MASSHIRE | DEPARTMENT OF CAREER SERVICES

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

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# Notes page

# Table of Contents

RESEA Program Overview ..... 5
RESEA Enrollment and Notification ..... 9
RESEA Program Overview – Flowchart ..... 10
RESEA Program Overview: 60-dayer Flowchart ..... 11
UI Online Claimant Screenshots for RESEA Enrollment and Notification ..... 12
Multilingual – Limited English Proficiency (LEP) Guidelines ..... 14
Attend a Career Center Seminar ..... 16
Attend Initial RESEA ..... 17
Career Center Seminar (CCS) Flowchart ..... 18
Initial RESEA Flowchart ..... 19
RESEA Review Flowchart ..... 20
Career Center Seminar Scheduling ..... 21
Rescheduling CCS with Good Cause - Excused ..... 23
Rescheduling CCS with "No Good Cause" ..... 25
Rescheduling RESEA Review with Good Cause - Excused ..... 256
Career Center Seminar Scheduling through JobQuest (*not registered*) ..... 27
Career Center Seminar Scheduling through JobQuest (*registered*) ..... 28
Career Center Seminar Event Participation Screen ..... 29
60-dayer – Post Career Center Seminar ..... 30
Developing CAP Goals ..... 33
Customer Development of CAP Goals in MassHire JobQuest ..... 35
MOSES: CAP and CAP Research Tabs ..... 39
Printing CAP Goals in MOSES ..... 41
Recording Career Center Seminar and Initial RESEA Attendance ..... 43
Recording Acknowledgement of Section 30 and Trade Requirements ..... 44
Recording Initial RESEA ..... 45

RESEA Review Program Eligibility Requirements (Jobseeker) ..... 48
Conducting RESEA Review (Staff) ..... 49
RESEA Review Process ..... 50
CAP Goal: Labor Market Information (LMI) ..... 51
CAP Goal: Work Search Activity ..... 53
CAP Goal: Resume ..... 56
CAP Goal: MassHire JobQuest (JQ) ..... 58
CAP Goal: Future MassHire Career Center Service ..... 60
RESEA Review Goal ..... 62
RESEA Review Goal Attainment Status ..... 63
RESEA Review Return to Work ..... 66
Return to Work - Notifying DUA ..... 72
UI Potential Issue ..... 73
UI Potential Issue Form ..... 74
Emailing UI Potential Issue Form and Return to Work Form ..... 78
Section 30 (Training Opportunities Program) and Trade ..... 79
RESEA Review Sanction – UI Screen ..... 84
RESEA Requirement: Left State ..... 85
RESEA Program Exits ..... 89
Communicating with the Department of Unemployment Assistance (DUA) ..... 94
RESEA Reports ..... 98
Glossary of Acronyms ..... 102
Appendix ..... 103

# 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 *by week three*. |
| **Career Center Seminar**<br>**Required Re-employment Services that are provided to all jobseekers** |
| • 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 *RESEA UI Eligibility Assessment questionnaire* must be completed |
| **Initial RESEA Requirements** |
| Finalize Career Action Plan (CAP)/Individual Re-employment Plan (IRP)<br>• Review Individual Needs Assessment (INA)/Job Search Inventory<br>• Complete goal actions steps for each goal (mandatory and additional goals)<br>• 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 |
| *RESEA UI Eligibility Assessment Questionnaire* (refer to MWF Policy Issuance: 100 DCS 23.105.2) |
| Referral to interim career center service<br>• **i.e., Workshop, or other *verifiable* career center service, as *appropriate* to the individual**<br>• **Interim service referral *must* 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 and 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: |
| • **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<br>• Review *RESEA UI Eligibility Assessment questionnaire* for any changes or potential issues |
| Verify participation/attendance at interim service referral made at the Initial RESEA<br>• 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. |

**Week 3** → **Week 5**

- Orientation of MassHire Career Center Services
- Complete an Individual Needs Assessment (INA)
- Begin to develop a Career Action Plan (CAP)
- Introduction to LMI and LMI tools
- Register on MassHire JobQuest
- Sign-off: Acknowledges Section 30 and Trade Requirements
- Complete *RESEA UI Eligibility Assessment Questionnaire*

- One-on-one/group meeting
- UI Eligibility: work search
- UI Eligibility: able, available, and actively seeking work; review (*RESEA UI Eligibility questionnaire*)
- Review Resume
- Review INA
- Finalize and sign-off on CAP/IRP
- Discuss LMI
- Referral to interim career center services*
- *Schedule RESEA* Review
- Attain Initial RESEA

- One-on-one meeting
- Review LMI exploration results
- Verify MassHire JobQuest registration
- Verify and review resume
- UI Eligibility: work search
- UI Eligibility: able, available, and actively seeking work; Review *RESEA UI Eligibility questionnaire*
- Verify participation/attendance at referral to interim career center service* made at Initial RESEA
- Referral to appropriate future Re-employment Services**
- Attain RESEA Review

**Career Center Seminar (CCS)** (If not, 1-week sanction) → **Initial RESEA** → **RESEA Review** (if not, indefinite sanction)

***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 |
|---|---|
| *Enrollment* | • RESEA Enrollment up to 2,000 weekly at time of first UI payment |
| *Notification Letters* | • Jobseekers/Claimants are sent notification letters from DUA at the time of enrollment |
| *Welcome Letters* | • Jobseekers/Claimants are sent welcome emails from MDCS on the Tuesday after enrollment welcoming them into the MassHire Career Center system |
| *Must Attend Career Center Seminar (CCS) and Initial RESEA* | • Must attend CCS and complete an initial RESEA by week 3 after enrollment<br>• May be rescheduled additional week up to week 4 with good cause if requested prior to their ***must attend by date*** (in week 3) |
| *Handling 60-Dayers* | • Waived from CCS if they attended in last 60 days<br>• Must return to complete Initial RESEA by week 3 and RESEA Review by week 5 |
| *Reminder emails and calls* | • Reminder emails are sent to those who have not attained 1 week prior to deadlines and calls are made by local MCCs |
| *Referral to Appropriate Reemployment Service* | • Must attend prior to RESEA Review |
| *RESEA Review* | • Must attend RESEA Review by week 5 after enrollment<br>• May be rescheduled additional week up to week 6 with good cause if requested prior to their ***must attend by date*** (in week 5) |
| *Sanctions: CCS, Initial RESEA and RESEA Review* | • One-week Sanction if CCS and Initial RESEA is not attended by week 3 or week 4 if rescheduled with good cause<br>• 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

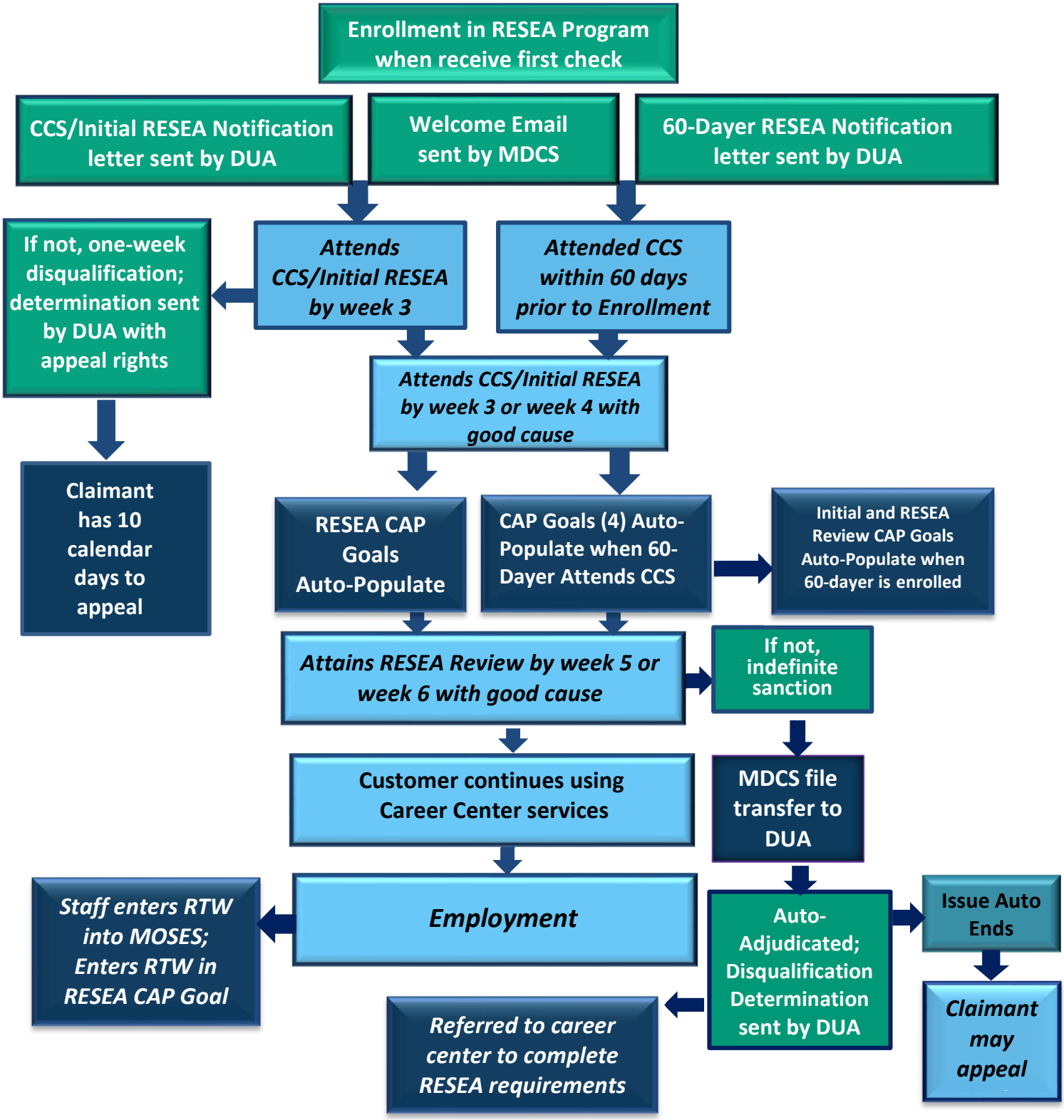
Each week a file of Permanently Separated UI Jobseekers/Claimants and all Ex-Service Members (UCX) collecting Unemployment Compensation who have received their first UI payment are selected, and up to 2,000 are enrolled in the RESEA Program at the time they receive their first UI payment. Jobseekers 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. *CCS/Initial RESEA* 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 *CCS/Initial RESEA,* 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. |

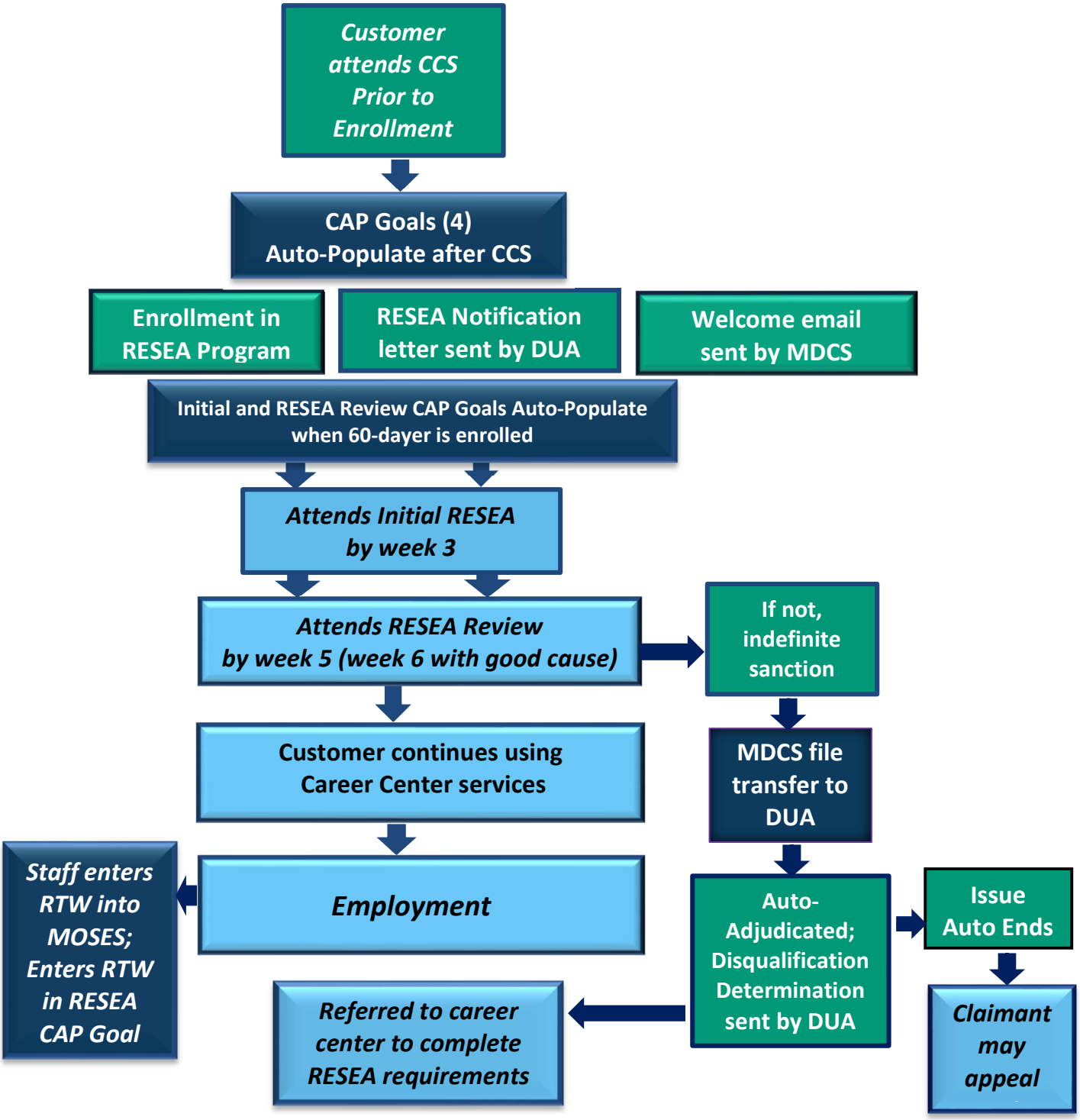
*All letters are sent out in English and twelve (12) other languages. For the foreign languages, a sentence is added to the letter with a foreign language help line.

| 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.<br><br>Career Center Staff are encouraged to contact the 60-dayers to complete their Initial RESEA requirements immediately and schedule them for a *RESEA Review* 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  Action Needed: All
Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)

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

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)

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 |
|---|---|---|---|---|
| 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

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.

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, 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
- Resume 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
- Labor Market Information (LMI)
- Section 30 and Trade
- 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

***Jobseeker*** **notified to attend a CCS/Initial RESEA by week three (3) following enrollment**
**Jobseeker/Claimant can view CCS on-demand video**

***Jobseeker*** **does *not* attend CCS by week three (3) after enrollment**

***Jobseeker:***

- **Receives one (1) week disqualification of benefits with appeal rights**

***Jobseeker*** **attends the CCS by week three (3)* after enrollment**

## Career Center Seminar

***Jobseeker:***

- **Registers on MassHire JobQuest prior to or at the Career Center Seminar**
- **Receives an orientation to MassHire Career Center services, information on state and federal programs, and local area assistance**
- **Completes Needs Assessment (INA)**
- **Begins development of their CAP/IRP**
- **Receives an introduction to Labor Market information (LMI)**

***Jobseeker*** **segues into Initial RESEA**

***In order to reschedule a jobseeker who is "*Excused with good cause*" into week four (4), any Rescheduling must be done prior to the original week three (3) "*attend by*" date in order to avoid the one (1) week sanction**

# 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**

***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.**

## 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**

# 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.**

**Interim Career Center Service Referral**

↓

**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**

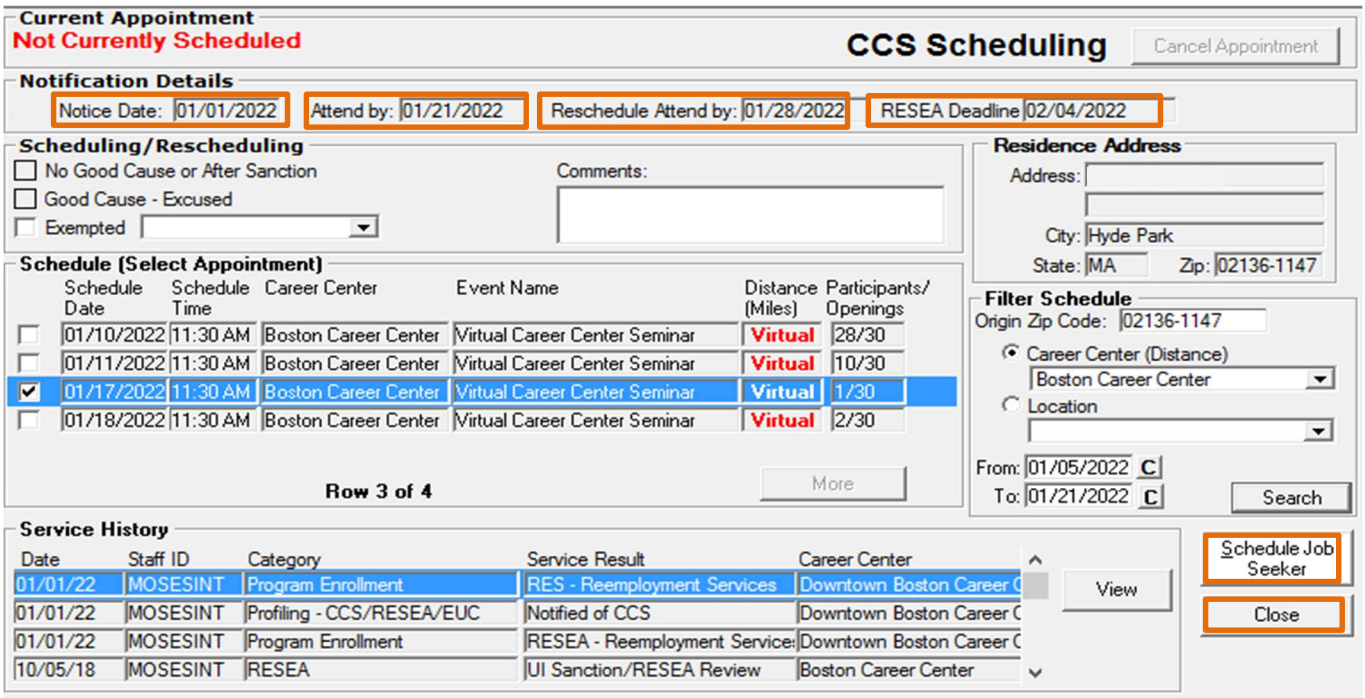
# Career Center Seminar Scheduling

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.

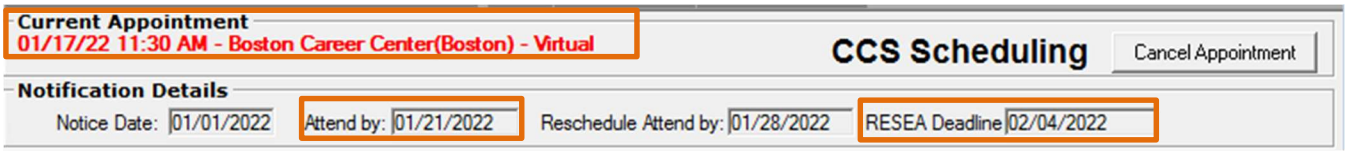
| Step | Action |
|---|---|
| **1** | From MOSES, click on *Events* > select *CCS Orientation Scheduling*. |
| **2** | Type in the jobseeker's ID, claimant ID, last name, or social security number. Click on the *select* button. The Scheduling window will appear. |
| **3** | From the *Filter Schedule* section, select a *Career Center or Location* using the drop-down lists. |
| **4** | Select date range on the "From:" and "To:" boxes. Then click the *Search* 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. |




**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.



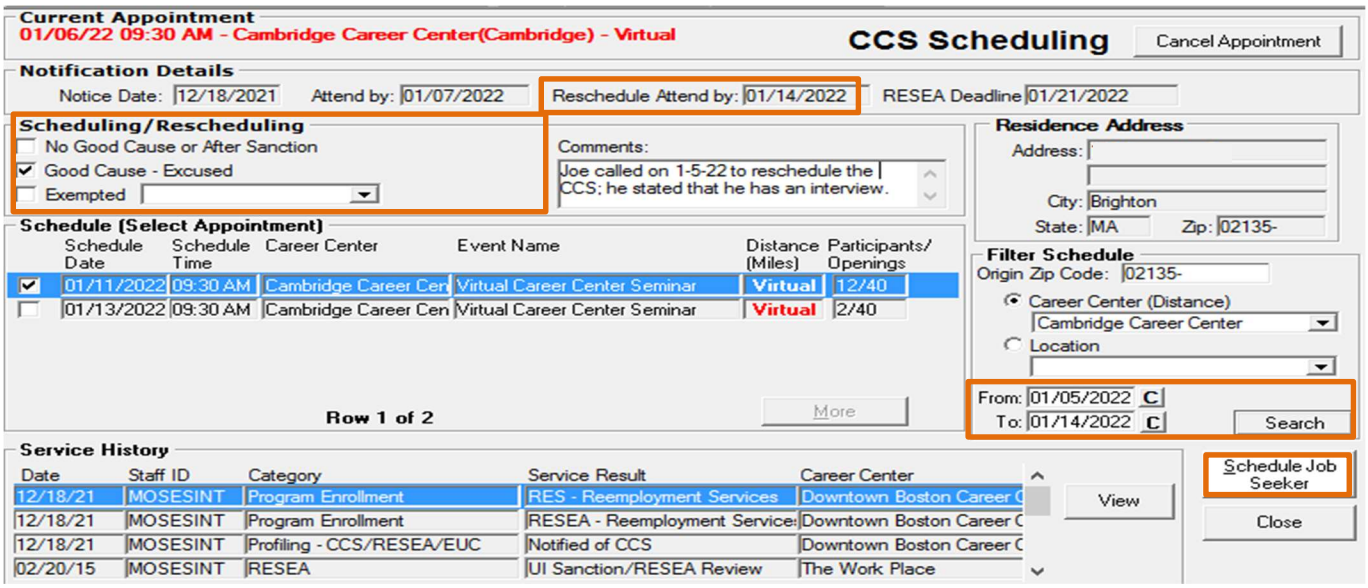

**Note:** If the jobseeker's *Attend By* date is quickly approaching, the jobseeker must be made aware that they may go to a career center of their choice. If the career center of their choice is not available, it is not an excused reason not to attend prior to their third week CCS must attend by date. 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 *Services* 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 *Events* > select *CCS Orientation Scheduling*. |
| **2** | Type in the jobseeker's ID, last name, social security number, or claimant ID. Click on the *select* button. The Scheduling window will appear. |
| **3** | From the *Filter Schedule* section, select a *Career Center or Location* using the drop-down lists. |
| **4** | Select date range on the "From:" and "To:" boxes. Then click the *Search* button and choose appropriate CCS from list that appears. Must be before the *Reschedule Attend By* date to avoid a sanction. Updates in the Services history. |
| **5** | Click *Scheduling/Rescheduling Good Cause – Excused* |
| **6** | In comments box, document reason for scheduling/rescheduling excused. The comment box note will create a Reschedule service entry on the *Services* 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. |



# 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
- [x] Good Cause - Excused
- [ ] Exempted

Comments:

Residence Address
Address: 19 Staniford St
City: Boston

Schedule (Select Appoi

| Schedule Date | Schedule Time |
|---|---|
| 12/08/2015 | 11:00 AM |
| 12/15/2015 | 11:00 AM |
| 12/22/2015 | 11:00 AM |

Service History

| Date | Staff ID |
|---|---|
| 11/28/15 | MMEIB |
| 11/28/15 | MMEIB |
| 11/28/15 | MMEIB |

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

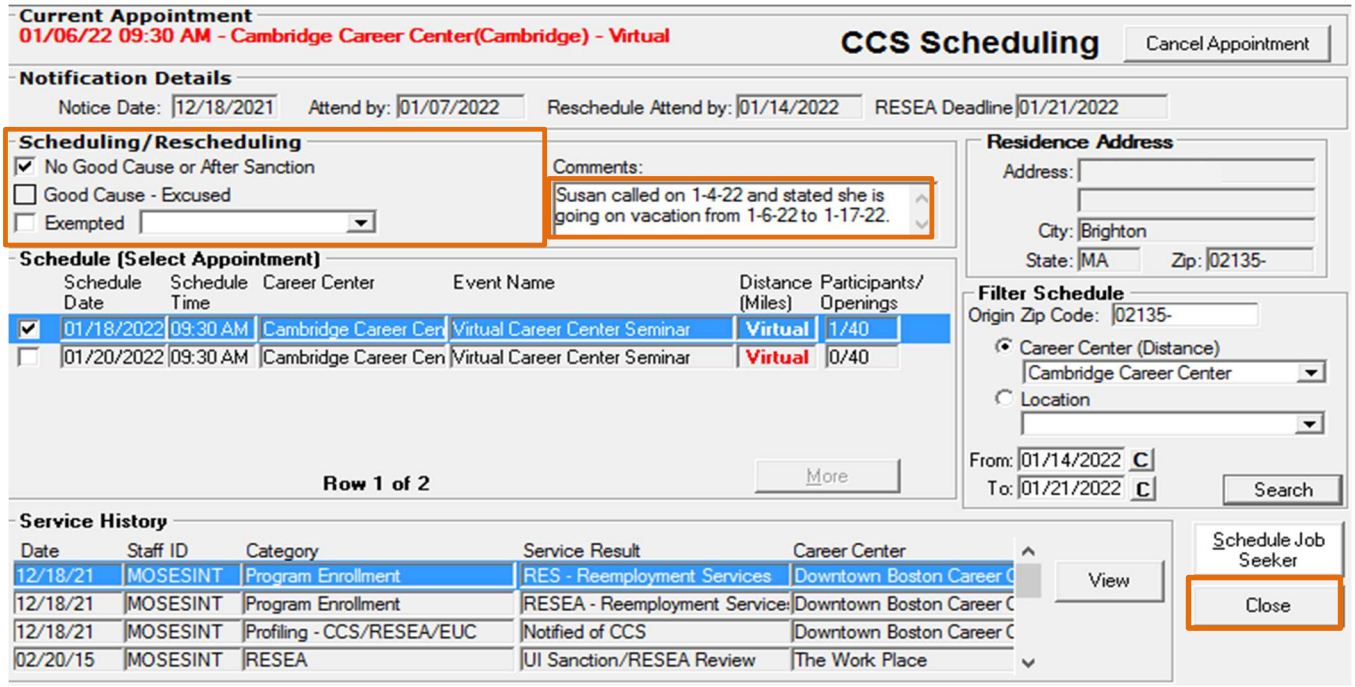
**Note:** Be aware of categorizing the reschedule as 'Excused' because if the reason for the reschedule is an ongoing situation, it may be an *"able, available, and actively seeking work"* issue. Check MOSES *Notes* and *Services* for any previous rescheduling. If the reason is not listed on the *Good 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 *Services* 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 *Events* > select *CCS Orientation Scheduling*. |
| **2** | Type in the jobseeker's ID, claimant ID, last name, or social security number. Click the *select* button. The *Scheduling* window will appear. |
| **3** | From the *Filter Schedule* section, select a *Career Center or Location* using the drop-down lists. |
| **4** | Select date range on the "*From*:" and "*To*": boxes. Then click the *Search* button. Updates in the Services history. |
| **5** | Click Scheduling/Rescheduling After Deadline – No Good Cause |
| **6** | In comments box, document reason for scheduling/rescheduling with no good cause. The comment box note will create a Reschedule service entry on the *Services* screen. |
| **7** | In the "Schedule (Select Appointment)" section, choose appropriate CCS from list that appears. Click "*Schedule Jobseeker*" button in lower right of screen. |
| **8** | Selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with jobseeker. |
| **9** | Be sure to click close to complete the registration. |

