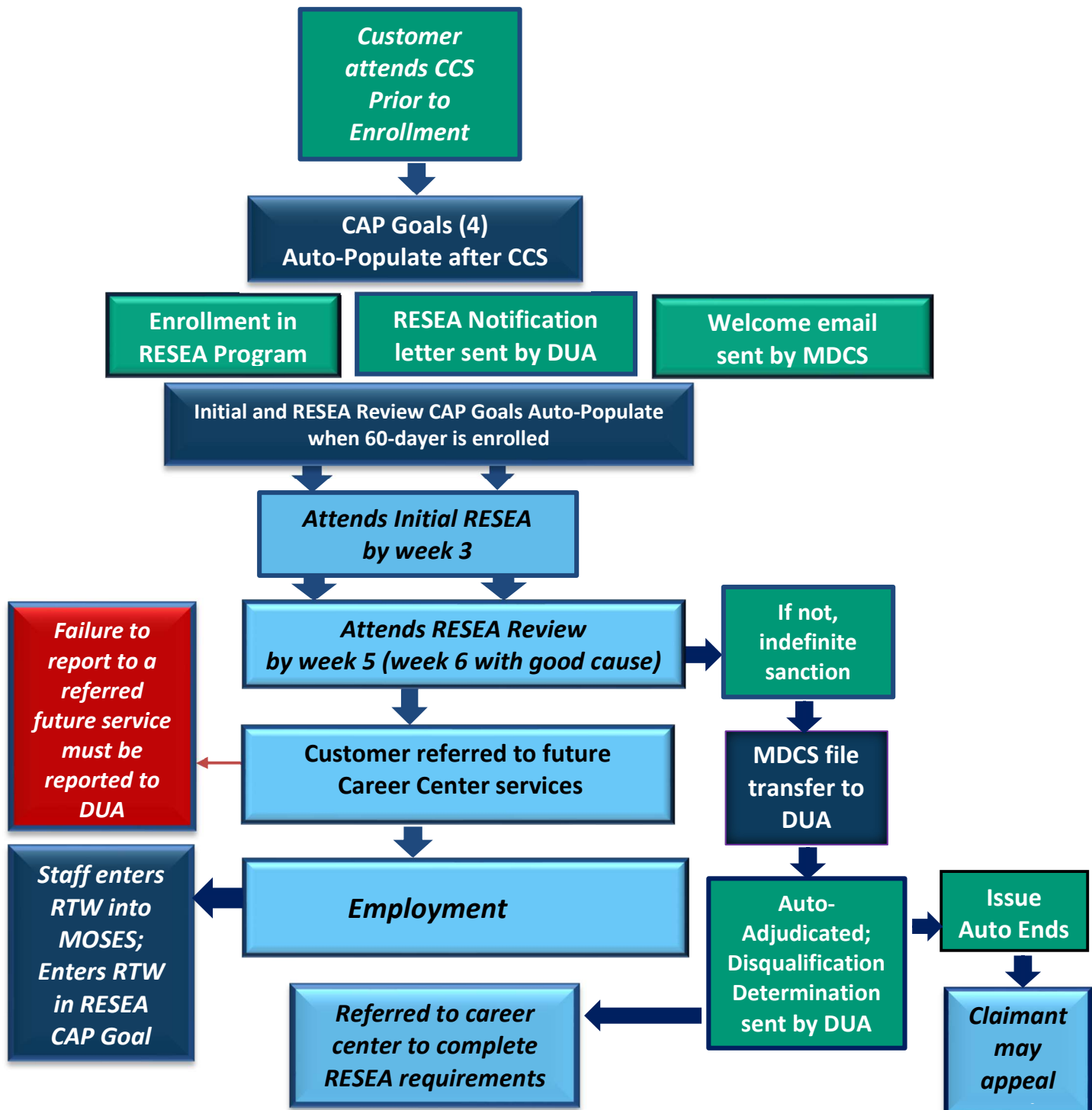
*All letters are sent out in English and twelve (12) other languages. For the foreign languages, a sentence is added to the letter with a foreign language help line.

CCS/RESEA Requirements Notification for 60-dayers
A 60-dayer is a RESEA jobseeker/claimant who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program. A 60-dayer must complete their Initial RESEA by the third week after enrollment and the RESEA Review must be complete within five weeks of enrollment or six weeks with good cause.
The Notification letter is sent out by DUA via postal mail and the jobseeker's UI inbox notifying 60-dayers of their mandatory participation in the RESEA Program and attendance at the Initial RESEA and RESEA Review.
Career Center Staff are encouraged to contact the 60-dayers to complete their Initial RESEA requirements immediately and schedule them for a <i>RESEA Review</i> by their fifth week deadline (sixth week if they demonstrate good cause). The Crystal Report can be used to identify 60-dayers.

RESEA Program Overview – Flowchart



RESEA Program Overview: 60-dayer Flowchart



UI Online Claimant Screenshots for RESEA Enrollment and Notification

Claimant Inbox – Homepage

Important Messages - These Messages Need Your Attention

- You have not responded to our request for information. Failure to provide this information may delay or prevent your benefit payments. Select "My Inbox" to view the information request.
- [Click here for an important message regarding your UI claim.](#)

Other Messages

- Your unemployment claim is inactive. If you are currently unemployed and wish to continue to claim benefits, you must reopen your claim. Select the "Reopen" option.
- [Click Here](#) for important information about our Training Opportunities Program.
- [Click Here](#) for important information about our WorkShare Program.

My Account Home Page

[My Home Page](#)
My Home Page

My Inbox
View and respond to items requiring your immediate attention and other important documents.

[View and Maintain Account Information](#)
View and/or change information related to your Benefit Account.

[Estimate Future Benefits](#)
View an estimate of potential benefits based on currently reported Massachusetts wages.

[View UI Records](#)
View UI Records

[Reopen Claim](#)
Reactivate your existing UI benefit claim.

[View And Request 1099G](#)
View and print current and previous IRS tax form 1099G - Certain Government Payments.

[Request TOP Application](#)
Request Application for the Training Opportunities Program (TOP)

Claimant Inbox

Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.

Subject: All
Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy) Action Needed: All

[Search](#) [Reset](#)

Claimant Inbox – Career Center Seminar

Claimant Information [Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Name: Claimant ID: Claim ID: **2015-01**
Effective Date: **11/29/2015** Benefit Year End: **11/26/2016** Claim Status: **Inactive**

Claimant Inbox

Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.

Subject: All
Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy) Action Needed: All

[Search](#) [Reset](#)

Inbox

- The initial results below are items that require your attention and that you may need to take action on for your claim
- Select the Document ID to see detailed information about your document

Document ID	Name	Issue Date	Action	Action Due Date
8991763	Claimant - Career Center Seminar/Reemployment Services Eligibility Assessment (RESEA) Letter Questionnaire	5/3/2016	Action Requested	5/27/2016
78553367	AlternateBasePeriodNotification	12/4/2015	Review	
78552093	Claimant Monetary Determination	12/4/2015	Review	
53794797	Claimant Monetary Determination	12/6/2014	Review	
53797617	AlternateBasePeriodNotification	12/6/2014	Review	
25885354	Claimant Monetary Determination	12/9/2013	Review	
25884435	AlternateBasePeriodNotification	12/9/2013	Review	

UI Claimant Screenshots for RESEA Enrollment and Notification, continued

Claimant Inbox – RESEA Review

Claimant Information		Change Claim Change Claimant Leave Claimant	
Name:	Claimant ID:	Claim ID: 2015-01	
Effective Date: 11/22/2015	Benefit Year End: 11/26/2016	Claim Status: Inactive	

Claimant Inbox	
Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.	
Subject: All	Action Needed: All
Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)	
<input type="button" value="Search"/> <input type="button" value="Reset"/>	

Inbox				
<ul style="list-style-type: none"> The initial results below are items that require your attention and that you may need to take action on for your claim Select the Document ID to see detailed information about your document 				
Document ID	Name	Issue Date	Action	Action Due Date
8991767	Claimant - Reemployment Services Eligibility Assessment (RESEA) Letter Questionnaire	5/3/2016	Action Requested	5/27/2016
83448460	RegularWkSrch	2/2/2016	Review	
81254886	RegularWkSrch	1/12/2016	Review	
80780207	RegularWkSrch	1/6/2016	Review	
80582953	RegularWkSrch	1/5/2016	Review	
79277699	RegularWkSrch	12/15/2015	Review	
79186018	NonMonDetermination	12/12/2015	Review	
78050152	Claimant Monetary Determination	11/24/2015	Review	

Automated Message

Claimant Information		Change Claim Change Claimant Leave Claimant	
Name: Test, Susan	Claimant ID: 1111111	Claim ID: 2017-01	
Effective Date: 6/18/2017	Benefit Year End: 6/16/2018	Claim Status: Active	

Welcome, Test, Susan [Show Profile Details](#) Need Help? ▾

Benefits Overview ⓘ		Claimant ID: 11111111
<p>⚠ We have not received your response to our request for information. Failure to provide this information may delay or prevent your benefit payments. Open "My Inbox" to view the information request.</p>		

The automated message: ***We have not received your response to our request for information. Failure to provide this information may delay or prevent your benefit payments. Open "My Inbox" to view the information request*** stays in the claimant's inbox until the RESEA Review five-week deadline date. At that time, the message will drop from the inbox.

Multilingual – Limited English Proficiency (LEP) Guidelines



Multilingual services are available and must be offered to all Limited English Proficiency (LEP) jobseekers. No jobseeker shall be turned away based on LEP or language needs.

These guidelines are to assist career center staff in providing/securing interpretation services for LEP jobseekers to schedule a **Career Center Seminar (CCS), Initial or a RESEA Review**. Interpretation services **must** be provided upon a LEP jobseeker's request as such services enable the jobseeker's full participation in MassHire Career Center services.

Career Center Seminar (CCS/Initial RESEA) and RESEA Letters

Additional sentence in the multilingual CCS/Initial RESEA and RESEA letters, reads as follows:

If you need language assistance to schedule the Career Center Seminar, please call the toll-free line 1-888-822-3422 and select # for language. Deadline to attend is: <date auto filled>.

CCS/Initial RESEA and RESEA notification letters have the Multilingual Unit toll-free phone line: 1-888-822-3422. When a multilingual customer calls the Unit's toll-free number, a unit staff member will assist the customer with scheduling a CCS, Initial RESEA, or RESEA Review by contacting the career center and interpreting during the conference call between the LEP customer and the career center.

The multilingual letters are sent out in the languages below (Robo calls are made in English and Spanish).

Spanish	Portuguese	Haitian Creole
Vietnamese	Chinese	Khmer
Laotian	Italian	Russian
Korean	Arabic	French

Multilingual Resources

On-demand videos in English, Spanish, Portuguese, French, Cantonese, and Vietnamese are available through the MassHire JobQuest Account ONLY. Customers will be given full credit for viewing 100% of the on-demand video and their attendance will display as "purple" on the *Rainbow Report*.

- Welcome to the MassHire Career Center Seminar (CCS)
- Preparing for you Initial RESEA
- Resumes that Work
- Labor Market Information and Tools for Assessment
- TORQ – Learn about Your Transferrable Skills

Multilingual – Limited English Proficiency (LEP) Guidelines (continued)

To access language material listed below, use the MassWorkforce system link:

<https://www.mass.gov/massworkforce-career-center-multilingual-services>.

Material in 12 language versions:

- Career Center Seminar PowerPoint presentation (accessible format)
- Initial RESEA PowerPoint presentation (accessible format)
- *Career Action Plan (CAP) form* (fillable form)
- *State LMI Worksheet* (fillable form)
- *RESEA UI Eligibility Assessment Questionnaire* (fillable form)
- *Work Search Log* (fillable form)

American Sign Language (ASL)

- Guidelines to access ASL services:
<https://www.mass.gov/service-details/american-sign-language-services-asl-multi-lingual>

LEP Guidelines Issuance:

https://www.mass.gov/doc/08-101-2a-updated-language-services-guidelines-to-assist-lep-customers/download?_ga=2.175004002.1758279328.1644267546-1669033560.1621538050

For more information on language guidelines and over-the-phone language line services, visit the multilingual page on the Intranet at:

<https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx>

Attend a Career Center Seminar

A Career Center Seminar (CCS) serves as an introduction to the MassHire Career Center and is one of the first impressions that a jobseeker develops of a career center. This is a career center's opportunity to highlight all services such as workshops, one-on-one counseling, training opportunities, referral to partners, and other resources, and to fulfill RESEA UI eligibility requirements. All attendees are enrolled in Wagner-Peyser Employment Services.

The CCS may be attended by any MassHire Career Center jobseeker/claimant and is a requirement for claimants enrolled in the RESEA program. Jobseekers/Claimants may attend the CCS in person at a MassHire Career Center, virtually, or view the on-demand CCS video from their MassHire JobQuest account. Once enrolled, they must attend by the 3rd week following enrollment in the program. This may be extended to the fourth week if excused, good cause. Failure to meet this requirement will result in a one-week sanction.

Initial RESEA Components of the CCS

In addition to providing an orientation to career center services, the CCS contains some of the mandatory activities required of claimants enrolled in RESEA.

These include introduction to:

- MassHire JobQuest
- Section 30 and Trade
- Labor Market Information (LMI)
- Job search inventory and Initial Needs Assessment

Attendees complete a Job Search Inventory/Initial Needs Assessment (JSI/INA) at the CCS. At this point, they begin to develop their Career Action Plan/Individual Reemployment Plan (CAP/IRP), which will be further developed in the Initial RESEA meeting. If jobseekers are using the MassHire JobQuest Virtual Pathway, these assessments may be in various stages of completion. Staff and jobseekers must work together to ensure that their career action plan reflects their employment goals.

Attendees receive an introduction to Labor Market Information (LMI) and are shown how it can be used to conduct an effective, demand-driven work search.

Interim Service Referral Process

During the Initial RESEA, all Jobseekers/Claimants are referred to appropriate job search activities that are to be completed in preparation for and prior to the RESEA Review meeting. These re-employment services include, but are not limited to, workshops that are applicable to the jobseeker's employment goals, referrals to appropriate job leads, etc. The Interim Service Referral must be documented in MOSES and verified as completed at the RESEA Review. Any feedback or discussion items around this referral must be documented.

UI Eligibility Review

The jobseeker/claimant must complete the UI Eligibility Questionnaire. If at any point during the CCS/Initial RESEA and/or RESEA Review process, the jobseeker/claimant reveals or discusses information, which would indicate that they are not able, available, or actively seeking work, DUA must be notified immediately via the *UI Potential Issue form*.

Attend Initial RESEA

The initial RESEA is a meeting in which Jobseekers/Claimants are fully informed of the RESEA program and its requirements. Additionally, attending the Initial RESEA and attaining the Initial RESEA CAP goal are requirements of the RESEA program.

Portions of the Initial RESEA meeting may be discussed in a group setting or as part of the CCS. However, there is a required individual, one-on-one component in the development of the CAP/IRP, the conducting of a UI Eligibility Assessment, and a referral of an interim career service that must be completed **prior** to the RESEA Review. At the conclusion of the Initial RESEA, the jobseeker/claimant must be provided with a RESEA Review appointment.

Below are the **required Initial RESEA components** that must be completed and verified **prior** to the RESEA Review.

- UI Eligibility Review
 - Review of UI Eligibility Questionnaire
 - Review of work search activity logs for each week benefits are requested
 - Confirm jobseeker/claimant is able, available, and actively seeking employment
- Job Quest registration verified
- Resume review
- Interim service assignment (to be completed prior to RESEA review)*
 - LMI research assignment (to be completed prior to RESEA review)
- CAP completed in MassHire JobQuest, or paper copy completed by jobseeker/claimant
- CAP form –Signed or electronically signed by the jobseeker/claimant and recorded in MOSES
 - Acknowledge requirements for RESEA review
 - Section 30 and Trade acknowledgements
 - Date for RESEA Review appointment
 - Kept on file until RESEA review is completed
 - Optional: Entering *goal action steps* in MOSES dependent on local office policy

*Career Centers may use their own format of the CAP/IRP if it contains the required *mandatory goals, goal action steps and target dates* including the following statements that jobseekers must sign:

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected.

I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

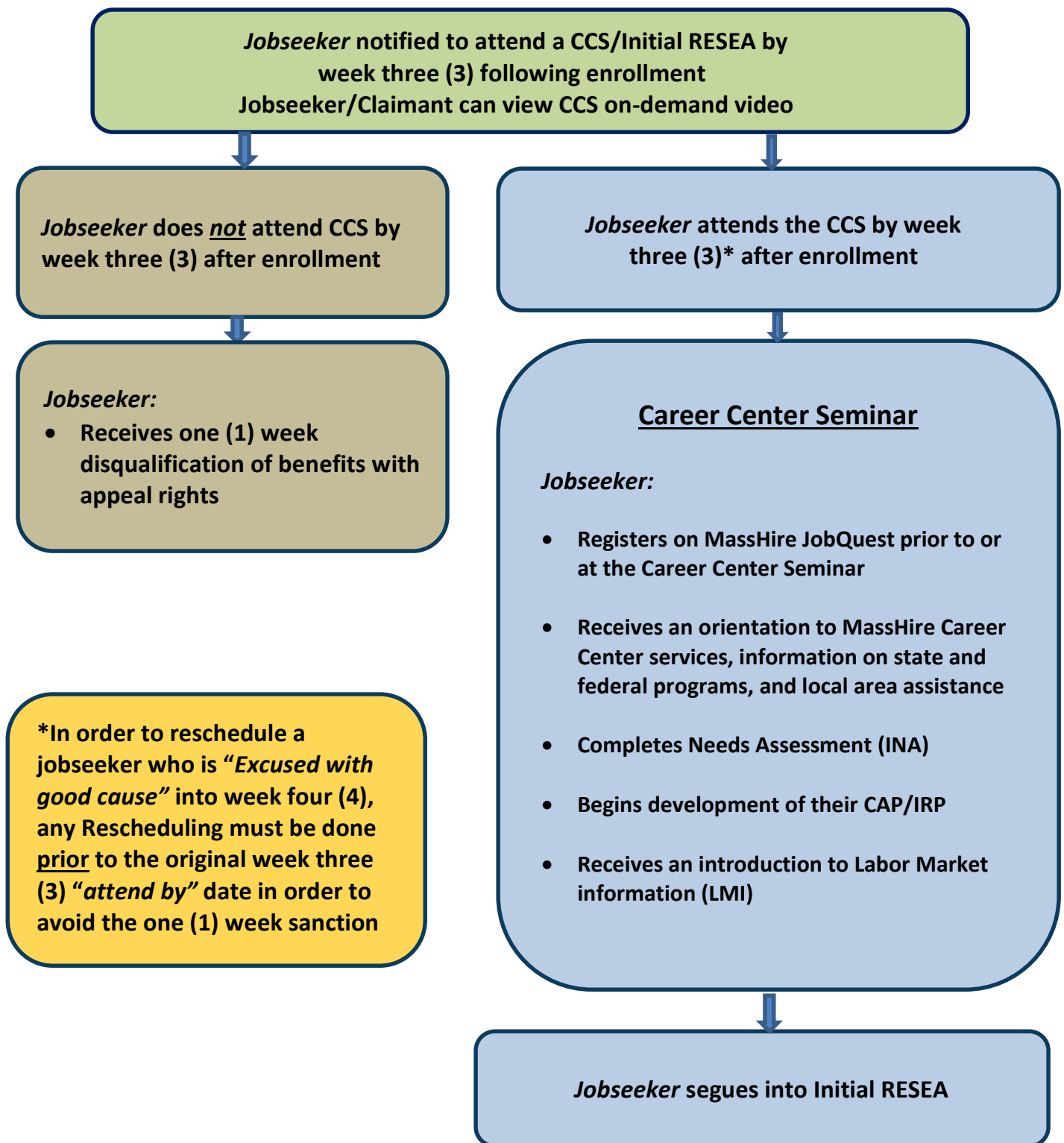
I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that

I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 unemployment benefits. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File MA Form 1666) and deadlines if company is certified.

The CAP goals keyed into MOSES must match the goals on the jobseeker's hard or electronic copy, including target dates, action steps, and acknowledgement statements.

***Best Practice:** At the Initial RESEA meeting, set a CAP goal for the Interim Service in Special Programs that can be attained at the RESEA Review if the Interim Service was successfully completed. Update MOSES notes with what was agreed upon for the Interim Service.

Career Center Seminar (CCS) Flowchart



Initial RESEA Flowchart

The Initial RESEA is a one-on-one meeting that follows the Career Center Seminar. It is designed to provide the Jobseeker with both Re-Employment Services (RES), as well as a Re-Employment Eligibility Assessment (REA). The Initial RESEA must be delivered in-person or virtually and one-on-one. Some components can be completed in a group-setting at the conclusion of the CCS.

Career Center Seminar concludes
OPTIONAL: Jobseeker/Claimant can view Initial RESEA on-demand video prior to their Initial RESEA meeting

- *UI Eligibility Assessment Questionnaire* can be filled out by jobseeker(s) for one-on-one Initial RESEA Review
- Jobseeker(s) can be provided with an overview of RESEA Program requirements and timelines

Initial RESEA

Required Initial RESEA One-On-One Components:

- Verification of jobseeker's registration in MassHire JobQuest
- Review of jobseeker's resume
- Review of *UI Eligibility Assessment Questionnaire*
- Review of jobseeker's work search activity
- Review and assessment of the jobseeker's individual needs assessment
- Assignment/provision of labor market research information
- Jobseeker referral to an appropriate interim career service which must be completed prior to the RESEA review
- Review of jobseeker's Career Action Plan
- Scheduling of the jobseeker's RESEA review meeting
- Signing of the CAP with section 30 and trade program acknowledgements

*In order to reschedule a jobseeker who is "*Excused with good cause*" into week six (6), any Rescheduling must be done prior to the original week five (5) "*attend by*" date in order to avoid the indefinite sanction.

RESEA Review Flowchart

The RESEA review is a meeting that follows the Initial RESEA meeting and interim career center service referral. It is designed to provide jobseeker(s) with additional Re-Employment Services (RES), as well as an additional Re-Employment Eligibility Assessment (REA). The RESEA review must be conducted one-on-one. However, the RESEA review can be conducted remotely by telephone, facetime, snapchat, zoom, or other electronic communication methods, if necessary.

For virtual Initial RESEA and RESEA Review appointments:

Workforce Policy Issuance:
100 DCS 08.121.2 states:

Cameras **must** be turned on

If customers do not want to turn their camera on, the alternative is to set an in-person meeting

**Interim Career
Center Service
Referral**

For virtual Initial RESEA and RESEA Review appointments:

Workforce Policy Issuance:
100 DCS 23.104.3 states:

Requirement for staff to verify customer identification during **virtual or in-person** Initial RESEA and RESEA Review meetings

RESEA Review

Required RESEA One-On-One Components:

- Verification of jobseeker's initial RESEA attainment
- Verification of attendance/completion of the jobseeker's interim career service referral
- Review of jobseeker's resume
- Review of *UI Eligibility Assessment Questionnaire*
- Review the jobseeker's labor market research information
- Review of jobseeker's work search activity
- Further review and assessment of the jobseeker's individual needs
- Jobseeker referral to an appropriate future career center service(s)

Referral to future Career Center Service

RESEA staff refer any failures to report for any aspects of the RESEA program to UI for adjudication

Career Center Seminar Scheduling

Jobseekers have three (3) weeks to attend a Career Center Seminar (CCS) from date of enrollment.

Jobseekers have three options to schedule themselves for the CCS:

1. Via MassHire JobQuest (addressed at the end of this section)
2. Call into the Interactive Voice Response System (IVRS) (800-653-5586); or
3. Contact a career center directly to schedule a Career Center Seminar. Steps are outlined below.

Step	Action
1	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
2	Type in the jobseeker's ID, claimant ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
3	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
4	Select date range on the "From:" and "To:" boxes. Then click the <i>Search</i> button to view the list of CCS dates. Updates in the Services history.
5	In the "Schedule (Select Appointment)" section, choose appropriate CCS from list that appears. Click "Schedule Jobseeker" button in lower right of screen.
6	Selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with jobseeker.
7	Be sure to click close to complete the registration.

Current Appointment
Not Currently Scheduled

CCS Scheduling
Cancel Appointment

Notification Details
Notice Date: 01/01/2022 Attend by: 01/21/2022 Reschedule Attend by: 01/28/2022 RESEA Deadline: 02/04/2022

Scheduling/Rescheduling
☐ No Good Cause or After Sanction
☐ Good Cause - Excused
☐ Exempted

Schedule (Select Appointment)

Schedule Date	Schedule Time	Career Center	Event Name	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 01/10/2022	11:30 AM	Boston Career Center	Virtual Career Center Seminar	Virtual	28/30
<input type="checkbox"/> 01/11/2022	11:30 AM	Boston Career Center	Virtual Career Center Seminar	Virtual	10/30
<input checked="" type="checkbox"/> 01/17/2022	11:30 AM	Boston Career Center	Virtual Career Center Seminar	Virtual	1/30
<input type="checkbox"/> 01/18/2022	11:30 AM	Boston Career Center	Virtual Career Center Seminar	Virtual	2/30

Row 3 of 4

Residence Address
Address:
City: Hyde Park
State: MA Zip: 02136-1147

Filter Schedule
Origin Zip Code: 02136-1147
☒ Career Center (Distance)
☐ Location
From: 01/05/2022 To: 01/21/2022 Search

Service History

Date	Staff ID	Category	Service Result	Career Center
01/01/22	MOSESINT	Program Enrollment	RES - Reemployment Services	Downtown Boston Career C
01/01/22	MOSESINT	Profiling - CCS/RESEA/EUC	Notified of CCS	Downtown Boston Career C
01/01/22	MOSESINT	Program Enrollment	RESEA - Reemployment Services	Downtown Boston Career C
10/05/18	MOSESINT	RESEA	UI Sanction/RESEA Review	Boston Career Center

View

Schedule Job Seeker
Close

Note: The career center location defaults to the career center closest to the jobseeker's residential address. The Seminar selected date range defaults to the three weeks up to the 'must attend by' date.

Career Center Seminar Scheduling, continued

The jobseeker's selected CCS date, time, and location will appear at the top of the scheduling screen in the *Current Appointment* field.

Current Appointment 01/17/22 11:30 AM - Boston Career Center(Boston) - Virtual		CCS Scheduling		Cancel Appointment
Notification Details				
Notice Date: 01/01/2022	Attend by: 01/21/2022	Reschedule Attend by: 01/28/2022	RESEA Deadline: 02/04/2022	

Note: If the jobseeker's *Attend By* date is quickly approaching, the jobseeker must be made aware that they may go to a career center of their choice. If the career center of their choice is not available, it is not an excused reason not to attend prior to their third week CCS must attend by date. Staff can register the jobseeker at any career center with availability in Massachusetts.

Reminder: Look at the CCS *Attend by* date to assure that the customer is scheduled prior to their deadline date to avoid a sanction. Additional outreach is recommended.

Rescheduling CCS with Good Cause - Excused

The Career Center Seminar (CCS) may be rescheduled up to one (1) additional week, into week four (4), Excused if the jobseeker requests the reschedule **prior** to their three (3) week CCS must attend by date. See the Excused drop-down box for acceptable reasons for scheduling/re-scheduling *Good Cause - Excused*. Any reschedule made **after** the *Must Attend By* date is **not** excused and will result in a sanction. MOSES will not allow a *Reschedule Good Cause* after the *Must Attend by* date. Clearly document the *Good Cause - Excused* in the *Comments* box and MOSES notes with all pertinent details.

Step	Action
Note:	Check the <i>Services</i> screen to confirm that the jobseeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with jobseeker. If a potential issue is identified, DUA must be notified. Create the Potential Issue in MOSES to notify DUA.
1	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
2	Type in the jobseeker's ID, last name, social security number, or claimant ID. Click on the <i>select</i> button. The Scheduling window will appear.
3	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
4	Select date range on the "From:" and "To:" boxes. Then click the <i>Search</i> button and choose appropriate CCS from list that appears. Must be before the <i>Reschedule Attend By</i> date to avoid a sanction. Updates in the <i>Services</i> history.
5	Click <i>Scheduling/Rescheduling Good Cause – Excused</i>
6	In comments box, document reason for scheduling/rescheduling excused. The comment box note will create a Reschedule service entry on the <i>Services</i> screen.
7	Click "Schedule Jobseeker" button in lower right of screen and selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with jobseeker.
8	Be sure to click close to complete the registration.

Current Appointment
01/06/22 09:30 AM - Cambridge Career Center(Cambridge) - Virtual

CCS Scheduling [Cancel Appointment](#)

Notification Details
Notice Date: 12/18/2021 Attend by: 01/07/2022 Reschedule Attend by: 01/14/2022 RESEA Deadline 01/21/2022

Scheduling/Rescheduling
☐ No Good Cause or After Sanction
☒ Good Cause - Excused
☐ Exempted

Comments:
Joe called on 1-5-22 to reschedule the CCS; he stated that he has an interview.

Residence Address
 Address:
 City: Brighton
 State: MA Zip: 02135-

Filter Schedule
 Origin Zip Code: 02135-
☒ Career Center (Distance)
 Cambridge Career Center
☐ Location

Schedule (Select Appointment)

Schedule Date	Schedule Time	Career Center	Event Name	Distance (Miles)	Participants/ Openings
<input checked="" type="checkbox"/> 01/11/2022	09:30 AM	Cambridge Career Cer	Virtual Career Center Seminar	Virtual	12/40
<input type="checkbox"/> 01/13/2022	09:30 AM	Cambridge Career Cen	Virtual Career Center Seminar	Virtual	2/40

Row 1 of 2 [More](#)

From: 01/05/2022 To: 01/14/2022 [Search](#)

Service History

Date	Staff ID	Category	Service Result	Career Center
12/18/21	MOSESINT	Program Enrollment	RES - Reemployment Services	Downtown Boston Career C
12/18/21	MOSESINT	Program Enrollment	RESEA - Reemployment Service	Downtown Boston Career C
12/18/21	MOSESINT	Profiling - CCS/RESEA/EUC	Notified of CCS	Downtown Boston Career C
02/20/15	MOSESINT	RESEA	UI Sanction/RESEA Review	The Work Place

[View](#) [Schedule Job Seeker](#) [Close](#)

Rescheduling CCS with Good Cause – Excused, continued

Scheduling TEST, Susan SSN: 999-22-0582 ID: 12503421

Current Appointment
Not Currently Scheduled **CCS Scheduling** Cancel Appointment

Notification Details
 Notice Date: 11/28/2015 Attend by: 12/18/2015 Reschedule Attend by: 12/25/2015 RESEA Deadline: 01/01/2016

Scheduling/Rescheduling
☐ No Good Cause or After Sanction
☒ **Good Cause - Excused**
☐ Exempted

Residence Address
 Address: 19 Staniford St
 City: Boston

Schedule [Select Appoint]

Schedule Date	Schedule Time
<input type="checkbox"/> 12/08/2015	11:00 AM
<input type="checkbox"/> 12/15/2015	11:00 AM
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM

Service History

Date	Staff ID
11/28/15	JMEIB
11/28/15	JMEIB
11/28/15	JMEIB

Career Center Seminars

Scheduling / Rescheduling After Deadline - Excused

Please note that Job Seekers can only be excused for scheduling / rescheduling beyond their grace period for one of the following reasons:

- Attendance at a job interview.
- Claimant, household member or immediate family member illness.
- Emergency family care issue, provided, that attempts to secure family care for the scheduled activity have been made.
- Unexpected transportation problems.
- Previously scheduled health-related appointments.
- Jury Duty.
- Death of a household member or immediate family member (including a spouse, child, parent brother, sister, grandparent, stepchild, or parent of a spouse).
- The individual's need to address the physical, psychological and legal effects of domestic violence as defined in M.G.L. c. 151A.

☐ Do not show this message again until the next time you log in to MOSES

OK

Note: Be aware of categorizing the reschedule as 'Excused' because if the reason for the reschedule is an ongoing situation, it may be an *"able, available, and actively seeking work"* issue. Check MOSES Notes and Services for any previous rescheduling. If the reason is not listed on the *Good Cause – Excused* dialogue box, it cannot be rescheduled as 'Excused'. The CCS may be rescheduled up to one (1) additional week, into week four (4), Excused if the jobseeker requests the reschedule **prior** to their CCS must attend by date.

Rescheduling *Excused* is temporary in nature and does not interfere with the UI Eligibility of *"able, available, and actively seeking work"* (i.e., car broke down on the way to CCS versus I have no transportation, or my childcare provider is sick versus I do not have childcare).

If sanctioned, a CCS issue is created in the UI database and immediately auto adjudicated. A one-week disqualification determination is sent to the jobseeker/claimant with appeal rights. Jobseeker/claimant has 10 calendar days, not business days, to appeal.

Rescheduling CCS with “No Good Cause”

Step	Action
Note:	Check the <i>Services</i> screen to confirm that jobseeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with jobseeker. If a Potential Issue is identified, DUA must be notified. Create the Potential Issue in MOSES to notify DUA.
1	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
2	Type in the jobseeker’s ID, claimant ID, last name, or social security number. Click the <i>select</i> button. The <i>Scheduling</i> window will appear.
3	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
4	Select date range on the “ <i>From:</i> ” and “ <i>To:</i> ” boxes. Then click the <i>Search</i> button. Updates in the <i>Services</i> history.
5	Click <i>Scheduling/Rescheduling After Deadline – No Good Cause</i>
6	In comments box, document reason for scheduling/rescheduling with no good cause. The comment box note will create a <i>Reschedule</i> service entry on the <i>Services</i> screen.
7	In the “ <i>Schedule (Select Appointment)</i> ” section, choose appropriate CCS from list that appears. Click “ <i>Schedule Jobseeker</i> ” button in lower right of screen.
8	Selected CCS will appear in the “ <i>Current Appointment</i> ” field at the top. Confirm date and time with jobseeker.
9	Be sure to click close to complete the registration.

Current Appointment
01/06/22 09:30 AM - Cambridge Career Center(Cambridge) - Virtual

CCS Scheduling Cancel Appointment

Notification Details
Notice Date: 12/18/2021 Attend by: 01/07/2022 Reschedule Attend by: 01/14/2022 RESEA Deadline: 01/21/2022

Scheduling/Rescheduling
☒ No Good Cause or After Sanction
☐ Good Cause - Excused
☐ Exempted ▼

Comments:
Susan called on 1-4-22 and stated she is going on vacation from 1-6-22 to 1-17-22.

Residence Address
 Address:
 City: Brighton
 State: MA Zip: 02135-

Schedule (Select Appointment)

	Schedule Date	Schedule Time	Career Center	Event Name	Distance (Miles)	Participants/ Openings
<input checked="" type="checkbox"/>	01/18/2022	09:30 AM	Cambridge Career Cer	Virtual Career Center Seminar	Virtual	1/40
<input type="checkbox"/>	01/20/2022	09:30 AM	Cambridge Career Cen	Virtual Career Center Seminar	Virtual	0/40

Row 1 of 2 More

Filter Schedule
 Origin Zip Code: 02135-
☒ Career Center (Distance)
 Cambridge Career Center
☐ Location
 From: 01/14/2022 C To: 01/21/2022 C Search

Service History

Date	Staff ID	Category	Service Result	Career Center
12/18/21	MOSESINT	Program Enrollment	RES - Reemployment Services	Downtown Boston Career C
12/18/21	MOSESINT	Program Enrollment	RESEA - Reemployment Service	Downtown Boston Career C
12/18/21	MOSESINT	Profiling - CCS/RESEA/EUC	Notified of CCS	Downtown Boston Career C
02/20/15	MOSESINT	RESEA	UI Sanction/RESEA Review	The Work Place

View Schedule Job Seeker Close

Rescheduling RESEA Review with Good Cause – Excused

The RESEA Review may be rescheduled up to one (1) additional week, into week six (6), Excused if the jobseeker requests the reschedule **prior** to their five (5) week RESEA Review must attend by date. The excused reason must be an acceptable reason for rescheduling Good Cause.

Any reschedule made **after** the *Must Attend By* date is not excused and will result in a sanction. MOSES will not allow a *Reschedule Good Cause* after the *Must Attend by* date. All pertinent details must be clearly documented in the *Reason Description* box addressing the *Good Cause - Excused*.

The reschedule service is **only available** if the person is currently enrolled in RESEA and their 5-week deadline is in the future.

The screenshot displays the 'Special Programs' tab in the 'Services' section. A table lists services with the following data:

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
01/16/2021	MOSESINT	Program Enrollment	RESEA - Reemployment Ser	Leominster Career Center	
01/16/2021	MOSESINT	Program Enrollment	RES - Reemployment Service	Leominster Career Center	
01/16/2021	MOSESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Leominster Career Center	
01/21/2021	KLEON			Hurley/MOSES Unit	

The 'General Services Detail' window is open, showing the following details:

- Service Date:** 01/21/2021
- Last Update Date:** 00/00/0000
- Career Center:** Hurley/MOSES Unit
- Staff ID:** KLEON
- Hours:** .0
- Description:** Customer has on interview on xx date and is rescheduled to xx date.
- Category:** RESEA
- Service Detail:** Rescheduled RESEA Review

Note: Blue/Bold Service Details are Federal/DSCCAR Reportable Services
Employment and Follow-Up Services are additionally reported on DSCCAR

If sanctioned, a RESEA Review issue is created in the UI database and immediately adjudicated. An indefinite disqualification determination is generated, and notice is sent to the Jobseeker/Claimant with appeal rights. The Jobseeker/Claimant must make themselves aware of appeal deadlines.

Career Center Seminar Scheduling through JobQuest (*not registered*)

[Home](#)[Find Jobs](#)[Locate Training](#)[Explore Workshops](#)

Check Out Our Services



Search for career center workshops, job fairs and recruitment events by MassHire Career Centers or by region. Find a MassHire Career Center near you.

You can search all events or focus your search by entering any combination of search criteria.

Keywords

Example: job fair

Event Type

Select an Event Type



Location

Search by Career Center



Time Frame

At any Time in the Future



Career Center

Select a Career Center



RESET

SEARCH

Event Search Results

SHOWING RESULTS 1 - 10 OF 82:

Show 10 results per page



Virtual Career Center Seminar

Wednesday, November 24, 2021

1:30 PM - 3:00 PM

Plymouth Career Center

617-745-4036

Prerequisite: No

SCHEDULE

Career Center Seminar

Thursday, November 25, 2021

9:00 AM - 12:00 PM

Plymouth Career Center

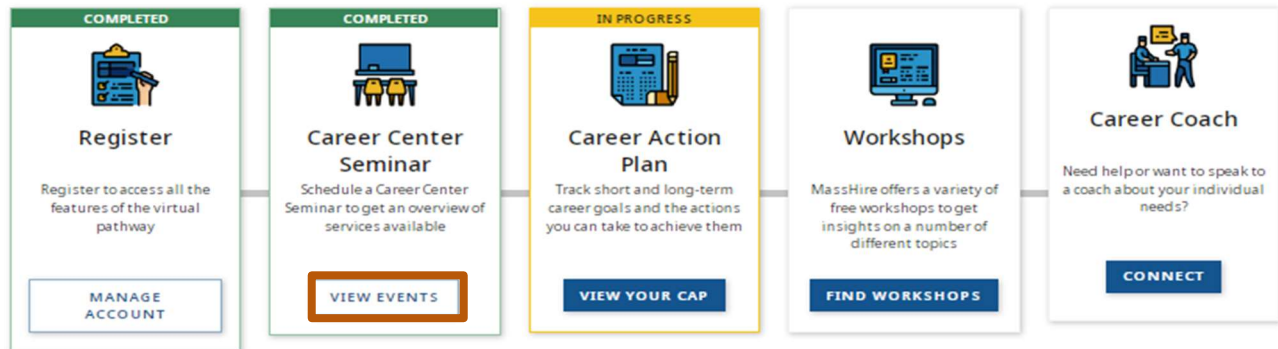
617-745-4036

Prerequisite: No

SCHEDULE

Career Center Seminar Scheduling through JobQuest (*registered*)

Path to Reemployment



FIND JOBQUEST EVENTS NEAR YOU

Search for career center workshops, job fairs and recruitment events by MassHire Career Centers or by region. Find a MassHire Career Center near you.

You can search all events or focus your search by entering any combination of search criteria.

Keywords
Example: job fair

Event Type
Select an Event Type

Time Frame
At any Time in the Future

Location
Search by Career Center

Career Center
Select a Career Center

In-Person Or Virtual
Select Inperson or Virtual

RESET **SEARCH**

Career Center Seminar

IN-PERSON

Wednesday, October 19, 2022
1:00 PM - 4:00 PM
Pittsfield Career Center
413-499-2220
Prerequisite: Yes **SCHEDULE**

Virtual Career Center Seminar

VIRTUAL

Monday, October 24, 2022
9:00 AM - 10:30 AM
Pittsfield Career Center
413-499-2220
Prerequisite: No **SCHEDULE**

Services							
Service Date	Staff ID	Category	Service Detail	Career Center	Hours		Add
04/05/2023	INETSELF	Job Search	Job Search Planning	Virtual Career Center		E	Edit
04/05/2023	INETSELF	Job Search	Labor Market Info - Self Direc	Virtual Career Center		E	
04/05/2023	INETSELF	Profiling - CCS/RESEA/EI	Attended CCS/Orientatic	Virtual Career Center		E	Delete
04/05/2023	INETSELF	Orientation	Notified Of EEO Rights/Comp	Virtual Career Center		E	

Career Center Seminar Event Participation Screen

The *Event Participation* screen is used for scheduling the jobseeker for their RESEA Review. Notice the following:

- The “\$” means the jobseeker has a current UI claim
- The REA and RES icons mean they are enrolled in the RESEA program
- The RESEA Review deadline date:
 - Jobseekers must be scheduled prior to their RESEA Review deadline date to avoid a sanction
 - If the RESEA deadline date is in the past, and there is no \$, the jobseeker does not need to be scheduled for a RESEA review
 - If the RESEA deadline date is in the past, and there is a \$, the jobseeker may need to be scheduled for a RESEA review if they have not yet met the RESEA requirements
 - This may require review of additional MOSES screens

Job Seeker Event Participation Entry

Scheduled Event

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurley - MOSES Co-Facilitator 1:

Date: 12/09/2016 Time: 09:30 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By
<input type="checkbox"/>	###-##-4073	11122123	Al	Alpha	860-365-1111		MMAKE
<input type="checkbox"/>	###-##-4262	11122211	Bee	Beta	413-364-1111	12/23/2016	MMAKE
<input type="checkbox"/>	###-##-2788	11122212	Ernie	Eaton	413-391-1111	11/11/2016	MMAKE

Quick Search Add Delete OK Cancel Go to Job Seeker

RESEA Review icons: REA, RES, \$, JQ

60-dayer – Post Career Center Seminar

A 60-dayer is a RESEA jobseeker/claimant who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program. Once enrolled, a 60-dayer must complete their Initial RESEA by week three and their RESEA Review requirements within five weeks after enrollment.

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
RESEA Review	01/01/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	01/01/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Acknowledge S30 and Trade Require	12/08/2021	00/00/0000	00/00/0000	Set, But Attainment Pending
Research LMI	12/08/2021	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/08/2021	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Developme	12/08/2021	00/00/0000	00/00/0000	Set, But Attainment Pending

After the 60 Dayer's attendance at CCS is recorded into MOSES, the following CAP goals are auto-populated with the date of CCS attendance:

- Research LMI
- Review Work Search Activity
- Resume and Cover Letter Development
- Acknowledges Section 30 and Trade Requirements (must be attained prior to attaining the Initial RESEA Review CAP goal)

The CAP goals for 60-dayers that are auto-populated at the time of enrollment in the RESEA program are:

- Initial RESEA Review
- RESEA Review

60-dayer – Post Career Center Seminar, continued

When a 60-dayer is enrolled in the RESEA program, the *General* tab under the *Services* screen will display a service detail **Waived from CCS/Notified of CCS**.

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey						
General Employment Administrative Testing Course/Activity Youth Goals						
Services						
Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
01/01/2022	MOSESINT	Program Enrollment	RESEA - Reemployment Ser	Norwood Career Center		
01/01/2022	MOSESINT	Program Enrollment	RES - Reemployment Service	Norwood Career Center		
01/01/2022	MOSESINT	RESEA	Waived from CCS/Notified of	Norwood Career Center		
12/08/2021	MOHAR	Assessment	Initial Assessment Interv	Norwood Career Center	0.3	E
12/08/2021	MOHAR	Orientation	Career Center Services/Ever	Norwood Career Center	0.3	E
12/08/2021	MOHAR	Job Search	Labor Market Info - Staf	Norwood Career Center	0.3	E
12/08/2021	MOHAR	Job Search	Job Search Planning	Norwood Career Center	0.3	E
12/08/2021	MOHAR	Orientation	Notified Of EEO Rights/Comp	Norwood Career Center	0.3	E
12/08/2021	MOHAR	Profiling - CCS/RESEA/EI	Attended CCS/Orientatio	Norwood Career Center	0.0	E
12/07/2021	NREDI	Job Search	Individual Assistance	Norwood Career Center	1.0	
11/18/2016	GKOST	Job Search	Resource Room/Self Directe	Employment & Training Resou	1.0	
11/07/2016	BARCODE	Job Search	Labor Market Info - Self Direc	Employment & Training Resou	1.0	E
11/07/2016	BARCODE	Job Search	Resource Room/Self Directe	Employment & Training Resou	1.0	E

Row 1 of 50

More

When the 60-Dayer is **enrolled** in the RESEA program, the following **CAP goals auto-populate** in the Special Programs tab in MOSES with the date of enrollment:

- Initial RESEA Review
- RESEA Review

Developing CAP Goals

Career centers may use their own format of the CAP/IRP if it contains the required *mandatory goals, goal action steps and target dates*, including the following statements that jobseekers must sign:

Signature Statements on CAP Goal: *I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.*

I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 unemployment benefits. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File MA Form 1666) and deadlines if company is certified.

Each jobseeker CAP form must have completed Goal Action Steps that answers the following questions: **who, what, where, when**, and the *Target Date* must be entered into MOSES.

- **Who** is the jobseeker meeting with for services?
- **What** tasks will the jobseeker be doing to complete each individual goal and what resources will they use (i.e., MassHire CIS, TORQ, O'Net, My Next Move, MySkills MyFuture)?
- **Where** will the jobseeker complete these tasks (i.e., workshop, website)?
- **When** will the task be completed (i.e., date and time)?

Whether working with the Jobseeker/Claimant on paper or via the virtual CAP, Jobseeker/Claimant and staff should work together to create, plan, and document CAP goals. Upon agreement of goals, Jobseeker/Claimant should sign and date the form (either manual or virtual signature). Documenting the CAP goal action step for each goal in MOSES is based on local career center policy and procedures. It is important to remember that the CAP is a living document.

To use and print the CAP goals in MOSES:

- From the *Special Programs* tab, select *CAP* and print the CAP goals by selecting the *print* button

Note: The jobseeker must leave the Initial RESEA meeting with their **signed** CAP form that they started in the CCS and completed at the Initial RESEA meeting. A copy will be kept on file until they complete their RESEA Review.

Developing CAP Goals, Continued

Auto-Populated CAP Goals:

The mandatory RESEA CAP goals for Jobseekers/Claimants enrolled in the RESEA Program are auto-populated on the Special Programs MOSES CAP when attendance at CCS is recorded into *MOSES*.

The screenshot shows the 'CAP' tab in the 'Special Programs' section. The 'Goals' table lists the following goals:

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledge S30 and Trade Requirements	01/05/2022	01/05/2022	01/05/2022	Attained
Research LMI	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
RESEA Review	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	01/05/2022	01/05/2022	01/05/2022	Attained

Below the table, the 'Career Objective' section includes a checkbox for 'Viewable to Employers on the internet (JobQuest)' which is currently set to 'Yes'.

RESEA review mandatory goals:

- Acknowledges Section 30 and trade requirements
- Research LMI
- Review Work Search Activity
- Review resume and cover letter development
- Confirm Initial RESEA Review completed and attained
- Verify Interim referral service
- Verify JobQuest Registration
- Assign future goal/event*
- Attain RESEA Review

Reemployment Eligibility Assessment (REA)

- UI Eligibility review of work search for every week benefits are requested
- UI Eligibility to confirm that jobseeker is able, available, and actively seeking work
- Review of the RESEA UI Eligibility Assessment questionnaire

*The *Future goal/event* is **not** auto-populated. This goal or event is manually entered at the time of the RESEA Review. The goal will be one that meets the jobseeker's job search needs. The purpose of the *Future goal/event* is to have jobseekers return to the career center for ongoing services and support and follow-up must be conducted.

Staff may utilize "**Attains, Scheduled to Return**" Crystal report for follow-up on the future service.

<https://www.mass.gov/service-details/resea>

Developing CAP Goals, continued

Goal: Clearly defined, realistic, attainable	Action steps: Include timeframes, specific time, and place (4 W's), related to goals	Plan: Comprehensive A 'living document' measurable
---	---	--

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

CAP | CAP Research | SMARTT | Section 30 | VRAP | Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledge S30 and Trade Require	12/22/2021	12/22/2021	12/22/2021	Attained
Research LMI	12/22/2021	01/04/2022	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/22/2021	01/04/2022	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Developmei	12/22/2021	01/04/2022	00/00/0000	Set, But Attainment Pending
RESEA Review	12/22/2021	01/04/2022	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	12/22/2021	12/22/2021	12/22/2021	Attained

Add | Edit | Delete | Print

Completion of the Goal Action Steps for each CAP goal in MOSES is a requirement based on local office policy. Signing off on the CAP form, staff are attesting that jobseeker/claimant has established goals prior to completing the Initial RESEA.

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

▶ Type of Goal: Research LMI ▶ Date Established: 02/08/2016 ▶ Scheduled/Target Date: 02/18/2016
 ▶ Attainment: Set, But Attainment Pending ▶ Actual Date: 00/00/0000

Reason Description:

Created Office: Hurley/MOSES Unit
 Last Modified Office: Hurley/MOSES Unit Last Modified Date: 02/08/2016 By: JTSTAF

OK Cancel

Customer Development of CAP Goals in MassHire JobQuest

All jobseekers may develop their CAP and create their Profile in MassHire JobQuest (JQ) using the *Path to Re-Employment* on their personalized Dashboard. The RESEA jobseeker may complete the requirements of Labor Market Research and Resume by completing both the CAP and Profile in their MassHire JobQuest account.