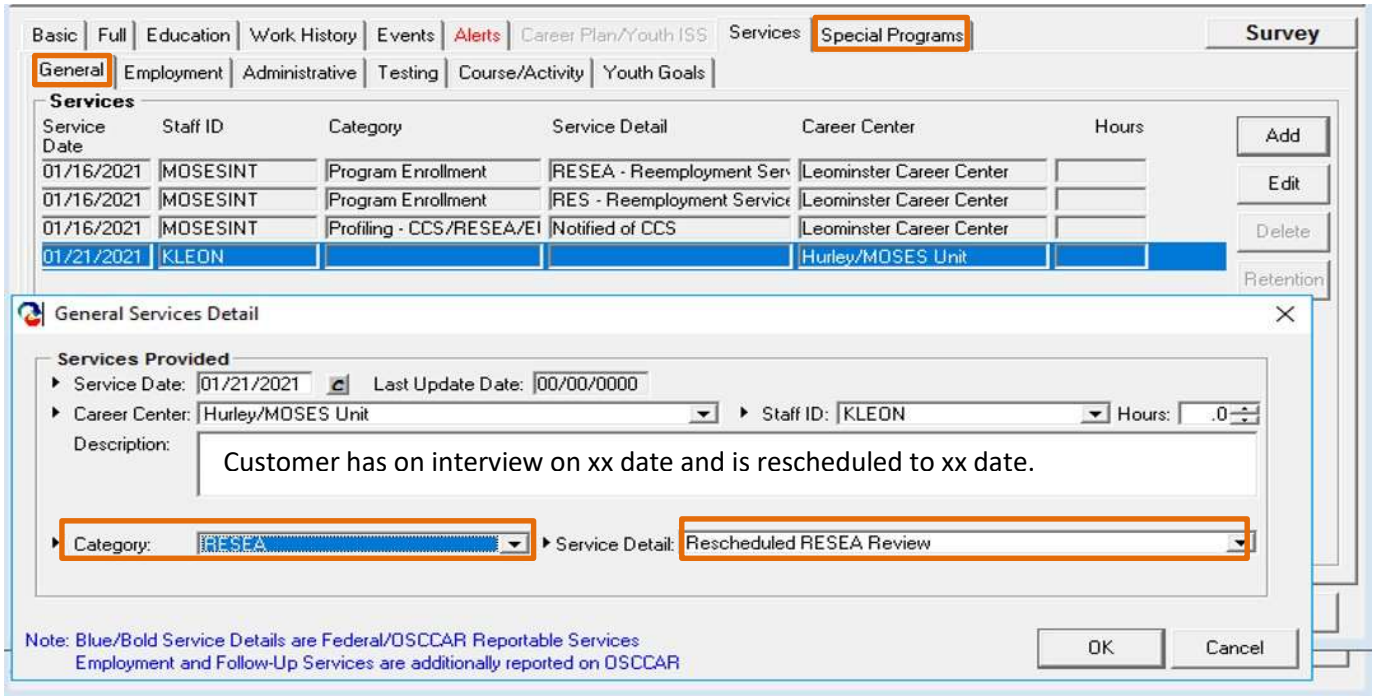


# Rescheduling RESEA Review with Good Cause – Excused

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.

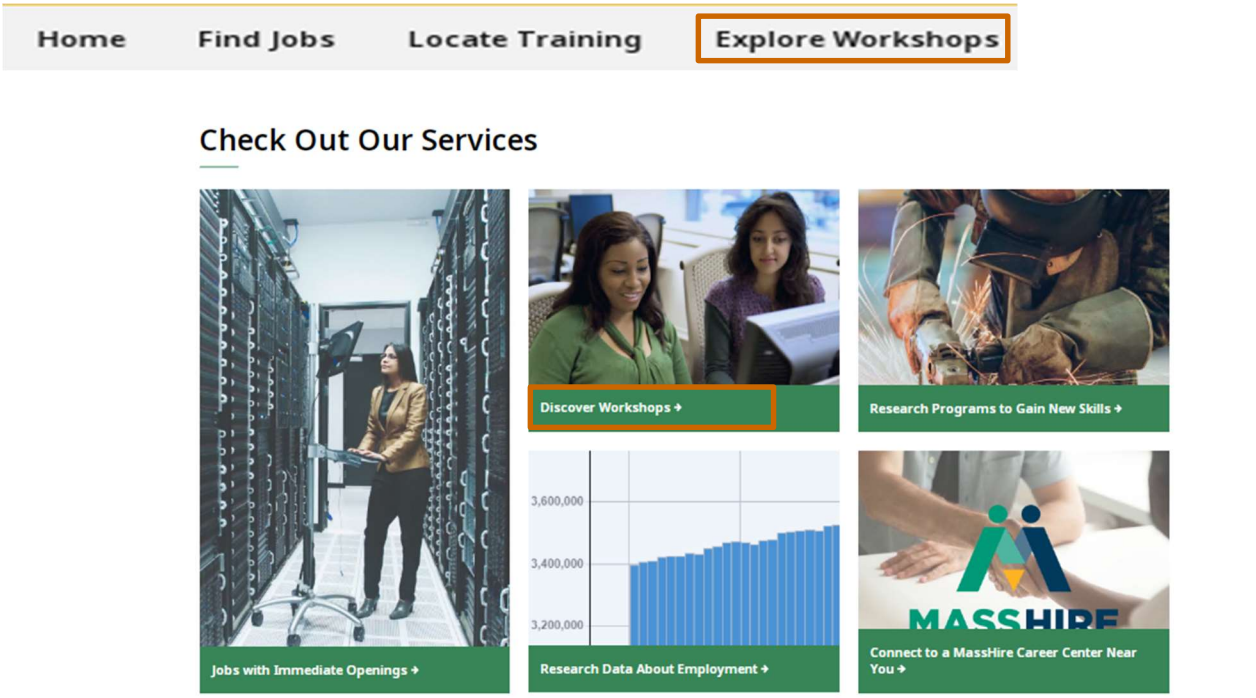
Any reschedule made **after** the *Must Attend By* date is not excused and will result in a sanction. MOSES will not allow a *Reschedule Good Cause* after the *Must Attend by* date. All pertinent details must be clearly documented in the *Reason Description* box addressing the G*ood Cause - Excused*.

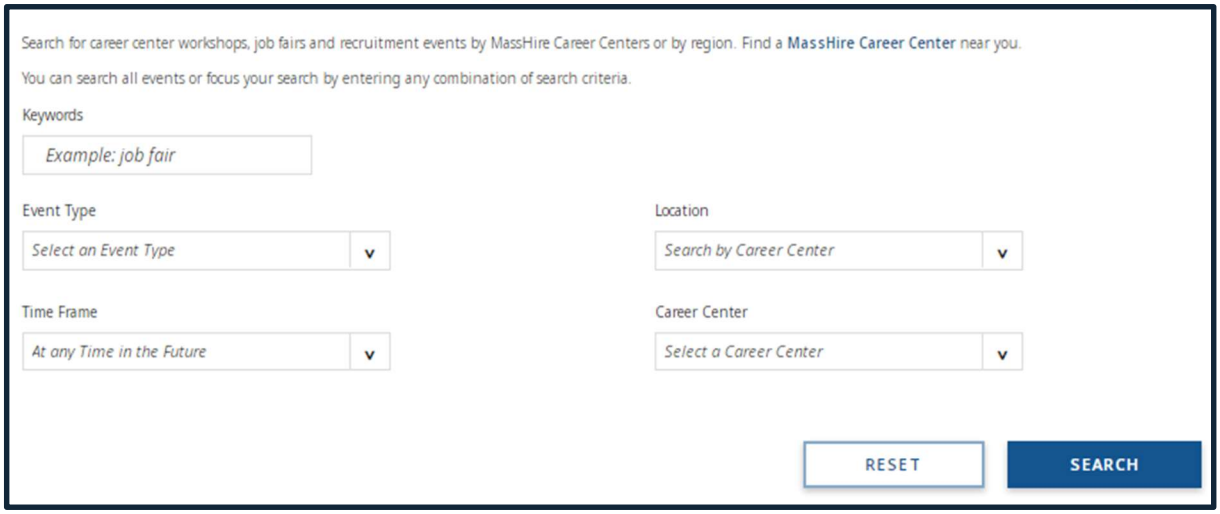
The reschedule service is **only available** if the person is currently enrolled in RESEA and their 5-week deadline is in the future.



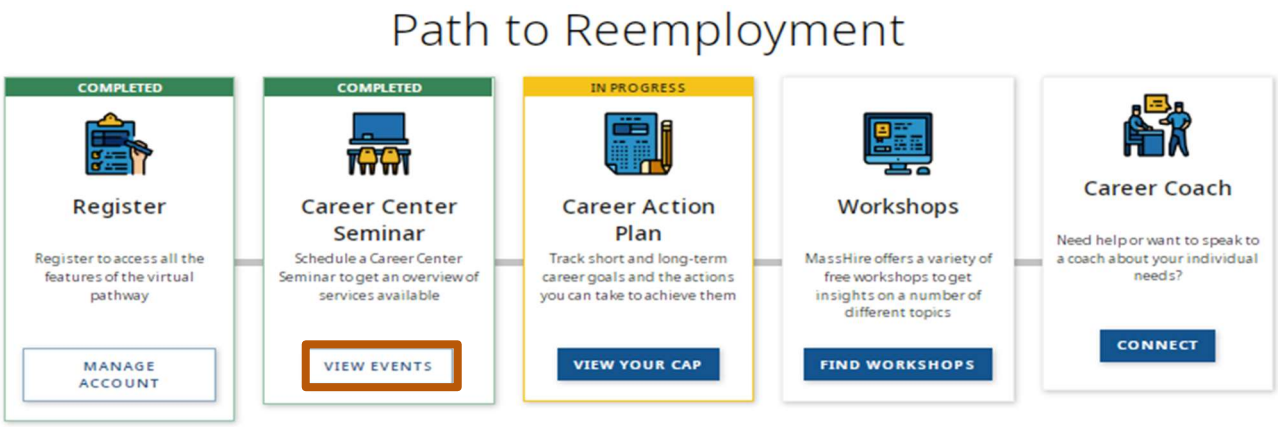

If sanctioned, a RESEA Review issue is created in the UI database and immediately adjudicated. An indefinite disqualification determination is generated, and notice is sent to the Jobseeker/Claimant with appeal rights. The Jobseeker/Claimant must make themselves aware of appeal deadlines.

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



# Career Center Seminar Scheduling through JobQuest (***registered***)



## Career Center Seminar Scheduling

136 event(s) found | Show 20 results per page

Showing records 1 to 20 of 136 — Page 1 of 7 — Previous | Next

| Event Date & Time | CCS Event Details | Career Center | Phone Number | City/Town | Duration Hours | Schedule |
|---|---|---|---|---|---|---|
| Wednesday 12/01/2021 09:00 AM | Career Center Seminar | Salem Career Center | 978-825-7200 | Salem | 3.0 | Schedule |
| Wednesday 12/08/2021 09:00 AM | Career Center Seminar | Salem Career Center | 978-825-7200 | Salem | 3.0 | Schedule |
| Wednesday 12/15/2021 09:00 AM | Career Center Seminar | Salem Career Center | 978-825-7200 | Salem | 3.0 | Schedule |
| Monday 11/29/2021 09:00 AM | Career Center Seminar | Chelsea Career Center | 617-884-4333 | Chelsea | 3.0 | Schedule |
| Monday 12/06/2021 09:00 AM | Career Center Seminar | Chelsea Career Center | 617-884-4333 | Chelsea | 3.0 | Schedule |
| Monday 12/13/2021 09:00 AM | Career Center Seminar | Chelsea Career Center | 617-884-4333 | Chelsea | 3.0 | Schedule |
| Wednesday 11/24/2021 10:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 11/29/2021 09:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 11/29/2021 01:00 PM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Wednesday 12/01/2021 10:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 12/06/2021 09:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 12/06/2021 01:00 PM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Wednesday 12/08/2021 10:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 12/13/2021 09:00 AM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 12/13/2021 01:00 PM | Career Center Seminar | Downtown Boston Career Center | 617-399-3100 | Boston | 3.0 | Schedule |
| Monday 11/29/2021 09:00 AM | Career Center Seminar | Cambridge Career Center | 617-661-7867 | Cambridge | 1.0 | Schedule |
| Monday 12/06/2021 09:00 AM | Career Center Seminar | Cambridge Career Center | 617-661-7867 | Cambridge | 1.0 | Schedule |
| Monday 12/13/2021 09:00 AM | Career Center Seminar | Cambridge Career Center | 617-661-7867 | Cambridge | 1.0 | Schedule |
| Monday 11/29/2021 09:00 AM | Career Center Seminar | Boston Career Center | 617-541-1482 | Boston | 3.0 | Schedule |
| Monday 11/29/2021 11:30 AM | Virtual Career Center Seminar | Boston Career Center | 617-541-1482 | Boston | 1.5 | Schedule |

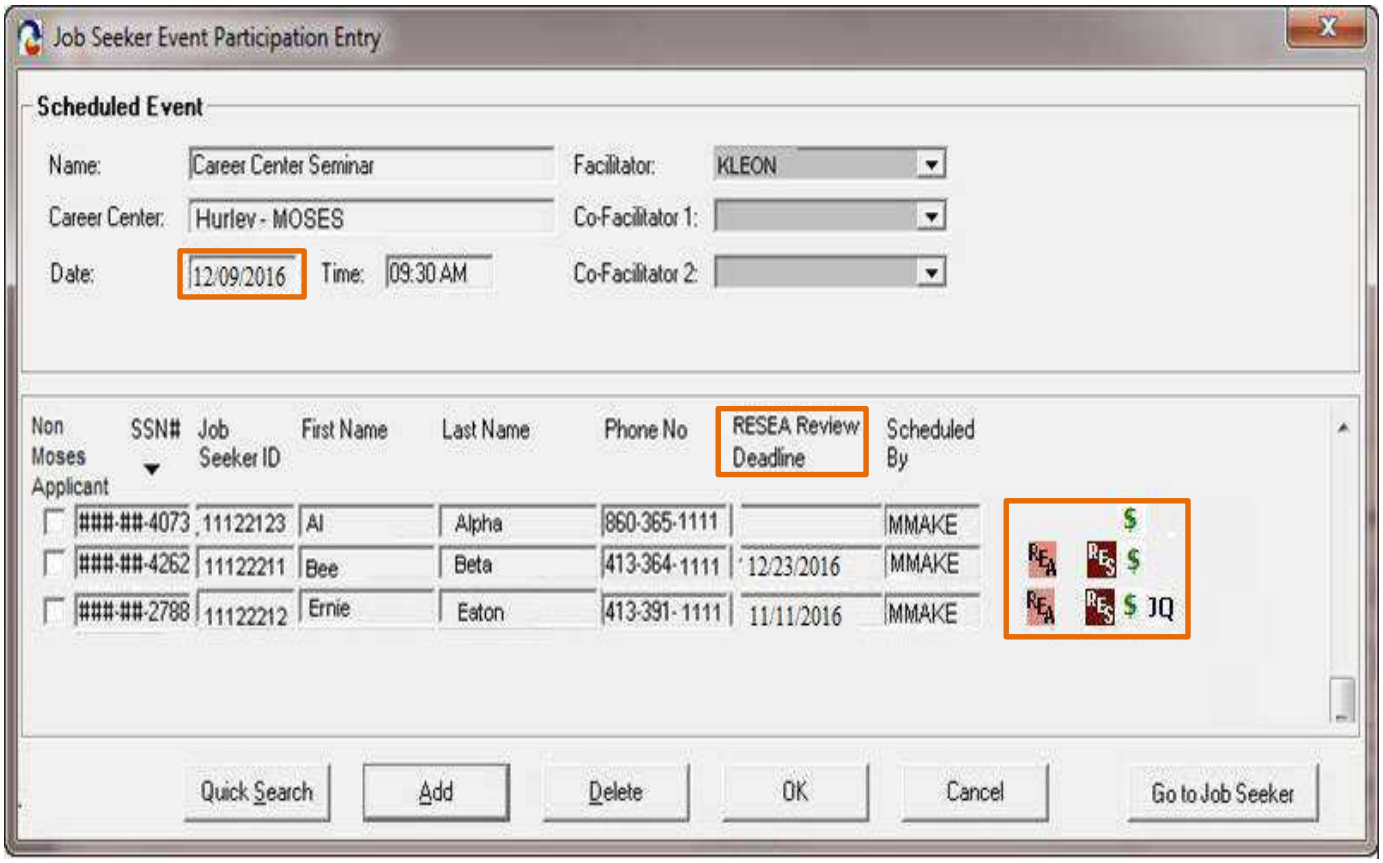
Showing records 1 to 20 of 136 — Page 1 of 7 — Previous | Next

Return

# Career Center Seminar Event Participation Screen

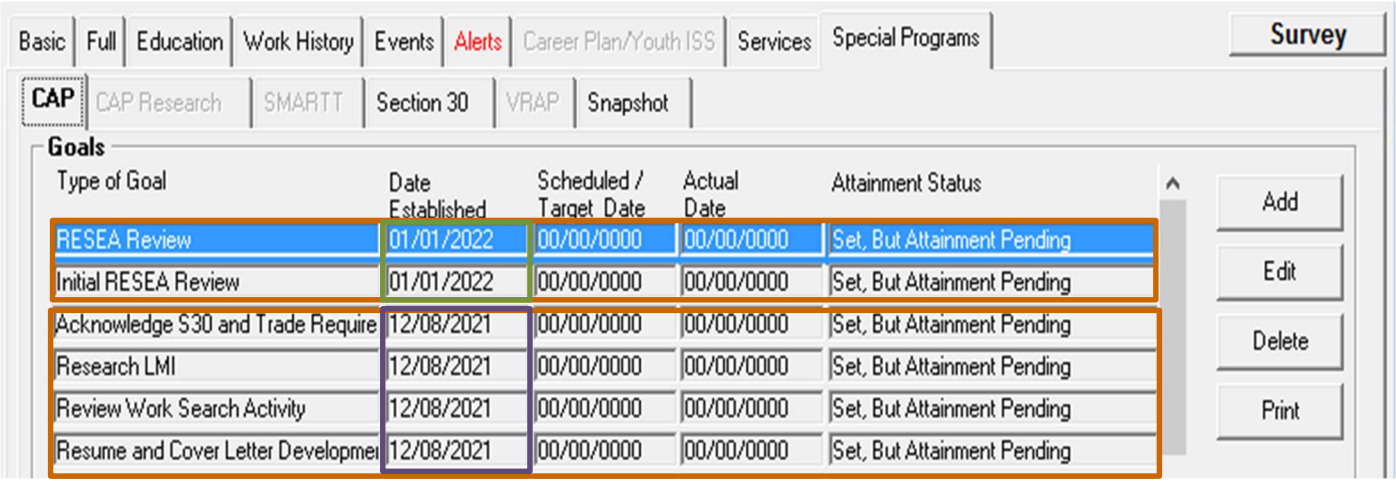
The *Event Participation* screen is used for scheduling the jobseeker for their RESEA Review. Notice the following:

- 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



# 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.




**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 | N | | |
| 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/Orientatic** | N | 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 |

Add | Edit | Delete | Retention

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:

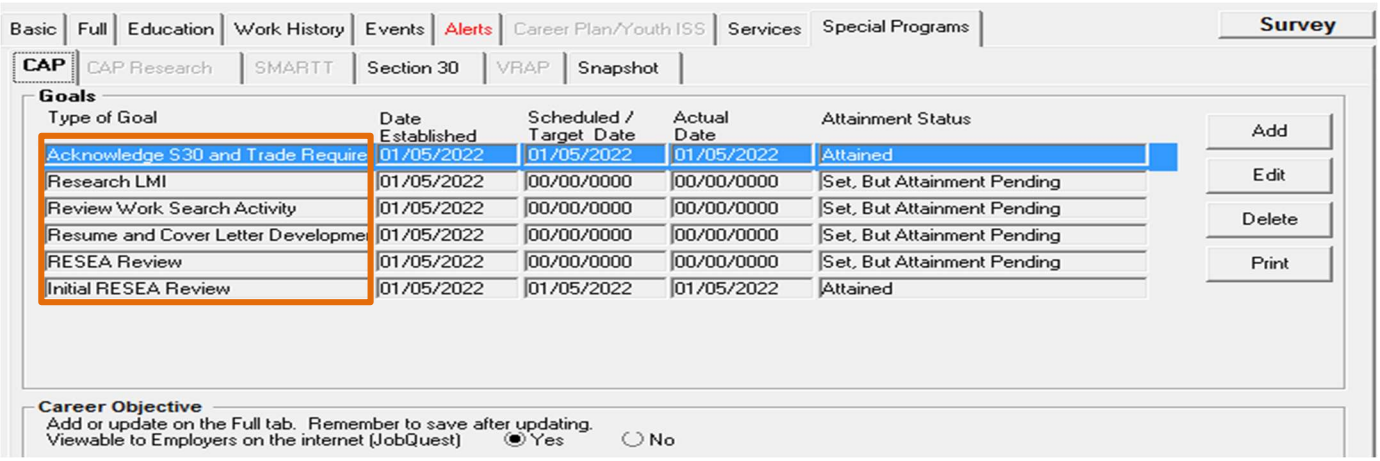
- From the *Special Programs* tab, select *CAP* and print the CAP goals by selecting the *print* button

**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*.




**RESEA review mandatory goals:**

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

**Reemployment Eligibility Assessment (REA)**

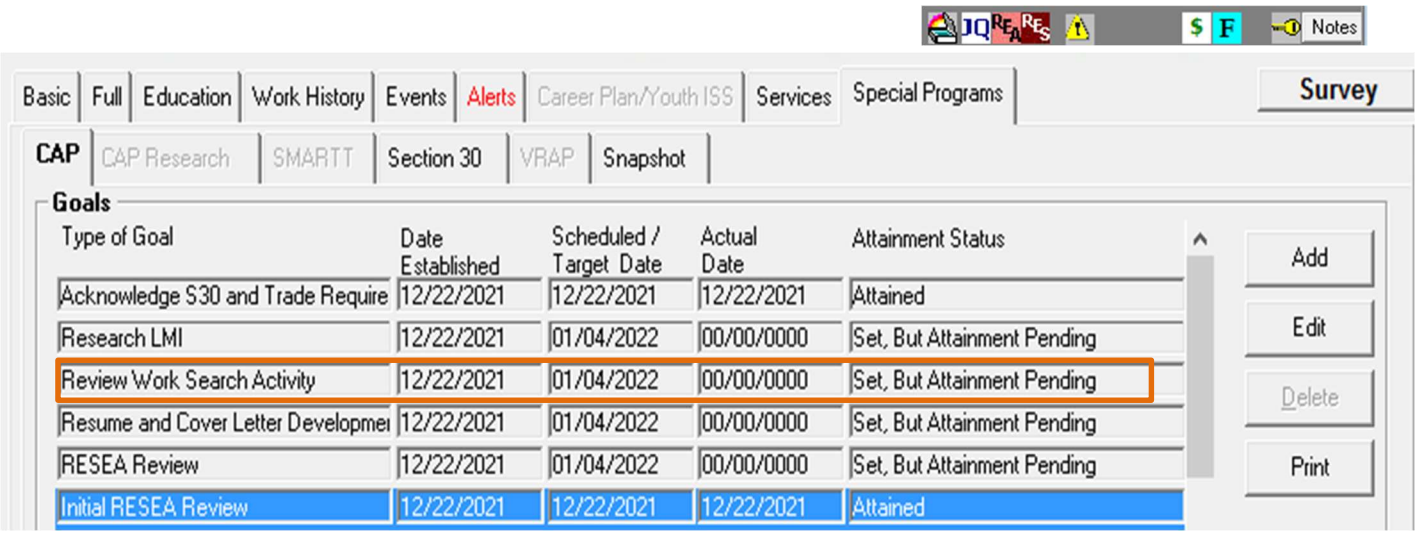
- UI Eligibility review of work search for every week benefits are requested
- UI Eligibility to confirm that jobseeker is able, available, and actively seeking work
- Review of the RESEA UI Eligibility Assessment questionnaire

*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.

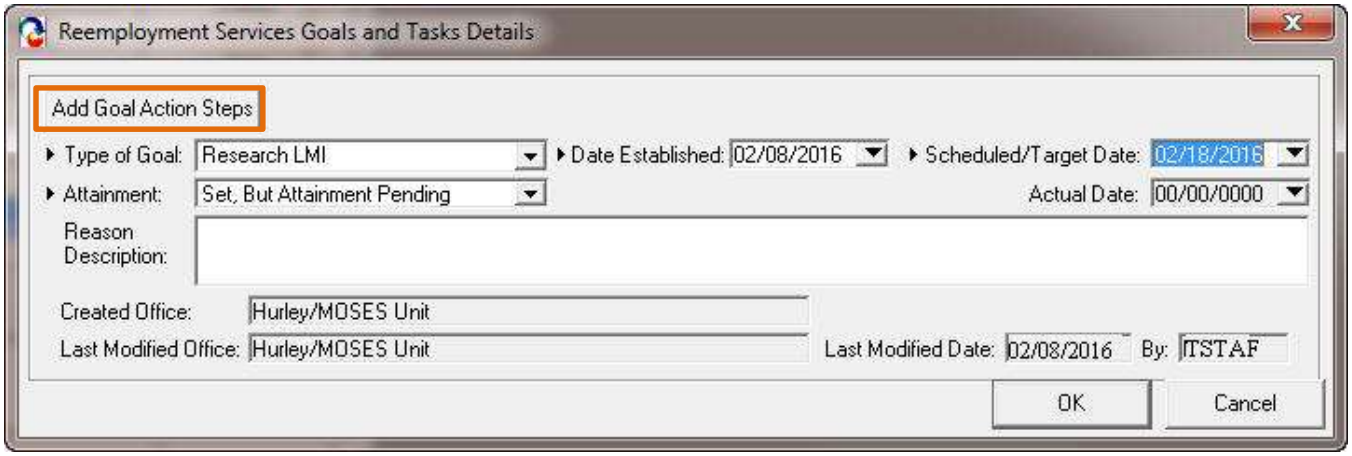
Staff may utilize "***Attains, Scheduled to Return***" Crystal report for follow-up on the future service. https://www.mass.gov/service-details/resea

# 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 |



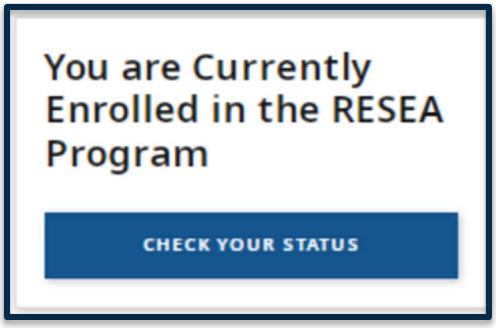

Completion of the Goal Action Steps for each CAP goal in MOSES is a requirement based on local office policy. Signing off on the CAP form, staff are attesting that jobseeker/claimant has established goals prior to completing the Initial RESEA.