Goals on the CAP selected by the jobseeker may be used for the interim service goal or the future goal if they are appropriate RES services. Staff reviews the jobseeker/claimant's goals (barriers) on their CAP, and after discussion, sets the appropriate event or workshop in MOSES that best addresses the barrier.



Customer Development of CAP Goals in MassHire JobQuest

Your Career Action Plan

Your career action plan is a roadmap that will take you from identifying and researching your targeted occupation to getting that job and advancing in your career.

1
 IDENTIFY TARGETED OCCUPATION

2
 RESEARCH JOB MARKET

3
 NEEDS ASSESSMENT

4
 CAP SUMMARY

IDENTIFY TARGETED OCCUPATION

What are your career goals?

Indicate your primary career goal and save it to your career action plan. Tell us about other things that are important to you like commute, salary, benefits, etc. This information will help guide your Career Action Plan, and does not affect your Job Matches.

IDENTIFY TARGETED OCCUPATION

What are your career goals?

Indicate your primary career goal and save it to your career action plan. Tell us about other things that are important to you like commute, salary, benefits, etc. This information will help guide your Career Action Plan, and does not affect your Job Matches. If your targeted occupation is not listed below, go back to your profile to update your targeted occupation.

Your Targeted Occupations

The targeted occupations you selected in your profile are listed below. Select one primary targeted occupation.

* Required

* Primary Targeted Occupation

- ☐ Nursing Assistants
- ☒ Medical Assistants
- ☐ Machinists

How far are you able to commute?

15 miles

What is your desired salary?

\$45,000 per year

What kind of benefits package do you need?

Health Insurance, Education, Paid Holidays

Please list any additional job preferences

The ability to have paid childcare.

264 characters left

What is your target date for obtaining a job?

01/03/2022



Customer Development of CAP Goals in MassHire JobQuest

Your Career Action Plan

Your career action plan is a roadmap that will take you from identifying and researching your targeted occupation to getting that job and advancing in your career.



* Required For RESEA

* What is the average wage per year (or wage range)?

45,000

* What is the growth projected over the next several years?

high

* What are the annual openings expected (i.e. low, medium, high, very high)?

high

* What is the typical education level required for this type of occupation?

bachelors degree

* Are there any special skills identified with this occupation?

being able to teach

Jobseekers can view on-demand videos in preparation for their RESEA requirements and receive credit for watching 100% of the video. Attendance is automatically updated in their MOSES record and the Rainbow Report.

MASSHIRE JobQuest

Labor Market Information and Tools for Assessment →

English version →

Resumes That Work →

English version →

Prepare for your Initial Re-Employment Services and Eligibility Assessment (RESEA)

English version →

TORQ – Learn about Your Transferrable Skills →

English version →

Welcome to the MassHire Career Center Seminar (CCS) →

English version →

PROFESSIONAL IMPROVEMENT

- ☒ * Research The Labor Market And Salary Information
- ☒ * Develop Or Update Your Resume And Cover Letter

RESEA Jobseekers must complete the needs assessment questions marked with the *red asterisk.

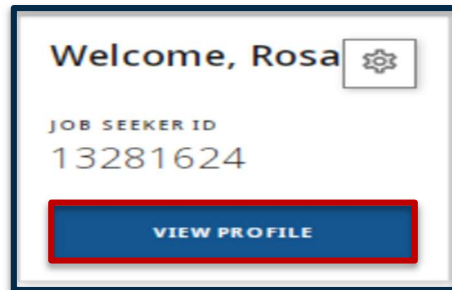
RESEA Program Action Steps

	DEADLINE DATE:	COMPLETION DATE:
<input checked="" type="checkbox"/> Register With JobQuest		
<input checked="" type="checkbox"/> Attend Career Center Seminar	03/01/2022	02/10/2022
<input type="checkbox"/> Research LMI	03/15/2022	
<input type="checkbox"/> Resume And Cover Letter Development	03/15/2022	
<input type="checkbox"/> Acknowledge S30 And Trade Requirements	03/01/2022	
<input type="checkbox"/> Initial RESEA Review	03/01/2022	
<input type="checkbox"/> Review Work Search Activity	03/15/2022	
<input type="checkbox"/> RESEA Review	03/15/2022	

RESEA Jobseekers cannot change or update the deadline dates on the RESEA Program Action Steps.

Customer Development of CAP Goals in MassHire JobQuest

Creating and completing a Profile in MassHire JobQuest will generate a resume that the jobseeker can download to a PDF or Word (docx) file in preparation for their RESEA meetings.



Rosa Daymore
 19 Staniford Street, Boston, MA, 02111
 Email: rosa.daymore@gmail.com
 Phone: 617-555-1111

EXPERIENCE
Machine Operator
 Durham Manufacturing
 April 2018 - August 2021
 Operated machines for manufacturing company

EDUCATION & CERTIFICATIONS
Monrovia High School
 High School Diploma

Certified Nursing Assistant
 Smith School of Health
 September 2016
 Massachusetts

SKILLS
JOB SKILLS

- Apply Patient Care Procedures
- Prepare Patients For Tests
- Schedule Appointments
- Apply Sanitation Practices To Health Care
- Record Medical Histories

COMPUTER SKILLS

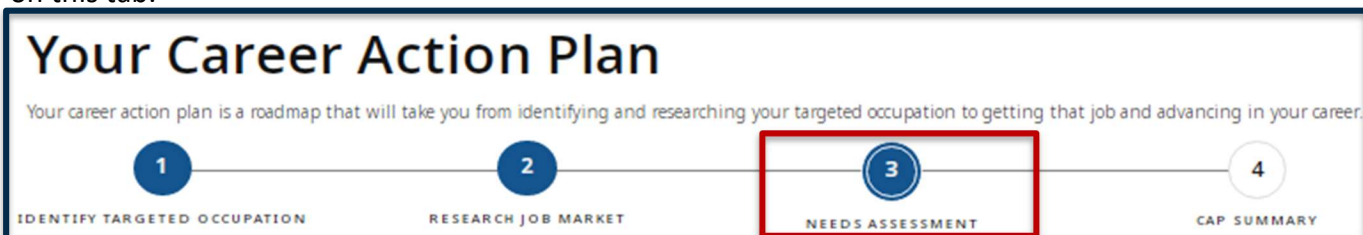
- Use E-Mail Software (e.g. Outlook)
- Use Word Processing Software (e.g. Word Perfect, Microsoft Word)
- Use Personal Computers

LANGUAGE SKILLS

- English
- Spanish
- Portuguese

MOSES: CAP and CAP Research Tabs

When RESEA Jobseekers/Claimants create their Career Action Plan (CAP) in MassHire JobQuest and complete the Needs Assessment, staff can view and address the jobseeker/claimant's self-identified needs from the CAP tab in MOSES. Staff can also view the Jobseekers/Claimants RESEA Review CAP goals on this tab.



NEEDS ASSESSMENT

What skills or resources do you need to get the job?

Review the assessment questions below to identify the types of services from MassHire that can help you with your goals. Click on the resources for which you want to set up action steps and track progress.

Jobseeker's self-selected CAP goals from the Needs Assessment:

Daymore, Rosa SSN: 999-01-6789 ID: 13281624

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

CAP CAP Research SMARTT Section 30 VRAP Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Meet with a Career Coach	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Explore Training Options	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Earn a Training Certificate	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Improve my Occupational or Work Bas	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Improve my English Language Skills	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Learn Basic Budgeting	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Increase Savings	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Childcare	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending
Housing	09/29/2021	10/14/2021	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

Career Objective

RESEA Review CAP Goals:

CAP CAP Research SMARTT Section 30 VRAP Snapshot

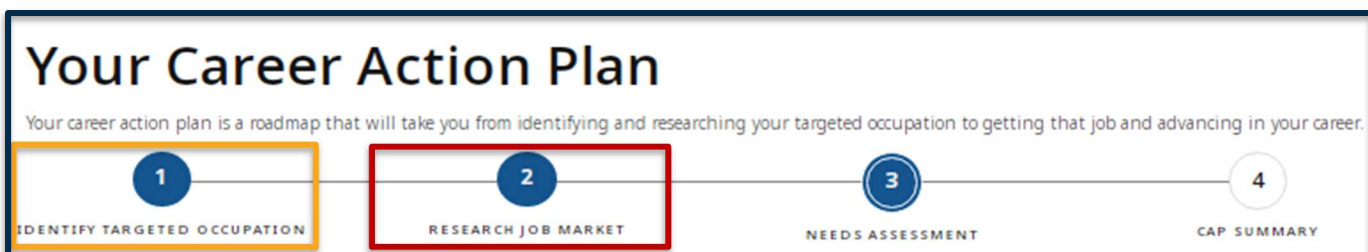
Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Meet with a Career Coach	01/06/2022	01/10/2022	00/00/0000	Set, But Attainment Pending
Acknowledge S30 and Trade Require	12/28/2021	01/04/2022	01/04/2022	Attained
Research LMI	12/28/2021	01/06/2022	01/06/2022	Attained
Review Work Search Activity	12/28/2021	01/06/2022	01/06/2022	Attained
Resume and Cover Letter Developme	12/28/2021	01/06/2022	01/06/2022	Attained
RESEA Review	12/28/2021	01/06/2022	01/06/2022	Attained
Initial RESEA Review	12/28/2021	01/04/2022	01/04/2022	Attained

Buttons: Add, Edit, Delete, Print

MOSES: CAP and CAP Research Tabs, Continued

When RESEA Jobseekers/Claimants create their Career Action Plan (CAP) in MassHire JobQuest, staff can view the targeted occupation and Labor Market Research from the **CAP Research tab** in MOSES. This tab populates when the jobseeker/claimant begins or completes their Career Action Plan.



IDENTIFY TARGETED OCCUPATION

What are your career goals?

Indicate your primary career goal and save it to your career action plan. Tell us about other things that are important to you like commute, salary, benefits, etc. This information will help guide your Career Action Plan, and does not affect your Job Matches.

RESEARCH JOB MARKET

What job or career do you want?

Now that you have identified your targeted job and job preferences, you will want to research this job to find out if your expectations are attainable. Use these resource links to answer these questions about your targeted job. You can save or print them out after you have answered them.

Daymore, Rosa SSN: 999-01-6789 ID: 13281624 JQ B Notes

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

CAP **CAP Research** SMARTT Section 30 VRAP Snapshot

CAP Research

Targeted Occupation	Medical Assistants	Job target date	01/03/2022
Willing to commute	15 miles	Additional preferences	The ability to have paid childcare.
Desired salary	\$45,000 per year	Short term goals	Attend training for Medical Assistant Apply for Section 30 Take ESOL classes
Benefits package needed	Health Insurance, Education, Paid Holidays	Long term goals	Work in a medical office Secure stable childcare
Average wage per year	43,000	Other Support Services:	
Growth projected	Faster than average		
Annual openings	High, 92,800		
Education level	Medical/Clinical Assistant training		
Special skills	Operate x-ray, electrocardiogram (EKG)		

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Printing CAP Goals in MOSES

Test, Susan SSN: XXX-XX-0004 8 REA RES

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services **Special Programs** Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 and Trade	02/08/2016	02/08/2016	02/08/2016	Attained
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter				
RESEA Review				
Initial RESEA Review				

Buttons: Add, Edit, Delete, **Print**

CAP Goals have changed

Changes must be saved before you can proceed. Are you sure you want to save changes?

Yes No

Career Objective
Add or update on the Viewable to Employee

MOSES Printer Selection

Current Printer: \\det-hurley-10\Hurley-1P1-Ricoh-MPC5503

Chosen Printer:

Printers Available: Click "PrintSetup Dialog" button for more options

\\det-hurley-10\Hurley-1P1-Ricoh-MPC5503 winspool Ne03:
 \\det-hurley-10\HURLEY-1P2-HPLJ400winspool Ne04:
 LJ500 (HP LaserJet 500 color M551) winspool Ne01:

PrintSetup Dialog OK

Print All ☒ Date established: From: 00/00/0000 To: 00/00/0000

OK Cancel

Printing CAP Goals in MOSES, continued

MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM CAREER ACTION PLAN

Customer Name: Practice, Joe

Job Seeker ID: 12345678

Career Objective: Looking for Licensed Practical Nursing Position.

Goal Type	Goal Status	Scheduled / Target Date	Actual Date	Goal Action Steps	Created By
Research LMI	Set, But Attainment Pending	05/26/2015	00/00/0000		MOSESINT
Register with JobQuest	Set, But Attainment Pending	05/29/2015	00/00/0000		MOSESINT
Review Work Search Activity	Set, But Attainment Pending	05/29/2015	00/00/0000		MOSESINT
Resume and Cover Letter Development	Set, But Attainment Pending	05/29/2015	00/00/0000		MOSESINT
Meet with Employment Counselor	Attained	05/20/2015	05/20/2015		TSTAF
REA Review	Set, But Attainment Pending	05/29/2015	00/00/0000		MOSESINT
Initial RESEA Review	Attained	05/19/2015	05/19/2015		MOSESINT
Acknowledges Section 30 and Trade	Attained	05/29/2015	00/00/0000		MOSESINT

*I have assisted in developing this Career Action Plan and I agree with goal and actions selected.
I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with the Career Center staff. I am able, available, and actively seeking employment.
I understand that failure to comply with this plan will result in a loss of my unemployment benefits.*

I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20th payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File MA Form 1666) and deadlines if company is certified.

Recording Career Center Seminar and Initial RESEA Attendance

- Prompt and accurate recording of attendance is **critical**
- Confirm that all Jobseekers/Claimants' attendance has been confirmed for virtual CCS or has signed the attendance sheet for in person CCS.

A delay in data entry or neglect in recording CCS attendance timely may cause jobseeker/claimant to have an undue sanction and temporary loss of benefits.

Job Seeker Event Participation Entry

Scheduled Event

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurley - MOSES Co-Facilitator 1:

Date: 12/02/2015 Time: 09:30 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By	Attended
<input type="checkbox"/>	###-##-4073	11122123	Al	Alpha	860-365-1111		IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-4262	11122211	Bee	Beta	413-364-1111	12/06/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-0826	11133322	Clyde	Cato	413-610-1111		IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-3743	11122215	Dan	Doit	413-783-1111	11/27/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-2788	11122212	Ernie	Eaton	413-391-1111	12/06/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-7588	11122213	Fred	Free	413-789-1111	12/11/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-1784	11122211	George	Goodall	-	12/18/2015	IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker

Recording Acknowledgement of Section 30 and Trade Requirements

To attain the Section 30 and Trade goal, jobseeker must have signed off on their CAP form acknowledging that they were informed and understand the requirements of the Section 30 Program, including the requirement to apply by the 20th payable week of their claim, and that they were informed of the Trade Program deadlines and filing *form 1666*.

When *Acknowledges Section 30 and Trade Requirements* CAP goal is attained, the system will auto-populate the Reason Description box and create a note in MOSES Notes.

08/13/2019	(Acknowledges Section 30 and Trade Requirements), (Attained) Claimant has signed off and acknowledges that they have been informed about the Training Opportunities Program (TOP/Section 30) and understands they must submit a complete TOP/Section 30 application within the first 20 weeks of receiving UI benefits. Customer provided work history to determine potential Trade eligibility. If applicable, customer was referred for filing TAA eligibility (MA Form 1666)., Actual Date: 08/13/2019
------------	---

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 and Trade	08/13/2019	08/13/2019	08/13/2019	Attained

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

▶ Type of Goal: Acknowledges Section 30 and Trade ▶ Date Established: 08/13/2019 ▶ Scheduled/Target Date: 08/13/2019
 ▶ Attainment: Attained ▶ Actual Date: 08/13/2019

Reason Description: Claimant has signed off and acknowledges that they have been informed about the Training Opportunities Program (TOP/Section 30) and understands they must submit a complete TOP/Section 30 application within the first 20 weeks of

Created Office: New Bedford Career Center

Last Modified Office: New Bedford Career Center Last Modified Date: 08/13/2019 By:

OK Cancel

Recording Initial RESEA

Acknowledges Section 30 and Trade Requirement CAP goal must be attained prior to attaining the Initial RESEA Review CAP goal.

Basic	Full	Education	Work History	Events	Alerts	Career Plan/Youth ISS	Services	Special Programs	Survey
CAP	CAP Research	SMARTT	Section 30	VRAP	Snapshot				
Goals									
Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status					
Research LMI	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending					
Review Work Search Activity	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending					
Resume and Cover Letter Development	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending					
RESEA Review	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending					
Initial RESEA Review	01/05/2022	01/05/2022	01/05/2022	Attained					
Acknowledge S30 and Trade Requirement	01/05/2022	01/05/2022	01/05/2022	Attained					

Reemployment Services Goals and Tasks Details

Goal Action Steps:

Type of Goal: Initial RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/02/2015

Attainment: Attained Must Be Attained By: 1/1/2016 Actual Date: 12/02/2015

Created Office: Attained

Did Not Attain (DNA)

Did Not Report (DNR)

Set, But Attainment Pending

Last Modified Date: 12/22/2015 By: KLEON

OK Cancel

Recording Initial RESEA, continued

Note: In order to attain the RESEA Review, jobseeker must attain the Initial RESEA.

Did Not Attain (DNA) – The jobseeker attended the Initial RESEA and did not demonstrate that they are able, available, and actively seeking work and did not agree to meet the requirements of the program.

The screenshot shows a window titled "Reemployment Services Goals and Tasks Details". It has a tab labeled "Add Goal Action Steps". The form contains the following fields:

- Type of Goal: Initial RESEA Review
- Attainment: Did Not Attain (DNA)
- Date Established: 02/08/2016
- Scheduled/Target Date: 02/18/2016
- Actual Date: 02/18/2016
- Reason Description: The job seeker attended the Initial RESEA but did not demonstrate that they are able, available and actively seeking work and did not agree to meet the requirements of the program.
- Created Office: Hurley/MOSES Unit
- Last Modified Office: Hurley/MOSES Unit
- Last Modified Date: 02/18/2016
- By: TSTAF

Buttons for "OK" and "Cancel" are at the bottom right.

Did Not Report (DNR) – The jobseeker attended the CCS and did not attend the Initial RESEA meeting.

The screenshot shows a window titled "Reemployment Services Goals and Tasks Details". It has a tab labeled "Add Goal Action Steps". The form contains the following fields:

- Type of Goal: Initial RESEA Review
- Attainment: Did Not Report (DNR)
- Date Established: 02/08/2016
- Scheduled/Target Date: 02/18/2016
- Actual Date: 02/18/2016
- Reason Description: The job seeker did not attend the Initial RESEA meeting
- Created Office: Hurley/MOSES Unit
- Last Modified Office: Hurley/MOSES Unit
- Last Modified Date: 02/18/2016
- By: TSTAF

Buttons for "OK" and "Cancel" are at the bottom right.

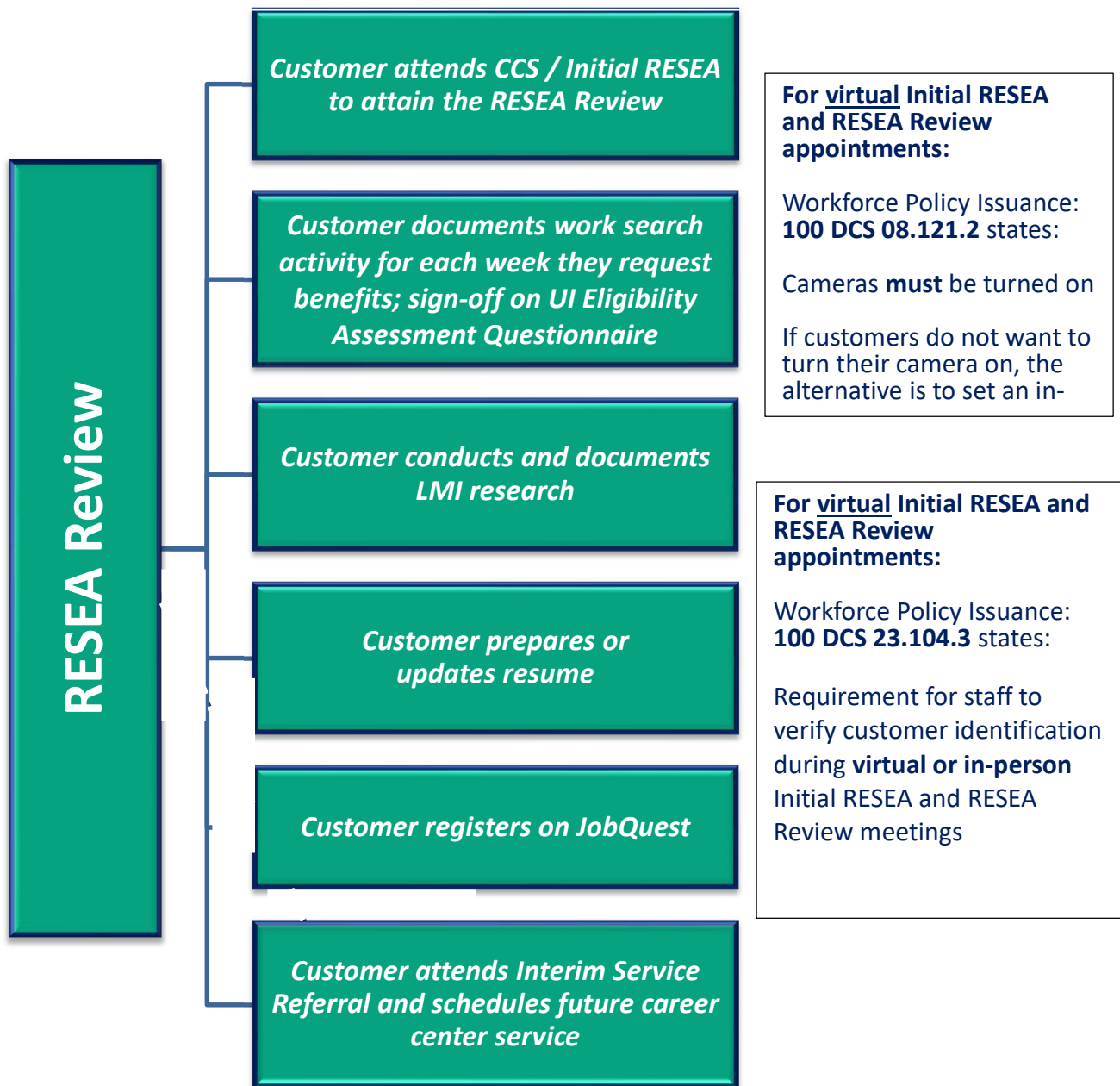
The Services Screen detail shows the Failed Initial RESEA Review.

The screenshot shows a user interface for "TEST, Susan" with SSN: 999-22-0582 and ID: 12503421. The "Services" tab is selected. The "General" sub-tab is active, showing a table of services.

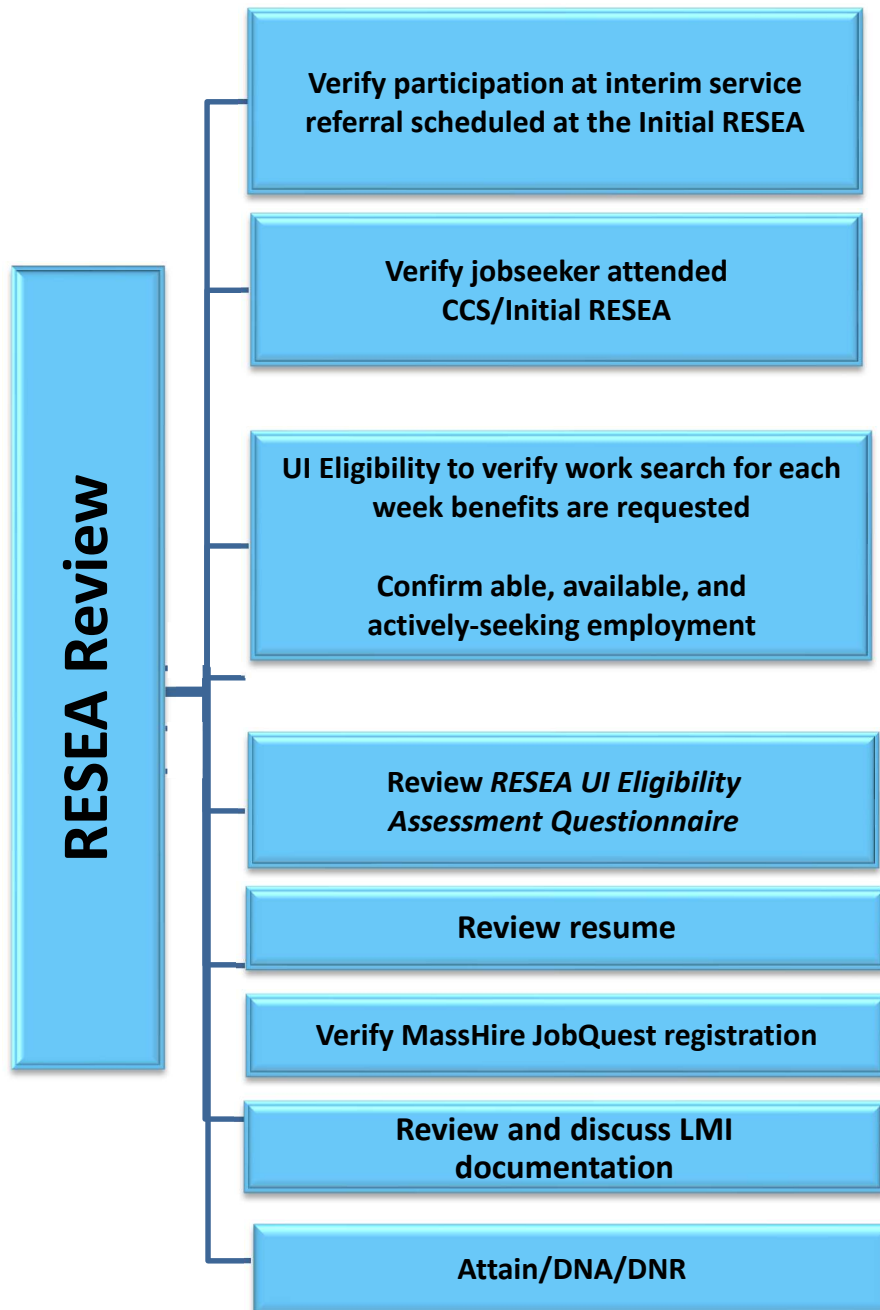
Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/18/2016	TSTAF	RESEA	Failed Initial RESEA Re	Hurley/MOSES Unit		Add Edit

RESEA Review Process

RESEA Review Program Eligibility Requirements (Jobseeker)



Conducting RESEA Review (Staff)



For virtual Initial RESEA and RESEA Review appointments:

Workforce Policy Issuance:
100 DCS 08.121.2 states:

Cameras **must** be turned on

If customers do not want to turn their camera on, the alternative is to set an in-person meeting

For virtual Initial RESEA and RESEA Review appointments:

Workforce Policy Issuance:
100 DCS 23.104.3 states:

Requirement for staff to verify customer identification during **virtual or in-person** Initial RESEA and RESEA Review meetings

UI must be notified if a potential issue is identified for any aspect of the RESEA program

RESEA Review Process

The RESEA Review is a one-on-one meeting between the RESEA Specialist and a jobseeker to provide the jobseeker access to a full array of services available at the career center, and to ensure that the jobseeker continues to comply with all UI eligibility requirements. The review tracks the jobseekers progress towards meeting the required goals and CAP activities. It also ensures that the jobseeker has met all requirements of the RESEA program and is scheduled for additional career center services beyond the RESEA Review date.

During the RESEA Review, the following Program Requirements are verified for completion and any potential issues are referred to DUA:

- Attended CCS/Initial RESEA by week three (3) and attended RESEA Review by week five (5)
- Acknowledged Section 30 and Trade Requirements
- Conducted UI Eligibility Review for work search for each and every week benefits are requested, completion of work search activity tracking document and continues to be able, available, and actively seeking employment
- Conducted review of *RESEA UI Eligibility Assessment questionnaire*
- Conducted and documented Labor Market Information (LMI) exploration
- Registered with MassHire JobQuest
- Useable Resume for Job Search Purposes
- Completed the Career Action Plan (CAP)
- Verification of interim service referral completion
- Referral for future MassHire Career Center services

During the RESEA Review Meeting

Step	Action
1	RESEA Specialist reviews all required documentation listed above.
2	RESEA Specialist conducts UI Eligibility review of: (1) work search for each and every week benefits are requested, (2) confirms able, available, and actively seeking work, (3) review of <i>UI Eligibility Assessment questionnaire</i> , and (4) verifies attendance at Initial RESEA interim service.
3	RESEA Specialist works with jobseeker to review the Career Action Plan and review each individual goal to determine if the goal was attained.
4	Continue to provide on-going re-employment services to meet the individual needs of the jobseeker.
5	Keep all documentation on file until the RESEA Review is complete and attained in MOSES and/or per the Local Office Policy. If requirements were completed via the JQ Virtual Pathway, ensure data is saved in MOSES.



CAP Goal: Labor Market Information (LMI)

Research LMI
<p>Attainment Criteria: RESEA Specialist reviews the LMI exploration and determines if the jobseeker has the required documentation to attain the LMI goal</p> <ul style="list-style-type: none"> Has the jobseeker identified if their industry is growing, declining, or remaining stable? What did the jobseeker identify as a salary range for the occupations explored? What is the source of their LMI? Has the jobseeker provided documentation of their completed labor market exploration?
<p>As a result of exploring LMI, jobseeker will be able to identify:</p> <ul style="list-style-type: none"> How labor market information informs their job search Transferrable skills Skills gaps Labor market trends Salary information Tools and resources available
<p>Suggested questions to engage the jobseeker during the RESEA Review</p> <ul style="list-style-type: none"> Tell me about your labor market exploration? What did you learn? What industries/occupations have you considered based on your labor market exploration? What transferable skills did you identify? What skills gaps have you identified? Is the salary range realistic or acceptable?
<p>Referrals to relevant Career Center Services, examples may include,</p> <ul style="list-style-type: none"> LMI workshop Other LMI related workshops offered by the Career Center Social Media MassHire CIS TORQ Resource Room
<p>Potential issues</p> <p>Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.</p>



CAP Goal: Labor Market Information, continued

Step	Action
1	RESEA Specialist reviews the LMI exploration that the jobseeker has done and determines if the jobseeker has the required documentation to attain the LMI goal.
2	From the <i>Special Programs</i> tab, select the <i>Research LMI</i> goal and click on the <i>Edit</i> button in the drop-down <i>Attainment</i> box, click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box, document clear, concise, and concrete explanation of how the jobseeker completed their LMI research, documenting the LMI tool, the occupation, the wage information, and whether the industry/occupation is in growth, decline, or stable, and whether the LMI exploration correlates with their work search activity logs?

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

CAP | CAP Research | SMARTT | Section 30 | VRAP | Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledge S30 and Trade Require	12/15/2021	01/03/2022	01/03/2022	Attained
Initial RESEA Review	12/18/2021	01/03/2022	01/03/2022	Attained
Other	01/03/2022	01/21/2022	00/00/0000	Set, But Attainment Pending
RESEA Review	12/18/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Research LMI	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Research LMI Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Attained Actual Date: 02/18/2016

Reason Description: Customer used TORQ to explore career options. She learned that her occupation of choice of Customer Service is growing by 10% in her local area and the average salary is \$26,000. She has the current skills for this position and does not require training. Her work search shows she is looking for work in this area.

Created Office: Small Career Center Last Modified Office: Hurley/MOSES Unit Last Modified Date: 02/18/2016 By: TSTAF

OK Cancel

CAP Goal: Work Search Activity

Review Work Search Activity
Attainment Criteria: Determine continued eligibility for UI benefits based on meeting work search criteria for each week benefits are requested <ul style="list-style-type: none"> • Jobseeker must be able, available, and actively seeking employment for each and every week benefits are requested • Jobseeker is required to perform three (3) work searches per week for each week that the jobseeker requested benefits • Jobseeker has not refused any appropriate job offers
As a result of tracking their job search, jobseeker will be able to identify: <ul style="list-style-type: none"> • If target wages are realistic and correspond with what was found in labor market exploration • If there is a match between their Knowledge, Skills and Abilities (KSAs) and job requirements
Suggested questions to engage the jobseeker during the RESEA Review <ul style="list-style-type: none"> • Are you able, available, and actively seeking work? • Tell me about your job search. • Tell me about the companies that have been the focus of your job search. • What could be preventing you from seeking/accepting job offers? • How far are you willing to travel? • Tell me about any interviews you have had recently. • Have you worked in any capacity? Have you had any earnings? If yes, document back to work in MOSES and notify DUA. • Have you refused any work? • How do you find your salary expectations in relation to the job search?
Referrals to Relevant Career Center Specific Services, examples may include, <ul style="list-style-type: none"> • Job Search workshop • Career center specific workshops related to job search • TORQ workshop • Resource Room • Networking, interviewing workshops
Potential Issues Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.



CAP Goal: Work Search Activity, continued

Step	Action
1	Determine continued eligibility for UI benefits.
2	From the <i>Special Programs</i> tab, select the work search activity goal and click on the <i>Edit</i> button – in the drop-down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box enter number of weeks and dates for each week of job search completed that met the DUA work search requirements and indicate how jobseeker used LMI exploration in their job search (name the positions) to indicate if the industry/occupation is growing, declining, or stabilized. Enter salary range based on LMI results. Click <i>OK</i> . Identify any consistencies or inconsistencies in MOSES notes.
Note:	On the <i>Full</i> tab in MOSES, the date and staff member initials attest to verification of the Work Search review.

Once staff attains the Work Search activity goal, the verification appears on the Full Tab. The Claimant ID is located on the full tab.

Test, Susan SSN: XXX-XX-6176 ID: IQ RE S \$ F Notes

Basic **Full** Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

General Information Military Information Barriers Assistance

Additional Information

Employed: Not Employed Immigrant: Yes No

Disability: Yes No Not Disclosed

Type: Mobility Mental Hearing Vision Cognitive

Dislocated Worker ☒

Primary Language: English

Language Details:

Summer Youth ☐

Permanently Separated (HITG): ☒ Last Modified: 12/26/2015

Economically Disadvantaged

Family Size: 1

Is your family income for the last six months below \$5,885.00? Yes No

Career Objective

Viewable to Employers on the Internet (JobQuest) Yes No

Education

In School: Yes Yes - In Alternative School No

Highest Degree: Bachelor Degree

Work Search Verification

Date Verified: 01/29/2016

Verified By: TSTAF

Claimant ID

111111

Migrant Status

Seasonal Farm Worker, Non Migrant

Migrant Farm Worker

Migrant Food Processor

Long-Term Unemployed (27+ weeks) ☐

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

CAP Goal: Work Search Activity, continued

Basic	Full	Education	Work History	Events	Alerts	Career Plan/Youth ISS	Services	Special Programs	Survey
CAP	CAP Research	SMARTT	Section 30	VRAP	Snapshot				
Goals									
Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status					
Research LMI	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending	Add				
Review Work Search Activity	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending	Edit				
Resume and Cover Letter Development	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending	Delete				
RESEA Review	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending	Print				
Initial RESEA Review	01/05/2022	01/05/2022	01/05/2022	Attained					
Acknowledge S30 and Trade Require	01/05/2022	01/05/2022	01/05/2022	Attained					

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Review Work Search Activity Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Attained Actual Date: 02/18/2016

Reason Description: Work search was reviewed for weeks 10/28/15- 12/28/15. All work searches for each week were complete and met DUA requirements. Work search logs indicate customer used LMI research and is looking for a Customer Service position in the Haverhill, Lawrence, Lowell areas. Salary range is with a median range of \$30,000 and based on her LMI research.

Created Office: Hurley/MOSES Unit

Last Modified Office: Hurley/MOSES Unit Last Modified Date: 02/18/2016 By: ISTAF

OK Cancel

CAP Goal: Resume

Resume and Cover Letter Development
Attainment Criteria: RESEA Specialist reviews the jobseeker's resume to complete the goal
As a result of developing a resume, jobseeker will be able to identify: <ul style="list-style-type: none"> • Their knowledge, skills, and abilities (KSAs) and how they relate to the job requirements • How labor market exploration helps to create the foundation for the resume • How to tailor their resume • How the resume can be useful for filling out written or on-line applications
Suggested questions to engage the jobseeker during the RESEA Review <ul style="list-style-type: none"> • What kind of results has your resume been producing? • How does your resume accurately represent your KSAs? • How are you tailoring your resume for each job? • Is your resume ready to be sent to employers? • Tell me about the resumes you have sent • How are you sending out your resume? • Are you aware of Applicant Tracking Systems?
Referrals to relevant Career Center Services, examples may include, <ul style="list-style-type: none"> • Resume Development workshop • One-on-one resume critique • Workkeys • Resource room • Staff who are Certified Professional Resume Writers (CPRW) • Career center specific workshops related to job search
Potential issues Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.
NOTE: If jobseekers do not have a resume, they can complete their Profile in MassHire JobQuest and a resume will be generated.



CAP Goal: Resume, continued

Step	Action
1	RESEA Specialist reviews the jobseeker's resume and determines if the jobseeker has a resume to complete the goal.
2	From the <i>Special Programs</i> tab, select the resume goal and click on the <i>Edit</i> button – in the drop-down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
3	Update MOSES notes regarding any observations and critique of the resume. Identify next steps that were discussed.

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

CAP | CAP Research | SMARTT | Section 30 | VRAP | Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
RESEA Review	01/05/2022	00/00/0000	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	01/05/2022	01/05/2022	01/05/2022	Attained
Acknowledge S30 and Trade Require	01/05/2022	01/05/2022	01/05/2022	Attained

Add Edit Delete Print

Reemployment Services Goals and Tasks Details



Add Goal Action Steps

► Type of Goal: Resume and Cover Letter Development ► Date Established: 01/05/2022 ► Scheduled/Target Date: 01/14/2022

► Attainment: Attained ► Actual Date: 01/14/2022

Reason Description: Reviewed Susan's resume and referred her to a resume workshop

Created Office: Brockton Career Center

Last Modified Office: Brockton Career Center Last Modified Date: 01/05/2022 By: MOSESINT

OK Cancel

CAP Goal: MassHire JobQuest (JQ)

Register with MassHire JobQuest
Attainment Criteria: RESEA Specialist verifies that the jobseeker has registered on MassHire JobQuest.
As a result of registering on JobQuest, jobseeker will be able to: <ul style="list-style-type: none"> • Use MassHire JobQuest as a resource in their job search • Create and update their Career Action Plan (CAP) • Create and update their Profile, which results in a resume that can be downloaded to a Word (docx) or PDF file format • Search for and save jobs to their Dashboard • Sign up for job matches • Manage their RESEA requirements from their Dashboard • Access TORQ to identify transferable skills, alternative occupations, and labor market exploration
Suggested questions to engage the jobseeker during the RESEA Review <ul style="list-style-type: none"> • What, if any, job matches have you done? • What jobs have you found and applied to recently? • Have you created your Career Action Plan? • Have you created your Profile? • Have you accessed TORQ (through MassHire JobQuest)? • What transferable skills, alternative occupations, and labor market exploration did you identify? • What features have you used on MassHire JobQuest? • How often do you log onto MassHire JobQuest? • What questions do you have?
Referrals to relevant MassHire Career Center Services <ul style="list-style-type: none"> • MassHire JobQuest workshop • TORQ workshop (to access TORQ through MassHire JobQuest) • Resource Room
Potential issues Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.



CAP Goal: MassHire JobQuest, continued

Step	Action
1	RESEA Specialist verifies that the jobseeker is registered on MassHire JobQuest.
2	Check MOSES <i>Services – Administrative tab</i> to verify that the jobseeker has an “INETSELF” service (MassHire JobQuest) since their RESEA enrollment and check the last time they logged into MassHire JobQuest.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ REA RES F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | Employment | **Administrative** | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
11/28/2015	INETSELF	Job Seeker Membership	System Log On		
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Ser	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	RES - Reemployment Service	Hurley/MOSES Unit	

Row 1 of 20 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Buttons on right: Add, Edit, Delete, Retention

CAP Goal: Future MassHire Career Center Service

Register for an additional MassHire Career Center Service

Attainment Criteria:

Register jobseeker for future service scheduled to take place **after** the RESEA Review. Enter future goal using CAP or schedule jobseeker for a workshop or event using the event schedule screen.

The goal will be one that meets the jobseeker's job search needs. The purpose of the *Future Goal/Event* is to have jobseekers return to the career center for ongoing services and support from career center staff.

Registering for a future MassHire Career Center Service:

- Conversation and strategy will vary from jobseeker to jobseeker based on individual needs and RESEA Review discussion
- Opportunity for jobseeker to return to the career center

Suggested questions to engage the jobseeker during the RESEA Review

- Based on our discussion, what do you see as your next steps?
- Tell me about your self-marketing pitch?
- How are your computer skills?
- Tell me about your cover letter?
- What are your work search challenges?
- How are you preparing for interviews?
- Is your resume getting you interviews?
- How else can we help you prepare?

Referrals to and follow-up of relevant MassHire Career Center Services

- Job Readiness workshop
- Resume and cover letters workshop
- Workkeys
- Online job search
- Computer workshops
- Developing self-marketing pitch workshop
- Interview workshop
- Any appropriate career center workshops

Follow-up must be conducted on future referrals and any potential issues identified must be reported to DUA

Start of RESEA Review

Review LMI

UI Eligibility Review: work search and able, available, actively seeking

Review Resume

Register with MassHire JobQuest

Referral to Future Service

RESEA Review is Complete

Follow-up on Future Service Attendance

CAP Goal: Future MassHire Career Center Service, continued

Step	Action (Option 1 or Option 2)
1	Based on the RESEA Review and needs of the jobseeker, an additional service or event is scheduled such as workshops, meeting with a job counselor, or training opportunities.
2	Option 1: From the <i>Special Programs</i> tab select <i>Add</i> and in the <i>Type of Goal</i> drop-down box, choose <i>the appropriate type of goal</i> . Enter future goal description in the <i>Goal Action Step</i> box and select a <i>Scheduled/Target Date</i> (date of future goal should be after the RESEA Review <i>Must Attain by Date</i>).
3	Option 2: From the <i>MOSES Event</i> tab, select <i>Event Scheduling</i> , choose the appropriate workshop or event. The <i>Scheduled/Target Date</i> must be after the RESEA Review <i>Must Attain by Date</i> .
Note:	The future event must be scheduled through Option 1 or Option 2 in order to attain the RESEA Review Goal.

Follow-up must be conducted on the future goal. This can assist in reengaging the jobseeker/claimant.

Option 2 - Using Event Scheduling Screen

The screenshot displays the 'Job Seeker Scheduled Events' interface. At the top, there's a navigation bar with tabs: Event Name, Location, Career Center, Schedule, Schedule, Participants/. Below this is a 'Job Seeker Event Participation Entry' window. Inside, the 'Scheduled Event' section shows details for a 'Resume & Cover Letter Workshop' scheduled for 01/07/2016 at 09:30 AM, facilitated by KLEON at the Hurley/MOSES unit. Below this is a table of job seekers with columns: Non Moses Applicant, SSN#, Job Seeker ID, First Name, Last Name, Phone No, Funding Source, and Scheduled By. One entry for Susan (SSN# 0582, ID 12503421) is highlighted. At the bottom, there's a 'Current Events' section showing a list of events, with 'Marketing Yourself In A Digital Age' scheduled for 01/13/2016 at 02:24 PM, also highlighted. The interface includes various buttons like 'Quick Search', 'Add', 'Delete', 'OK', 'Cancel', and 'Go to Job Seeker'.

RESEA Review Goal

RESEA Review:
<p>Attainment Criteria:</p> <p>RESEA Specialist confirms that the jobseeker has attended CCS/Initial RESEA and has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements</p> <ul style="list-style-type: none"> • LMI • Work Search Activity • Resume • Register on MassHire JobQuest • Review of <i>RESEA UI Eligibility Assessment questionnaire</i> • Verify participation at interim service referral made at Initial RESEA • Assign future career center service
<p>After completing the RESEA Review, jobseeker will be able to:</p> <ul style="list-style-type: none"> • Understand the requirements and responsibilities of the RESEA/UI Program to remain eligible for UI benefits • Identify resources to improve their job search
<p>Suggested questions to engage jobseeker during the RESEA Review:</p> <ul style="list-style-type: none"> • Can you tell me your understanding of the eligibility requirements to continue collecting UI benefits? • How do you feel about the next steps that we identified to better direct your job search? • How can the career center continue to guide you in your job search? • Remind the jobseeker to give their return-to-work (RTW) information once they become reemployed.
<p>Referrals to and follow-up of relevant MassHire Career Center Services:</p> <ul style="list-style-type: none"> • Workshops (i.e., Networking, Resume) • Meet one-on-one with a job counselor • Training opportunities • Other relevant career center services <p>Follow-up must be conducted on the future goal. This can assist in reengaging the jobseeker/claimant.</p>
<p>Potential issues:</p> <p>Any potential issue identified during the CCS, Initial or RESEA Reviews, or during confirmation of attending the follow-up service referral, must be documented using the <i>Potential Issue</i> form and sent to DUA.</p>

RESEA Review Goal Attainment Status	
Step	Action
1	From the <i>Special Programs</i> tab, select the <i>RESEA Review</i> , click on the <i>Edit</i> button – in the drop-down <i>Attainment box</i> , click on the appropriate attainment status, and enter the actual date.
2	<p>Attained: (With no issues)</p> <ul style="list-style-type: none"> RESEA Specialist confirms that the jobseeker has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements with no potential issues identified, then the RESEA Review goal can be attained. <p>Did Not Attain (DNA):</p> <ul style="list-style-type: none"> In the <i>Attainment box</i>, click <i>Did Not Attain (DNA)</i>, enter the actual date and clearly explain in the <i>Description box</i> reason for DNA. If jobseeker did not attain any or all the RESEA goals, be clear, specific, and concrete when entering notes in the <i>Reason Description box</i> and MOSES notes. <p>Did Not Report (DNR):</p> <ul style="list-style-type: none"> If jobseeker did not report to their scheduled RESEA appointment, clearly and concisely document any communications with the jobseeker in the <i>Description box</i> and MOSES notes. <p>Note: If staff does not update the <i>Set, But Attainment Pending</i> status by week five and the job seeker is sanctioned, the MOSES system will change the pending status to DNR with the following comment: <i>Failed to report by deadline, sanction created and sent to UI Online.</i></p> <p>Return to Work (RTW):</p> <ul style="list-style-type: none"> Update the Employment tab under the <i>Services tab</i>, with the return-to-work information. Update MOSES notes RTW must be between the enrollment date and their <i>must attain by</i> RESEA deadline In the <i>Attainment box</i>, click <i>Return to Work (RTW)</i>, enter the RTW date Download the <i>DUA Return to Work</i> form in MOSES <ul style="list-style-type: none"> Click on the <i>Employment</i> tab under the <i>Services tab</i> and highlight entered employment Click on the <i>Jobseeker</i> tab at the top of the MOSES screen (next to <i>File</i>), and select <i>Documents</i> Select <i>Return to Work</i>; Word document populates at bottom of screen Email to DUA at the email located on the bottom of the form: ReturntoWork@Mass.gov
3	Keep all documentation on file until the RESEA Review is complete and attained in MOSES and/or per the Local Office Policy. If requirements were completed via the JQ Virtual Pathway, ensure data is saved in MOSES.
Note:	Timely data entry is critical to prevent unnecessary loss of UI benefits for the jobseeker.

RESEA Review Goal Attainment Status, continued

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

CAP | CAP Research | SMARTT | Section 30 | VRAP | Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledge S30 and Trade Require	12/15/2021	01/03/2022	01/03/2022	Attained
Initial RESEA Review	12/18/2021	01/03/2022	01/03/2022	Attained
Other	01/03/2022	01/21/2022	00/00/0000	Set, But Attainment Pending
RESEA Review	12/18/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Research LMI	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Developmer	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: RESEA Review | Date Established: 12/18/2021 | Scheduled/Target Date: 01/21/2022 | Attainment: Attained | Must Be Attained By: 1/21/2022 | Actual Date: 00/00/0000

Reason Description: RESEA UI Eligibility Assessment questionnaire was reviewed for any changes or potential issues. Verified participation/attendance of reemployment service that was made at Initial RESEA.

Created Office: Springfield Career Center | Last Modified Office: Springfield Career Center | Last Modified Date: 12/21/2021 | By: AGRAN2

Buttons: OK, Cancel

RESEA Review Goal Attainment Status, continued

TEST, Susan SSN: 999-22-0582 ID: 12503421 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	12/02/2015	12/28/2015	12/02/2015	Attained
Resume and Cover Letter Development	12/02/2015	12/28/2015	12/02/2015	Attained
Review Work Search Activity	12/02/2015	12/28/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her eligibility documentation including work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Did Not Attain (DNA) Must Be Attained By: 1/1/2016 Actual Date: 00/00/0000

Reason Description: {Name} did not conduct her work search and did not bring in work search logs.

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/02/2015 By: KLEON

OK Cancel

TEST, Susan SSN: 999-22-0582 ID: 12503421 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	12/02/2015	12/28/2015	12/02/2015	Attained
Resume and Cover Letter Development	12/02/2015	12/28/2015	12/02/2015	Attained
Review Work Search Activity	12/02/2015	12/28/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her eligibility documentation including work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Did Not Report (DNR) Must Be Attained By: 1/1/2016 Actual Date: 00/00/0000

Reason Description: {Name} did not call to reschedule or attend her RESEA Review.