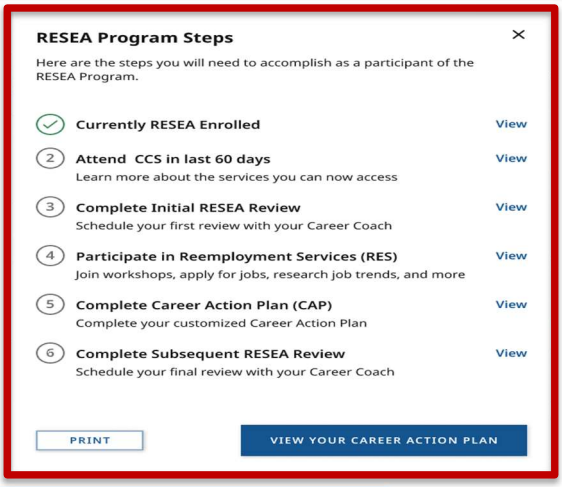


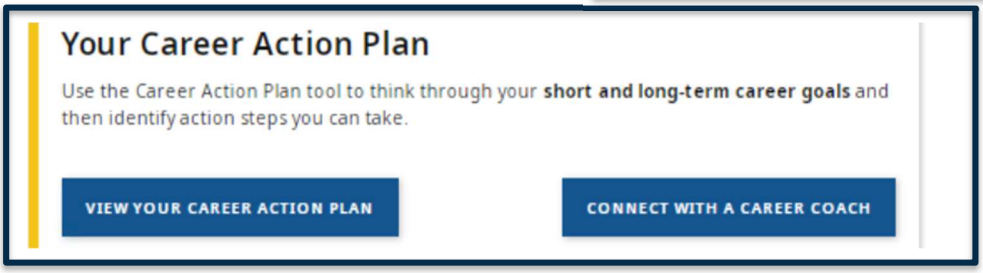
# Customer Development of CAP Goals in MassHire JobQuest

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.

1 IDENTIFY TARGETED OCCUPATION | 2 RESEARCH JOB MARKET | 3 NEEDS ASSESSMENT | 4 CAP SUMMARY

* 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

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

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

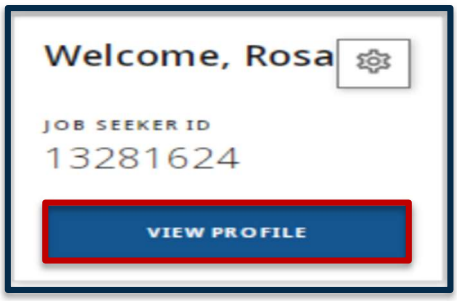
RESEA Program Action Steps

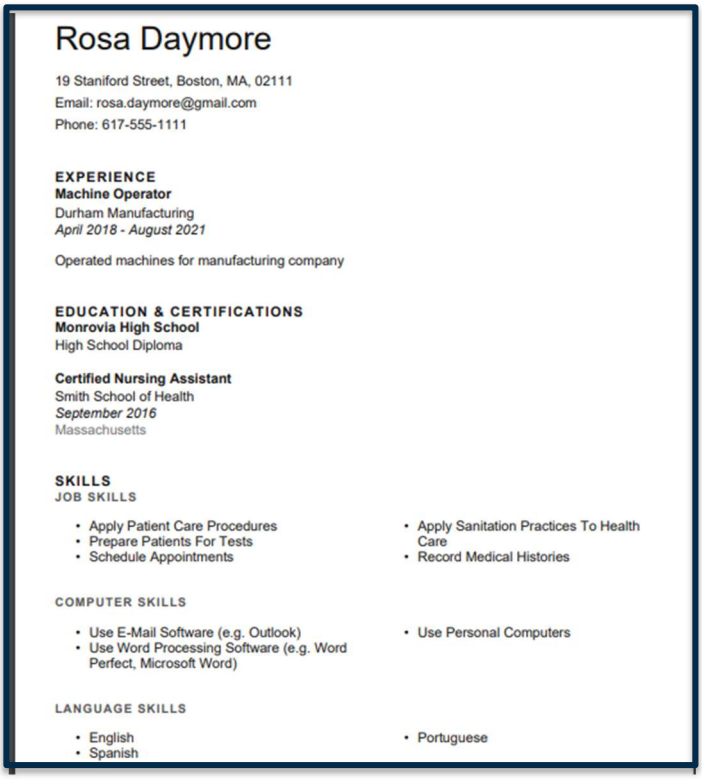
| | DEADLINE DATE: | COMPLETION DATE: |
|---|---|---|
| [x] Register With JobQuest | | |
| [x] Attend Career Center Seminar | 03/01/2022 | 02/10/2022 |
| [ ] Research LMI | 03/15/2022 | |
| [ ] Resume And Cover Letter Development | 03/15/2022 | |
| [ ] Acknowledge S30 And Trade Requirements | 03/01/2022 | |
| [ ] Initial RESEA Review | 03/01/2022 | |
| [ ] Review Work Search Activity | 03/15/2022 | |
| [ ] 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

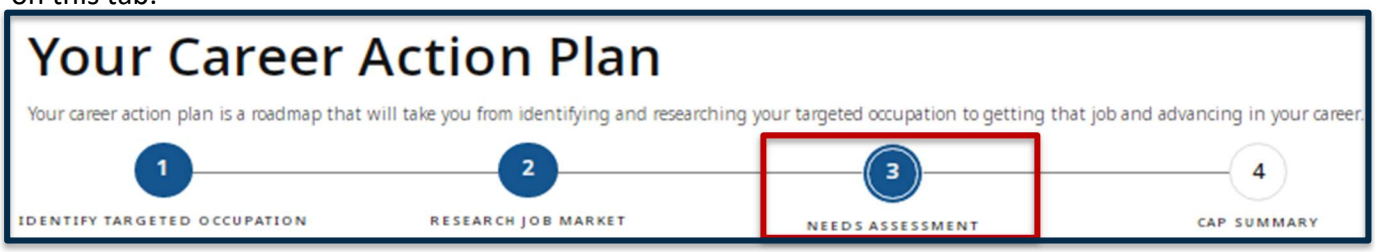
- Use E-Mail Software (e.g. Outlook)
- Use Word Processing Software (e.g. Word Perfect, Microsoft Word)
- Use Personal Computers

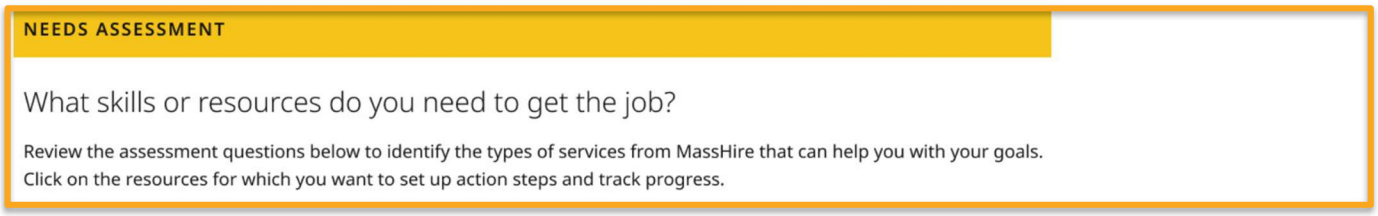
LANGUAGE SKILLS

- English
- Spanish
- Portuguese

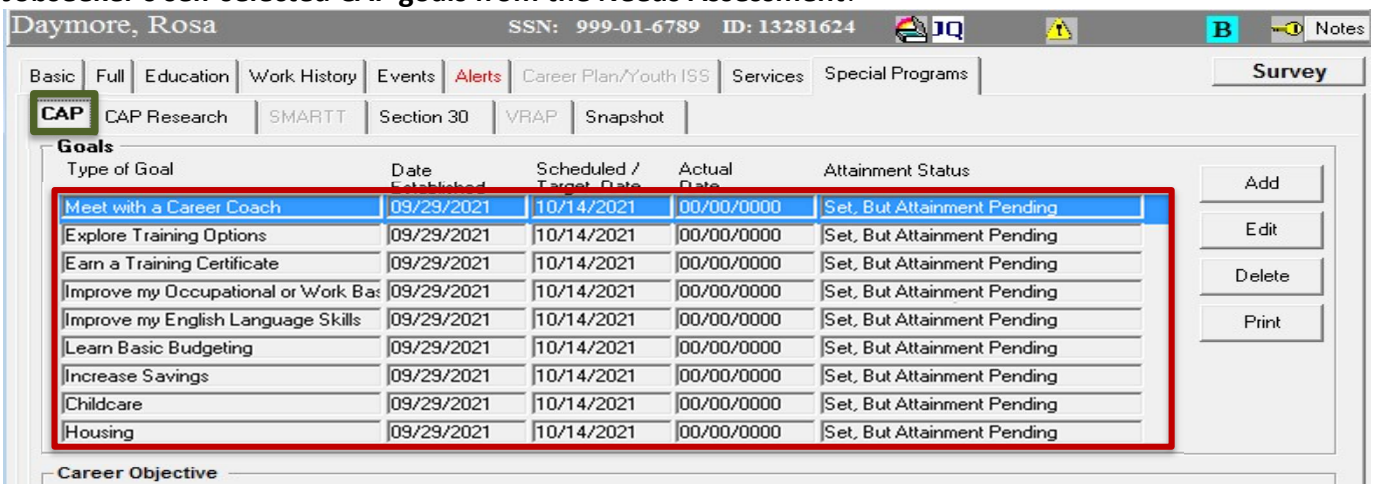
# MOSES: CAP and CAP Research Tabs

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.

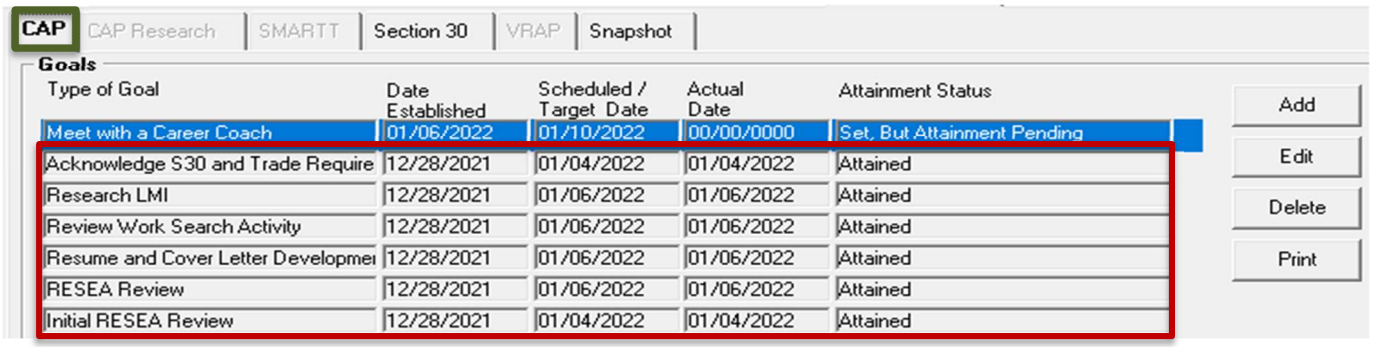



**Jobseeker's self-selected CAP goals from the Needs Assessment**:

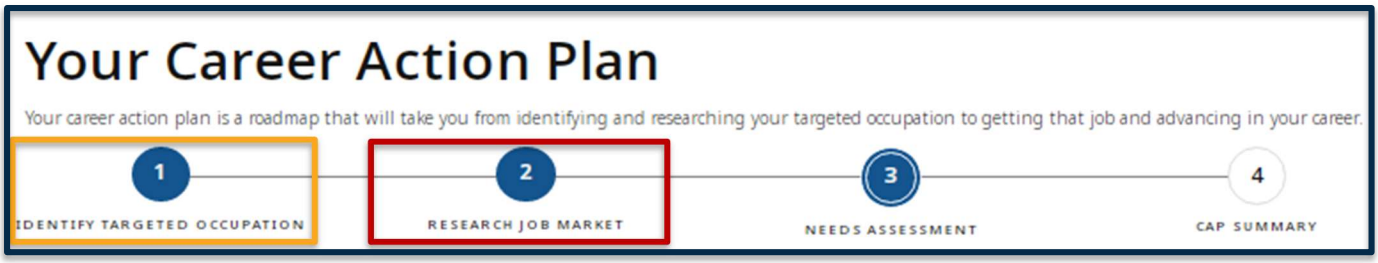


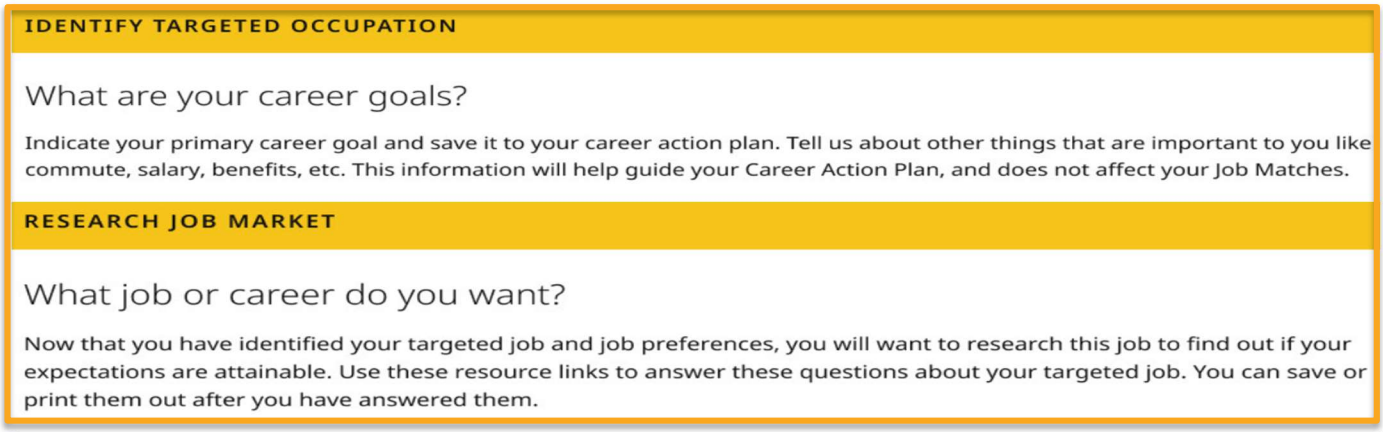

**RESEA Review CAP Goals:**

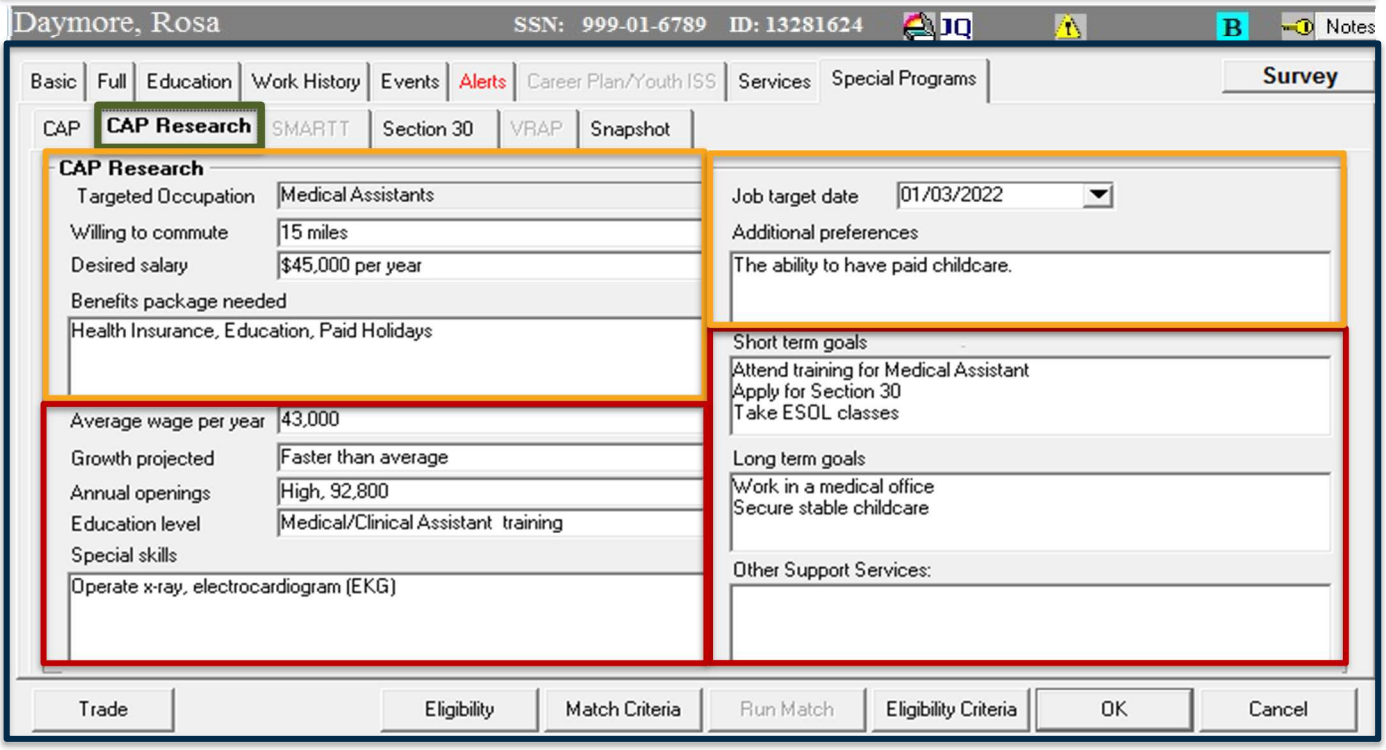


# MOSES: CAP and CAP Research Tabs, Continued

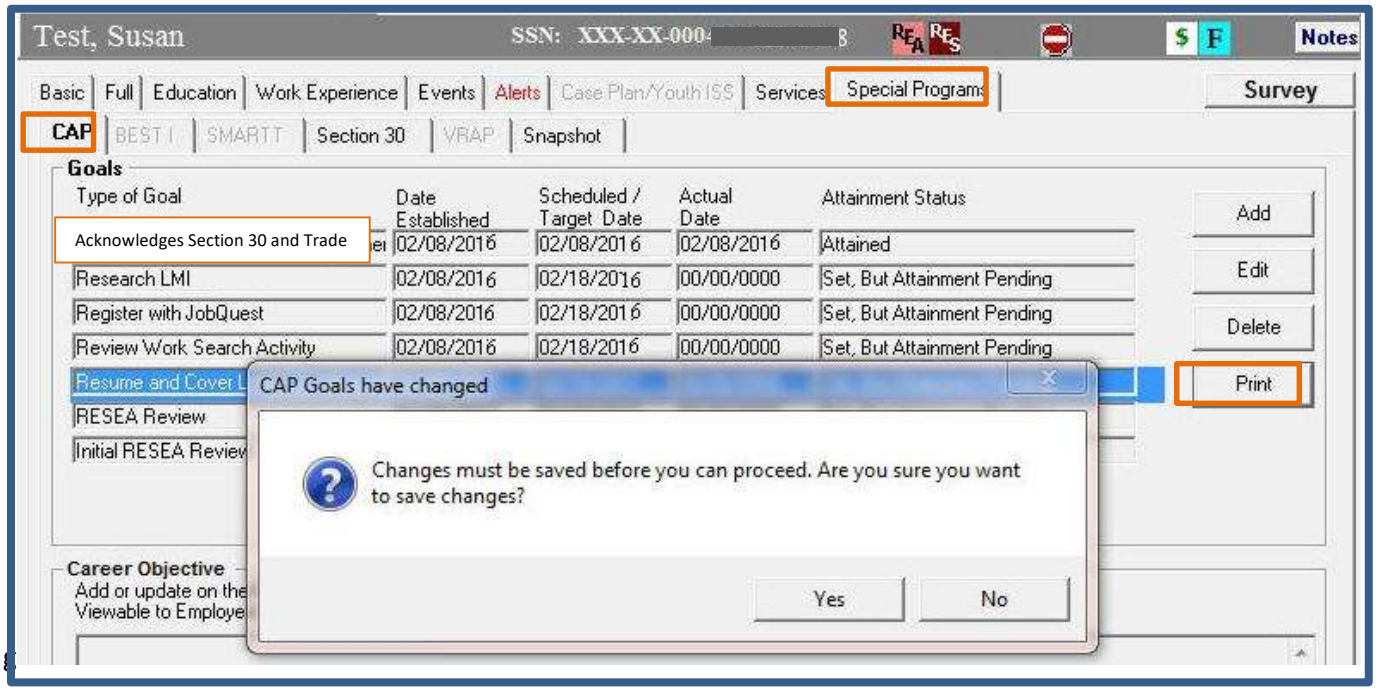
When RESEA Jobseekers/Claimants create their Career Action Plan (CAP) in MassHire JobQuest, staff can view the targeted occupation and Labor Market Research from the ***CAP Research tab*** in MOSES. This tab populates when the jobseeker/claimant begins or completes their Career Action Plan.

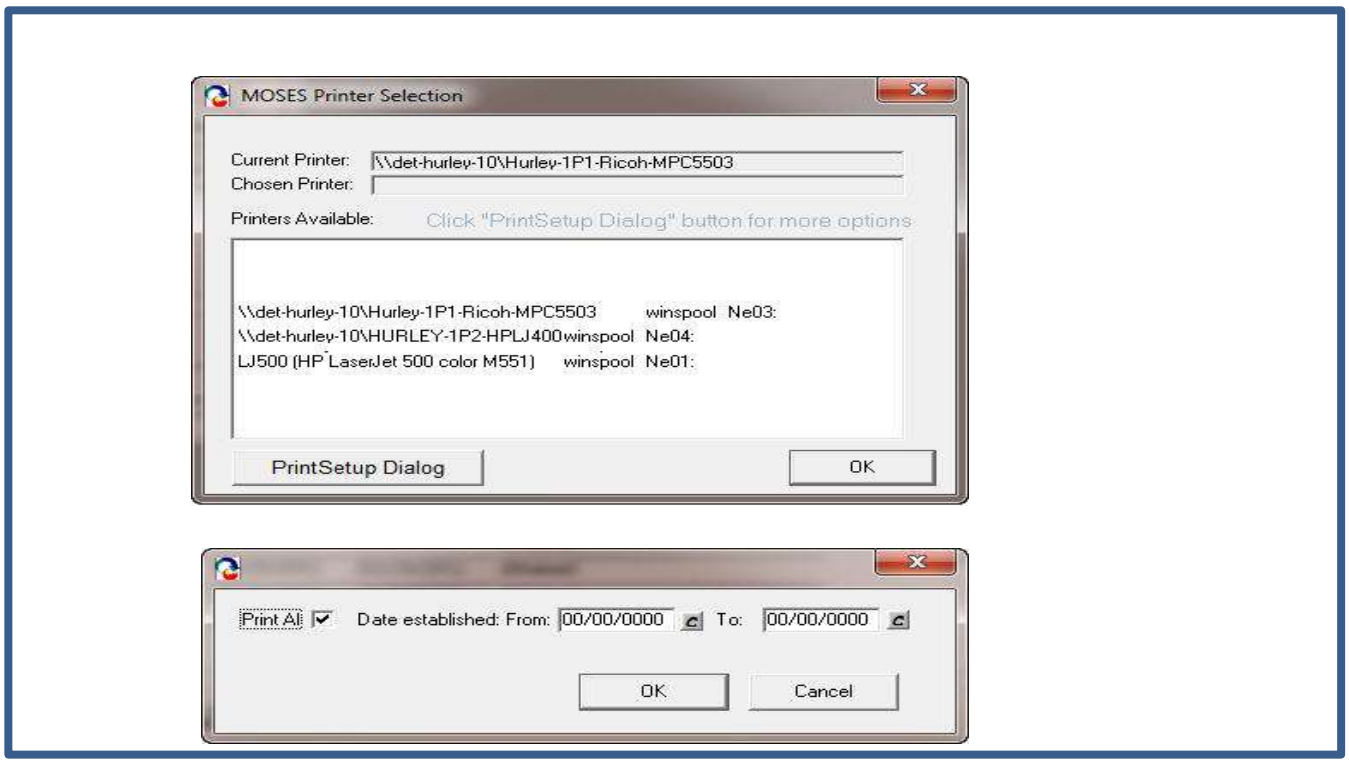


# Printing CAP Goals in MOSES



# 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 |

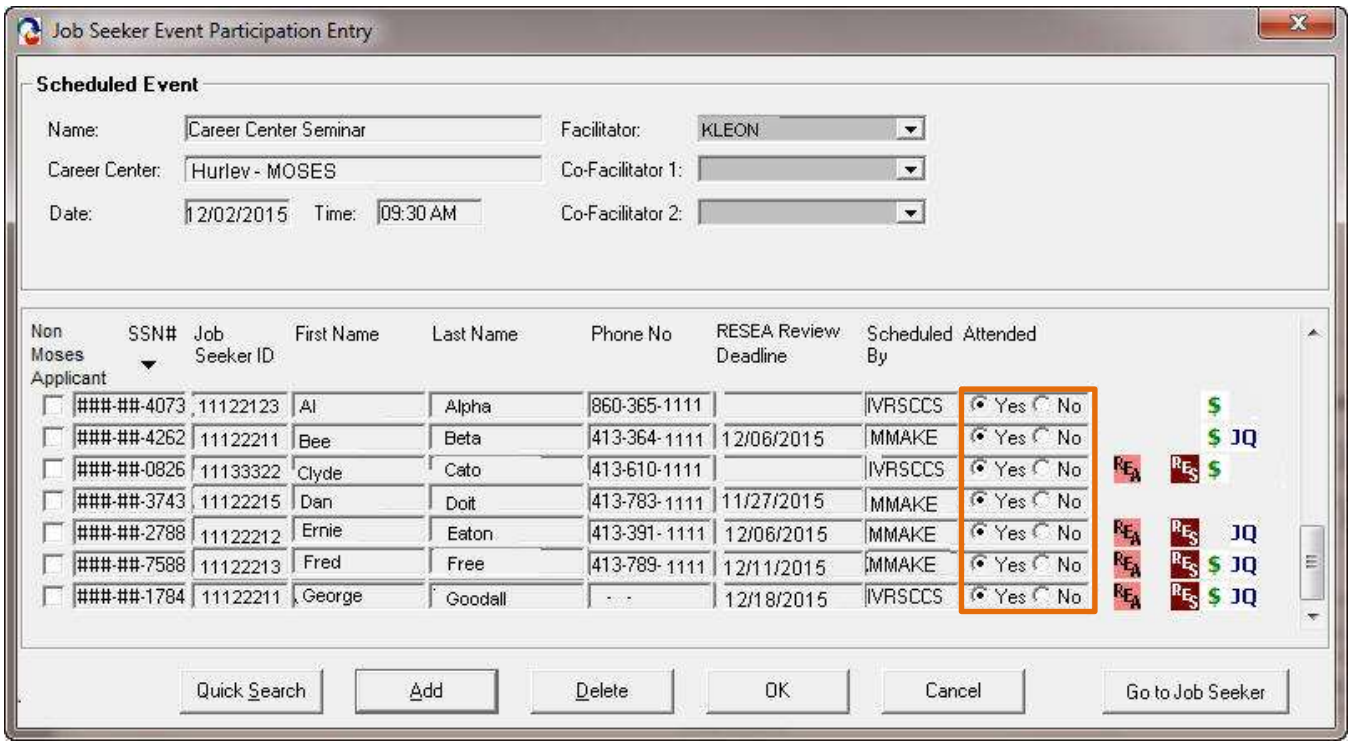
*I have assisted in developing this Career Action Plan and I agree with goal and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with the Career Center staff. I am able, available, and actively seeking employment. I understand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