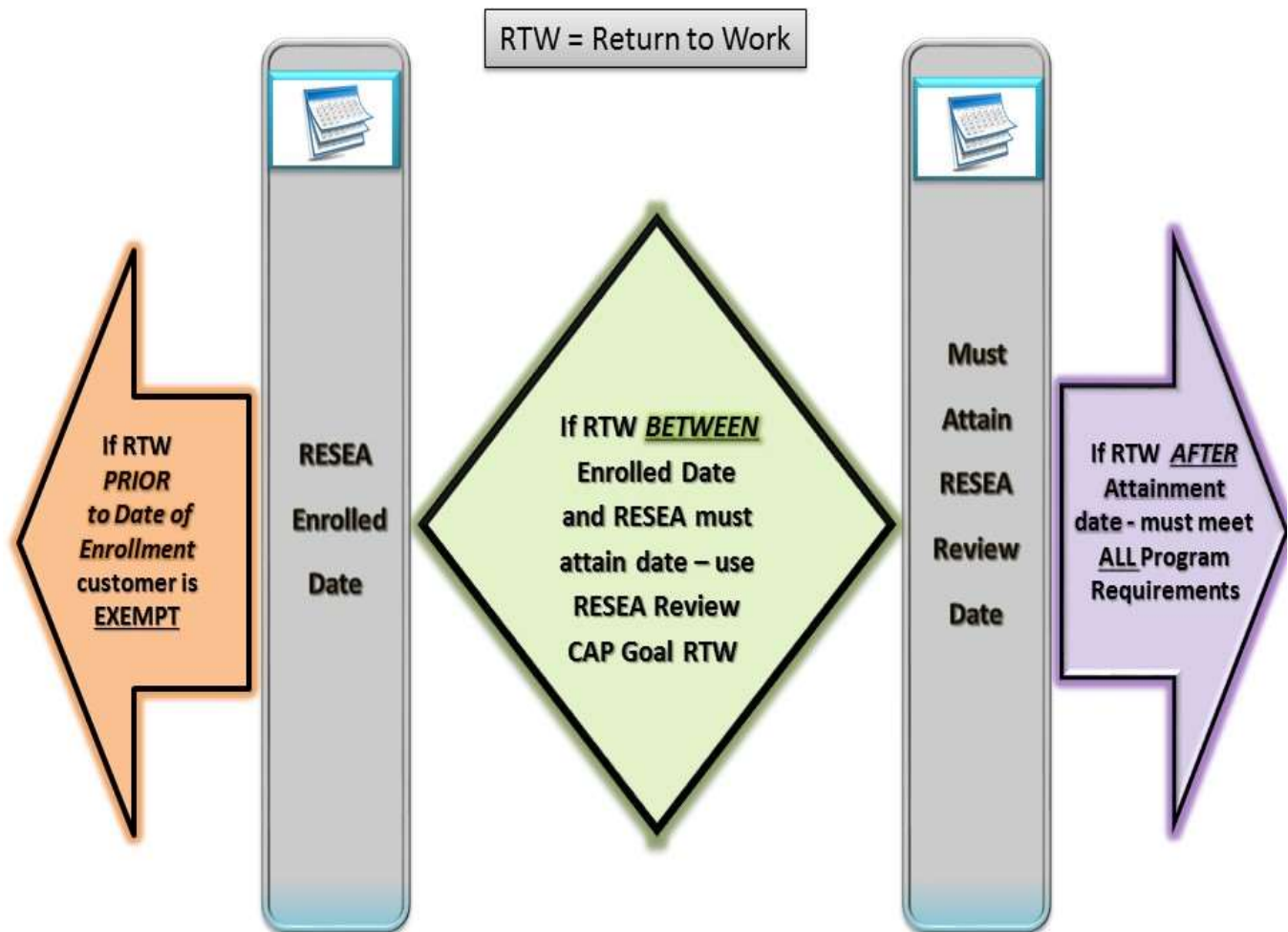
Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/02/2015 By: KLEON

OK Cancel

RESEA Review Return to Work

If	Then
<p>Jobseeker returns to work Part-Time and is collecting partial unemployment at any point in the enrollment process:</p>	<p>Jobseeker must meet <u>all</u> program requirements and attain their RESEA CAP Goals.</p> <p>Update MOSES with <i>the employment</i> information on the employment tab and generate the <i>Return to Work form</i> in MOSES and email to DUA at ReturntoWork@Mass.gov.</p> <p><i>This is done to ensure that PT wages are being reported.</i></p>
<p>Jobseeker, including 60-dayer, returns to work full-time prior to enrollment:</p> <p>NOTE: The Exempt service date must be after the date of jobseeker/claimant's RESEA enrollment date. Do not back-date the exemption to before the RESEA enrollment date.</p> <p>i.e., RTW on 7/8/19; enrolled in RESEA on 7/13/19; jobseeker/claimant informed staff on 7/19/19.</p> <p>Exemption date in MOSES is 7/19/19</p> <p>DO NOT add the RESEA Review CAP goal - RTW</p>	<p>Verify that the jobseeker/claimant is working and no longer collecting UI benefits. Enter Return to Work (RTW) information into MOSES <i>Services</i> tab <i>Employment</i>, select "<i>Found Employment</i>" not "<i>Obtained Employment</i>"</p> <p>Exempt from RESEA</p> <ul style="list-style-type: none"> • <i>Services Screen – General Services</i> • From <i>Category</i> drop-down Menu select –<i>RESEA/EUC Exempted</i> • From <i>Service</i> detail drop-down menu select-<i>Return to Work Full Time Prior to Enrollment</i> • Add RTW information in the description box, Click OK
<p>Jobseeker returns to work full-time after enrollment and prior to RESEA must attain by date:</p> <p><i>NOTE: If the jobseeker has not attended a CCS, manually add the RESEA Review CAP goal</i></p> <ul style="list-style-type: none"> • "Date Established", "Scheduled Target Date" and "Actual Date" = customer's RTW date. 	<p>Verify that the jobseeker/claimant is working and no longer collecting UI benefits. Enter <i>Return to Work (RTW)</i> information into MOSES <i>Services</i> tab <i>Employment</i>.</p> <p>On the RESEA Review CAP Goal, change the <i>Attainment Status</i> from <i>Set, But Attainment Pending</i> to RTW. Update all other outstanding CAP goals as appropriate or <i>Set But Cancelled</i>.</p>
<p>Jobseeker returns to work full-time after enrollment and after RESEA Must Attain by Date:</p> <p>Note: <i>Jobseeker will have a sanction that remains on the claim, and all program requirements must be met to lift the sanction.</i></p>	<p>Verify that the jobseeker/claimant is working and no longer collecting UI benefits.</p> <p>They must meet ALL program requirements and attain their RESEA Goals.</p> <p>Update MOSES with <i>the employment</i> information on the employment tab, generate the auto-populated <i>Return to Work form</i> and email to DUA at ReturntoWork@Mass.gov.</p>

RESEA Review Return to Work, continued



If customer Returns to Work **Part-Time** at **any** point in the Enrollment process and is still receiving UI benefits, they **must meet all Program Requirements**.

RESEA Review Return to Work, continued

Step	Action
1	From the <i>Services</i> tab, select the <i>Employment</i> tab and click on the <i>Add</i> button – in the drop-down <i>Service Type</i> box, select appropriate <i>Return to Work</i> status.
2	On the <i>Employment Services Detail</i> screen, in the <i>Service Result</i> drop-down box, select appropriate choice. Input all required employment details.
Note:	The return-to-work information cannot be input until the actual <i>Start Date</i> .

The screenshot displays the RESEA system interface. At the top, the 'Services' tab is selected. Below it, the 'Employment' sub-tab is active. The 'Add' button is highlighted. The 'Service Type' dropdown menu is open, showing various options. The 'Service Result' dropdown is also highlighted. The 'Employment Services Detail' window is open, showing fields for Service Date, Staff ID, Career Center, and Service Type. The 'Service Type' dropdown is open, showing options like 'Pre-Layoff Placement', 'Call-In', 'Found Employment', 'Job Development Referral', 'Job Referral - Staff', 'Not Referred', and 'Obtained Employment'. The 'Service Result' dropdown is also highlighted. The 'OK' button is highlighted.

RESEA Review Return to Work, continued

Employment Services Detail

Services Provided

Service Date: 12/21/2015 Last Update Date:

Career Center: Hurley/MOSES Unit Staff ID: KLEON

Description:

Service Type: Found Employment Service Result: After Receiving a Career Center Service

Employer ID: 1192111 INA:

Employment Details

Employer: Massachusetts General Hospital Phone: (617)-724-8204 Union: ☒ Yes ☐ No

Job Title: Registered Nurse Benefits: Medical and Pension/S INA: Apprenticeship: ☐ Yes ☒ No

Pay (\$): 25.00 INA: Pay Unit: Hour INA:

Start Date: 12/21/2015 Offer Date: 00/00/0000 End Date: 00/00/0000

Duration: Full Time, Over 150 Days INA: Hours/Week: .00 INA:

Additional Information

NAICS: 622110 SIC: Training Related: No

Sector: Health Care and Social Assistance Non-Traditional: ☒ Yes ☐ No Verified: ☒ Yes ☐ No

Subsector: Hospitals UI System Employer: ☒ Yes ☐ No Sector: ☐ Public ☒ Private

Industry Group: General Medical and Surgical Hospitals Verification Details:

Industry: General Medical and Surgical Hospitals Occupational Search:

US Industry: General Medical and Surgical Hospitals

Employer Address: 73 High Street

Occupational Code: 29114100 INA:

INA: Zip: 02129 Registered Nurses

City: Charlestown State: Massachusetts How did Job Seeker learn about this job?

Note: Blue/Bold Service Details are Federal/DSCCAR Reportable Services
Employment and Follow-Up Services are additionally reported on DSCCAR

Industry Code Search Employer Search OK Cancel

Verified must be checked off to confirm that RESEA Specialist verified with jobseeker that the *Start Date* is accurate, and they are no longer requesting unemployment benefits.

The return-to-work information cannot be entered into MOSES until the date the jobseeker begins work.

RESEA Review Return to Work, continued

Step	Action
Note:	The employment service must be entered into the employment tab prior to updating the RESEA Review CAP goal.
1	From the <i>Services</i> tab, select the <i>Employment</i> tab and highlight the return to work.
2	From the MOSES tool bar, select <i>Jobseeker</i> , click on <i>documents</i> from the drop-down menu, and select <i>Return to Work</i> .
3	A Word document populates at the bottom of the screen. Open the Word document and email to DUA at the email listed on the bottom of the form: ReturntoWork@Mass.gov .

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ RE RES F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | **Employment** | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Service Type	Service Result	Employer Name	Job Start Date	Job Order Number	Phone	
02/26/2016	KLEON	Obtained Employment	After Receiving a C	Brigham & Women's Hospital	02/26/2016		(617) 732-7655	Add Edit Delete

File | **Job Seeker** | **Employer** | Training | Events | Program | Reports | Feedback

Job Seeker Services

Documents

- Correspondence
- View Notes
- Scanning
- Job Bank Browse
- Barcode Card
- DTA Clock File

Job Seeker Resume
 Job Seeker Details
 Job Seeker Training Details
 Share Information Form
 UI Potential Issue
Return to Work

Military: ☐ Yes ☒ No
 Other Eligible: ☐ Yes ☒ No

Select the service you are interested in.

Windows Taskbar: Word document icon highlighted

RESEA Review Return to Work, continued

Return to work date must be **after** Program Enrollment and **before** RESEA Must Be Attained By date.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ RE RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Register with JobQuest	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Research LMI	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015 Actual Date: 12/21/2015

Attainment: Return to Work (RTW) Must Be Attained By: 1/1/2016

Created Office: Attained, Did Not Attain (DNA), Did Not Report (DNR), Return to Work (RTW), Set, But Attainment Pending

Last Modified Date: 12/22/2015 By: KLEON

Buttons: OK, Cancel

EXEMPT EXAMPLE: Jobseeker's return to work date must be **BEFORE** Program Enrollment (7/8) to Exempt. RTW date entered into MOSES must be **AFTER** program enrollment date (7/19). The date is customarily the date that the jobseeker/claimant informed staff of their RTW (7/19).

Test, Susan SSN: XXX-XX-5202 ID: JQ RE RES F Notes

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

General Employment Administrative Testing Course/Activity Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
07/19/2019	VSABI	RESEA/EUC Exempted	Return to Work Full Time Prior to Enrollment	Norwood Career Center	
07/13/2019	MOSESINT	Program Enrollment	RESEA - Reemployment Services	Norwood Career Center	
07/13/2019	MOSESINT	Program Enrollment	RES - Reemployment Services	Norwood Career Center	
07/13/2019	MOSESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Norwood Career Center	
07/08/2019	VSABI	Outcomes / Enhancement	Unsubsidized Employment	Norwood Career Center	

Buttons: Add, Edit, Delete, Retention

General Services Detail

Services Provided:

Service Date: 07/19/2019 Last Update Date: 07/19/2019

Career Center: Norwood Career Center Staff ID: VSABI Hours: .0

Description: Customer returned to work at Kriss Law on 7/8/19

Event:

Category: RESEA/EUC Exempted Service Detail: Return to Work Full Time Prior to Enrollment

Return to Work - Notifying DUA

It is the responsibility of MassHire Career Centers to notify DUA immediately of any potential issues that arise that may impact jobseekers' eligibility for unemployment benefits. Once a jobseeker informs career center staff of a return-to-work date, this information must be provided timely to DUA by completing the auto-populated, return to work form in MOSES, and emailing to DUA at ReturntoWork@Mass.gov.

DUA Notification of Return to Work				
Job Seeker Name	Job Seeker Phone No.	Job Seeker MOSES ID	Job Seeker Claimant ID	Date
Susan TEST	(617)999-5555	12503421		02/26/2016
Return to Work Information entered on MOSES		YES		
Return to Work Information				
Verification Source: Susan TEST		Verification Date: 02/26/2016		
Job Start Date: 02/26/2016		Job End Date:		
Job Title: Nurse		Pay Rate: \$ 40 per Hour	Hours Per Week: 40	
Employer Information: Brigham & Women's Hospital 75 FRANCIS STREET Boston, MA 02115 (617) 732-7655				
Form Completed by: Kim Leonard				
Career Center: Hurley/MOSES Unit				
Phone #: (617)626-6467				
Email Address: kleonard@detma.org				

Email to DUA at: ReturntoWork@Mass.gov

UI Potential Issue

RESEA is a UI Program that is administered by MassHire Department of Career Services (MDCS) and operated by the MassHire Career Centers to assist Jobseekers/Claimants to return to work

All eligible UI Jobseekers/Claimants are jobseekers and must be:

- Able, available, and actively seeking work

Two Priorities of the RESEA Program:

- Provide individual re-employment services (RES) to each jobseeker
- To determine continued eligibility for UI payments and detect and prevent improper UI payments (Eligibility Assessment (EA))

Any potential issue identified during the scheduling process, the CCS, Initial RESEA or RESEA Review must be documented using the auto-generated Potential Issue form in MOSES that is emailed to DUA.

A potential issue is any issue or circumstance that interferes with a jobseeker being “able, available, and actively-seeking employment”. Examples of potential issues may include, but are not limited to:

- A jobseeker going on vacation, whether stating that they will request those week(s) or not
- Lack of transportation or childcare (not temporary in nature)
- Not looking for work
- Stating they will retire
- Serious illness, injury, or hospitalization that interferes with able, available, and actively seeking employment

RESEA is a UI program and determinations or decisions regarding continued eligibility for UI benefits are the sole responsibility of DUA.

Potential issues regarding eligibility for UI benefits (outside of those required by the RESEA program) may include (but are not limited to) failure to report a pension, worker’s compensation, vacation, or severance pay; failure to maintain an active work search; working full-time or attending school full-time while collecting unemployment; or failure to be actively seeking and able and available for full-time work.

Some of these issues may be captured upon a conversation/review of the *UI Eligibility Assessment Questionnaire* with the jobseeker/claimant during the Initial RESEA or RESEA Review meetings.

Follow-up must also be conducted on the future referral, and any potential issues must be reported to DUA.

UI Potential Issue Form

Step	Action
Note:	Option 1 auto-generates the UI Potential Issue form to be emailed to DUA.
1	From MOSES, click on <i>Services, General</i> tab. Click on the <i>Add</i> button.
2	In the <i>Category</i> box select <i>UI Issue</i> from the drop-down menu options.
3	The <i>Service Detail</i> box will auto-populate <i>Notified UI of Potential Issue</i> .
4	In the <i>Description</i> box type a clear, concise, and concrete note of the Potential Issue. Click <i>Ok</i> . The note in the <i>Description</i> box automatically populates in MOSES notes.
5	A Word document will auto-populate at the bottom of the screen. Click on the Word Document to open the <i>UI Potential Issue form</i> .
6	Email to DUA at UI_Potential_Issue@detma.org
Note:	Option 2 to open and email the <i>UI Potential Issue form</i> if it was not emailed or printed at the time it was generated.
1	Click on <i>Services, General</i> tab.
2	Highlight the UI Issue – <i>Notified of Potential Issue</i> row.
3	Click on <i>Jobseeker</i> on the MOSES tool bar. Select <i>Documents</i> from the drop-down menu. Click on <i>UI Potential Issue</i> .
4	A Word document auto-populates at the bottom of the screen.
5	Open the Word document and email to DUA at UI_Potential_Issue@detma.org

UI Potential Issue Form, continued

Option 1 (table above):

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ RE RE S F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		+

General Services Detail

Services Provided

Service Date: 02/11/2016 Last Update Date: 02/11/2016

Career Center: Hurley/MOSES Unit Staff ID: KLEON Hours: 0

Description: Customer stated they are not looking for work due to leaving for vacation from March 1, 2016 through March 15, 2016.

Event:

Category: UI Issue Service Detail: Notified UI of Potential Issue

Note: Blue/Bold Service Details are Federal/OSCCAR Reportable Services
Employment and Follow-Up Services are additionally reported on OSCCAR

OK Cancel

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
12/02/2015	KLEON	Job Search	Job Search Planning	Hurley/MOSES Unit	0.5	E
12/02/2015	KLEON	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit		
12/02/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit		
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit		
12/02/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit		
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit		
12/02/2015	KLEON	RESEA	Attained Initial RESEA F	Hurley/MOSES Unit		
12/02/2015	MMEIB	Assessment	Initial Assessment Interv	Hurley/MOSES Unit		
12/02/2015	MMEIB	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit		
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit		
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Ser	Hurley/MOSES Unit		
11/28/2015	MMEIB	Program Enrollment	BES - Reemployment Service	Hurley/MOSES Unit		
12/16/2016	AVAND	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		+

Row 28 of 28 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Ready

Windows Taskbar: Internet Explorer, File Explorer, VLC, PowerPoint, Outlook, Recycle Bin, Word (highlighted with an arrow)

UI Potential Issue Form, continued

Option 2 (table above):

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		*
02/03/2016	MMEIB	RESEA	Attained Initial RESEA F	Hurley/MOSES Unit		
12/28/2015	KLEON	RESEA	Attained RESEA Review	Hurley/MOSES Unit		
12/28/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit		
12/28/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit		
12/28/2015	KLEON	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit		
12/28/2015	MMEIB	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit		
12/27/2015	AVAND	Outcomes / Enhancemen	Unsubsidized Employment	Hurley/MOSES Unit		
12/02/2015	KLEON	Orientation	Career Center Services/	Hurley/MOSES Unit	0.8	E
12/02/2015	KLEON	Orientation	Notified Of EEO Rights/	Hurley/MOSES Unit	0.2	E
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	0.2	E
12/02/2015	KLEON	Orientation	TAA/NAFTA Orientation	Hurley/MOSES Unit	1.0	E
12/02/2015	KLEON	Profiling - CCS/RESEA/EI	Attended CCS/Orientatic	Hurley/MOSES Unit		E

Row 1 of 26 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

File | **Job Seeker** | Employer | Training | Events | Program | Reports | Feedback | Administration | Go To | Window | Help

Job Seeker Services

- Documents
 - Job Seeker Resume
 - Job Seeker Details
 - Job Seeker Training Details
 - Share Information Form
 - UI Potential Issue
 - Return to Work
- Correspondence
- View Notes
- Scanning
- Job Bank Browse
- Barcode Card
- DTA Clock File

25034 JQ REA RES F Notes

Services | Special Programs | Survey

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		*
02/03/2016	MMEIB	RESEA	Attained Initial RESEA F	Hurley/MOSES Unit		
12/28/2015	KLEON	RESEA	Attained RESEA Review	Hurley/MOSES Unit		
12/28/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit		
12/28/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit		
12/28/2015	KLEON	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit		
12/28/2015	MMEIB	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit		
12/27/2015	AVAND	Outcomes / Enhancemen	Unsubsidized Employment	Hurley/MOSES Unit		
12/02/2015	KLEON	Orientation	Career Center Services/	Hurley/MOSES Unit	0.8	E
12/02/2015	KLEON	Orientation	Notified Of EEO Rights/	Hurley/MOSES Unit	0.2	E
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	0.2	E
12/02/2015	KLEON	Orientation	TAA/NAFTA Orientation	Hurley/MOSES Unit	1.0	E
12/02/2015	KLEON	Profiling - CCS/RESEA/EI	Attended CCS/Orientatic	Hurley/MOSES Unit		E

Row 1 of 26 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Ready

UI Potential Issue Form, continued

DUA Notification of Potential Issue				
Jobseeker name	Jobseeker phone number	Jobseeker MOSES ID	Jobseeker Claimant ID	Date
Susan TEST	(617) 999-5555	12503421	626444	08/28/2017
Potential Issue Information entered on MOSES		YES		
Potential Issue Information				
Verification Source: Susan TEST				
Verification Date: 06/03/2017				
Issue Start Date:				
End Date (if applicable):				
Brief Summary of Potential Issue: Jobseeker/claimant stated they are not looking for work due to leaving for vacation from September 1, 2017 through September 15, 2017.*				
Form completed by: Kim Leonard				
Career Center: Hurley/MOSES Unit				
Phone: (617)626-6467				
Email Address: kim.m.leonard@detma.org				

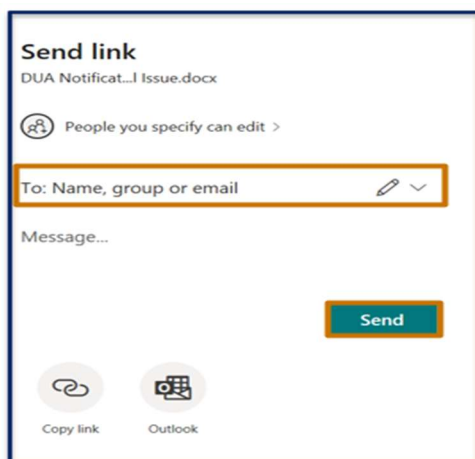
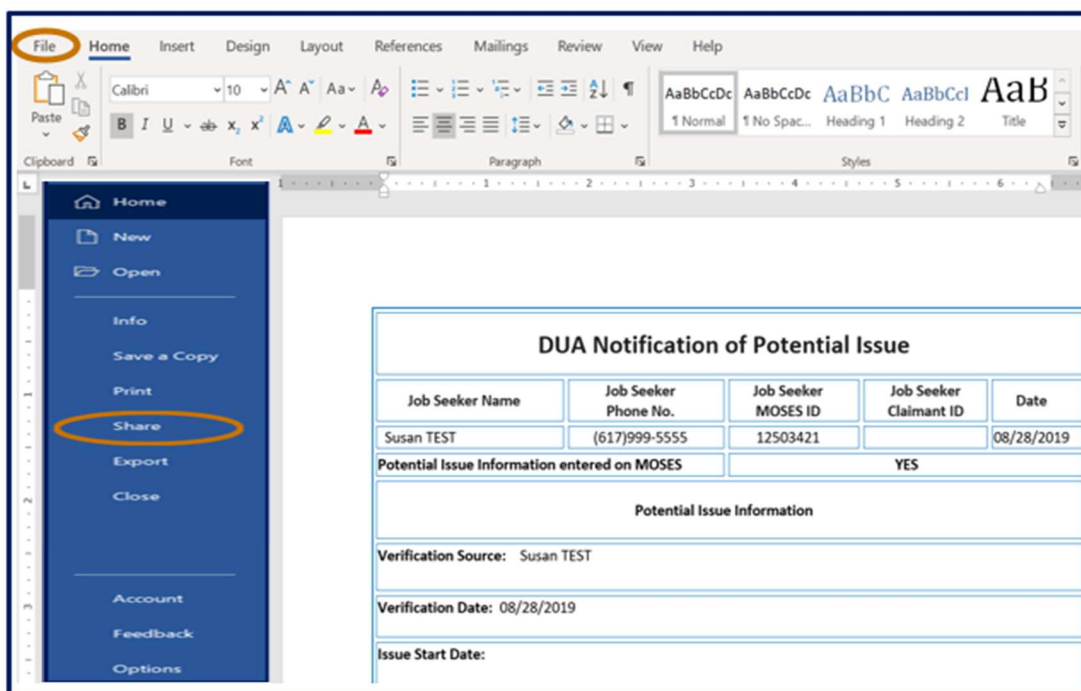
Complete form and email it to UI_Potential_Issue@detma.org

***Always** reference dates, as appropriate, for any UI Potential Issue in the MOSES Description Box. The form auto-populates.

Note: Once the form is sent to DUA, the contact information of whoever opens the form will auto-populate. The original sent to DUA and in MOSES maintains the original staff member's name.