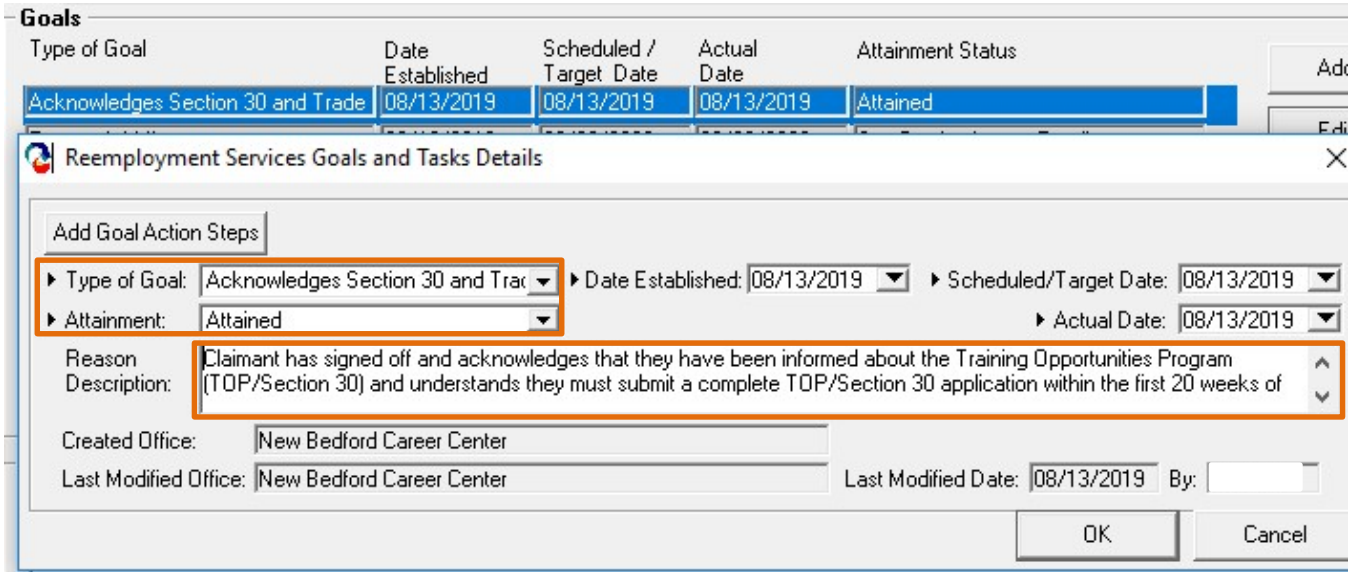


# Recording Acknowledgement of Section 30 and Trade Requirements

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*.

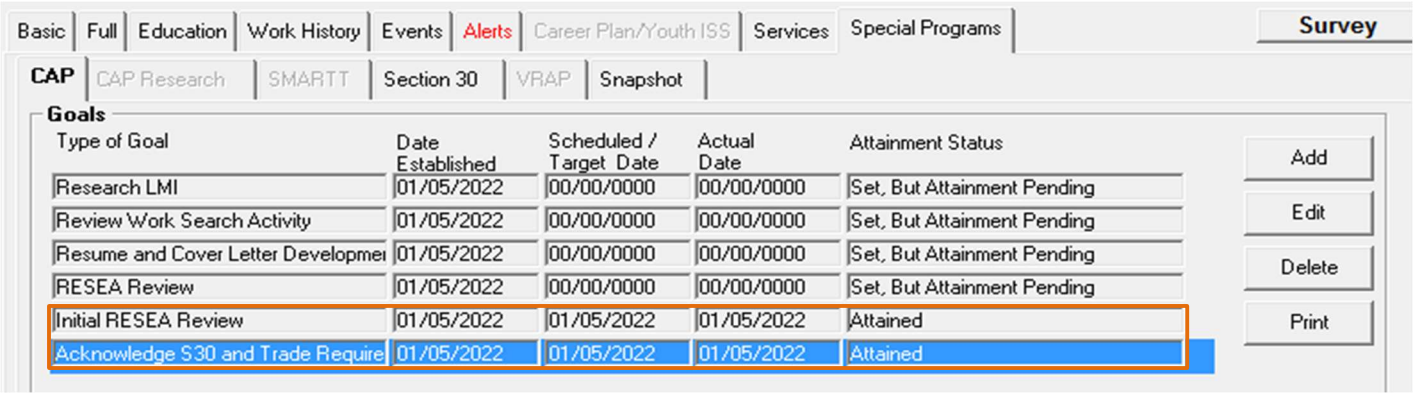
When *Acknowledges Section 30* and Trade Requirements CAP goal is attained, the system will auto-populate the Reason Description box and create a note in MOSES Notes.

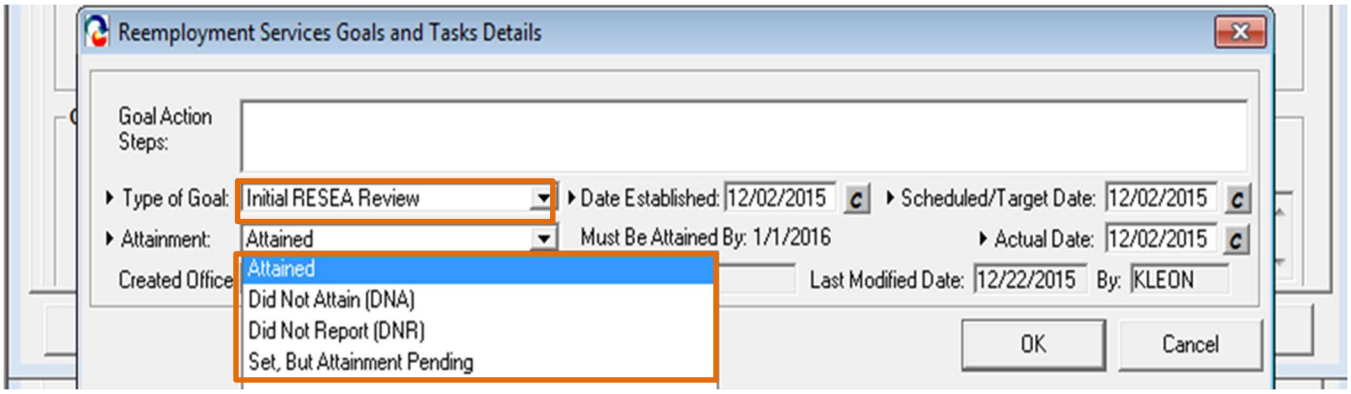
| | |
|---|---|
| 08/13/2019 | (Acknowledges Section 30 and Trade Requirements), (Attained) Claimant has signed off and acknowledges that they have been informed about the Training Opportunities Program (TOP/Section 30) and understands they must submit a complete TOP/Section 30 application within the 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 |



# Recording Initial RESEA

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

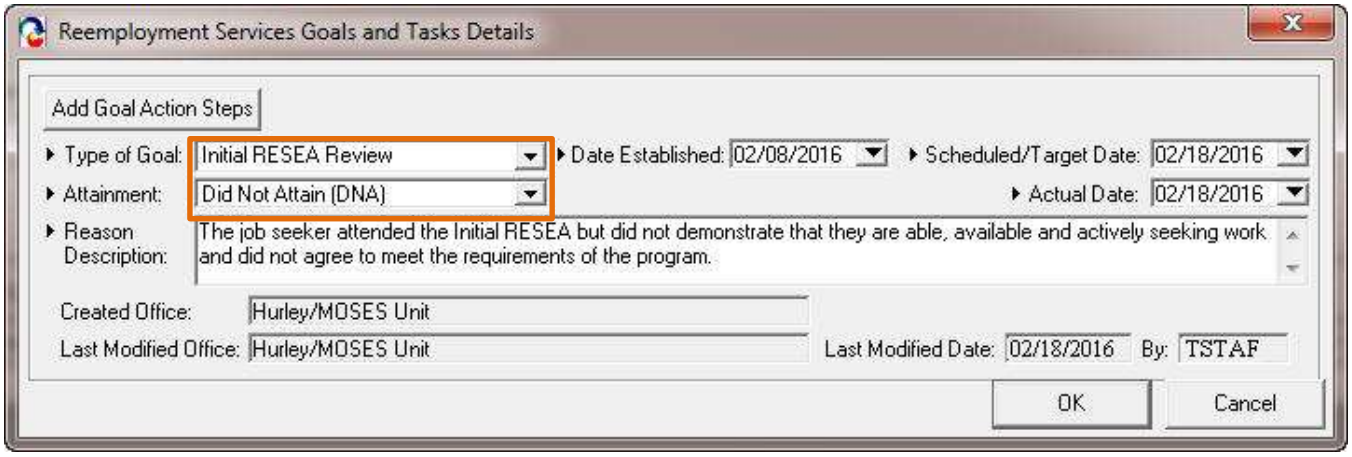


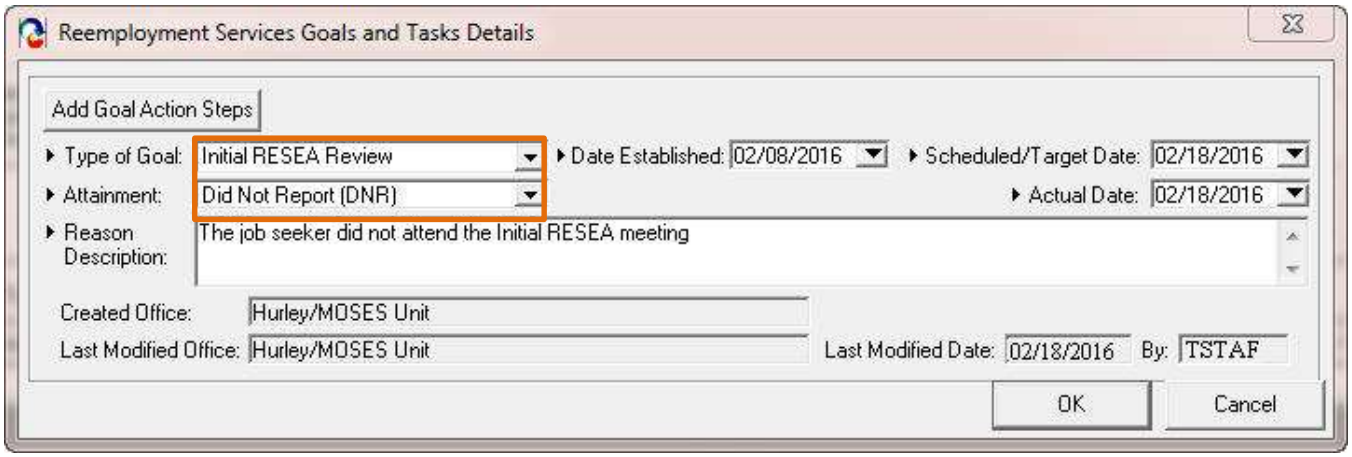
# Recording Initial RESEA, continued

**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.



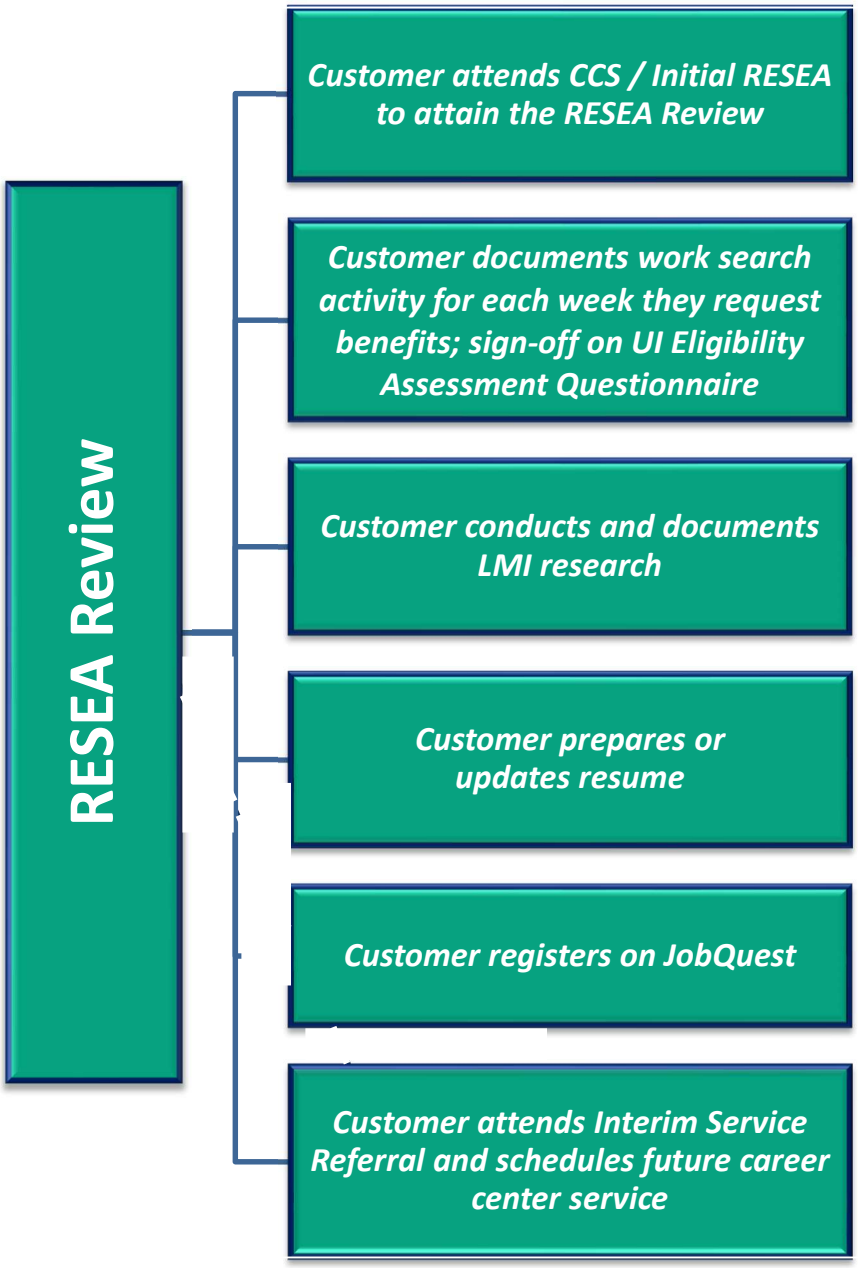

**Did Not Report (DNR) –** The jobseeker attended the CCS and did not attend the Initial RESEA meeting.



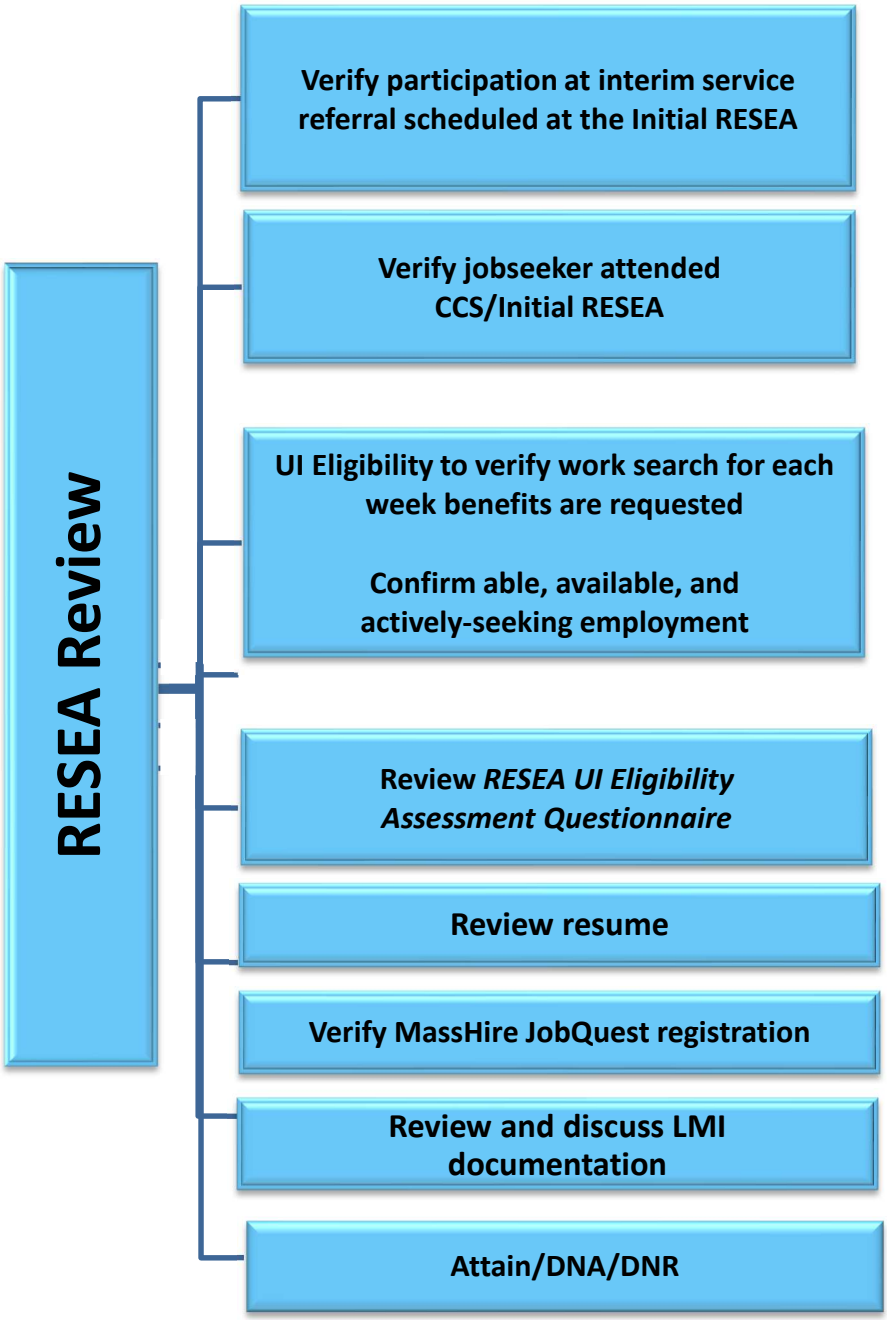

**The Services Screen detail shows the Failed Initial RESEA Review.**

# RESEA
# Review Process

# RESEA Review Program Eligibility Requirements (Jobseeker)



# Conducting RESEA Review (Staff)




**UI must be notified if a potential issue is identified**

# 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:

- 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**

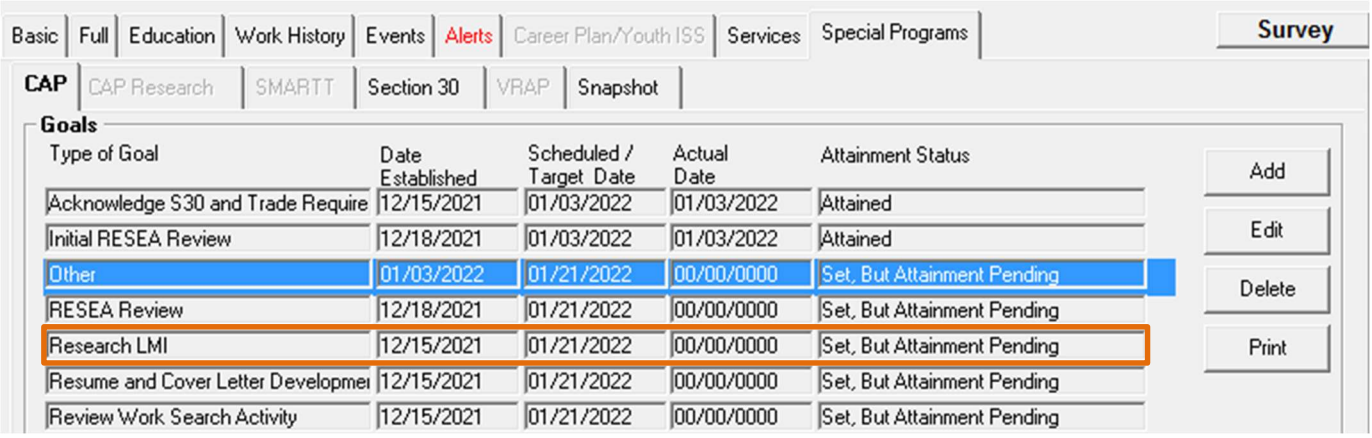
| Step | Action |
|---|---|
| 1 | RESEA Specialist reviews all required documentation listed above. |
| 2 | RESEA Specialist conducts UI Eligibility review of: (1) work search for each and every week benefits are requested, (2) confirms able, available, and actively seeking work, (3) review of *UI Eligibility Assessment questionnaire*, 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. |

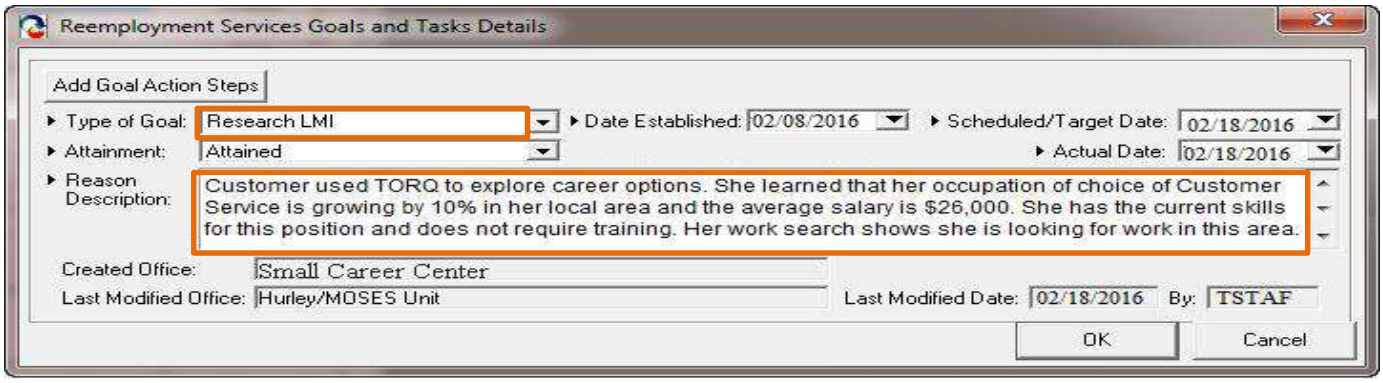
# CAP Goal: Labor Market Information (LMI)

| Research LMI |
|---|
| **Attainment Criteria**:<br>RESEA Specialist reviews the LMI exploration and determines if the jobseeker has the required documentation to attain the LMI goal<br>• Has the jobseeker identified if their industry is growing, declining, or remaining stable?<br>• What did the jobseeker identify as a salary range for the occupations explored?<br>• What is the source of their LMI?<br>• Has the jobseeker provided documentation of their completed labor market exploration? |
| **As a result of exploring LMI, jobseeker will be able to identify:** |
| • How labor market information informs their job search<br>• Transferrable skills<br>• Skills gaps<br>• Labor market trends<br>• Salary information<br>• Tools and resources available |
| **Suggested questions to engage the jobseeker during the RESEA Review** |
| • Tell me about your labor market exploration?<br>• What did you learn?<br>• What industries/occupations have you considered based on your labor market exploration?<br>• What transferable skills did you identify?<br>• What skills gaps have you identified?<br>• Is the salary range realistic or acceptable? |
| **Referrals to relevant Career Center Services, examples may include,** |
| • LMI workshop<br>• Other LMI related workshops offered by the Career Center<br>• Social Media<br>• MassHire CIS<br>• TORQ<br>• Resource Room |
| **Potential issues** |
| Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the *Potential Issue* form. |

# 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 *Special Programs* tab, select the *Research LMI* goal and click on the *Edit* button in the drop-down *Attainment box*, click on the appropriate attainment status and enter the actual date. |
| **3** | If goal is attained: In the *Reason Description* 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? |



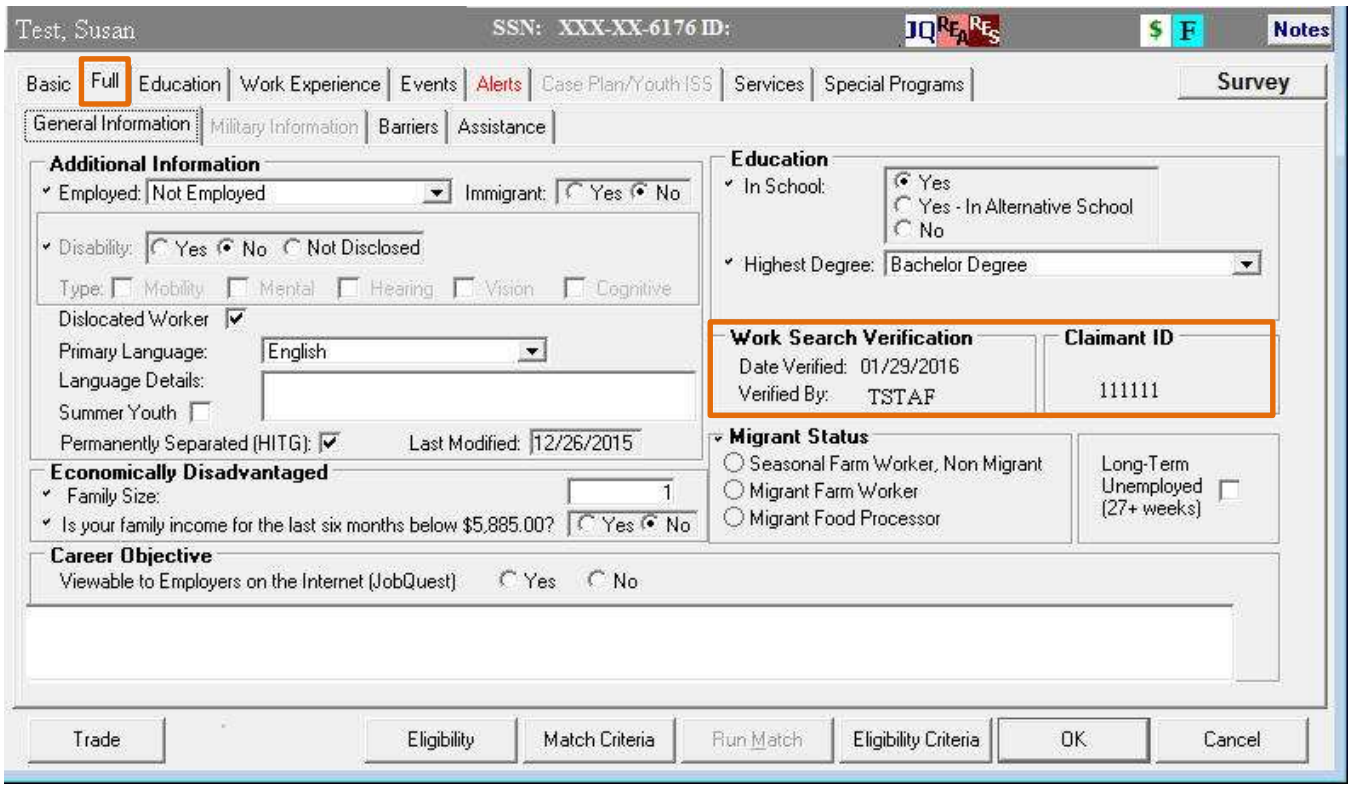
# CAP Goal: Work Search Activity

| Review Work Search Activity |
|---|
| **Attainment Criteria:**<br>Determine continued eligibility for UI benefits based on meeting work search criteria for each week benefits are requested<br>• Jobseeker must be able, available, and actively seeking employment for each and every week benefits are requested<br>• Jobseeker is required to perform three (3) work searches per week for each week that the jobseeker requested benefits<br>• Jobseeker has not refused any appropriate job offers |
| **As a result of tracking their job search, jobseeker will be able to identify:** |
| • If target wages are realistic and correspond with what was found in labor market exploration<br>• 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** |
| • Are you able, available, and actively seeking work?<br>• Tell me about your job search.<br>• Tell me about the companies that have been the focus of your job search.<br>• What could be preventing you from seeking/accepting job offers?<br>• How far are you willing to travel?<br>• Tell me about any interviews you have had recently.<br>• Have you worked in any capacity? Have you had any earnings?<br>If yes, document back to work in MOSES and notify DUA.<br>• Have you refused any work?<br>• How do you find your salary expectations in relation to the job search? |
| **Referrals to Relevant Career Center Specific Services, examples may include,** |
| • Job Search workshop<br>• Career center specific workshops related to job search<br>• TORQ workshop<br>• Resource Room<br>• Networking, interviewing workshops |
| **Potential Issues** |
| Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the *Potential Issue* form. |

# CAP Goal: Work Search Activity, continued

| Step | Action |
|---|---|
| **1** | Determine continued eligibility for UI benefits. |
| **2** | From the *Special Programs* tab, select the work search activity goal and click on the *Edit* button – in the drop-down *Attainment box*, click on the appropriate attainment status and enter the actual date. |
| **3** | If goal is attained: In the *Reason Description* 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 *OK*. Identify any consistencies or inconsistencies in MOSES notes. |
| **Note:** | On the *Full* 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.**



# 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 |
| Review Work Search Activity | 01/05/2022 | 00/00/0000 | 00/00/0000 | Set, But Attainment Pending |
| Resume and Cover Letter Developmei | 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: 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: TSTAF

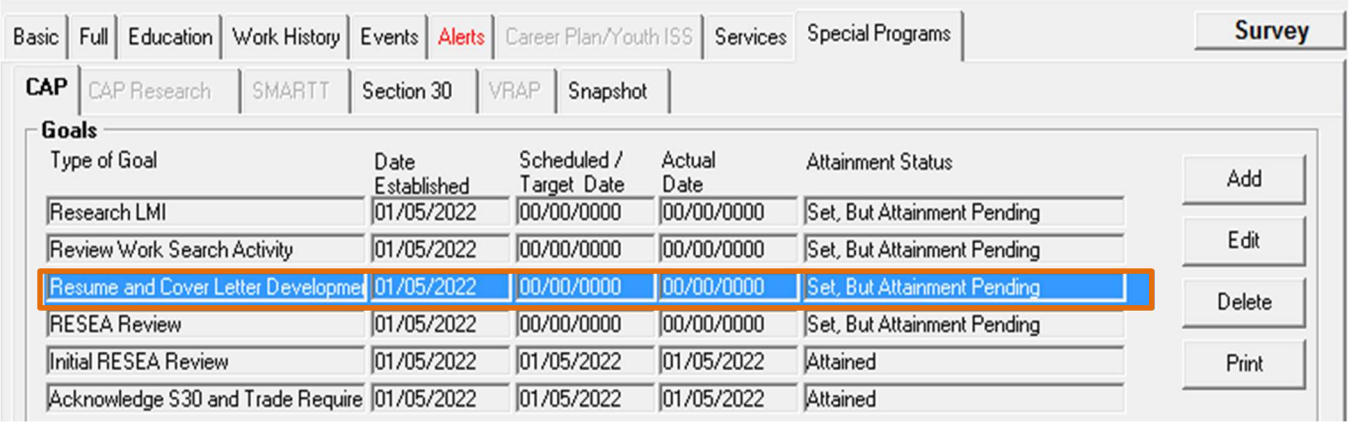
OK | Cancel

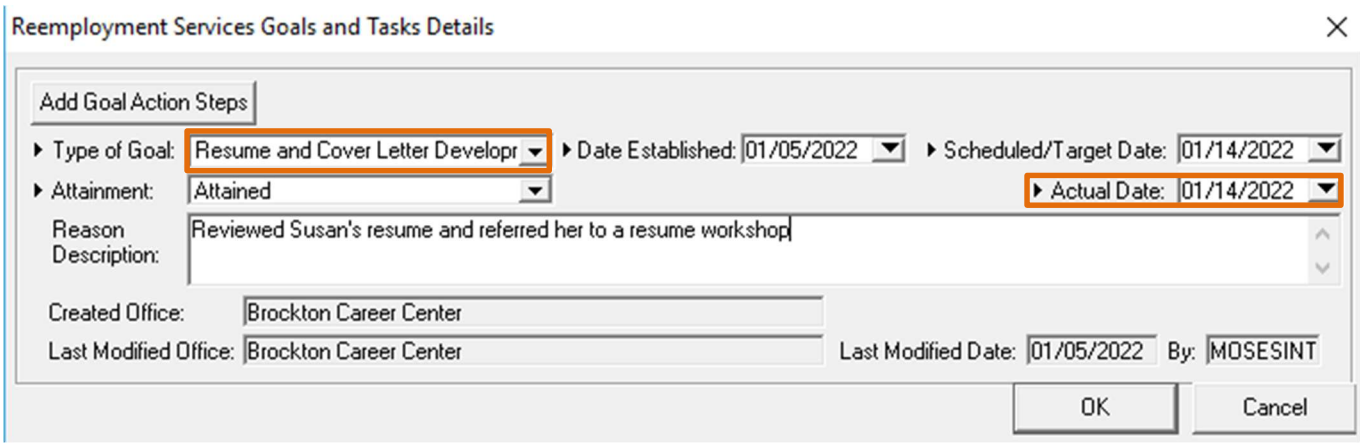
# CAP Goal: Resume

| Resume and Cover Letter Development |
|---|
| **Attainment Criteria:**<br>RESEA Specialist reviews the jobseeker's resume to complete the goal |
| **As a result of developing a resume, jobseeker will be able to identify:** |
| • Their knowledge, skills, and abilities (KSAs) and how they relate to the job requirements<br>• How labor market exploration helps to create the foundation for the resume<br>• How to tailor their resume<br>• How the resume can be useful for filling out written or on-line applications |
| **Suggested questions to engage the jobseeker during the RESEA Review** |
| • What kind of results has your resume been producing?<br>• How does your resume accurately represent your KSAs?<br>• How are you tailoring your resume for each job?<br>• Is your resume ready to be sent to employers?<br>• Tell me about the resumes you have sent<br>• How are you sending out your resume?<br>• Are you aware of Applicant Tracking Systems? |
| **Referrals to relevant Career Center Services, examples may include,** |
| • Resume Development workshop<br>• One-on-one resume critique<br>• Workkeys<br>• Resource room<br>• Staff who are Certified Professional Resume Writers (CPRW)<br>• 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 *Potential Issue* 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 *Special Programs* tab, select the resume goal and click on the *Edit* button – in the drop-down *Attainment box*, 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. |



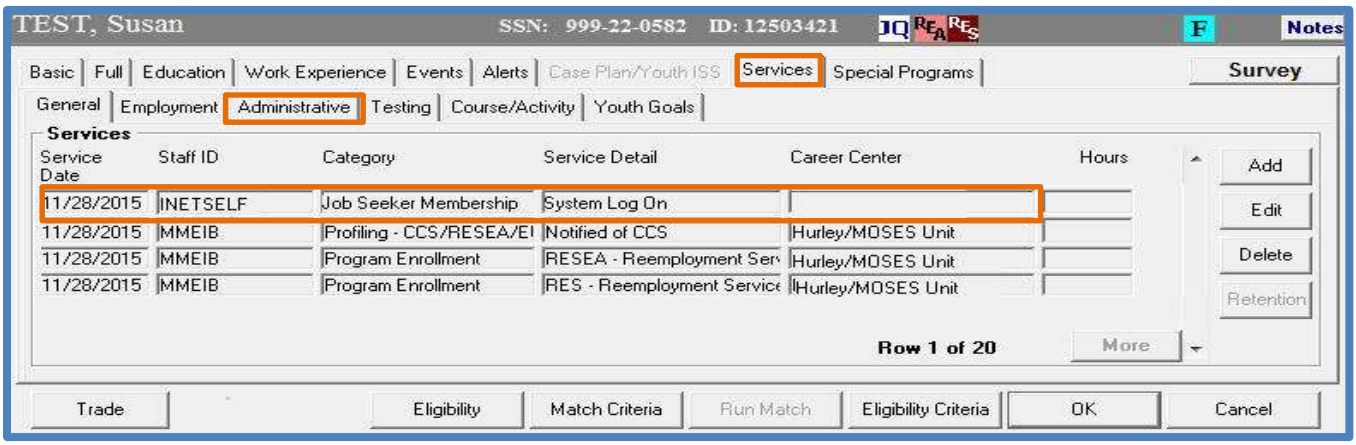



# CAP Goal: MassHire JobQuest (JQ)

| Register with MassHire JobQuest |
|---|
| **Attainment Criteria:**<br>RESEA Specialist verifies that the jobseeker has registered on MassHire JobQuest. |
| **As a result of registering on JobQuest, jobseeker will be able to:** |
| • Use MassHire JobQuest as a resource in their job search<br>• Create and update their Career Action Plan (CAP)<br>• Create and update their Profile, which results in a resume that can be downloaded to a Word (docx) or PDF file format<br>• Search for and save jobs to their Dashboard<br>• Sign up for job matches<br>• Manage their RESEA requirements from their Dashboard<br>• Access TORQ to identify transferable skills, alternative occupations, and labor market exploration |
| **Suggested questions to engage the jobseeker during the RESEA Review** |
| • What, if any, job matches have you done?<br>• What jobs have you found and applied to recently?<br>• Have you created your Career Action Plan?<br>• Have you created your Profile?<br>• Have you accessed TORQ (through MassHire JobQuest)?<br>• What transferable skills, alternative occupations, and labor market exploration did you identify?<br>• What features have you used on MassHire JobQuest?<br>• How often do you log onto MassHire JobQuest?<br>• What questions do you have? |
| **Referrals to relevant MassHire Career Center Services** |
| • MassHire JobQuest workshop<br>• TORQ workshop (to access TORQ through MassHire JobQuest)<br>• Resource Room |
| **Potential issues** |
| Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the *Potential Issue* form. |

# CAP Goal: MassHire JobQuest, continued

| Step | Action |
|---|---|
| **1** | RESEA Specialist verifies that the jobseeker is registered on MassHire JobQuest. |
| **2** | Check MOSES *Services – Administrative tab* 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. |



# CAP Goal: Future MassHire Career Center Service

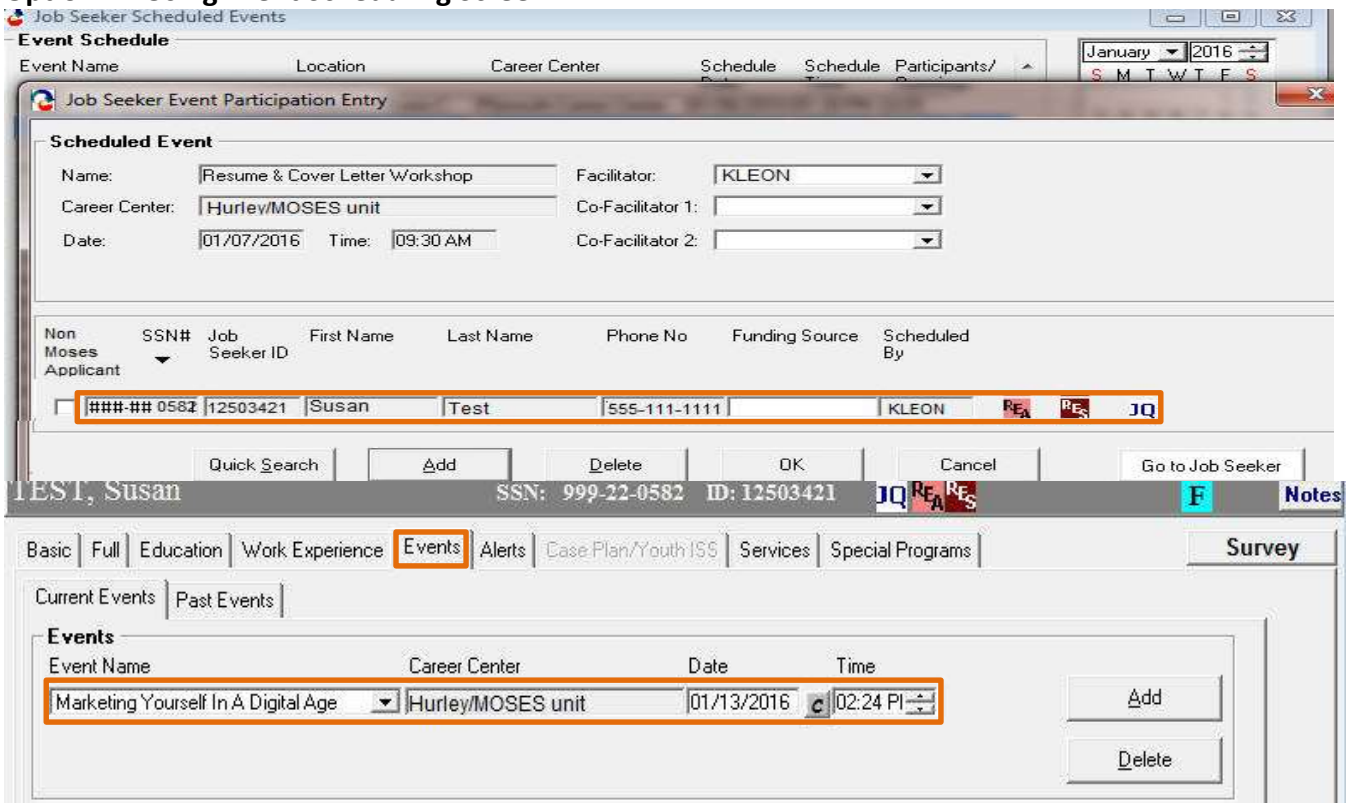
| **Register for an additional MassHire Career Center Service** |
|---|
| **Attainment Criteria:**<br>Register jobseeker for future service scheduled to take place **after** the RESEA Review. Enter future goal using CAP or schedule jobseeker for a workshop or event using the event schedule screen.<br><br>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<br>• 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?<br>• Tell me about your self-marketing pitch?<br>• How are your computer skills?<br>• Tell me about your cover letter?<br>• What are your work search challenges?<br>• How are you preparing for interviews?<br>• Is your resume getting you interviews?<br>• How else can we help you prepare? |
| **Referrals to and follow-up of relevant MassHire Career Center Services** |
| • Job Readiness workshop<br>• Resume and cover letters workshop<br>• Workkeys<br>• Online job search<br>• Computer workshops<br>• Developing self-marketing pitch workshop<br>• Interview workshop<br>• Any appropriate career center workshops |

# 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 *Special Programs* tab select *Add* and in the T*ype of Goal* drop-down box, choose *the appropriate type of goal.* Enter future goal description in the *Goal Action Step* box and select a *Scheduled/Target Date* (date of future goal should be **after** the RESEA Review *Must Attain by Date*). |
| **3** | **Option 2**: From the MOSES *Event* tab, select *Event Scheduling*, choose the appropriate workshop or event. The *Scheduled/Target Date* must be **after** the RESEA Review *Must Attain by Date*. |
| **Note:** | The future event must be scheduled through Option 1 ***or*** Option 2 in order to attain the RESEA Review Goal. |

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

**Option 2 - Using Event Scheduling Screen**



# RESEA Review Goal

| **RESEA Review:** |
|---|
| **Attainment Criteria**:<br>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<br>• LMI<br>• Work Search Activity<br>• Resume<br>• Register on MassHire JobQuest<br>• Review of *RESEA UI Eligibility Assessment questionnaire*<br>• Verify participation at interim service referral made at Initial RESEA<br>• Assign future career center service |
| **After completing the RESEA Review, jobseeker will be able to:** |
| • Understand the requirements and responsibilities of the RESEA/UI Program to remain eligible for UI benefits<br>• Identify resources to improve their job search |
| **Suggested questions to engage jobseeker during the RESEA Review:** |
| • Can you tell me your understanding of the eligibility requirements to continue collecting UI benefits?<br>• How do you feel about the next steps that we identified to better direct your job search?<br>• How can the career center continue to guide you in your job search?<br>• Remind the jobseeker to give their return-to-work (RTW) information once they become reemployed. |
| **Referrals to and follow-up of relevant MassHire Career Center Services:** |
| • Workshops (i.e., Networking, Resume)<br>• Meet one-on-one with a job counselor<br>• Training opportunities<br>• Other relevant career center services<br>Follow-up should be conducted on the future goal. This can assist in reengaging the jobseeker/claimant. |
| **Potential issues:** |
| Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the *Potential Issue* form. |

# RESEA Review Goal Attainment Status

| Step | Action |
|---|---|
| **1** | From the *Special Programs* tab, select the *RESEA Review*, click on the *Edit* button – in the drop-down *Attainment box*, click on the appropriate attainment status, and enter the actual date. |
| **2** | Attained: (With no issues)<br>• 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.<br><br>Did Not Attain (DNA):<br>• In the *Attainment box*, click *Did Not Attain* (*DNA*), enter the actual date and clearly explain in the *Description box* reason for *DNA.*<br>• If jobseeker did not attain any or all the RESEA goals, be clear, specific, and concrete when entering notes in the *Reason Description* box and MOSES notes.<br><br>Did Not Report (DNR):<br>• If jobseeker did not report to their scheduled RESEA appointment, clearly and concisely document any communications with the jobseeker in the Description box and MOSES notes.<br><br>**Note:** If staff does not update the *Set, But Attainment P*ending status by week five and the job seeker is sanctioned, the MOSES system will change the pending status to DNR with the following comment: *Failed to report by deadline, sanction created and sent to UI Online.*<br><br>Return to Work (RTW):<br>• Update the Employment tab under the *Services tab,* with the return-to-work information. Update MOSES notes<br>• RTW must be between the enrollment date and their *must attain by* RESEA deadline<br>• In the *Attainment box*, click *Return to Work (RTW)*, enter the RTW date<br>• Download the *DUA Return to Work* form in MOSES<br>  ○ Click on the *Employment* tab under the *Services tab* and highlight entered employment<br>  ○ Click on the *Jobseeker* tab at the top of the MOSES screen (next to *File*), and select *Documents*<br>  ○ Select *Return to Work;* Word document populates at bottom of screen<br>  ○ 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 Developmei | 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: 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

OK | Cancel

# RESEA Review Goal Attainment Status, continued

TEST, Susan SSN: 999-22-0582 ID: 12503421 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 Developmei | 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 |

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 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 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 Developmei | 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 |

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 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

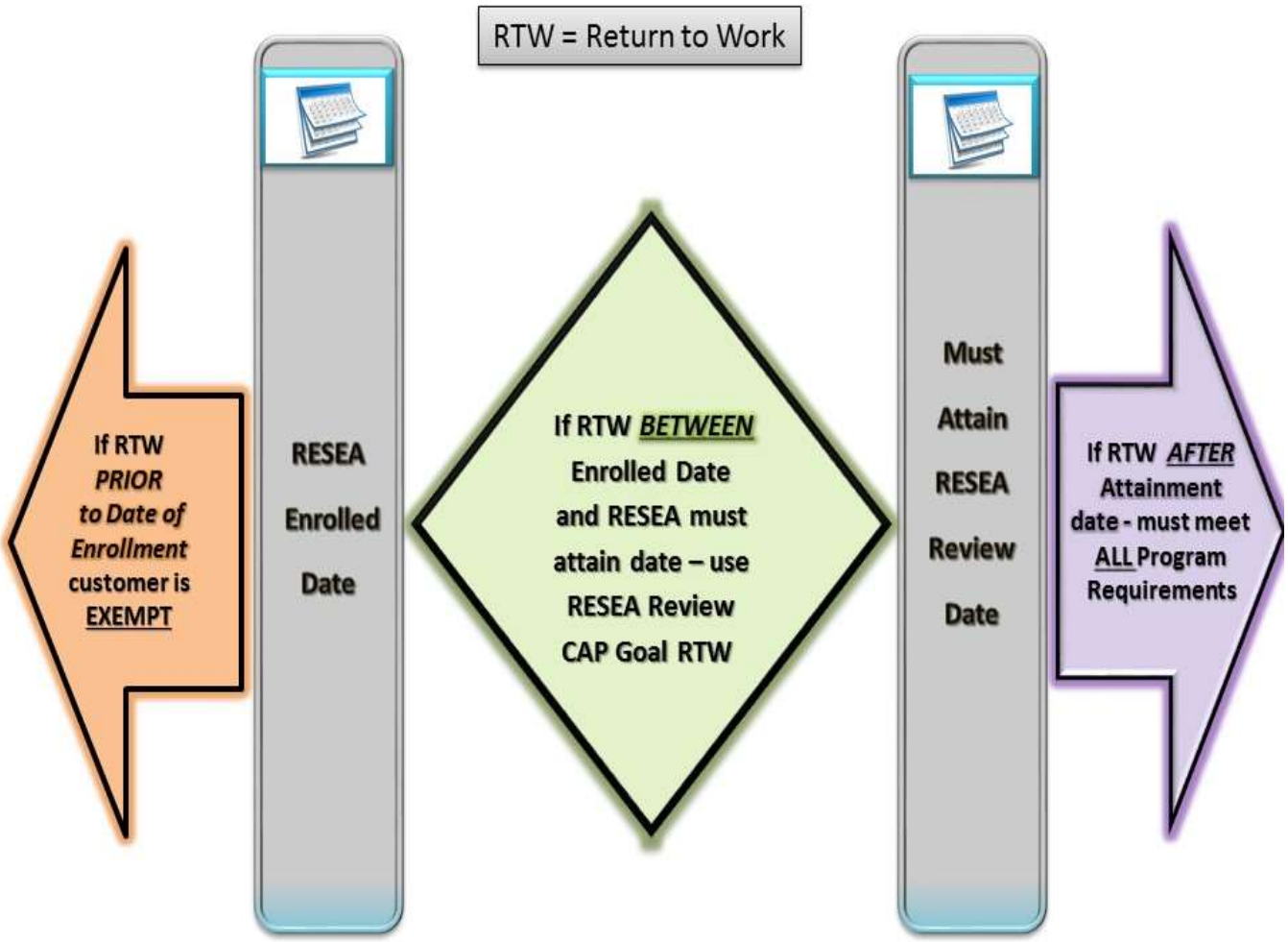
Last Modified Office: Hurley/MOSES Unit | Last Modified Date: 12/02/2015 | By: KLEON

OK | Cancel

# RESEA Review Return to Work

| If | Then |
|---|---|
| Jobseeker returns to work ***Part-Time*** and is collecting partial unemployment at **any** point in the enrollment process: | **Jobseeker must meet all program requirements and attain their RESEA CAP Goals.**<br><br>Update MOSES with *the employment* information on the employment tab and generate the *Return to Work form* in MOSES and email to DUA at ReturntoWork@Mass.gov.<br><br>*This is done to ensure that PT wages are being reported.* |
| Jobseeker, including 60-dayer, returns to work full-time **prior** to enrollment:<br><br>**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.<br><br>i.e., RTW on 7/8/19; enrolled in RESEA on 7/13/19; jobseeker/claimant informed staff on 7/19/19.<br><br>Exemption date in MOSES is 7/19/19<br><br>**DO NOT** add the RESEA Review CAP goal - RTW | Verify that the jobseeker/claimant is working and no longer collecting UI benefits. Enter Return to Work (RTW) information into MOSES *Services* tab *Employment, select "Found Employment"* ***not*** *"Obtained Employment"*<br><br>Exempt from RESEA<br>• *Services* Screen – *General Services*<br>• From *Category* drop-down Menu select –*RESEA/EUC Exempted*<br>• From *Service* detail drop-down menu select-*Return to Work Full Time Prior to Enrollment*<br>• Add *RTW* information in the description box, Click *OK* |
| | |
| Jobseeker returns to work full-time **after** enrollment and **prior** to RESEA must attain by date:<br><br>*NOTE: If the jobseeker has not attended a CCS, manually add the RESEA Review CAP goal*<br>• ***"Date Established", "Scheduled Target Date" and "Actual Date"* = customer's RTW date.** | Verify that the jobseeker/claimant is working and no longer collecting UI benefits. Enter *Return to Work (RTW)* information into MOSES *Services* tab *Employment.*<br><br>On the RESEA Review CAP Goal, change the *Attainment Status* from *Set, But Attainment Pending* to *RTW*. Update all other outstanding CAP goals as appropriate or *Set But Cancelled.* |
| | |
| Jobseeker returns to work full-time **after** enrollment and **after** RESEA Must Attain by Date:<br><br>***Note****: Jobseeker will have a sanction that remains on the claim, and all program requirements must be met to lift the sanction.* | Verify that the jobseeker/claimant is working and no longer collecting UI benefits.<br><br>**They must meet ALL program requirements and attain their RESEA Goals.**<br><br>Update MOSES with *the employment* information on the employment tab, generate the auto-populated *Return to Work form* and email to DUA at ReturntoWork@Mass.gov. |

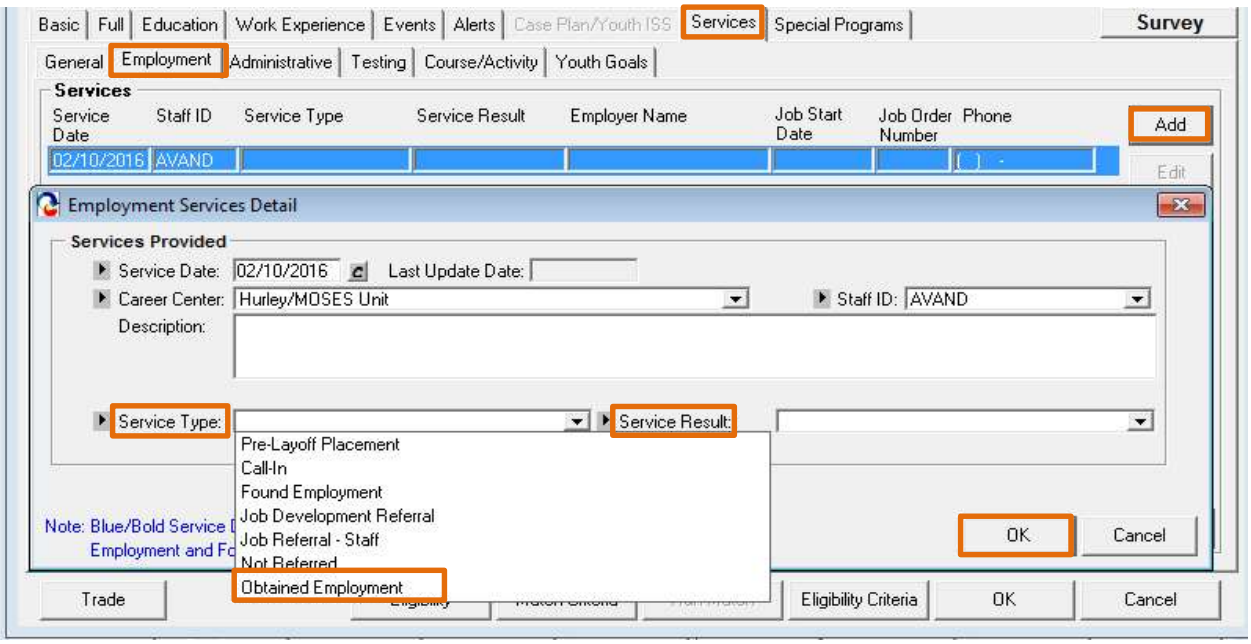
# RESEA Review Return to Work, continued




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



# 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:
Sector: Health Care and Social Assistance
Subsector: Hospitals
Industry Group: General Medical and Surgical Hospitals
Industry: General Medical and Surgical Hospitals
US Industry: General Medical and Surgical Hospitals
Employer Address: 73 High Street
INA: Zip: 02129-
City: Charlestown State: Massachusetts

Training Related: No
Non - Traditional: Yes No Verified: Yes No
UI System Employer: Yes No Sector: Public Private
Verification Details:
Occupational Search
Occupational Code: 29114100 INA:
Registered Nurses
How did Job Seeker learn about this job?