Emailing UI Potential Issue Form and Return to Work Form

Step	Action
Note:	Email the <i>UI Potential Issue form</i> from the auto-populated Word document.
1	From the <i>Menu</i> bar in the Word document, click on <i>File</i> .
2	On the left-hand tool bar, select <i>share</i> .
3	The <i>UI Potential Issue form</i> will be an attachment to the email.
4	Type the email address UI_Potential_Issue@detma.org in the To: and click <i>send</i> .



UI_Potential_Issue@detma.org
OR
ReturntoWork@Mass.gov

Section 30 (Training Opportunities Program) and Trade

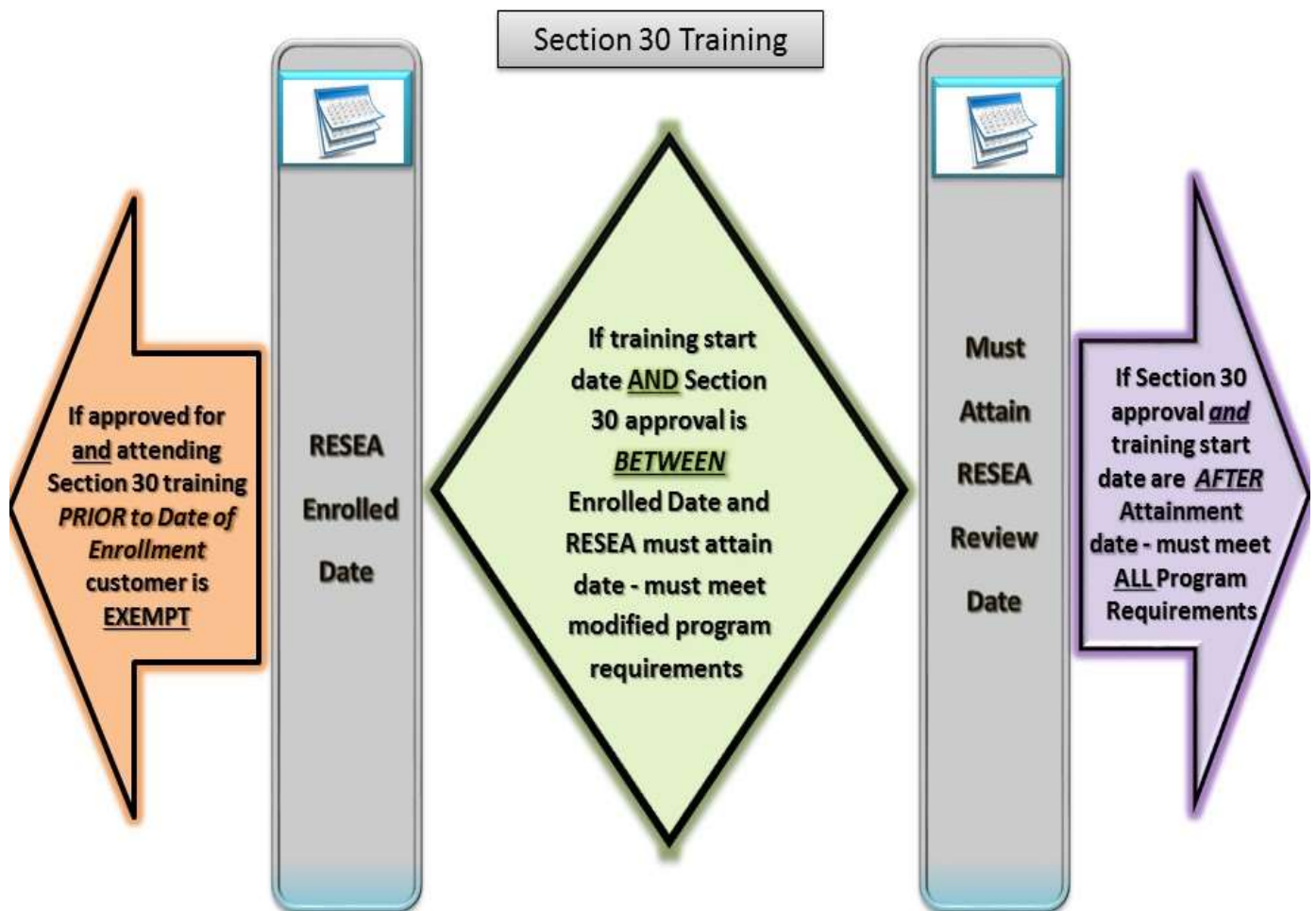
The Section 30 and Trade program allows jobseekers who are approved for the program to collect UI benefits and have their work search requirements waived while attending approved training.

Career Center staff must obtain verification of Section 30 or Trade approval and verify that the jobseeker is attending the approved program before waiving any RESEA requirements.

RESEA requirements may be affected when the jobseeker is approved for Section 30 or Trade **and** is attending approved training.

If	Then
<p>A jobseeker is approved for Section 30 and/or Trade and is attending an approved training program prior to enrollment in RESEA:</p> <p>Note: This scenario is not common.</p>	<p>The jobseeker may be exempt from the RESEA Program.</p> <ul style="list-style-type: none"> • From the <i>Services</i> tab - select <i>Add</i> • Under Category - select <i>RESEA/EUC Exempted</i> • Under Service Detail - select <i>In Approved Training Prior to Enrollment</i>
<p>A jobseeker is enrolled in RESEA prior to becoming approved for and attending Section 30 and/or Trade training:</p> <p>Note: This is the most common scenario.</p>	<p>The jobseeker must complete all RESEA requirements with the following modification:</p> <ul style="list-style-type: none"> • Work search is required for each and every week the jobseeker requests benefits up until the time they have been approved for and are attending training • Confirm jobseeker is registered in MassHire JobQuest • Attain all goals

Section 30 (Training Opportunities Program) and Trade, continued



RESEA Review and Trade

Follow the same rules as Section 30 above.

Section 30 (Training Opportunities Program) and Trade, continued

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ RE RE S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

General Employment Administrative Testing Course/Activity Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit		Add
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Ser	Hurley/MOSES Unit		Edit
11/28/2015	MMEIB	Program Enrollment	RES - Reemployment Service	Hurley/MOSES Unit		Delete
11/25/2015	MMEIB	RESEA/EUC Exempted	In Approved Training Pr	Hurley/MOSES Unit		Retention

General Services Detail

Services Provided

- Service Date: 11/25/2015 Last Update Date: 11/30/2015
- Career Center: Hurley/MOSES Unit Staff ID: MMEIB Hours: .0
- Description: In Approved Training Prior to RESEA Enrollment at New Horizon Training. Susan started a training program on 11/15/2015
- Category: RESEA/EUC Exempted Service Detail: In Approved Training Prior to Enrollment
Return to Work Full Time Prior to Enrollment

Note: Blue/Bold Service Details are Federal/OSSCAR Reportable Services
Employment and Follow-Up Services are additionally reported on OSCAR

In the *Description* box, note that approved and attending **Section 30 or Trade Training**, the dates of training, and the program they will be attending.

Notes page

Sanctions and Other Special Considerations

RESEA Review Sanction – UI Screen

Jobseekers/Claimants who fail to report to or who do not attain a RESEA Review will result in an indefinite sanction. A RESEA Review sanction is created in MOSES and is transmitted to the UI database. This creates a *Failure to Report for RESEA Review* indefinite issue on the jobseeker's claim. The RESEA Review issue is immediately adjudicated as Ineligible and a disqualification determination is sent to the claimant with appeal rights.

The issue remains on the claim until the jobseeker meets all requirements of the program and attains their RESEA Review. The issue end date is updated to the date of the previous Saturday of the week when the jobseeker attains the RESEA Review. Payments for requested benefit weeks will be on hold between the Issue Start Date (i.e., date they Did not Attain (DNA) or Did not Report (DNR)) and the attainment of the RESEA Review. The jobseeker receives payment going forward and payments between the sanction and the attainment remain on hold pending the results of a hearing.

UI Sanction Screen:

Issue Level: Adjudication	Employer Account Number: -
Program Type: Regular UI	Employer Name:
Type: RESEA	Issue Start Date: 5/15/2016
Sub-Type: Failure to Report for RESEA Review	Issue End Date: 3/25/2017
Result: Ineligible	Last Maintenance:
Issue Status: Mailed	Interested Party: No
Issue Status Date: 5/24/2016	Overpayment:

RESEA issues are ended when the jobseeker/claimant attains the RESEA Review or at the end of the benefit year, whichever occurs first.

Test, Rich

SSN: XXX-XX-6090 ID:

IQ RE RES

S F

Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
06/24/2016	MOSESINT	RESEA	Completed Status Review	Sample Career Center		
06/23/2016	TESTS	RESEA	Attained RESEA Review	Sample Career Center		
06/23/2016	TESTS	Job Search	Labor Market Info - Staf	Sample Career Center		
06/21/2016	TESTS	RESEA	Attained Initial RESEA F	Sample Career Center		
06/21/2016	TSTAF	Orientation	Career Center Services/Ever	Sample Career Center	0.8	E
06/21/2016	TSTAF	Job Search	Labor Market Info - Staf	Sample Career Center	0.3	E
06/21/2016	TSTAF	Assessment	Job Search Planning	Sample Career Center	0.2	E
06/21/2016	TSTAF	Profiling - CCS/RESEA/EI	Notified Of EEO Rights/Comp	Sample Career Center		E
06/21/2016	TSTAF	Assessment	Initial Assessment Interv	Sample Career Center		E
06/21/2016	TSTAF	Profiling - CCS/RESEA/EI	Attended CCS/Orientatic	Sample Career Center		E
06/10/2016	MOSESINT	RESEA	UI Sanction/RESEA Review	Sample Career Center		
05/27/2016	MOSESINT	RESEA	Orientation/CCS Sanction	Sample Career Center		

Add

Edit

Delete

Retention

Once staff attains the RESEA Review after the sanction, MOSES updates the database with "RESEA Completed Status Review". A file is sent to DUA every Saturday with a list of all RESEA participants who have attained their RESEA Review after sanction. **NOTE:** If the Jobseeker/Claimant files an appeal, and does not withdraw the appeal, UI does not update the end date, and the sanction will not be auto ended.

RESEA Requirement: Left State

A jobseeker who is enrolled in the RESEA Program and who has moved out of state,* must complete all the requirements of the RESEA Program by their RESEA Review deadline. Documentation is required showing that they have met all the requirements of the program as noted on the *RESEA Requirements for Jobseekers/Claimants who have Left State* checklist.

*** Rhode Island, New Hampshire, and Connecticut are considered in-state and the jobseeker must complete all requirements virtually or in person at a Massachusetts MassHire Career Center.**

The Left State checklist must be sent to Jobseekers, and they must provide the following required documentation, including:

- Proof of visit to a career center in person and register for ongoing employment services
- Complete weekly work search logs for each and every week unemployment benefits are requested
- Register on the current state's online job bank
- Submit updated resume
- Conduct LMI exploration
- Provide DD214 (if a Veteran)
- Sign and date Left State Checklist documenting acknowledgment of Section 30 and Trade requirements

Documentation of all requirements must be submitted directly to the career center by changing the address on the bottom of the "Jobseekers/Claimants who have Left the State" checklist. If the address on the form is not changed to the respective career center, it will be sent to the RESEA LMI team via postal mail or email: REALMI@detma.org. The career center that the jobseeker submits the documentation to and who attains the RESEA Review will get credit for the attainment.

The date that all the documentation is returned is the date that the RESEA Review can be attained.

Note: MOSES identifies jobseekers who have left the state by looking at the residential address on the *Basic* screen to verify that the jobseeker is out-of-state. Each Saturday MOSES receives an address file from UI Online that updates the Jobseekers/Claimants address information in MOSES, if different. If the address has not yet been updated through the weekly UI batch program, staff must verify that the address has been changed in the UI system before manually changing the address in MOSES.

NOTE: Each week MDCS gets a file transfer from UI with contact information (address, email, and telephone) that overrides what is in MOSES, and therefore, the update must be made in UI because if it is not updated in UI, when UI batches every Saturday, it will send the "old" info back to MOSES.

RESEA Requirement: Left State, continued

Test, Fred SSN: 999-11-2222 ID:12345678 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

General Information

First Name: Fred Middle Initial: ☐
Last Name: Test Gender: ☒ Male ☐ Female
Date of Birth: 01/01/1980 Military: ☐ Yes ☒ No
Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

Ethnicity Hispanic or Latino: ☐ Yes ☒ No
Race ☐ White ☐ Black or African American
☐ Asian ☐ American Indian or Alaskan Native
☒ Other ☐ Hawaiian Native or Other Pacific Islander
☐ Information Not Available

Programs Last Reportable Service Date: 12/02/2015

Program Name	Apply Program Status	History
Rapid Response	<input type="checkbox"/> <input type="text"/>	
RES - Reemployment Service	<input checked="" type="checkbox"/> Enrolled	
RESEA - Reemployment Serv	<input checked="" type="checkbox"/> Enrolled	

Worked in agriculture or food processing in the last 12 months? ☐ Yes ☒ No Career Center:

Residence Address Mailing Address

Address

Address: 1212 Pleasant Grove Road
Country: United States of America
Zip: 34741 City: Kissimmee
State: Florida
☐ Enterprise ☐ Empowerment ☐ Renewal

☐ Address Not Available ☐ Mailing Address different
Confidential: ☐ Yes ☒ No HITG Confidential: ☐ Yes ☒ No

Contact

Home Phone: (617)999-5555 Email: susantest@smith.com
Other Phone: (617)999-5555
Web Address: ☐ Prefers Emails

Special Accommodations

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

RESEA Requirement: Left State, continued

TEST, Fred SSN: 999-11-2222 ID: 12345678 RESEA F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMARTT | Section 30 | VRAP | Snapshot

Goals

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Other	12/22/2015	12/29/2015	12/22/2015	Attained

Add Edit

Reemployment Services Goals and Tasks Details

Goal Action Steps: (Name) has visited the (ABC Career Center of FL) and registered for ongoing services. He has registered on the (name of online job bank) in the state of FL.

Type of Goal: Other Date Established: 12/22/2015 Scheduled/Target Date: 12/22/2015 Actual Date: 12/22/2015

Attainment: Attained

Reason Description:

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/22/2015 By: MMEIB

OK Cancel

MOSES verifies that the residential address is an out-of-state address on the *Basic* screen and does not look for attendance at CCS or Initial RESEA. Enter the CAP goal as *Other* and it must include the following:

- Documentation showing that the jobseeker has visited a Career Center in person in their state of residence and registered for ongoing employment services
- Documentation showing that the jobseeker has registered with their current state online job bank

However, if the jobseeker relocates to Rhode Island, New Hampshire, or Connecticut, they are considered in-state and must complete all requirements virtually or in person at a Massachusetts MassHire Career Center.

RESEA Requirement: Left State, continued

Step	Action
1	Send the <i>Left State</i> checklist form to jobseeker and have them return all required documents by the <i>RESEA Review must attain by date</i> .
2	Document in <i>MOSES</i> notes that the <i>Left State checklist</i> was sent to the jobseeker.
3	<p>Manually add CAP goals:</p> <ul style="list-style-type: none"> • Research LMI • Resume and cover letter development • Review Work Search Activity • Other <ul style="list-style-type: none"> ○ In-person visit to an American Job Center/Career Center ○ Register for ongoing career center services in their current state; and ○ Register with the online job bank in their current state • Jobseeker/claimant signature and date on Left State checklist for verification they have been informed of Section 30 and Trade requirements • RESEA Review
4	When all required documents are returned, update each goal. From the <i>Special Programs</i> tab, click the <i>Edit</i> button – in the drop-down <i>Attainment box</i> , click the appropriate attainment status and enter the actual date. RESEA Review Attainment date is the date all documentation is received.
Note	If sanctioned, the status of the issue is auto ended once all <i>CAP goals</i> and the <i>RESEA Review</i> are <i>attained</i> . Payments for requested benefit weeks will be on hold between the Issue Start Date (i.e., date they Did Not Attain (DNA) or Did not Report (DNR)) and the attainment of the RESEA Review. The jobseeker receives payment going forward and payments between the sanction and the attainment remain on hold pending the results of a hearing.
5	Keep all documentation on file until RESEA Review is complete and attained in <i>MOSES</i> or per the Local Office Policy.

RESEA Program Exits

The RESEA Yellow Icon displays on the MOSES Applicant Record on the Basic screen and the Events Participation screen under the following conditions:

- Exited from the RESEA program after 90 days of not receiving a reportable blue service
- Still within their UI benefit year
- Received a sanction for not attaining the RESEA Review
- **Does not** have a completed RESEA Review (Attained) after the sanction

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General Information

First Name: Frank Middle Initial: E
 Last Name: Test Gender: ☒ Male ☐ Female
 Date of Birth: 06/27/1956 Military: ☐ Yes ☒ No
 Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

Ethnicity Hispanic or Latino: ☐ Yes ☒ No
Race ☒ White ☐ Black or African American
☐ Asian ☐ American Indian or Alaskan Native
☐ Other ☐ Hawaiian Native or Other Pacific Islander
☐ Information Not Available

Programs Last Reportable Service Date: 05/06/2016

Program Name	Apply Program Status
RES - Reemployment Service	Exit
RESEA - Reemployment Service	Exit

Worked in agriculture or food processing in the last 12 months? ☐ Yes ☒ No Career Center

Address: 19 Staniford St
 Country: United States of America
 Zip: 01002-3465 City: Amherst
 State: Massachusetts
☐ Enterprise ☐ Empowerment ☐ Renewal

Confidential: ☐ Yes ☒ No HITG Confidential: ☐ Yes ☒ No

Contact

Home Phone: () - Email: Testtttt@gmail.com
 Other Phone: (413) 111-1111 Cell:
 Web Address: ☒ Prefers Emails

Special Accommodations

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
01/23/2016	MOSESBATCH	Outcomes / Enhancement	Other, Services Completed	Career Source, Chelsea	
01/23/2016	MOSESBATCH	Program Exit	RES - Reemployment Service	Career Source, Chelsea	
01/23/2016	MOSESBATCH	Program Exit	RESEA - Reemployment Service	Career Source, Chelsea	
02/26/2016	MOSESINT	RESEA	UI Sanction/RESEA Review	Career Source, Chelsea	
02/12/2016	MOSESINT	RESEA	Orientation/CCS Sanction	Career Source, Chelsea	
01/23/2016	MOSESINT	Program Enrollment	RES - Reemployment Service	Career Source, Chelsea	
01/23/2016	MOSESINT	Program Enrollment	RESEA - Reemployment Service	Career Source, Chelsea	
01/23/2016	MOSESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Career Source, Chelsea	

Row 10 of 10 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

RESEA Program Exits, continued

If a jobseeker is referred to the career center by DUA to complete their RESEA requirements, check to see if the jobseeker was auto exited from the RESEA Program as indicated by the yellow icon.

Reversing the Auto Exit to enter RESEA Review Attainment.

The Local Office Expert, the Manager, or Supervisor has rights to delete the RES and RESEA Auto Exits.

NOTE: Deleting **only** the RES service does not remove the yellow icon. Both the RES and RESEA Auto Exits must be deleted.

Step	Action
1	Go to the Programs section on the <i>Basic</i> tab in MOSES and scroll down to locate RESEA Program .
2	Click on the yellow <i>History</i> folder and delete the program exit entry for the RESEA Program. This action will also delete the program exit on the <i>Services General</i> tab.
3	Go to the <i>Programs</i> section on the <i>Basic</i> tab in MOSES and scroll down to locate RES Program .
4	Click on the yellow <i>History</i> folder and delete the program exit entry for the RES program. This action will also delete the program exit on the <i>Services General</i> tab.

Test, Frank SSN: XXX-XX-5167 ID: 11111111 JQ REA

Basic | Full | Education | Work Experience | Events | Alerts | Closed Case Plans/ISS | Services | Special Programs | Survey

General Information

First Name: Frank Middle Initial: ☐
 Last Name: Test Gender: ☒ Male ☐ Female
 Date of Birth: 06/27/1956 Military: ☐ Yes ☒ No
 Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

Ethnicity Hispanic or Latino: ☐ Yes ☒ No
Race ☒ White ☐ Black or African American
☐ Asian ☐ American Indian or Alaskan Native
☐ Other ☐ Hawaiian Native or Other Pacific Islander
☐ Information Not Available

Residence Address **Mailing Address**

Address

Address: 19 Staniford St
 Country: United States of America
 Zip: 02446 City: Brookline
 State: Massachusetts
☐ Enterprise ☐ Empowerment ☐ Renewal
☐ Address Not Available ☐ Mailing Address different
 Confidential: ☒ Yes ☐ No HITG Confidential: ☒ Yes ☐ No

Contact

Home Phone: (617)555-5555 Email: test@test.com
 Other Phone: () -
 Web Address: ☒ Prefers Emails

Programs Last Reportable Service Date: 12/04/2015

Program Name	Apply Program Status	History
RES - Reemployment Service	<input type="checkbox"/> Exited	
RESEA - Reemployment Serv	<input type="checkbox"/> Exited	

Program History

Program History Program History Log

History No.	Program Name	Program Status	Start Date	End Date
4054267	RESEA - Reemployment Services and E	Enrolled	10/31/2015	12/04/2015

Important: The RESEA Exit should only be deleted if the jobseeker needs to attain their RESEA Review.

RESEA Program Exits, continued

Services screen, General tab:

- Delete *MOESBATCH Outcomes/Enhancements* (cannot delete if the Outcomes/Enhancement are generated from another Career Center)
 - Confirm that it is the latest MOESBATCH outcome.
- Once the “RESEA” and “RES” exits are deleted, the original icons reappear.

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Closed Case Plans/ISS | **Services** | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
10/31/2015	MOESBATCH	Outcomes / Enhancemen	Other, Services Completed	Greater New Bedford Career C		Add
12/05/2015	MOESINT	RESEA	UI Sanction/RESEA Review	Greater New Bedford Career C		Edit
11/20/2015	MOESINT	RESEA	Orientation/CCS Sanction	Greater New Bedford Career C		Delete
10/31/2015	MOESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Greater New Bedford Career C		Retention
10/31/2015	MOESINT	Program Enrollment	RESEA - Reemployment Ser	Greater New Bedford Career C		
10/31/2015	MOESINT	Program Enrollment	RES - Reemployment Service	Greater New Bedford Career C		

Row 9 of 9 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

The Yellow RESEA Exit Icon appears on the Event Participation Screen attendance when a jobseeker/claimant exited and received a sanction for not attaining the RESEA Review.

Job Seeker Event Participation Entry

Scheduled Event

Name: Career Center Seminar Facilitator: MMEIB

Career Center: The Career Place Co-Facilitator 1:

Date: 08/09/2017 Time: 11:14 AM Co-Facilitator 2:

Non-Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By	Attended
<input type="checkbox"/>	###-##-2418	10239740	Frank	Test		08/20/2017	MMEIB	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-5318	12550122	Joe	Test		04/10/2017	MMEIB	<input type="radio"/> Yes <input type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker

Notes page

Communicating with The Department of Unemployment Assistance (DUA)

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Communicating with the Department of Unemployment Assistance (DUA)

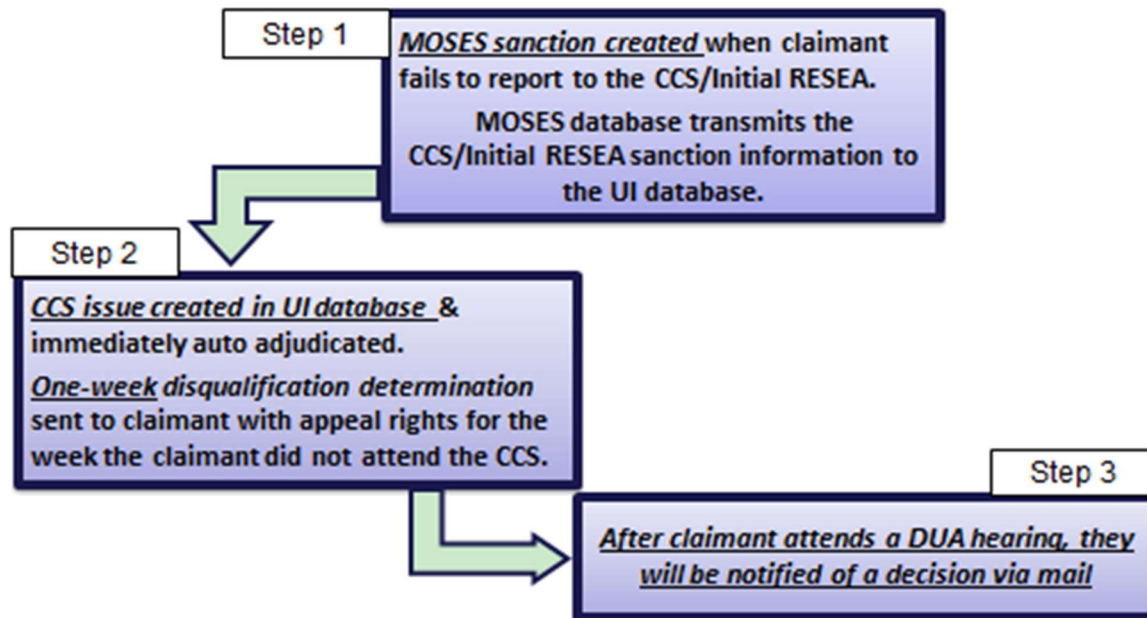
Timely data entry is critical and may have a negative impact on a jobseeker's claim if it is not timely and accurate. To avoid unnecessary issues that result in an interruption of a jobseeker's benefits, it is imperative that all data entry, including CAP goals, notes, and services are keyed in timely. Any potential issues identified at the CCS, Initial or RESEA Reviews must be communicated to DUA immediately using the auto-generated *Potential Issue form* in MOSES and emailed to DUA at UI_Potential_Issue@detma.org.