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

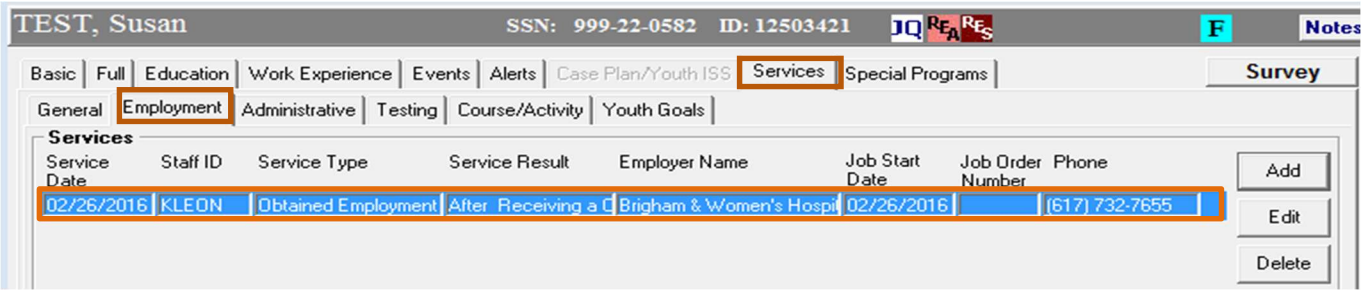
Industry Code Search | Employer Search | OK | Cancel

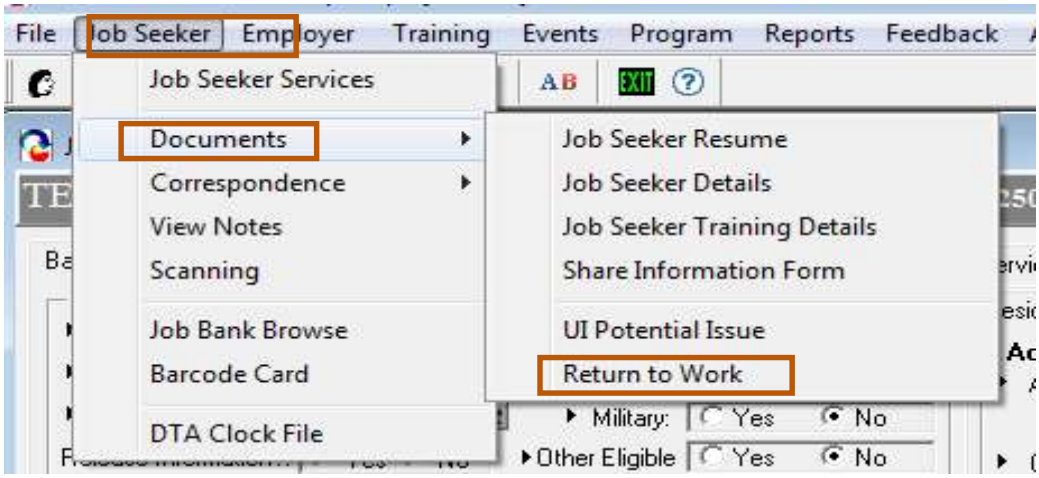
*Verified* must be checked off to confirm that RESEA Specialist verified with jobseeker that the *Start Date* is accurate, and they are no longer requesting unemployment benefits.

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

# RESEA Review Return to Work, continued

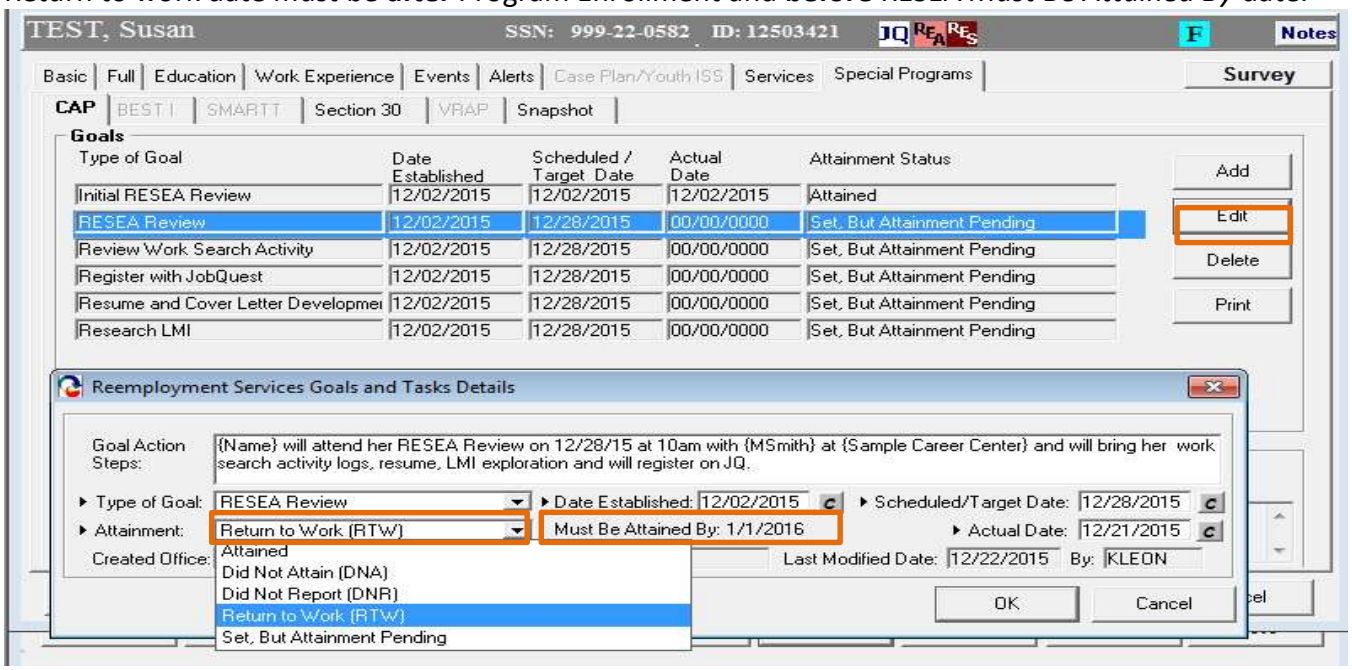
| Step | Action |
|---|---|
| **Note:** | The employment service must be entered into the employment tab prior to updating the RESEA Review CAP goal. |
| **1** | From the *Services* tab, select the *Employment* tab and highlight the return to work. |
| **2** | From the MOSES tool bar, select *Jobseeker*, click on *documents* from the drop-down menu, and select *Return to Work*. |
| **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. |



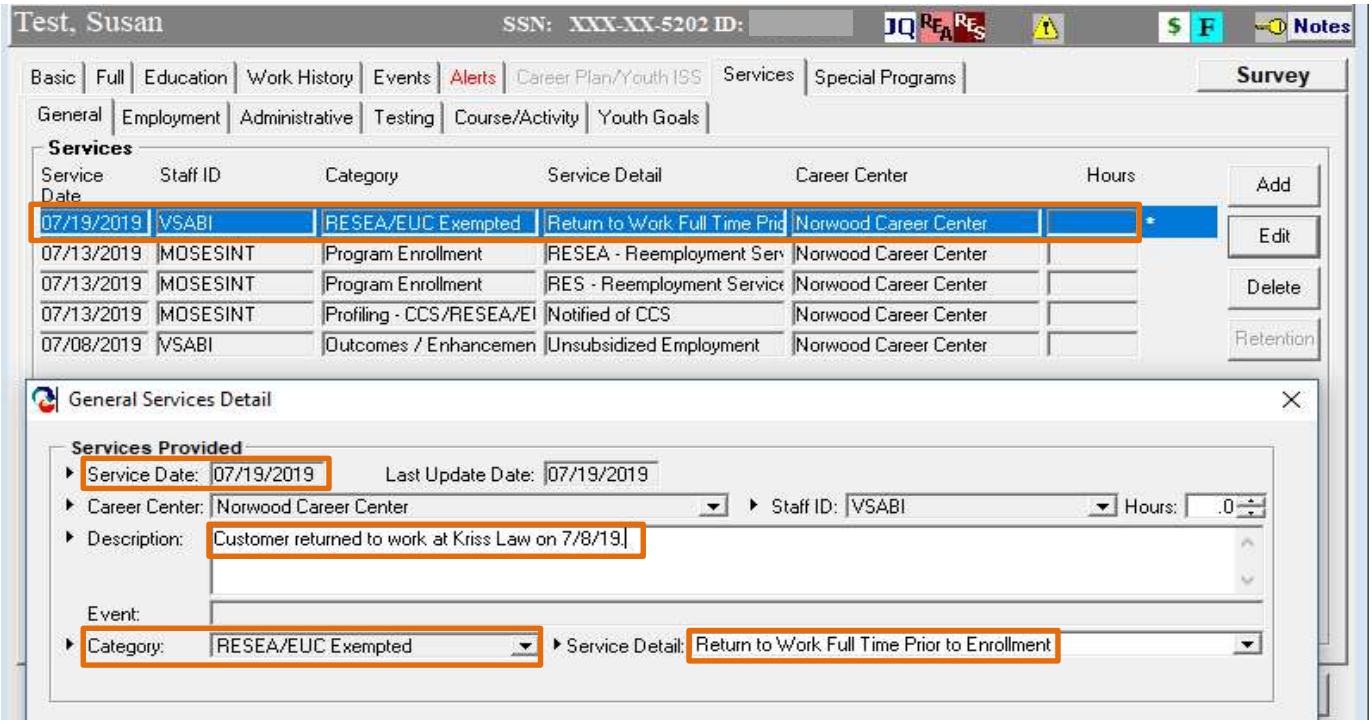



# RESEA Review Return to Work, continued

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




**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).



# 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.

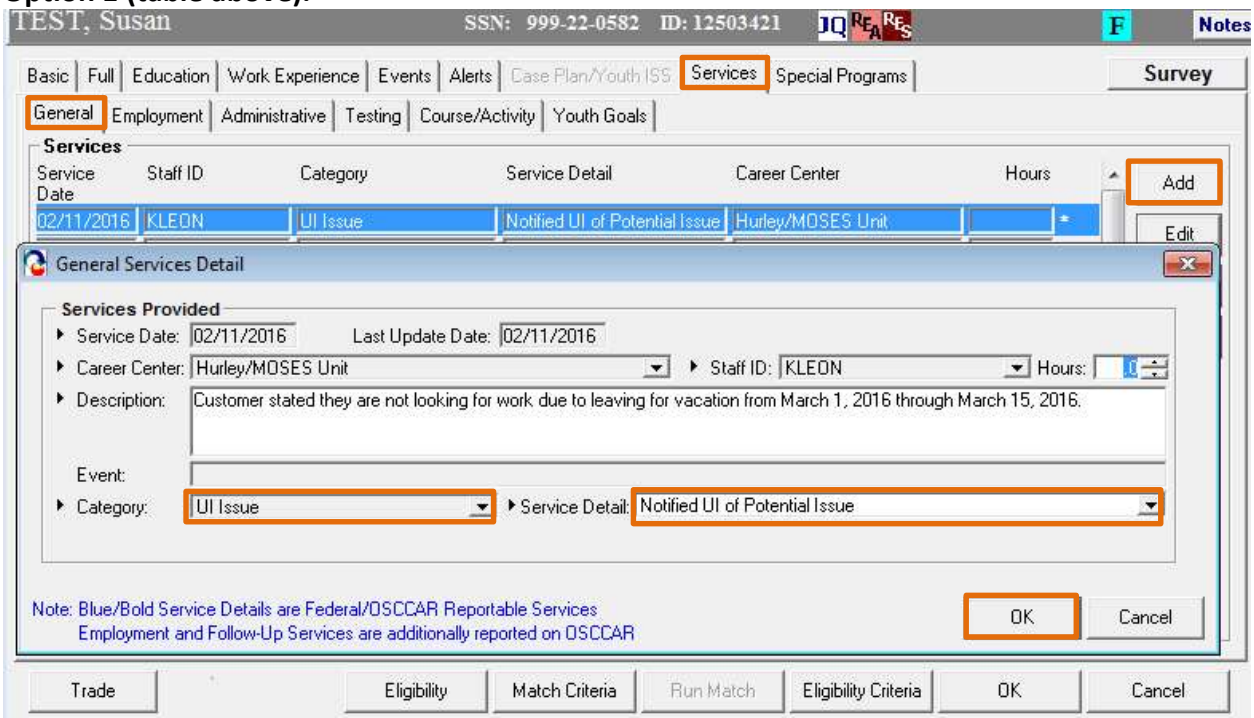
Some of these issues may be captured upon a conversation/review of the *UI Eligibility Assessment Questionnaire* with the jobseeker/claimant during the Initial RESEA or RESEA Review meetings.

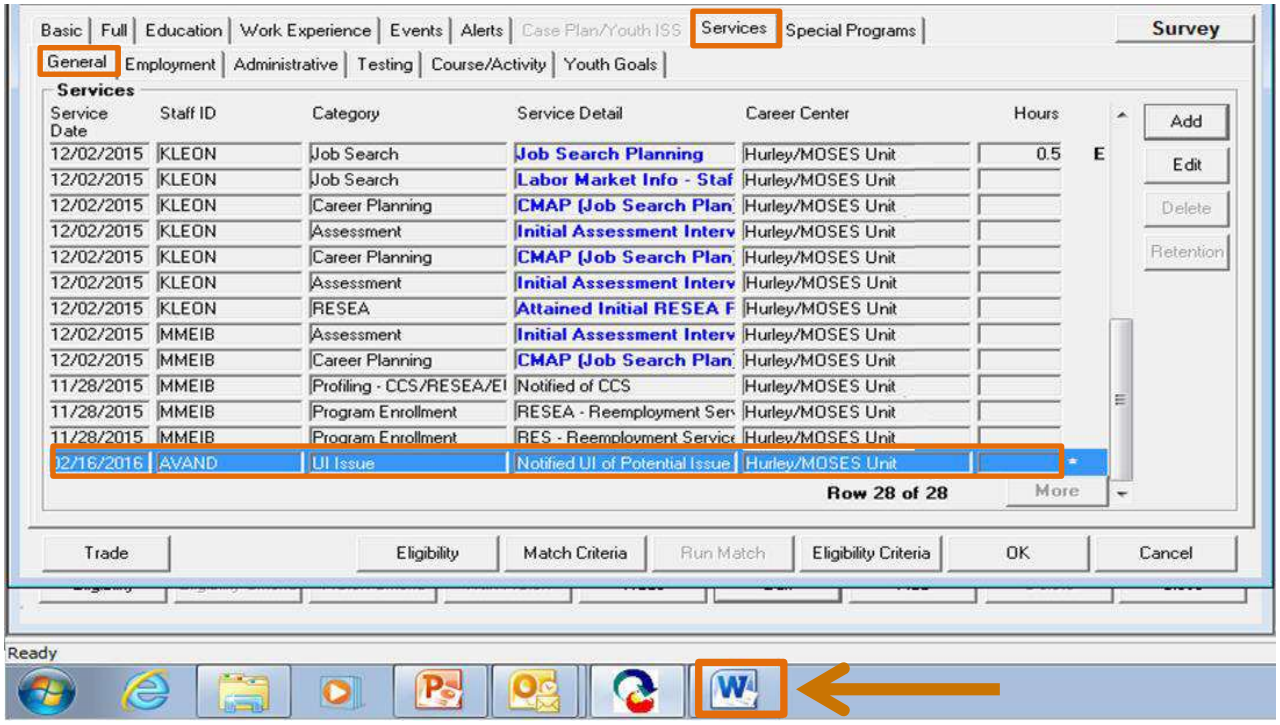
# UI Potential Issue Form

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

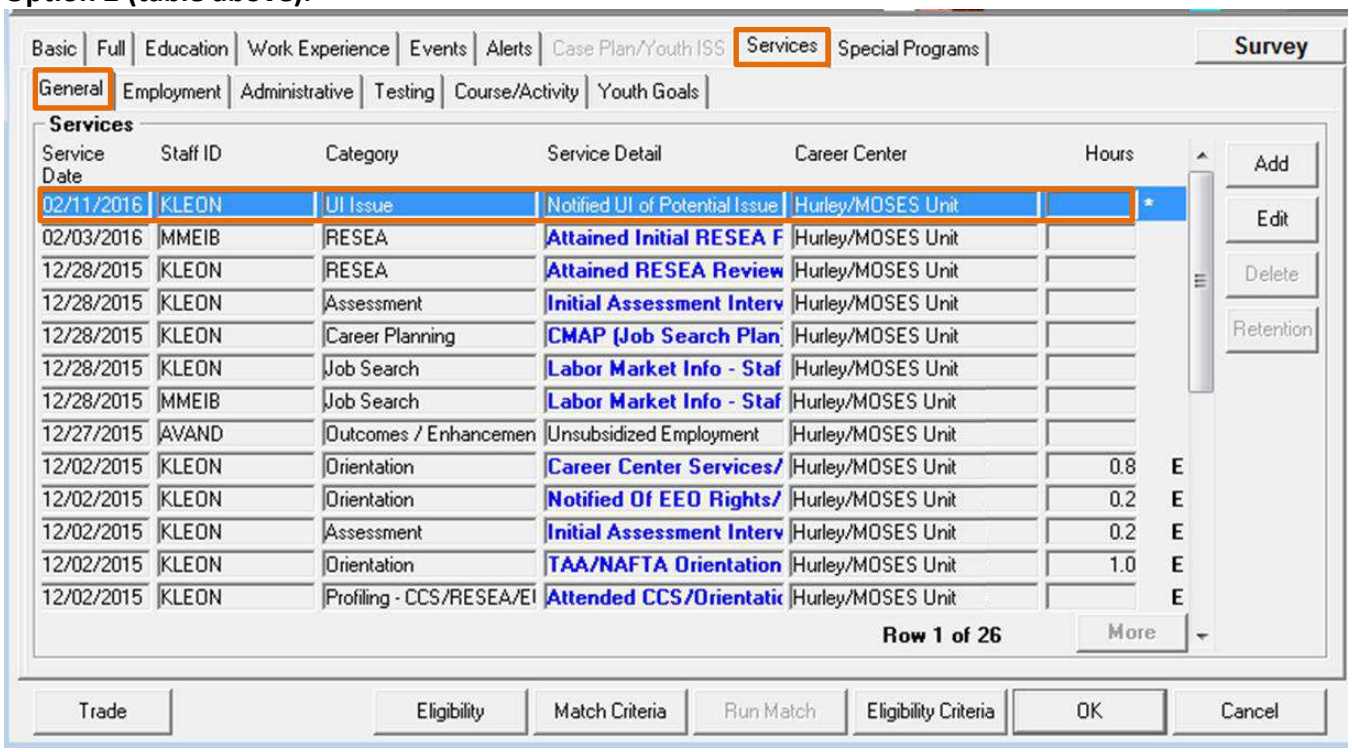
**Option 1 (table above):**

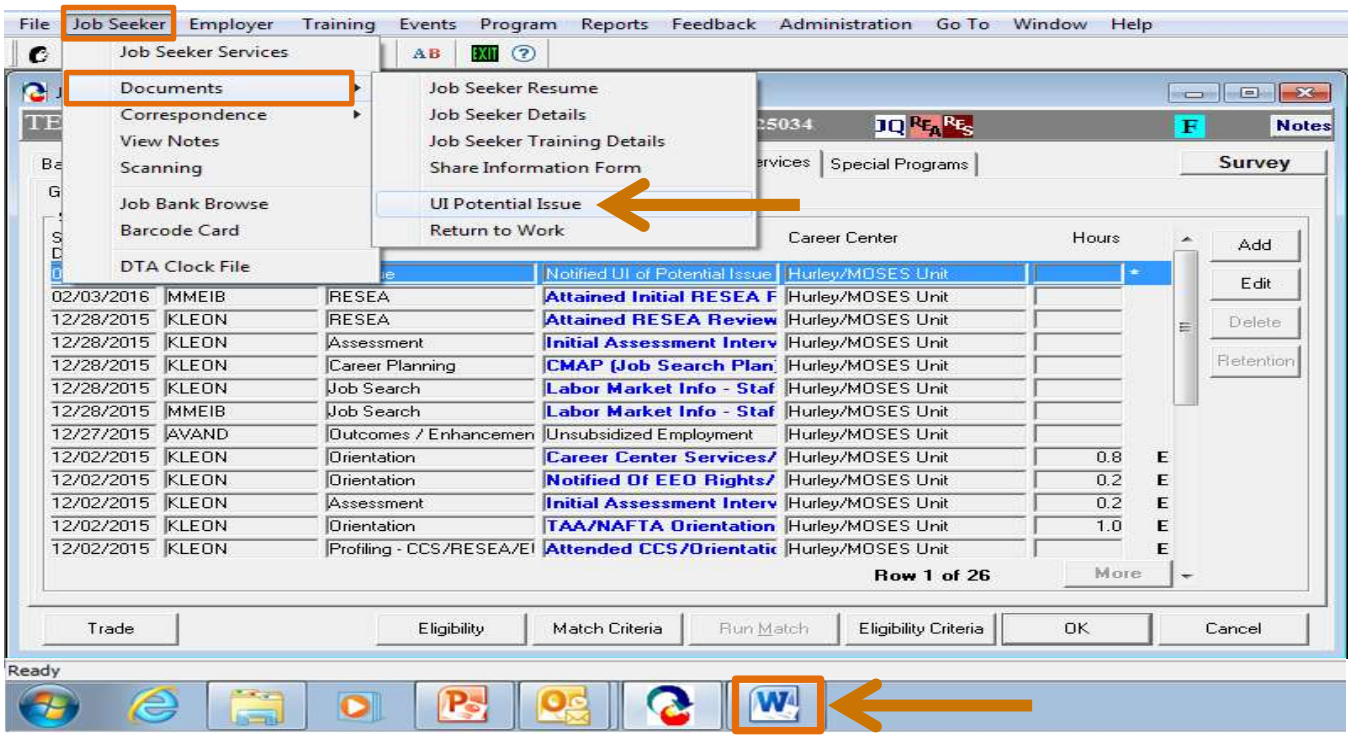


# UI Potential Issue Form, continued

**Option 2 (table above):**



# 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 |

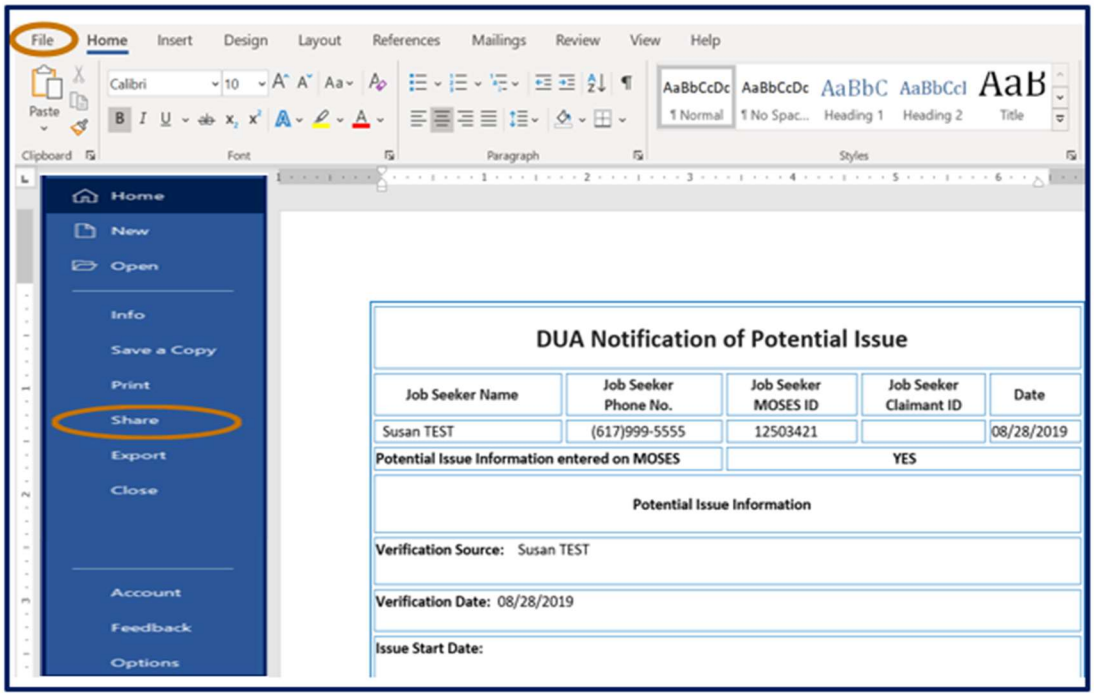
**Complete form and email it to UI_Potential_Issue@detma.org**

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



**UI_Potential_Issue@detma.org**
**OR**
**ReturntoWork@Mass.gov**

# Section 30 (Training Opportunities Program) and Trade

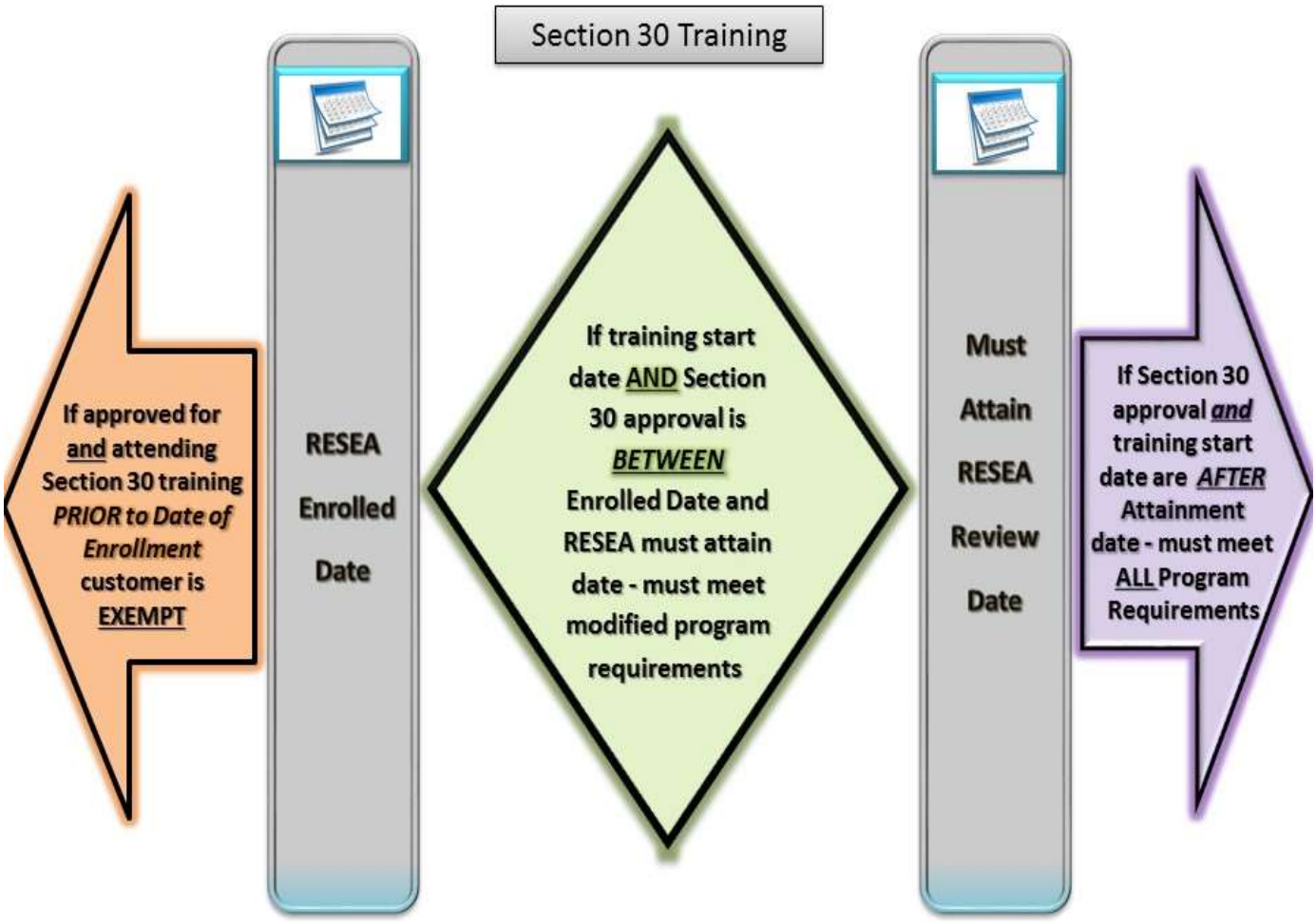
The Section 30 and Trade program allows jobseekers who are approved for the program to collect UI benefits and have their work search requirements waived while attending approved training.

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 |
|---|---|
| A jobseeker is **approved** for Section 30 and/or Trade **and** is **attending** an approved training program **prior to** enrollment in RESEA:<br><br>**Note: This scenario is not common.** | The jobseeker may be exempt from the RESEA Program.<br>• From the *Services* tab - select *Add*<br>• Under Category - select *RESEA/EUC Exempted*<br>• Under Service Detail - select *In Approved Training Prior to Enrollment* |
| A jobseeker is enrolled in RESEA prior to becoming approved for **and** attending Section 30 and/or Trade training:<br><br>**Note: This is the most common scenario.** | The jobseeker must complete all RESEA requirements with the following modification:<br>• 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<br>• Confirm jobseeker is registered in MassHire JobQuest<br>• Attain all goals |

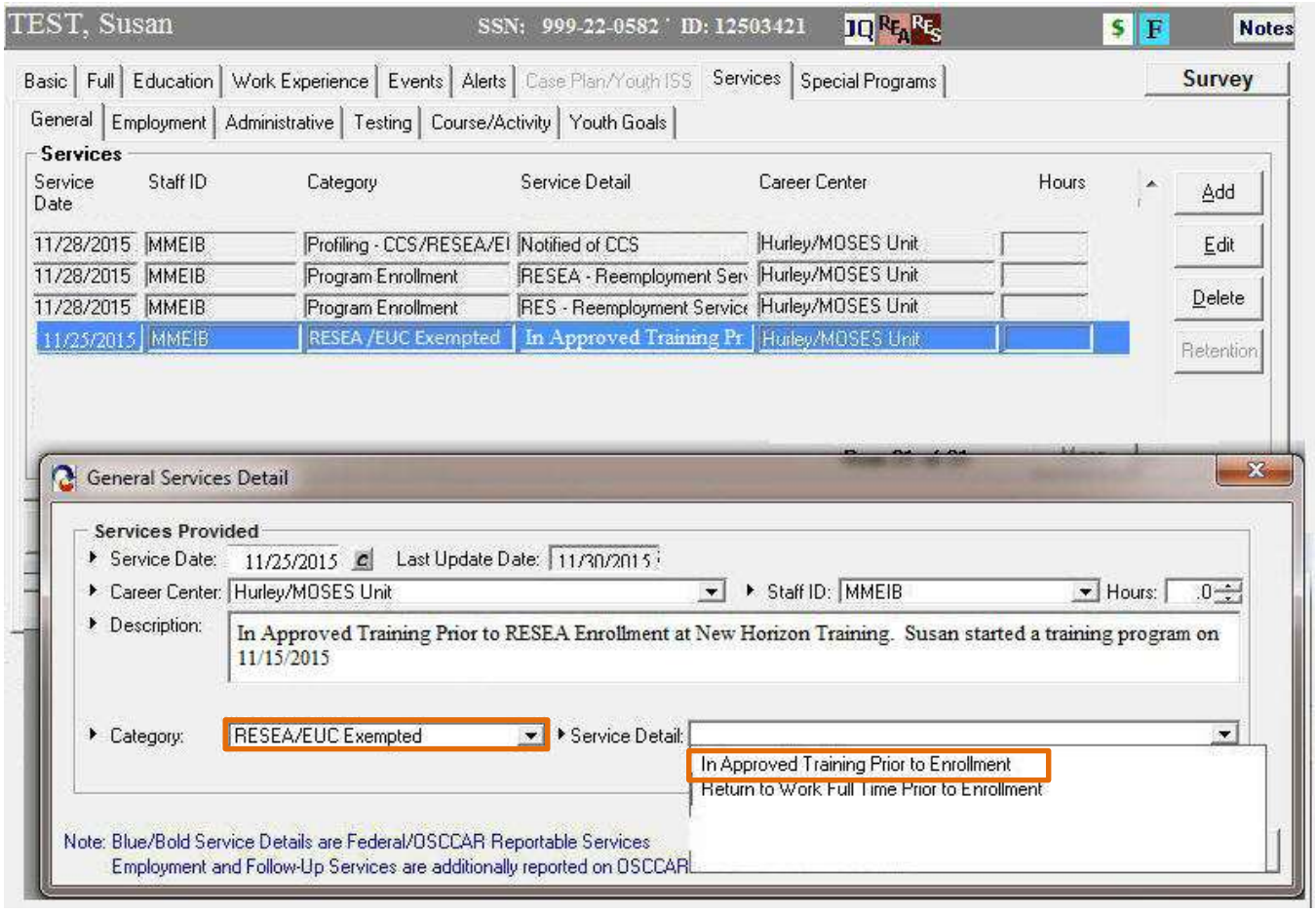
## Section 30 (Training Opportunities Program) and Trade, continued




# RESEA Review and Trade

Follow the same rules as Section 30 above.

# Section 30 (Training Opportunities Program) and Trade, continued




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: 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 | |
|---|---|---|---|---|---|---|
| 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 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 | | | |
| RES - Reemployment Service | ✓ | Enrolled | |
| RESEA - Reemployment Serv | ✓ | 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 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 |
|---|---|---|---|---|
| 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

Attainment: Attained | Actual Date: 12/22/2015

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.

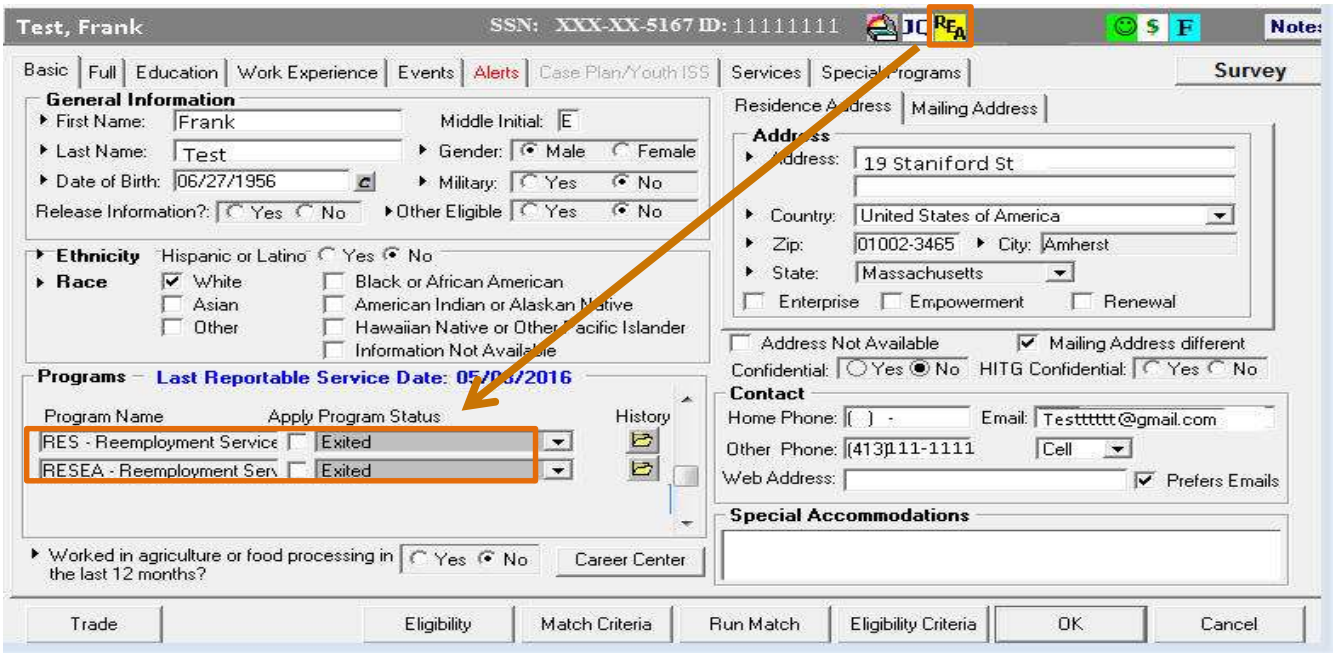
# RESEA Requirement: Left State, continued

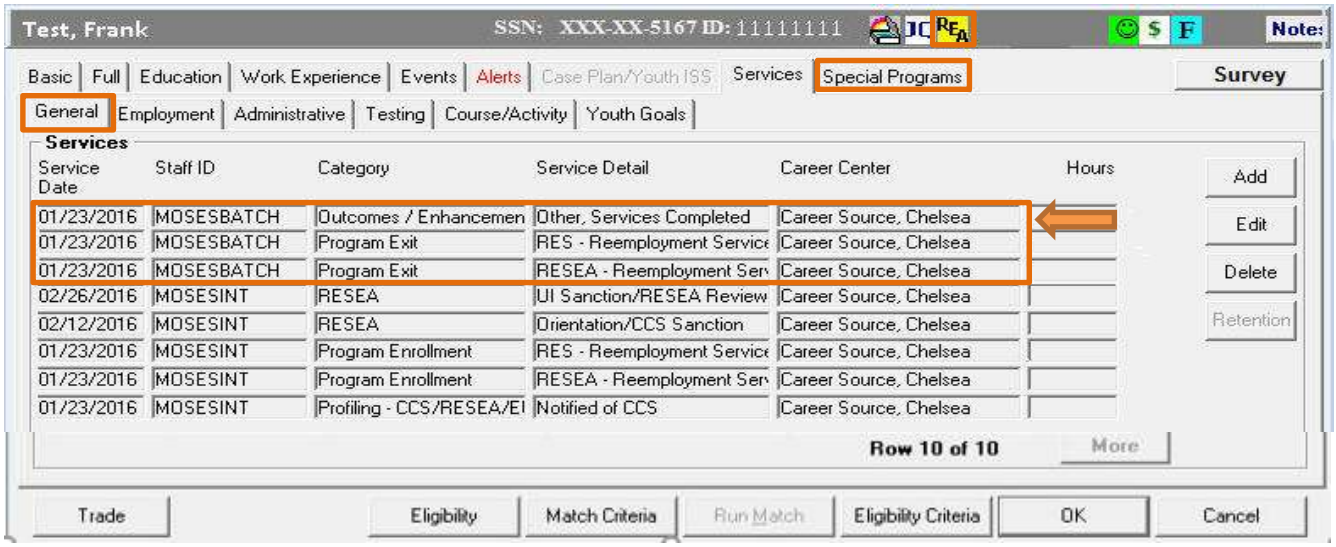
| Step | Action |
|---|---|
| **1** | Send the *Left State* checklist form to jobseeker and have them return all required documents by the *RESEA Review must attain by date*. |
| **2** | Document in *MOSES notes* that the *Left State checklist* was sent to the jobseeker**.** |
| **3** | Manually add CAP goals:<br>• Research LMI<br>• Resume and cover letter development<br>• Review Work Search Activity<br>• Other<br>  ○ In-person visit to an American Job Center/Career Center<br>  ○ Register for ongoing career center services in their current state; and<br>  ○ Register with the online job bank in their current state<br>• Jobseeker/claimant signature and date on Left State checklist for verification they have been informed of Section 30 and Trade requirements<br>• RESEA Review |
| **4** | When all required documents are returned, update each goal. From the *Special Programs* tab, click the *Edit* button – in the drop-down *Attainment box*, 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 *CAP goals* and the *RESEA Review* are *attained*. 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 MOSES 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



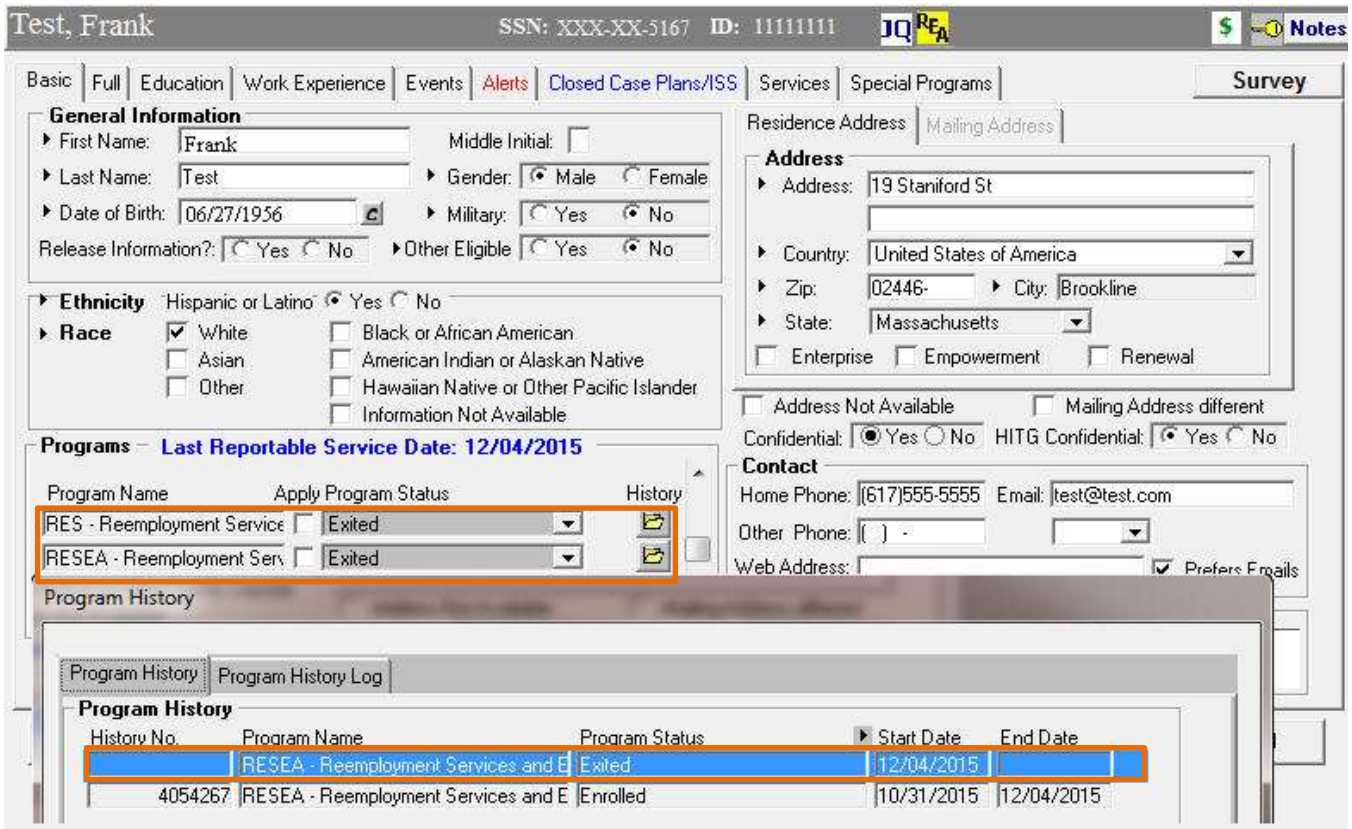



# RESEA Program Exits, continued

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

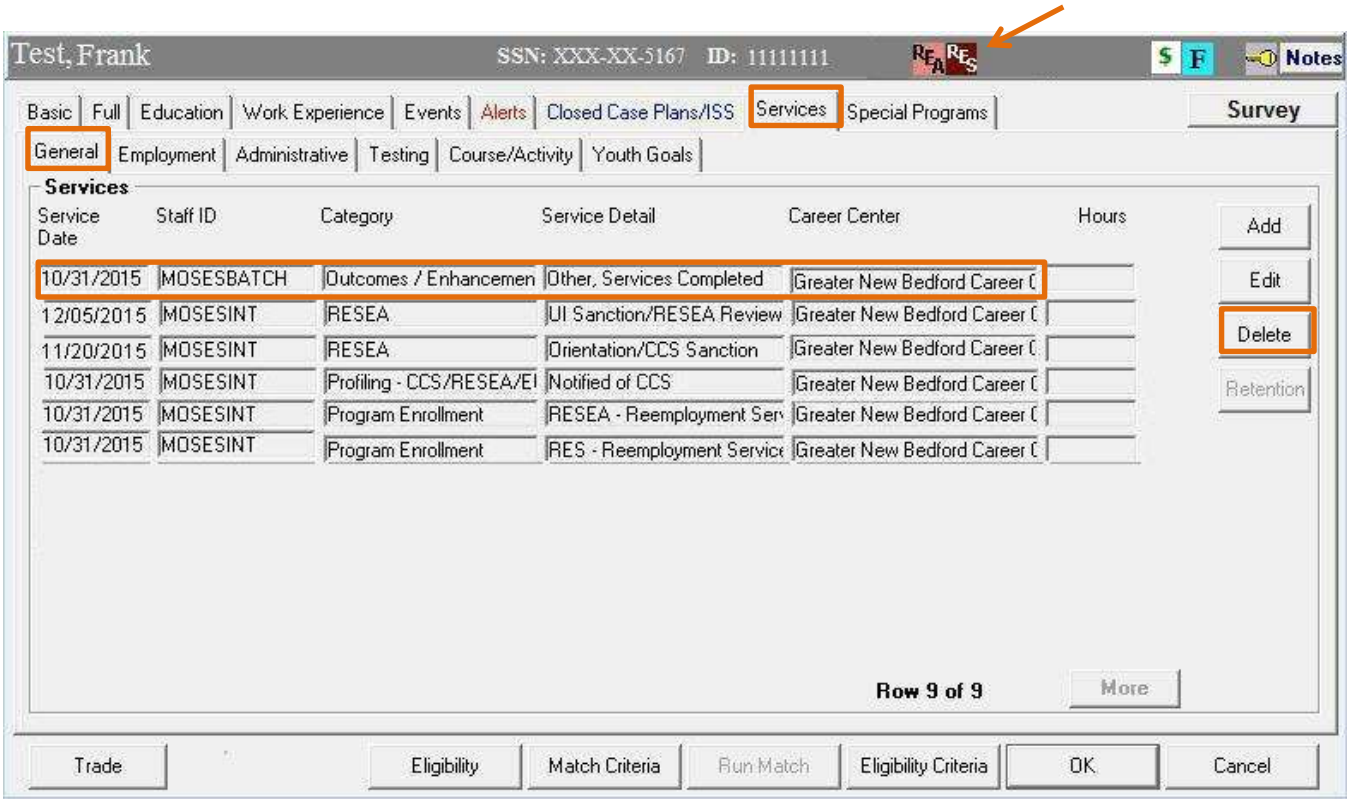



**Important: The RESEA Exit should only be deleted if the jobseeker needs to attain their RESEA Review.**

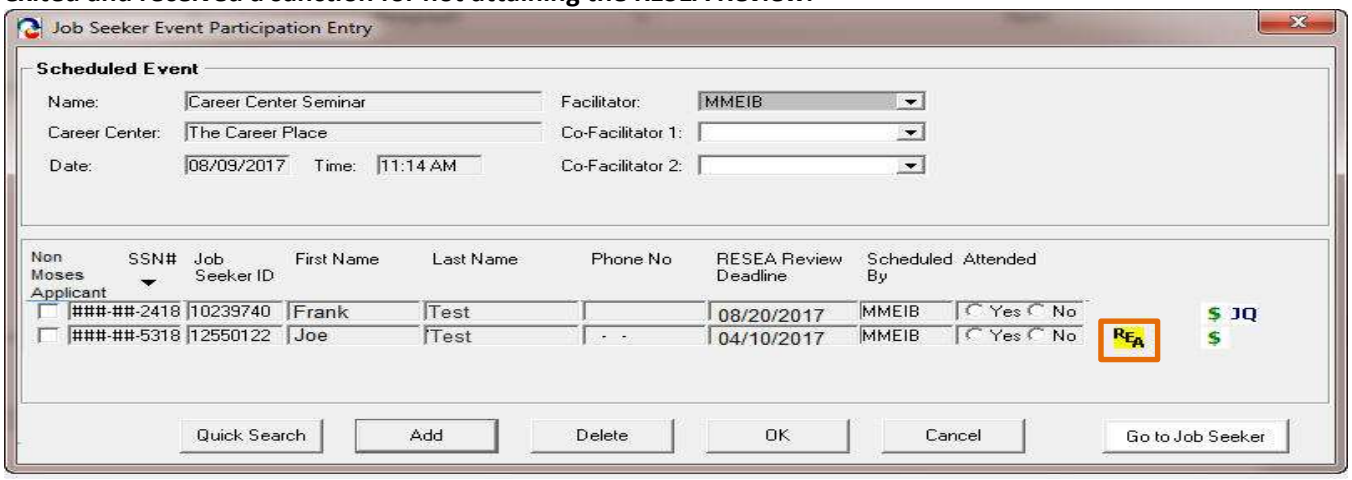
# RESEA Program Exits, continued

*Services* screen, *General* tab:

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




**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.**



# Notes page

# Communicating with The Department of Unemployment Assistance (DUA)

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# Communicating with the Department of Unemployment Assistance (DUA)

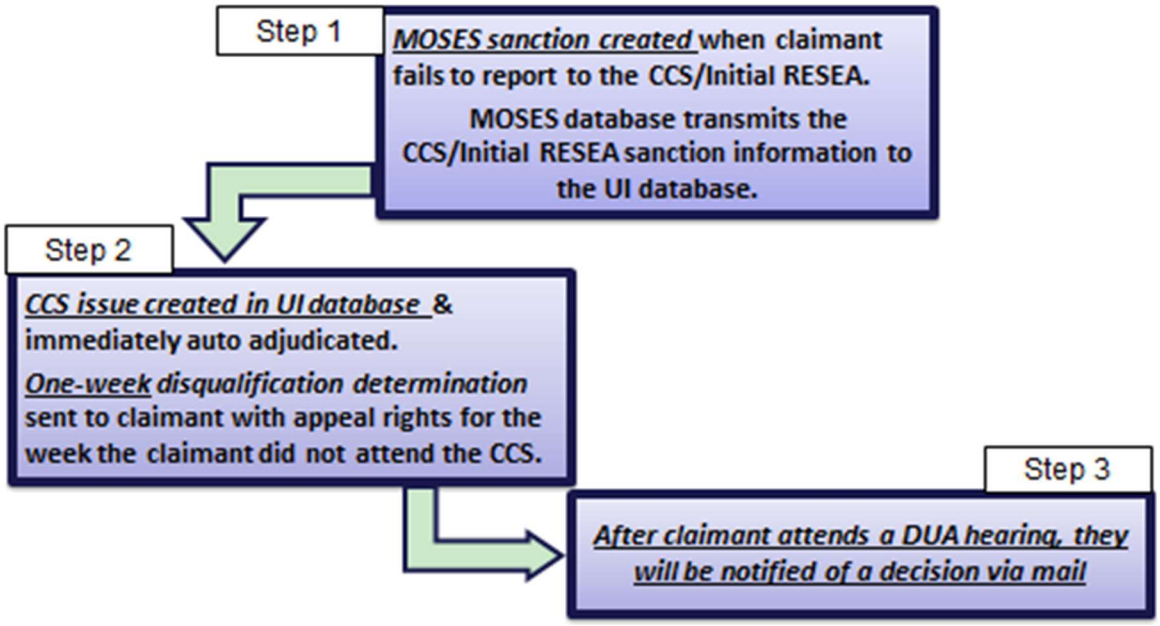
Timely data entry is critical and may have a negative impact on a jobseeker's claim if it is not timely and accurate. To avoid unnecessary issues that result in an interruption of a jobseeker's benefits, it is imperative that all data entry, including CAP goals, notes, and services are keyed in timely. 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.