This is important because DUA uses the information in MOSES to make decisions about the jobseeker's continued eligibility for unemployment benefits.

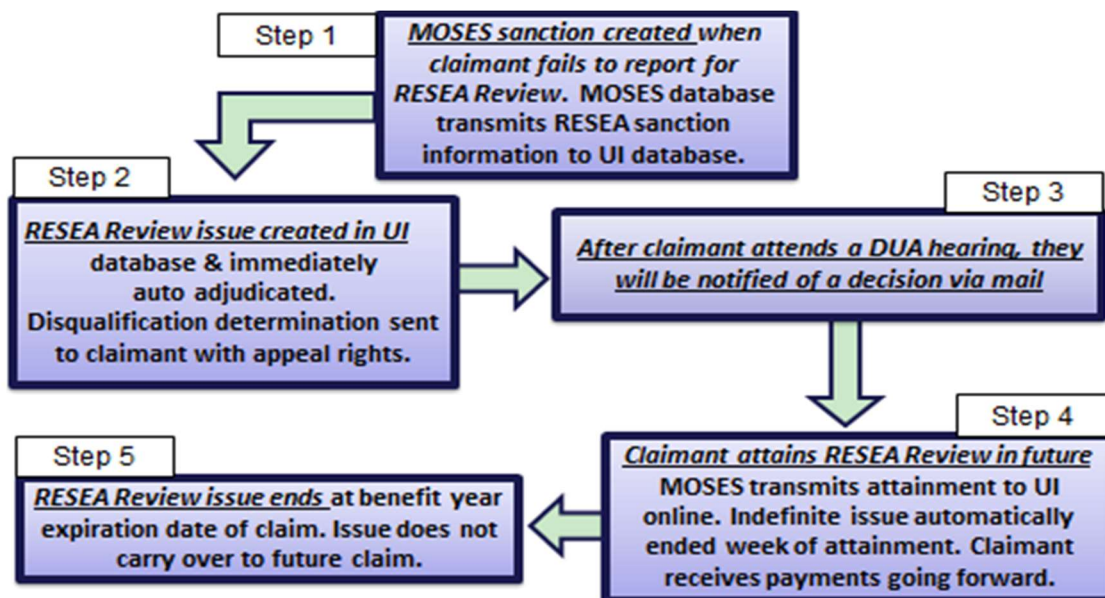
Step	Action
1	A MOSES sanction is created when a jobseeker/claimant does not attain or fails to attend a Career Center Seminar/Initial RESEA and/or RESEA Review by their deadline date. The MOSES database transmits the RESEA sanction information to the UI database.
2	A RESEA Review issue is created in the UI database and immediately auto-adjudicated as denied benefits. A disqualification determination is sent to the jobseeker/claimant with appeal rights.
3	MOSES notes must be clear, concise, concrete, objective, and timely as they are critical in the DUA hearing process and ultimate determination of a jobseeker's continued eligibility of UI benefits. This is especially important for career center errors.
4	Career Center errors must be detailed and clearly noted in MOSES notes that it is a " career center error " and that the jobseeker/claimant has met all of the required goals and the dates that they originally completed those goals.
5	Staff needs to complete a <i>RESEA Assist Form</i> providing all pertinent information along with a detailed explanation of the issue. The form must also include the dates that that jobseeker/claimant completed their RESEA requirements and must be signed-off by the Manager or Supervisor.
6	The request form can then be uploaded and sent via email or scan to the MDCS REALMI Department shared mailbox at realmi@detma.org .
Note:	Update the CAP goals with the attainment status and actual dates. Update MOSES notes clearly stating the career center error and noting that the jobseeker/claimant has met all required goals and completed the RESEA Review.

Communicating with the Department of Unemployment Assistance (DUA)

Career Center Seminar (CCS) UI Sanction/Adjudication Process



RESEA Review UI Sanction/Adjudication Process



Notes page

RESEA-Related MOSES Reports for Managing the Program

RESEA Reports

The RESEA Crystal Reports listed below can be found at: www.mass.gov/service-details/resea.

Crystal Report Name	Description
RESEA Mail Email Export 60-dayers	<p>Purpose: To outreach to RESEA Jobseekers/Claimants who were enrolled in the RESEA Program this past Saturday and who attended a CCS within the prior 60 days of enrollment (waived from CCS).</p> <p>These Jobseekers/Claimants have not received a notification letter informing them of their requirements. Career center staff must contact these individuals to inform them that they have been selected to participate in the RESEA Program and that they must complete a RESEA Review within five (5) weeks of enrollment.</p> <p>Selection Criteria: The report selects individuals who were enrolled in RESEA this past Saturday and who attended CCS within the past 60 days.</p> <p>Exporting: The report is formatted for export to Excel to use in creating email lists or mail merges.</p>
RESEA Enrollments Outreach	<p>Purpose: For outreach to RESEA enrollments who have not completed their RESEA Review.</p> <p>Selection: The report will include the RESEA enrollments within your date range and the specified local office(s).</p> <p>Report Detail: The report is categorized by the enrolling office. The report lists the individual's contact information and information on the CCS and RESEA Review. If either the CCS event or RESEA Review Goal exists, then the report will show where and when they attended or if they failed to attend the CCS and where they are scheduled for their RESEA Review, the attainment status of the review and the target and/or actual date.</p> <p>Exporting: The report is formatted for export to Excel.</p>
RESEA Attended CCS - No Initial RESEA	<p>Purpose: To ensure that Initial RESEA Review attainments are entered in MOSES to avoid potential UI Sanctions.</p> <p>Selection: The report selects RESEA enrollments within your date range and the specified local office(s) who attended a CCS but do not have a completed Initial RESEA Review.</p> <p>Report Detail: The report is categorized by the enrolling office. The report lists MOSES ID, jobseeker/claimant name, RESEA Enrollment Date, and the CCS Attended Date.</p>

RESEA Reports, continued

The RESEA Crystal Reports listed below can be found at: www.mass.gov/service-details/resea.

Crystal Report Name	Description
RESEA Review Status (aka Rainbow Report)	<p>Purpose: To manage RESEA Review Goals in order to avoid UI Sanctions.</p> <p>NOTE: UI Sanction will be created if the participant does not attain the RESEA Review Goal by the RESEA Review deadline date.</p> <p>Selection: The report selects RESEA participants whose RESEA Review deadline is in the future.</p> <p>Report Detail: The report is categorized by the RESEA Review scheduled or the enrolling office. The report lists the MOSES ID, name, contact information, the office that entered the RESEA Review Goal if different than the office where the participant is enrolled, the RESEA enrollment date, the target date of the goal (the date the participant is scheduled to attend the review), and the RESEA deadline date which is five (5) weeks from the RESEA enrollment date.</p> <p>Highlights (RESEA Rainbow Report):</p> <p>Pink: Warning - RESEA Review Goal is Pending, UI Sanction this Friday. Goal status should be updated by close of business on Friday.</p> <p>Yellow: RESEA Review Goal is Pending with a Target Date in the Past. Goal Status should be updated in MOSES.</p> <p>Green: Attended CCS, but no RESEA Review Goal Target Date. Goal Target Date should be updated in MOSES.</p> <p>Blue: Waived from CCS (60-Dayers), but no RESEA Review Goal Target Date. Goal Target Date should be updated when RESEA Review is scheduled.</p> <p>Red: RESEA Review Target Date is scheduled after the Deadline. To avoid a sanction staff must reschedule the RESEA Review.</p> <p>Purple: CCS completed via CCS on-demand Video and no RESEA Review Goal Target Date. Goal Target Date should be updated when RESEA Review is scheduled.</p>
RESEA Potential Attainments	<p>Purpose: To identify potential data entry oversight of RESEA Review attainment to avoid UI Sanctions.</p> <p>Selection: The report selects RESEA participants whose RESEA Review deadline is in the future who have attained all the RESEA required goals, but the RESEA Review Goal is still pending.</p> <p>Report Detail: The report lists the MOSES ID, name, deadline date, RESEA goal types, goal status, date attained, and the staff person who last modified the goals.</p>

For additional crystal reports, visit: www.mass.gov/crystal-reports-project.

Notes page

Glossary of Acronyms

Glossary of Acronyms

Acronym	Description
60-dayer	Jobseeker who attended a CCS within 60 days prior to enrollment in RESEA
AJC	American Job Centers
CAP/IRP	Career Action Plan/Individual Re-employment Plan
BSR	Business Service Representative
CCS	Career Center Seminar
CPRW	Certified Professional Resume Writer
MDCS	MassHire Department of Career Services
DD214	Veterans – Certificate of Release or Discharge from Active Duty
DNA	Did Not Attend
DNR	Did Not Report
DUA	Department of Unemployment Assistance
ETA	Employment and Training Administration
INA	Individual Needs Assessment
INETSELF	Self-Service indicator for MassHire JobQuest
IVRS	Interactive Voice Response System
MassHire JobQuest	Massachusetts Job Bank
KSA	Knowledge, Skills, Abilities
LEP	Limited English Proficiency
LMI	Labor Market Information
MA RESEA GRANT	Massachusetts Re-employment Services and Eligibility Assessment Grant
MASSCIS	Massachusetts Career Information System (LMI tool)
MOSES	Massachusetts One-Stop Employment System (database)
MOSES INT	MOSES Initiated (Automated batch Service)
O*NET	Occupational Information Network database
REA	Re-employment Eligibility Assessment
RESEA	Re-employment Services and Eligibility Assessment
RES	Re-employment Services
Initial RESEA Review	Re-employment Services and Eligibility Assessment
RESEA Review	Mandatory Re-employment Services and Eligibility Assessment
RTW	Return to Work
Section 30	DUA-approved training
TOP	Training Opportunities Program
TORQ	Transferable Occupational Relationship Quotient (LMI tool)
UCX	Unemployment Compensation for Ex-Service Members
UI	Unemployment Insurance
USDOL	United States Department of Labor
WSA	Work Search Activity

Appendix

- RESEA Guidelines for DUA Staff
- RESEA Notification Letters
- RESEA Reminder emails for CCS/Initial RESEA and RESEA Review
- RESEA Welcome Emails
- Work Search Activity Log
- How to Obtain a Work Search Log Submitted via Online to DUA
- RESEA UI Eligibility Assessment Questionnaire
- Definitions for UI Eligibility Assessment Questionnaire
- Individual Needs Assessment (INA)
- Career Action Plan (CAP)
- LMI Worksheet
- Left State Checklist
- RESEA Assistance Request Form
- Return to Work Form – Notifying DUA
- DUA Notification of Potential Issue

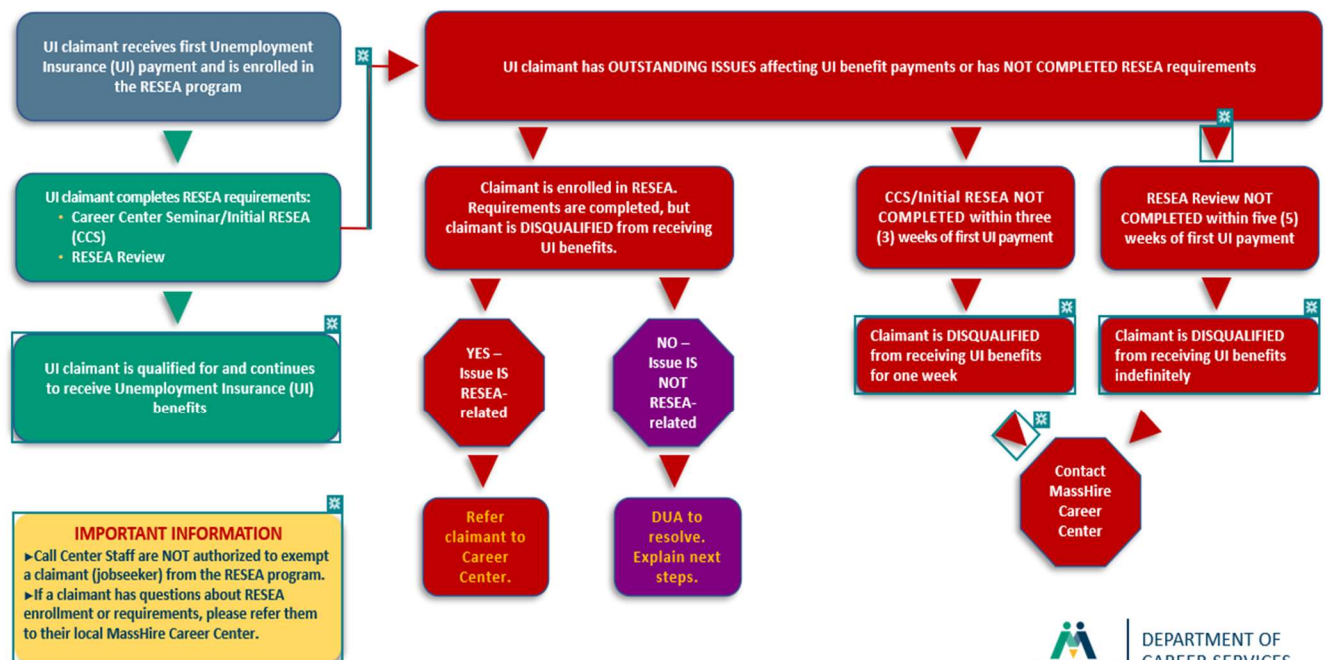
RESEA Guidelines for DUA Staff

The primary responsibility of the DUA Call Center Representative is assisting UI claimants with unemployment insurance program needs in a timely fashion. This involves answering questions about UI program activities and services, including the RESEA program.

Relative to RESEA, specifically, DUA representatives are likely to experience a customer inquiry about any one of the following non-payment scenarios:

- A. UI claimant enrolled in RESEA. RESEA requirements are completed timely, but claimant is disqualified from UI benefits.
- B. UI claimant enrolled in RESEA. CCS/Initial RESEA is not completed, and claimant is disqualified from UI benefits for one week.
- C. UI claimant enrolled in RESEA. RESEA Review is not completed, and claimant is disqualified from UI benefits indefinitely.

RESEA Decision Tree Snapshot (Reference Guide)



RESEA Notification Letter

[DATE]

[CLAIMANT NAME]
[STREET ADDRESS]
[STREET ADDRESS LINE 2]
[CITY, STATE, ZIP]
Claimant ID: [ID]

Dear XXXXXXXX:

The Department of Unemployment Assistance (DUA) and MassHire Department of Career Services (MDCS) are here to help you on your Road to Reemployment.

You have been selected to participate in the Reemployment Services and Eligibility Assessment (RESEA) Program. Participation in this program is mandatory and is designed to help you return to work as quickly as possible. As a participant in this program and a recipient of Unemployment Insurance (UI), you are required to register with your local MassHire Career Center (via MassHire JobQuest), attend a Career Center Seminar, an initial RESEA review, complete activities assigned at the meeting and attend a follow-up RESEA meeting.

Failure to participate or show good cause for not participating will result in a denial of UI benefits.

Please take note of the deadlines within this letter and understand that required activities cannot be completed within a one-day period. You will also be asked for ID verification during any or all meetings.

Please plan accordingly.

If you have returned to full-time employment, it is important for you to contact your nearest MassHire Career Center to inform them of your employment status. Failure to inform your career center that you returned to work may result in payment delays in the event of a future unemployment insurance claim. Visit this link to contact a career center nearest you: <https://www.mass.gov/masshire-career-centers/locations>

To get started you must complete the following:

STEP 1: Register or update your registration with the MassHire Workforce Development System via MassHire JobQuest. Go to www.mass.gov/jobquest. This website will help you find jobs based on your interests and skills.

STEP 2: Complete an Initial RESEA:

- Contact a MassHire Career Center staff person and they will schedule you for an Initial RESEA meeting.

STEP 3: At your Initial RESEA meeting, you will be scheduled to attend a follow-up RESEA Review meeting.



RESEA Notification Letter (Page 2)

Steps 1-3 must be completed by: [5 weeks (34 days) from enrollment]. Please take note of this deadline and understand that required activities cannot be completed within a one-day period.

Please plan accordingly.

WHAT TO EXPECT:

You will be asked for ID verification during any or all of these meetings with staff.

You are encouraged to watch the on-demand video "Preparing for your Initial RESEA".

You must meet with a MassHire Career Center staff person to complete an Initial RESEA meeting. A Career Center staff person should reach out to you to schedule this meeting, but you are also encouraged to reach out to establish this meeting with staff.

At this meeting, some additional required and ongoing Career Center Services will be discussed. Your Initial RESEA Meeting will be conducted either through virtual media or in person.

At your Initial RESEA meeting, staff will suggest and discuss with you, services that will fit your needs. These may include, Resume Assistance, Skills and Interests Assessment, Interviewing Skills, Marketable Skills Development, Job Matching and Referral(s) to jobs.

You will also be scheduled to attend a follow-up RESEA Review meeting.

In preparation for the Initial RESEA meeting you must have the following documents available to discuss:

- Completed Work Search Logs for each and every week you have requested unemployment benefits. (You can download a sample copy at [Work Search Log](#) or receive one from your local MassHire Career Center);
- Resume, and;
- Any other information that may be helpful in looking for work.

Your MassHire Career Center staff look forward to helping you with your job search! Contact your MassHire Career Center if you have any questions (listing enclosed).

Sincerely,

Katie Dishnica, Director
Department of Unemployment Assistance

Diane Hurley, Acting Director
MassHire Department of Career Services

60-Day Notification Letter

[DATE]

[CLAIMANT NAME]
[STREET ADDRESS]
[STREET ADDRESS LINE 2]
[CITY, STATE, ZIP]
Claimant ID: [ID]

Dear XXXXXXXX:

The Department of Unemployment Assistance (DUA) and MassHire Department of Career Services (MDCS) are here to help you on your Road to Reemployment.

You have been selected to participate in the Reemployment Services and Eligibility Assessment (RESEA) Program. Participation in this program is mandatory and is designed to help you return to work as quickly as possible. As a participant in this program and a recipient of Unemployment Insurance (UI), you are required to register with your local MassHire Career Center (via MassHire JobQuest), attend a Career Center Seminar, an initial RESEA review, complete activities assigned at the meeting and attend a follow-up RESEA meeting.

Failure to participate or show good cause for not participating will result in a denial of UI benefits.

Please take note of the deadlines within this letter and understand that required activities cannot be completed within a one-day period. You will also be asked for ID verification during any or all meetings.

Please plan accordingly.

If you have returned to full-time employment, it is important for you to contact your nearest MassHire Career Center to inform them of your employment status. Failure to inform your career center that you returned to work may result in payment delays in the event of a future unemployment insurance claim. Visit this link to contact a career center nearest you: <https://www.mass.gov/masshire-career-centers/locations>

To get started you must complete the following:

STEP 1: Register or update your registration with the MassHire Workforce Development System via MassHire JobQuest. Go to www.mass.gov/jobquest. This website will help you find jobs based on your interests and skills.

STEP 2: Complete an Initial RESEA:

- Contact a MassHire Career Center staff person and they will schedule you for an Initial RESEA meeting.

STEP 3: At your Initial RESEA meeting, you will be scheduled to attend a follow-up RESEA Review meeting.



60-Day Notification Letter (Page 2)

Steps 1-3 must be completed by: [5 weeks (34 days) from enrollment]. Please take note of this deadline and understand that required activities cannot be completed within a one-day period.

Please plan accordingly.

WHAT TO EXPECT:

You will be asked for ID verification during any or all of these meetings with staff.

You are encouraged to watch the on-demand video "Preparing for your Initial RESEA".

You must meet with a MassHire Career Center staff person to complete an Initial RESEA meeting. A Career Center staff person should reach out to you to schedule this meeting, but you are also encouraged to reach out to establish this meeting with staff.

At this meeting, some additional required and ongoing Career Center Services will be discussed. Your Initial RESEA Meeting will be conducted either through virtual media or in person.

At your Initial RESEA meeting, staff will suggest and discuss with you, services that will fit your needs. These may include, Resume Assistance, Skills and Interests Assessment, Interviewing Skills, Marketable Skills Development, Job Matching and Referral(s) to jobs.

You will also be scheduled to attend a follow-up RESEA Review meeting.

In preparation for the Initial RESEA meeting you must have the following documents available to discuss:

- Completed Work Search Logs for each and every week you have requested unemployment benefits. (You can download a sample copy at [Work Search Log](#) or receive one from your local MassHire Career Center);
- Resume, and;
- Any other information that may be helpful in looking for work.

Your MassHire Career Center staff look forward to helping you with your job search! Contact your MassHire Career Center if you have any questions (listing enclosed).

Sincerely,

Katie Dishnica, Director
Department of Unemployment Assistance

Diane Hurley, Acting Director
MassHire Department of Career Services



CCS and Initial RESEA Review Reminder Email



MAURA HEALEY
GOVERNOR
KIM DRISCOLL
LIEUTENANT GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

LAUREN E. JONES
SECRETARY
KATIE DISHNICA
ACTING DIRECTOR

Good Day! This is a reminder regarding your deadline to attend a CCS and Initial RESEA. Our records indicate that you have not yet completed these requirements.

You must complete these requirements by the end of next week. Failure to do so may affect your Unemployment Insurance benefits.

If you have not yet scheduled, you can:

Register or update your registration for MassHire via JobQuest. Go to www.mass.gov/jobquest. Then you can schedule and attend a CCS:

- Go to www.mass.gov/jobquest (same site as above) OR
- You can also call 1-800-653-5586 to schedule your seminar.

After the CCS, a MassHire Career Center staff person will schedule you for an Initial RESEA meeting.

Please disregard this message if you have already scheduled an appointment.

Each time you visit the Career Center, whether virtually or in person, be sure to bring your completed work search logs, your resume and any other information that may be helpful in looking for work.

Again, this is an email reminder from the Massachusetts Department of Unemployment Assistance reminding you that you must complete your CCS and Initial RESEA Review meeting by the end of next week.

If you have any questions, please contact a [MassHire Career Center](#) nearest you.

Thank you.

RESEA Review Reminder Email



MAURA HEALEY
GOVERNOR
KIM DRISCOLL
LIEUTENANT GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

LAUREN E. JONES
SECRETARY
KATIE DISHNICA
ACTING DIRECTOR

Good Day! This is a reminder regarding your deadline to attend a RESEA Review. Our records indicate that you have not yet completed your RESEA Review.

You are required to complete the RESEA Review by the end of next week. Failure to do so may affect your Unemployment Insurance benefits.

Each time you visit the Career Center, whether virtually or in person, be sure to bring your completed work search logs, your resume and any other information that may be helpful in looking for work.

If you have not yet scheduled your RESEA appointment, please contact a [MassHire Career Center](#) near you to schedule a meeting. Please disregard this message if you have already scheduled an appointment.

Again, this was a message from the Massachusetts Department of Unemployment Assistance reminding you that you must attend a RESEA Review meeting by the end of next week.

Thank you

Non-60-Day Welcome Letter

The RESEA Welcome emails are to serve as companions to the RESEA letters so customers can be nudged to seek services quickly and timely. Every Tuesday, MassHire Department of Career Services (MDCS) will issue these emails to customers who were enrolled in RESEA the Saturday before. A sample of the emails are attached.

Non 60 Dayers

Subject: Welcome to the MassHire Career Centers!

Welcome [First Name]!

It is with great pleasure that the MassHire Career Centers welcome you to take your next step toward new employment! We are committed to assisting you with your individual reemployment needs.

This email from the MassHire Department of Career Services (MDCS) is a companion to the Department of Unemployment Assistance (DUA) letter that you have received regarding your enrollment into the RESEA program. If you have not received that letter, you can find a copy in your [UI Online Inbox](#).

MassHire Career Centers provide a variety of job assistance services, including working with experienced career counselors, offering a variety of workshops and potential training opportunities, access to job listings, help with developing your resume, writing cover letters, and so much more!

This is to inform you of **action required** to maintain your eligibility to receive **Unemployment Insurance benefits**.

As you will see in your letter from DUA, you must:

Attend a Career Center Seminar and complete an Initial RESEA meeting by: **[Enrolled+20]**

At the Initial RESEA meeting you will learn about other program requirements and receive another appointment for your RESEA Review that must be completed by: **[Enrolled+34]**

Take Action Now! The program requirements take time to complete and cannot be completed in a single day. Please schedule your Career Center Seminar/Initial RESEA meeting now by:

- Scheduling online through [JobQuest](#) (first time users must register first)
- By phone at 1-800-653-5586
- By contacting a career center near you at [MassHire Career Center Locations](#)
- If you need language assistance to schedule the Career Center Seminar, please call the toll-free line 1-888-822-3422

We look forward to helping you find your next job!



DEPARTMENT OF
CAREER SERVICES

60-Day Welcome Letter

60 Dayers

Subject: Welcome to the MassHire Career Centers!

Welcome [First Name]!

It is with great pleasure that the MassHire Career Centers welcome you to take your next step toward new employment! We are committed to assisting you with your individual reemployment needs.

This email from the MassHire Department of Career Services (MDCS) is a companion to the Department of Unemployment Assistance (DUA) letter that you have received regarding your enrollment into the RESEA program. If you have not received that letter, you can find a copy in your [UI Online Inbox](#).

MassHire Career Centers provide a variety of job assistance services, including working with experienced career counselors, offering a variety of workshops and potential training opportunities, access to job listings, help with developing your resume, writing cover letters, and so much more.

This is to inform you of **action required** to maintain your eligibility to receive **Unemployment Insurance benefits**.

As you will see in your letter from DUA, you must complete an Initial RESEA and a RESEA Review meeting by: **[Enrolled + 34 Days]**.

Please note, there are program requirements that take time to complete between each of these meetings and cannot be completed in a day so **take action now!**

You can schedule an Initial RESEA meeting by contacting a career center near you at [MassHire Career Center Locations](#). At this meeting you will learn about the program requirements and will be given an appointment for your RESEA Review.

Your MassHire Career Center looks forward to seeing and assisting you with your reemployment needs!



DEPARTMENT OF
CAREER SERVICES

Job search requirements

To continue receiving benefits, you **must**:

Look for work *at least*:

- 3 times per week

You must also keep a record of your work searches.

If you are a union member and may only accept work through your union, you must keep track of all contacts between you and the Union.



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

Work Search Activity Log

Use this work search log to:

- Record your job search activities
- Take to your MassHire Career Center appointments, and
- Verify you are looking for work if you are randomly selected.

Get more copies of this form at any MassHire Career Center or at: www.mass.gov/dua/forms.

Job search log

Name: Claimant ID:

To continue receiving benefits, you must look for work at least 3 times per week. You must also keep a record of your work searches.

Week starting Sunday (date): [Click here to enter a date.](#) – Saturday (date): [Click here to enter a date.](#)

	Date	Position	Pay rate	Employer name and address/Employer website	Method of contact	Results
#1					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person	
Person contacted:			Contact phone number:		Action taken:	
			Contact email:		<input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other	
#2					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	
Person contacted:			Contact phone number:		Action taken:	
			Contact email:		<input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other	
#3					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	
Person contacted:			Contact phone number:		Action taken:	
			Contact email:		<input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other	

FAILURE TO SUBMIT A **COMPLETE** FORM MAY RESULT IN DISQUALIFICATION FROM RECEIVING BENEFITS AND A POTENTIAL OVERPAYMENT FOR BENEFITS ALREADY RECEIVED.

Include any documentation related to the work search activity listed above such as email with employer, job application receipt, job posting, job fair announcement, networking club information, or MassHire Career Center services.

Form 1750-rev. 09-03-19



DEPARTMENT OF
CAREER SERVICES

How to Obtain Work Search Log Submitted via UI Online

Commonwealth of Massachusetts
Wednesday, October 22, 2014
[Print Preview](#)

[Change Password](#) | [Logout](#) * Indicates Required Field

My Home Page
My Inbox
View and Maintain Account Information
Estimate Future Benefits
View And Request 1099G
View UI Records
Benefit Charges

Claimant Information [Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Effective Date: 8/24/2014 Benefit Year End: 8/22/2015 Claim Status: Active

UI Record Search

Record Type: ☐ New and Reopened Claims* ☒ Continued Claims

2. Select: Continued Claims

3. Click: Next

1. Click: View UI Records

UI Record Search: Select Sub Types

Record Type: Continued Claims
Sub Type(s): ☒ Weekly Certification

4. Check box: Weekly Certification

5. Click: Search

UI Record Search Results

Record	SSN	Claimant ID	Claim ID	Name	Date	Record Type	Record Sub Type
View	9407		2014-01		10/10/2014	Continued Claims	Weekly Certification
View	9407		2014-01		10/12/2014	Continued Claims	Weekly Certification
View	9407		2014-01		10/5/2014	Continued Claims	Weekly Certification
View	9407		2014-01		9/28/2014	Continued Claims	Weekly Certification

6. Click: View

Date	Type	Name	Person Contacted	Contract Type	Contract Info	Type of Work	Results
9/15/2014 12:00:00	Employer	ABC Company	Web site email	Website	Abc.com	development	No response
9/16/2014 12:00:00	Employer	Metro Hospital	HR	Phone Number	781-111-2139	development	Follow-up requested
9/17/2014 12:00:00	Employer	Union University	Administrator	In person	Front Desk	development	Follow-up requested

7. View as PDF

How to Obtain Work Search Log Submitted via UI Online

UI Record Search: Select Sub Types

Record Type: **Continued Claims**

Sub Type(s): ☒ Weekly Certification **4**

Previous **Search** Reset

5

UI Record Search Results

Record	SSN	Claimant ID	Claim ID	Name	Date	Record Type	Record Sub Type
View	0407		2014-01		10/19/2014	Continued Claims	Weekly Certification
View	0407		2014-01		10/12/2014	Continued Claims	Weekly Certification
View	0407		2014-01		10/5/2014	Continued Claims	Weekly Certification
View	0407		2014-01		9/28/2014	Continued Claims	Weekly Certification

6

Date	Type	Name	Person Contacted	Contract Type	Contract Info	Type of Work	Results
9/15/2014 12:00:00	Employer	ABC Company	Web site email	Website	Abc.com	development	No response
9/16/2014 12:00:00	Employer	Metro Hospital	HR	Phone Number	781-111-2139	development	Follow-up requested
9/17/2014 12:00:00	Employer	Union University	Administrator	In person	Front Desk	development	Follow-up requested

Step	Action
1	Click on View UI Records .
2	Select Continued Claims .
3	Click Next button.
4	From the Sub Types(s), Check Weekly Certification box.
5	Click Search button.
6	From the UI Record Search Results box, Click View for week you want to print.
7	An image of the selected weeks Work Search Log appears. View as a PDF document .

Attachment A

RESEA UI ELIGIBILITY ASSESSMENT QUESTIONNAIRE

Name Click or tap here to enter text.

Job Seeker I.D. # Click or tap here to enter text.

Please indicate YES or NO to the questions below.	YES	NO
1. Since filing your unemployment claim, have you been: <ul style="list-style-type: none"> Physically able to work. Actively seeking work. Ready to accept work. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2. Since filing your unemployment claim, have you applied for or started receiving ANY of the following? Check any that apply <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Workers' compensation benefits </div> <div style="width: 50%;"> <input type="checkbox"/> Vacation or personal time-off payments from an employer </div> <div style="width: 50%;"> <input type="checkbox"/> Payment in lieu of dismissal notice </div> <div style="width: 50%;"> <input type="checkbox"/> Payments from a union pension fund </div> <div style="width: 50%;"> <input type="checkbox"/> Payments from a pension fund </div> <div style="width: 50%;"> <input type="checkbox"/> Payments from an annuity fund </div> <div style="width: 50%;"> <input type="checkbox"/> Payments from a retirement account contributed to by an employer </div> <div style="width: 50%;"> <input type="checkbox"/> Payments from a 401K </div> <div style="width: 50%;"> <input type="checkbox"/> Continuation pay </div> </div> <p>If you circled any of the above, have you reported this information to the Department of Unemployment Assistance ("DUA")? <input type="checkbox"/> YES <input type="checkbox"/> NO</p>		
3. Have you worked during any of the weeks you claimed and NOT reported earnings for those weeks worked to the Department of Unemployment Assistance?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you currently enrolled in school or a training program? <i>If you answered YES, have you applied for Training Opportunities Program (Section 30) approval?</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

REMINDER: If you have moved since you filed your claim for benefits, you must notify the Department of Unemployment Assistance by accessing your UI Online account or by calling (617) 626-6800.

Signature: Click or tap here to enter text.

Date: Click or tap here to enter text.

Note: The Reemployment Services and Eligibility Assessment ("RESEA") Program is a mandatory program designed to ensure that you meet state and federal requirements to receive unemployment insurance benefits. Any information that you provide may affect your eligibility to receive those benefits.

Revised: February 2023



TERM	DEFINITION
WORKERS' COMPENSATION BENEFITS	<i>A form of insurance providing wage replacement and medical benefits to employees injured in the course of employment in exchange for mandatory relinquishment of the employee's right to sue their employer for the tort of negligence.</i>
PAYMENT IN LIEU OF DISMISSAL NOTICE	<i>A payment made when an employer does not give advance notice of separation to an employee, whether or not notice is required and irrespective of the length of service of the employee. Such payment is generally equivalent to the wages, which the employee would have earned had the employer permitted the employee to work during the period of notice.</i>
PAYMENTS FROM A PENSION FUND	<i>Payments received from a pension fund.</i>
PAYMENTS FROM A RETIREMENT ACCOUNT CONTRIBUTED TO BY AN EMPLOYER	<i>Payments to an employee from a retirement account that was contributed to by an employer.</i>
VACATION OR PERSONAL TIME OFF PAYMENTS FROM AN EMPLOYER	<i>Vacation or personal time off payments received by an employee from an employer.</i>
PAYMENTS FROM A UNION PENSION FUND	<i>Payments received by an employee from a union pension fund.</i>
PAYMENTS FROM AN ANNUITY FUND	<i>Payments received by an employee from an annuity fund.</i>
SEVERANCE PAY	<i>A payment to an employee at the time of separation in recognition and consideration of the past services the employee has performed for the employer. The amount of the payment is usually based on years of service.</i>

TERM	DEFINITION
STAY BONUS	<i>A Stay Bonus (Incentive Bonus) is generally recognized as a payment made by employers to employees to continue employment until a lay-off or separation date and is non-disqualifying pursuant to §1(r)(3). In most cases, there is an agreement (verbal or written) between the employer and the employee whereby the employee must continue to work for the employer until the separation date in order to receive a specified bonus payment. Any payments issued to an employee as an incentive to remain until the expected separation date or as a bonus for staying until not needed must not be based on past services (years of service) of the company. Rather, they must represent payment based on the employer's demand for that particular employee's skills, job responsibilities, or job function until the agreed upon separation date.</i>
PAYMENTS FROM A 401K FUND	<i>Payments received by an employee from a 401K fund.</i>
CONTINUATION PAY	<i>Payments made by the employer that represent wage or salary payments through the date of termination during which time the employee is not required to perform any services. These payments are based on either a contractual or other agreement. It is considered an extension of employment through the date of termination of the contract or agreement and should be reported as regular base weeks and wages. An individual is ineligible for unemployment benefits for any week in which he/she is receiving salary continuation through date of termination.</i>

Career Centers can use an INA of their choice.

Community Resources

What do I need?

Available Resources

- | | | |
|--|---|--|
| <input type="checkbox"/> I need to apply for Unemployment Insurance Benefits | → | Call 877-626-6800 or Visit a Career Center to meet with a UI Specialist |
| <input type="checkbox"/> I have questions regarding my Unemployment Insurance claim | → | Call 877-626-6800, or visit the web: www.mass.gov/dua |
| <input type="checkbox"/> I need help with obtaining Health Insurance | → | Call 877-623-6765 or visit the Mass Health Insurance Connector website: www.mahealthconnector.org |
| <input type="checkbox"/> I need help in obtaining food stamps and/or cash assistance | → | Call 866-960-FOOD (3663) Supplemental Nutrition Assistance Program (SNAP) |
| <input type="checkbox"/> I need help with energy and/or fuel assistance | → | Call 800-632-8175, or visit the web www.mass.gov/dhcd |
| <input type="checkbox"/> I need to obtain information regarding child care assistance | → | www.eec.state.ma.us/index.aspx Department of Early Education and Care Phone: 617-988-6600 |
| <input type="checkbox"/> I need help in understanding credit, financial and mortgage liabilities | → | Visit the web: www.mass.gov/egg and type in Credit and Finance under SEARCH |
| <input type="checkbox"/> Will I lose my unemployment benefits while attending school? | → | Visit the web: www.mass.gov/dua and type in Section 30 under SEARCH |

One-Stop Career Centers

What do I need?

Available Resources

- | | | |
|--|---|--|
| <input type="checkbox"/> I am a Veteran and would like to know what services are available | → | Meet with a Veteran Representative; visit www.mass.gov/veterans |
| <input type="checkbox"/> I lost my job due to my company moving overseas | → | Meet with a TRADE program Counselor at a One Stop Career Center |
| <input type="checkbox"/> I am a Youth age 18-24 | → | Meet with a Youth Counselor at a One Stop Career Center |
| <input type="checkbox"/> I have a disability or barrier to employment | → | Adaptive equipment, individual assistance and agency referrals available |
| <input type="checkbox"/> Other | → | Resource Info here |
| <input type="checkbox"/> Other | → | Resource Info here |
| <input type="checkbox"/> Other | → | Resource Info here |
| <input type="checkbox"/> Other | → | Resource Info here |
| <input type="checkbox"/> Other | → | Resource Info here |

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|---|---|---|
| <input type="checkbox"/> I need help getting started with my job search | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need help writing / updating a resume or cover letter | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need to learn how to use the internet for job search | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need to research the labor market for new opportunities | → | Visit a One Stop Career Center
Websites: http://masscis.intocareers.org/ ; http://online.onetcenter.org/ |
| <input type="checkbox"/> I need help preparing for my interviews | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need help finding what careers fit my interests and skills | → | Visit a One Stop Career Center
Websites: http://masscis.intocareers.org/ ; http://online.onetcenter.org/ |
| <input type="checkbox"/> I need advice on how to network | → | Visit a One Stop Career Center
Websites: www.linkedin.com |
| <input type="checkbox"/> I need help understanding my talents and marketing them to employers | → | Visit a One Stop Career Center |

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|---|---|---|
| <input type="checkbox"/> I lack computer skills and want to learn to use a computer | → | One Stop Career Center Workshop > Intro to Computers |
| <input type="checkbox"/> I need to update my MS Office skills or practice typing | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I am interested in starting my own business | → | Small Business Administration (SBA) Overview Websites: www.sba.gov |
| <input type="checkbox"/> I would like to finish my GED and/or improve my English skills | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need help updating my skills to be competitive in today's Job Market | → | Visit a One Stop Career Center |
| <input type="checkbox"/> I need a career change | → | One Stop Career Center Workshop > An Overview to Training |
| <input type="checkbox"/> Other | → | Resource Info here |
| <input type="checkbox"/> Other | → | Resource Info here |

MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM CAREER ACTION PLAN

Customer Name: Test, Susan

Job Seeker ID: 12345678

Career Objective: Looking for Licensed Practical Nursing Position.
I've worked in Nursing home, Correctional and DMR Facilities.

Goal Type	Goal Status	Scheduled / Target Date	Actual Date	Goal Action Steps	Created By
Acknowledges Section 30 Requirements	Attained	02/08/2016	02/08/2016		MOSESINT
Research LMI	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Register with JobQuest	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Review Work Search Activity	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Resume and Cover Letter Development	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
RESEA Review	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Initial RESEA Review	Attained	02/08/2016	02/08/2016		MOSESINT

I have assisted in developing this Career Action Plan and I agree with goal and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with the Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20th payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File Massachusetts Form 1666) and deadlines if company is certified.

Customer Signature: _____ Staff Signature: _____ Date: _____

Page 1 of 1



RESEA CAREER ACTION PLAN (CAP)



Name: _____ Job Seeker ID #: _____

Barriers to Employment. (Check all that apply):

- ☐ Lack of Marketable Skills
☐ Lack of Credentials, Certification, Licensing or Training
☐ Lack of Basic Education Skills
☐ Labor Market Discrimination
☐ Limited English
☐ Other: _____

Additional Items. (select "I Have" or "I Need" for each item):

	I HAVE	I NEED
Resume	<input type="checkbox"/>	<input type="checkbox"/>
Cover Letter	<input type="checkbox"/>	<input type="checkbox"/>
Interview Skills	<input type="checkbox"/>	<input type="checkbox"/>
Computer Skills	<input type="checkbox"/>	<input type="checkbox"/>
Social Media Skills	<input type="checkbox"/>	<input type="checkbox"/>

Primary occupation: _____ Secondary occupation: _____

Goals: Based on your answers above, list the goals you need to accomplish to meet your employment goal.

- ☐ Goal: _____ Target Date: _____ Completed: _____
☐ Goal: _____ Target Date: _____ Completed: _____

Mandatory Goals for RESEA customers:

- | | | |
|--|--------------------|------------------|
| <input type="checkbox"/> Register on JobQuest | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Resume | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Labor Market Research & Exploration | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Interim Service | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Work Search | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Complete (this) Career Action Plan Form (CAP) | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Future Career Center Service | Target Date: _____ | Completed: _____ |
| <input type="checkbox"/> Acknowledges Section 30 Requirement and Trade | Target Date: _____ | Completed: _____ |

☐ RESEA Review Appointment: _____ Your RESEA Review appointment is scheduled for:

Date: _____ Career Center: _____ Staff Name: _____

*RESEA customers **must** complete all mandatory goals listed above & bring all completed logs/forms to the RESEA Review*

Workshops: You are registered to attend the following workshop(s):

Workshop Name: _____ Date/Time: _____

Location: ☐ Career Center ☐ Other Location: _____

Workshop Name: _____ Date/Time: _____

Location: ☐ Career Center ☐ Other Location: _____

CLAIMANT STATEMENT: I have been informed about the Training Opportunity Program (Section 30). I understand that I must apply for the Training Opportunity Program (Section 30) by the 20th payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File MA Form 1666) and deadlines if company is certified.

I have assisted in developing this Career Action Plan by providing the information above. I agree to the level of cooperation and participation required for me to complete this plan, including completing all tasks and goals, attending assigned workshops, and meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my U.I. benefits.

Customer Signature: _____ Staff Signature: _____

Date: _____



Labor Market Research Worksheet

Name: _____ Member ID number: _____ Date: _____

Goal: Labor market research is a tool to help you make decisions about your job search. As discussed in the orientation, this research is critical to understanding if there are employers seeking your skills. Completing this worksheet should help you make more informed job searching decisions about your current skills and occupation.

Requirement: As part of your job search requirement, you need to conduct labor market research on your current occupation. Please complete this form and bring it with you to the RESEA Review session and/or your appointment with a career advisor.

Sources: There are various websites you can browse to find the labor market information concerning your occupation. You will find some listed below. Please check all of the websites you visited when completing this worksheet (you only have to **visit one**, but you can visit them all if you want). Use the information you find to answer the questions on this document (front and back) and/or bring in the printed information from the websites that you found about your occupation.

Websites:

- ☐ Mass Career Information System: <http://masscis.intocareers.org/>
username: **Your Career Center** Password: **Your Career Center**
- ☐ O*Net: www.onetonline.org/
- ☐ America's Career Information Network: <https://www.careeronestop.org/>
Copy and paste or type this link into a browser
- ☐ US Bureau of Labor and Statistics - **click on the Publications tab at top of home page, and then click on Occupational Outlook Handbook:** www.bls.gov/
- ☐ My Skills My Future: <https://www.myskillsmymfuture.org/>
- ☐ My Next Move: www.mynextmove.org
- ☐ TORQ: [MyJobquest \(mass.gov\)](http://MyJobquest.mass.gov)
- ☐ Other website: _____
- ☐ Other sources: Career exploration workshops, job ads, trade magazines, informational interviews, newspapers, and networking

Labor Market Research Worksheet

Answer the questions below based on your labor market research.

1. **Primary Occupation Title** (please note-not all occupational titles will be listed on these websites; pick the title that is the closest match to your occupation).

2. What is the **salary range** (if no range then just list **median wage**)?

\$ _____ to \$ _____ per hour ☐ or annual ☐

3. **Are opportunities in this occupation** (in the state you are looking for work):

Increasing ☐ or Decreasing ☐ ?

(This information will usually be found in a section labeled employment outlook/employment trends/job outlook, if the number does not have a negative sign in front of it, then the occupation is increasing):

3a. **By what percent** (number found in the employment outlook/employment trends/job outlook section)?

_____ %

4. **How many jobs are available annually in your occupation** (found in same section as question 3)?

5. **Based on your research, do you possess the appropriate certifications, licenses, or credentials for this occupation:** YES ☐ NO ☐

5a. **If you answered NO to question 5**, what certification, licenses, or credentials do you lack to be reemployed in this field?

6. **Why do you think you have been unable to become reemployed in your occupation?**

7. **Other pertinent labor market information about your occupation.**

Re-employment Services and Eligibility Assessment (RESEA) Requirements for Jobseekers/Claimants who have Left the State

Instructions: Please complete and submit this signed check list, with all the required documentation via **email to:** _____ mail to the address below or **fax to** _____: **Failure to provide this information may result in the loss of unemployment benefits.**

- ☐ 1. Documentation that you have visited a career center in the state in which you are residing and documentation that you have registered for ongoing employment services.
- ☐ 2. Documentation that you have registered for your current state on-line job bank.
- ☐ 3. Documentation of your Labor Market Exploration for your occupation(s) of interest using the attached Labor Market Research Worksheet. [*OCCUPATIONAL RESEARCH WORKSHEET \(mass.gov\)](#)
- ☐ 4. Resume
- ☐ 5. Weekly work search tracking form for each and every week you have claimed unemployment benefits. Massachusetts work search forms may be located at: [download \(mass.gov\)](#)
- ☐ 6. If you are a veteran, a copy of your DD-214 member-4 (containing characterization of service).
- ☐ 7. Read, sign and date the Section 30 Acknowledgement Statement below and return with all the required documentation. [An Overview to Training Action Steps \(mass.gov\)](#)

The general goal of **Section 30** is to allow claimants to acquire the new skills necessary to obtain employment and allows claimants to receive Unemployment Insurance (UI) benefits while enrolled in **approved** training. Requirements for worksearch, availability for work, and acceptance of suitable work, are waived if a claimant is otherwise eligible for UI and is enrolled in approved training. In addition, a claimant may be eligible to receive an extension of benefits up to 26 times his or her benefit rate if the training extends beyond his or her maximum monetary entitlement. The 26-week training extension is available only to those claimants who have applied to the Director for training **no later than the 20th payable week of their unemployment claim**. I have also been informed about the Trade Program, my employer verified as TAA or not and advised of next steps (File Massachusetts Form 1666) and deadlines if company is certified.

I have been informed about the Training Opportunities Program (TOP/Section 30) and application deadline and the Trade program.

Customer Signature: _____ **Date:** _____

Customer _____
Current Address: _____

Phone Number: _____

Mail to: MassHire XXXXX Career Center

**UPDATE WITH RESPECTIVE CAREER
CENTER ADDRESS**



RESEA Assist Form

Requested by: _____ Career Center: _____ Phone # _____ Date: _____		
Claimant Name: _____	MOSES ID: _____	Claimant ID: _____
RESEA Enrollment Date: _____		
CCS must attend by date: _____	Actual attended date: _____	Date entered in MOSES: _____
RESEA must attain by date: _____	Actual attained date : _____	Date entered in MOSES: _____
Are MOSES Notes up to date?	Yes	No
Are CAP/ RESEA Goals up to date?	Yes	No
Discussed with Career Center Supervisor?	Yes	No
Signature of Supervisor who reviewed form: _____		
Detailed explanation of request:		
RESEA\LMI Official Use Only: Reviewed and Sent to DUA _____ Initials _____		
Comments:		

Return completed form to: REALMI@Detma.org

DUA Notification of Return to Work				
Job Seeker Name	Job Seeker Phone No.	Job Seeker MOSES ID	Job Seeker Claimant ID	Date
Susan TEST	(617)999-5555	12503421		02/26/2016
Return to Work Information entered on MOSES		YES		
Return to Work Information				
Verification Source: Susan TEST		Verification Date: 02/26/2016		
Job Start Date: 02/26/2016		Job End Date:		
Job Title: Nurse		Pay Rate: \$ 40 per Hour	Hours Per Week: 40	
Employer Information: Brigham & Women's Hospital 75 FRANCIS STREET Boston, MA 02115 (617) 732-7655				
Form Completed by: Kim Leonard				
Career Center: Hurley/MOSES Unit				
Phone #: (617)626-6467				
Email Address: kleonard@detma.org				

Complete form and email to DUA at: ReturnToWork@mass.gov

DUA Notification of Potential Issue				
Job Seeker Name	Job Seeker Phone No.	Job Seeker MOSES ID	Job Seeker Claimant ID	Date
Susan TEST	(617)999-5555	12503421		02/23/2016
Potential Issue Information entered on MOSES		YES		
Potential Issue Information				
Verification Source: Susan TEST				
Verification Date: 02/23/2016				
Issue Start Date:				
End Date (if applicable):				
Brief Summary of Potential Issue: Customer stated they are not looking for work due to leaving for vacation from March 1, 2016 through March 15, 2016.				
Form Completed by: Ashley Vandiver				
Career Center: Hurley/Moses Unit				
Phone #: (617) 626-5287				
Email Address: ashley.vandiver@detma.org				

Complete form and email it to DUA at: UI_Potential_Issue@detma.org

Please contact the RESEA/LMI Team with any questions.