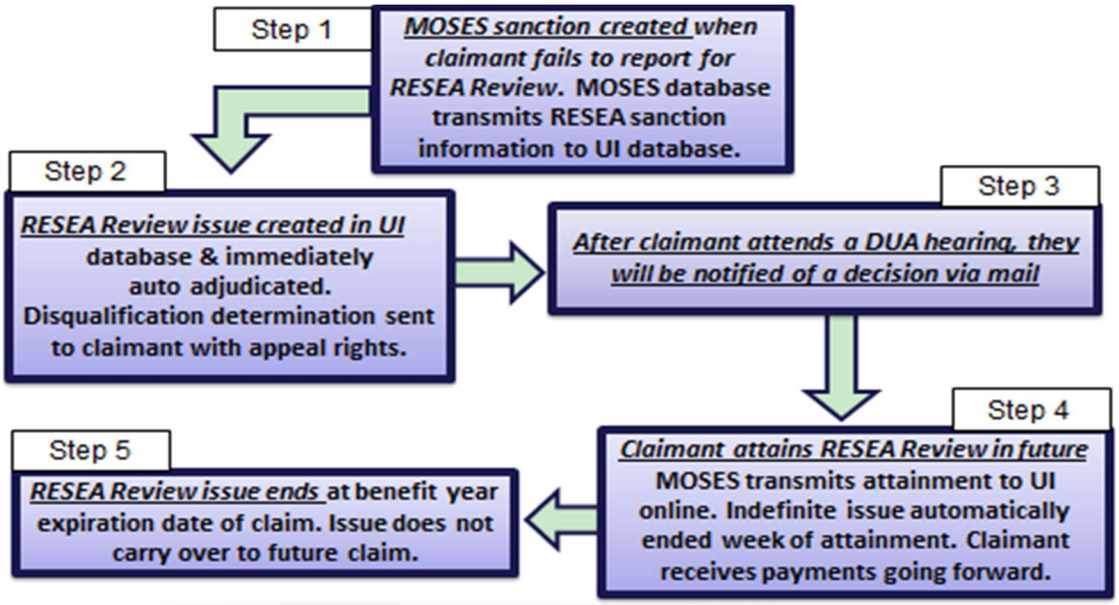
| Step | Action |
|---|---|
| **1** | A MOSES sanction is created when a jobseeker/claimant does not attain or fails to attend a Career Center Seminar/Initial RESEA and/or RESEA Review by their deadline date. The MOSES database transmits the RESEA sanction information to the UI database. |
| **2** | 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 *RESEA Assist Form* 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 | **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).<br>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.<br>**Selection Criteria:** The report selects individuals who were enrolled in RESEA this past Saturday and who attended CCS within the past 60 days.<br>**Exporting:** The report is formatted for export to Excel to use in creating email lists or mail merges. |
| RESEA Enrollments Outreach | **Purpose:** For outreach to RESEA enrollments who have not completed their RESEA Review.<br>**Selection:** The report will include the RESEA enrollments within your date range and the specified local office(s).<br>**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.<br>**Exporting:** The report is formatted for export to Excel. |
| RESEA Attended CCS - No Initial RESEA | **Purpose:** To ensure that Initial RESEA Review attainments are entered in MOSES to avoid potential UI Sanctions.<br>**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.<br>**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. |

# 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<br><br>(aka Rainbow Report) | **Purpose:** To manage RESEA Review Goals in order to avoid UI Sanctions.<br>**NOTE:** UI Sanction will be created if the participant does not attain the RESEA Review Goal by the RESEA Review deadline date.<br>**Selection:** The report selects RESEA participants whose RESEA Review deadline is in the future.<br>**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.<br>**Highlights (RESEA Rainbow Report):**<br>**Pink**: Warning - RESEA Review Goal is Pending, UI Sanction this Friday. Goal status should be updated by close of business on Friday.<br>**Yellow**: RESEA Review Goal is Pending with a Target Date in the Past. Goal Status should be updated in MOSES.<br>**Green**: Attended CCS, but no RESEA Review Goal Target Date. Goal Target Date should be updated in MOSES.<br>**Blue**: Waived from CCS (60-Dayers), but no RESEA Review Goal Target Date. Goal Target Date should be updated when RESEA Review is scheduled.<br>**Red**: RESEA Review Target Date is scheduled after the Deadline. To avoid a sanction staff must reschedule the RESEA Review.<br>**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. |
| RESEA Potential Attainments | **Purpose:** To identify potential data entry oversight of RESEA Review attainment to avoid UI Sanctions.<br>**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.<br>**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. |

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 |
| **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 Desk Guide 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

**BACKGROUND:**

The RESEA or **ReEmployment Services and Eligibility Assessment** program is a federal program that addresses the re-employment needs of UI claimants as well as the detection and prevention of UI improper payments.

The **ReEmployment Services and Eligibility Assessment program** includes two activities that must be fulfilled within 5 weeks of the first payment of UI benefits:

- The first activity is the **Career Center Seminar/Initial RESEA** which must be completed within 3 weeks of the first UI payment. Failure to participate in the **Career Center Seminar/Initial RESEA** could result in a *one-week disqualification*.
- The second activity is the **RESEA Review** which must be completed within 5 weeks of the first UI payment. Failure to complete the **ReEmployment Services and Eligibility Assessment Review** could result in *an indefinite disqualification until all the RESEA review activities have been completed.*

**Enrollment into ReEmployment Services and Eligibility Assessment - RESEA**

- Claimants will receive a letter informing them of their enrollment in the RESEA program after they receive their first check. The letter will be available in the claimant's Inbox and will be mailed to the address on file in UIO.

**MDCS Notification Process for CCS/RESEA Claimants**

- Claimants receive an email or Robo call 10 days after the notification letter is sent if they have not attended the Career Center Seminar/Initial RESEA.
- Claimants who do not attend the RESEA Review by week 4 after enrollment will receive a reminder email or Robo call notifying them that they have 1 week left to complete their RESEA Review.
- The "Robo calls" are made in English and Spanish.

**OUT OF STATE:**

If the job seeker resides in RI, NH, or CT, they are considered in-state and must complete all requirements in person or virtually at a MassHire Career Center.

A job seeker who is enrolled in the RESEA Program and has moved out of state (i.e. California), 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 Claimants who have Left State* checklist. Please direct claimants to contact a MassHire Career Center that is closest to where they resided previously (go to www.mass.gov/masshire-career-centers/locations). Document this action on the claim as "claimant has change of address-directed to MassHire Career Center".

Any questions regarding out of state claimants should be directed to the MassHire Career Center or they can reach out to realmi@deetma.org.

**EXEMPT STATUS:**

Call Center staff **are not** authorized to exempt a claimant from the **ReEmployment Services and Eligibility Assessment** program. Advise the claimant to contact a Career Center if they have questions about enrollment in the program. **All claimants enrolled in the ReEmployment Services and Eligibility Assessment** program must attend a **Career Center Seminar** regardless of a return to work date or union membership. If the claimant has questions about **RESEA** requirements, advise the claimant to contact a MassHire Career Center if they have questions about enrollment in the program.

## RESEA Desk Guide for DUA Staff

Revised Feb 2022

1) Only a claimant who has returned to work full time **prior** to enrollment in the RESEA program can be exempted from the RESEA requirements. Union members and claimants with a return to work date would still be required to attend the **Career Center Seminar**. Claimants who have returned to work after enrollment in the RESEA program need to be referred to the Career Center to discuss participation requirements. According to the RESEA Program, there are no exemptions from RESEA program requirements once a claimant is enrolled in the program.
2) A claimant who has relocated to another state must still complete the requirements because the **RESEA** program is a federal program. If claimants have relocated to another state, they must:
   - Visit and register with employment services in their new state of residence
   - Register with the new state on-line Job Bank
   - Provide work search, resume and LMI (Labor Market Information) to Massachusetts to fulfill the **RESEA Review** requirement
   - Sign, date and return the RESEA Left State checklist acknowledging the updated Section 30 and Trade Requirements
   - **If the claimant is a veteran**, a copy of the DD-214 member 4 (containing characterization of service)

All required documentation must be emailed to the REALMI mailbox at REALMI@detma.org.

**Failure to Report to Career Center Seminar/Initial RESEA**

- MDCS provides DUA information on all RESEA customers who have **not** attended a CCS/Initial RESEA within 3 weeks of their first UI payment which creates a **RESEA/CCS** issue on the claim for the week the claimant failed to attend. The issue will be adjudicated as ineligible. The claimant is disqualified for one-week.

- The claimant will receive the determination via U.S. mail or electronically based on the method the claimant selected to receive DUA Correspondence. Attached to the agency decision will be an Appeal Request Information form. If the individual chooses to appeal the agency's decision, they will need to complete and return the Appeal Request Information form to the address listed on the form. The DUA Hearings Department will schedule a hearing and send a Notice of Hearing to the claimant with the date, time, and location of the hearing. Customarily, these are telephone or virtual hearings.
- A DUA Review Examiner will conduct the hearing. The Hearings Department will identify and print the necessary documents from the MOSES data base. The Review Examiner will base his/her decision on the claimant's testimony and evidence presented at the hearing.

**Failure to Report to RESEA Review**

- MDCS provides DUA information on all RESEA customers who have not attended/attained the RESEA Review within 5 weeks of their first UI payment, which creates a **Failure to Report to RESEA Review** issue for the week(s) they did not attend. The issue will be adjudicated as indefinitely ineligible.
- The claimant will receive the determination via U.S. mail or electronically, based on the method the claimant selected to receive DUA Correspondence. Attached to the agency decision will be an Appeal Request Information form. If the individual chooses to appeal the agency's decision, they will need to complete and return the Appeal Request Information form to the address listed on the form. The DUA Hearings Department will schedule a hearing and send a Notice of Hearings to the claimant with the date, time, and location of the hearing. Customarily, these are telephone or virtual hearings.
- A DUA Review Examiner will conduct the hearing. The Hearings Department will identify and print the necessary documents from the MOSES database. The Review Examiner will base his/her decision on the claimant's testimony and evidence presented at the hearing.
- Once a claimant attends/attains the RESEA Review, MDCS will provide the attain date to DUA. The indefinite disqualification will be auto ended with the previous Saturday's date.

- There are no redeterminations for RESEA issues; therefore, it is important that accurate information be provided initially. RESEA Assist forms should be completed for Career Center errors and forwarded to REALMI@detma.org.

# 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. 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 for MassHire via JobQuest. Go to www.mass.gov/jobquest. This website will help you find jobs based on your interests and skills. You must do this **before you sign up for** your Career Center Seminar.

STEP 2: Schedule and attend a Career Center Seminar:

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

STEP 3: Complete an Initial RESEA:

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

**Attendance and completion of Steps 1-3 must be completed by [3 weeks from date of letter].**

SAMPLE

# RESEA Notification Letter (Page 2)

STEP 4: You will be scheduled to attend a follow-up RESEA Review meeting during your Initial RESEA meeting. **The deadline to attend this meeting is: [5 weeks (34 days) from enrollment]**

**WHAT TO EXPECT:**

The Career Center Seminar will give you helpful information and support in looking for a job. MassHire Career Centers also offer a menu of other virtual and in-person services to assist you through your journey to reemployment. Staff can assist you in exploring the next steps to connect you to the right job.

Following your completion of the Career Center Seminar:

- You will be contacted by a MassHire Career Center staff person to complete an Initial RESEA meeting. 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, in person or by telephone.
- 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 to jobs.
- You will also be scheduled to attend a follow-up RESEA Review meeting.
- In preparation for the Career Center Seminar and 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,

Richard Jeffers, Director
Department of Unemployment Assistance

Alice Sweeney, Director
MassHire Department of Career Services

SAMPLE

Page 2 of 2

CHARLES F. HURLEY BUILDING • 19 STANIFORD STREET • BOSTON, MA 02114
www.mass.gov/uima

# 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), complete an Initial RESEA and the activities assigned at that meeting and a follow up RESEA Review Meeting

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

**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?_page=1

To get started you must complete the following:

STEP 1: Register or update your registration with the MassHire Workforce Development System via 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: You will be scheduled to attend a follow-up RESEA Review meeting during your Initial RESEA meeting.

**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.

SAMPLE

# 60-Day Notification Letter (Page 2)

**WHAT TO EXPECT:**

MassHire Career Centers offer a menu of virtual and in-person services to assist you through your journey to reemployment. Staff can assist you in exploring the next steps to connect you to the right job.

- Contact a MassHire Career Center and a staff person will schedule an Initial RESEA meeting. 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, in person or by telephone.
- 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 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,

Richard Jeffers, Director
Department of Unemployment Assistance

Alice Sweeney, Director
MassHire Department of Career Services

SAMPLE

# CCS and Initial RESEA Review Reminder Email

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

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

ROSALIN ACOSTA
SECRETARY

RICHARD A. JEFFERS
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

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

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

ROSALIN ACOSTA
SECRETARY

RICHARD A. JEFFERS
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!

MASSHIRE | 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!

MASSHIRE | 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.

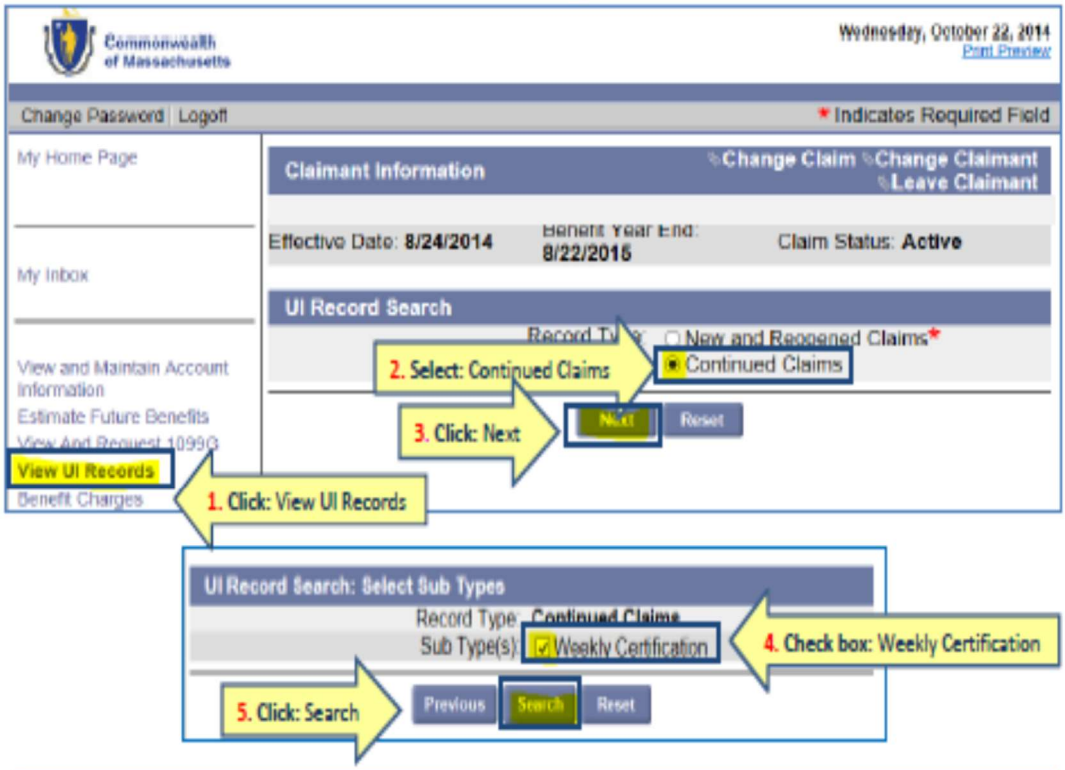
| | Date | Position | Pay rate | Employer name and address/Employer website | Method of contact | Results |
|---|---|---|---|---|---|---|
| #1 | | | | | ☐ Online ☐ Phone ☐ Email ☐ Mail ☐ In Person | |
| Person contacted: | | | | Contact phone number: Contact email: | Action taken: ☐ Submitted job application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

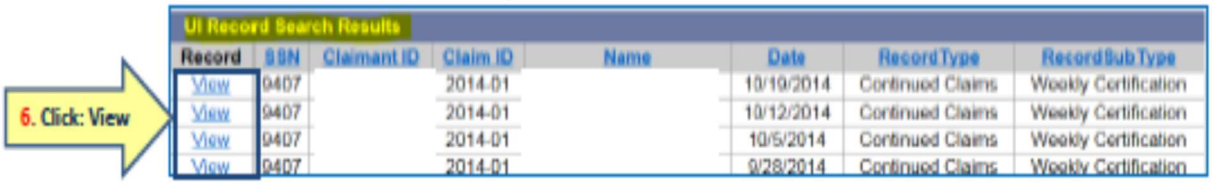
FAILURE TO SUBMIT A **COMPLETE** FORM MAY RESULT IN DISQUALIFICATION FROM RECEIVING BENEFITS AND A POTENTIAL OVERPAYMENT FOR BENEFITS ALREADY RECEIVED.

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

# How to Obtain Work Search Log Submitted via UI Online



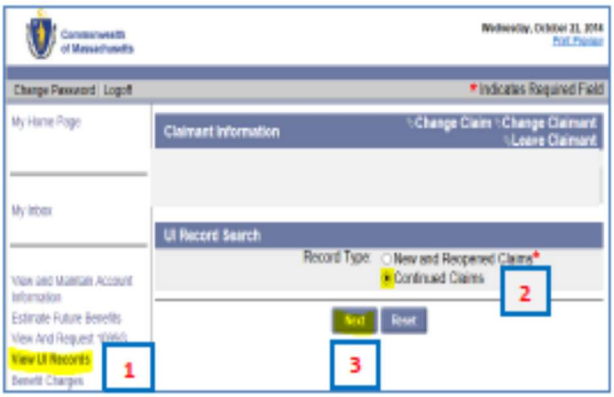



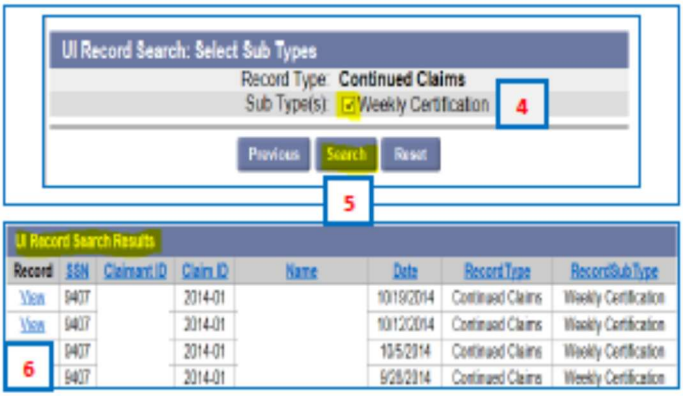

| Date | Type | Name | Person Contacted | Contract Type | Contract Info | Type of Work | Results |
|---|---|---|---|---|---|---|---|
| 9/15/2014 12:00:00 | Employer | ABC Company | Web site email | Website | Abc.com | development | No response |
| 9/16/2014 :00:00 | Employer | Metro Hospital | HR | Phone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

7. View as PDF

RESEA Program Accessing Work Search Logs online Desk Guide for Claimants 7/29/2016

# How to Obtain Work Search Log Submitted via UI Online




7

| 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_____ JOB SEEKER I.D. # _____

| Please Indicate YES or NO to the questions below: | YES | NO |
|---|---|---|
| 1. Since filing your unemployment claim, have you been: | | |
| • Physically able to work | ☐ | ☐ |
| • Actively seeking work | ☐ | ☐ |
| • Ready to accept work | ☐ | ☐ |
| 2. Since filing your unemployment claim, have you applied for or started receiving ANY of the following? *Circle any that apply.* | | |
| • workers' compensation benefits • vacation or personal time off payments from an employer • stay bonus • payment in lieu of dismissal notice • payments from a union pension fund • continuation pay • payments from a pension fund • payments from an annuity fund • payments from a 401K fund • payments from a retirement account contributed to by an employer • severance pay | | |
| • If you circled any of the above, have you reported this information to the Department of Unemployment Assistance? | ☐ | ☐ |
| 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? | ☐ | ☐ |
| 4. Are you currently enrolled in school or a training program? | ☐ | ☐ |
| • If you answered YES, have you applied for Training Opportunities Program (Section 30) approval? | ☐ | ☐ |

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

SIGNATURE: _____ DATE: _____

**NOTE:** The Reemployment Services and Eligibility Assessment Program (RESEA) 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: September 2018

| TERM | DEFINITION |
|---|---|
| WORKERS' COMPENSATION BENEFITS | *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.* |
| PAYMENT IN LIEU OF DISMISSAL NOTICE | *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.* |
| PAYMENTS FROM A PENSION FUND | *Payments received from a pension fund.* |
| PAYMENTS FROM A RETIREMENT ACCOUNT CONTRIBUTED TO BY AN EMPLOYER | *Payments to an employee from a retirement account that was contributed to by an employer.* |
| VACATION OR PERSONAL TIME OFF PAYMENTS FROM AN EMPLOYER | *Vacation or personal time off payments received by an employee from an employer.* |
| PAYMENTS FROM A UNION PENSION FUND | *Payments received by an employee from a union pension fund.* |
| PAYMENTS FROM AN ANNUITY FUND | *Payments received by an employee from an annuity fund.* |
| SEVERANCE PAY | *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.* |

| TERM | DEFINITION |
|---|---|
| STAY BONUS | *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 employees skills, job responsibilities, or job function until the agreed upon separation date.* |
| PAYMENTS FROM A 401K FUND | *Payments received by an employee from a 401K fund.* |
| CONTINUATION PAY | *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.* |

**Career Centers can use an INA of their choice.**

## Community Resources

| What do I need? | Available Resources |
|---|---|
| ☐ I need to apply for Unemployment Insurance Benefits → | Call 877-626-6800 or Visit a Career Center to meet with a UI Specialist |
| ☐ I have questions regarding my Unemployment Insurance claim → | Call 877-626-6800, or visit the web: www.mass.gov/dua |
| ☐ I need help with obtaining Health Insurance → | Call 877-623-6765 or visit the Mass Health Insurance Connector website: www.mahealthconnector.org |
| ☐ I need help in obtaining food stamps and/or cash assistance → | Call 866-950-FOOD (3663) Supplemental Nutrition Assistance Program (SNAP) |
| ☐ I need help with energy and/or fuel assistance → | Call 800-632-8175, or visit the web www.mass.gov/dhcd |
| ☐ 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 |
| ☐ I need help in understanding credit, financial and mortgage liabilities → | Visit the web: www.mass.gov/ago and type in Credit and Finance under SEARCH |
| ☐ Will I lose my unemployment benefits while attending school? → | Visit the web: www.mass.gov/dua and type in Section 30 under SEARCH |

## Specialized Services

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

## Job Search

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

## Upgrading Skills

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

MASSHIRE

# RESEA CAREER ACTION PLAN (CAP)

MASSHIRE

**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 | ☐ | ☐ |
| Cover Letter | ☐ | ☐ |
| Interview Skills | ☐ | ☐ |
| Computer Skills | ☐ | ☐ |
| Social Media Skills | ☐ | ☐ |

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*:**

- ☐ Register on JobQuest — Target Date: _____ Completed: _____
- ☐ Resume — Target Date: _____ Completed: _____
- ☐ Labor Market Research & Exploration — Target Date: _____ Completed: _____
- ☐ Interim Service _____ — Target Date: _____ Completed: _____
- ☐ Work Search — Target Date: _____ Completed: _____
- ☐ Complete (this) Career Action Plan Form (CAP) — Target Date: _____ Completed: _____
- ☐ Future Career Center Service — Target Date: _____ Completed: _____
- ☐ 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**
- ☐ 0*Net: www.onetonline.org/
- ☐ America's Career Information Network: https://www.careerinfonet.org/
- ☐ 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.myskillsmyfuture.org/
- ☐ My Next Move: www.mynextmove.org
- ☐ TORQ: https://jobquest.detma.org/JobQuest/Default.aspx
- ☐ 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** checklist, with all the required documentation via email to: XXXCareerCenter@email.com, mail to the address below ,or fax to (xxx) xxx-xxxx. **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 online job bank.
3. Documentation of your Labor Market Exploration for your occupation(s) of interest using the attached Labor Market Research Worksheet. http://www.mass.gov/massworkforce/docs/resources/career-center-seminars/lmi-worksheet.pdf
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: http://www.mass.gov/lwd/docs/dua/worksearch-form-1750-rev-04-02-13-fs.pdf
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. http://www.mass.gov/lwd/unemployment-insur/programs-and-services-for-Jobseekers/Claimants/training-opportunities-program/program-regulations/

## Section 30 and Trade Program:

The general goal of ***Section 30*** is to allow Jobseekers/Claimants to acquire the new skills necessary to obtain employment and allows Jobseekers/Claimants to receive Unemployment Insurance (UI) benefits while enrolled in **approved** training. Requirements for work search, availability for work, and acceptance of suitable work, are waived if a customer is otherwise eligible for UI and is enrolled in approved training. In addition, a customer 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 Jobseekers/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: _____

**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.