



DEPARTMENT OF  
CAREER SERVICES

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

RESEA Document Order Number 232B  
Published July 2025



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# Glossary of Acronyms



## Acronym List

Acronym	Description
<b>60-dayer</b>	Jobseeker who attended a CCS within 60 days prior to enrollment in RESEA
<b>ABE</b>	Adult Basic Education
<b>AJC</b>	American Job Centers
<b>BSR</b>	Business Service Representative
<b>BSU</b>	Business Services Unit
<b>CAP/IRP</b>	<i>Career Action Plan/Individual Re-employment Plan</i>
<b>CC</b>	Career Center
<b>CCS</b>	Career Center Seminar
<b>CPRW</b>	Certified Professional <i>Resume</i> Writer
<b>DAS</b>	Division of Apprenticeship Standards
<b>DD214</b>	Veterans – Certificate of Release or Discharge from Active Duty
<b>DEI</b>	Diversity, Equity and Inclusion
<b>DESE</b>	Department of Elementary and Secondary Education
<b>DNA</b>	Did Not Attend
<b>DNR</b>	Did Not Report
<b>DOL</b>	Department of Labor
<b>DPH</b>	Department of Public Health
<b>DTA</b>	Department of Transitional Assistance
<b>DUA</b>	Department of Unemployment Assistance
<b>DVOP</b>	Disabled Veterans Outreach Program
<b>EC</b>	Employment Counselor
<b>EMT</b>	Employment Modernization and Transformation
<b>EOLWD</b>	Executive Office of Labor and Workforce Development
<b>ESOL</b>	English Speakers of Other Languages
<b>ETA</b>	Employment and Training Administration
<b>ETPL</b>	Eligible Training Provider List
<b>FEW</b>	Field Engagement Worker (DTA staff)
<b>FMO</b>	Field Management and Oversight
<b>GED/HiSet</b>	<i>General Equivalency High School Diploma</i>
<b>INA</b>	<i>Individual Needs Assessment</i>
<b>INETSELF</b>	Self-Service indicator for MassHire JobQuest
<b>IR</b>	Initial RESEA
<b>ITA</b>	Individual Training Account
<b>IVRS</b>	Interactive Voice Response System
<b>KSA</b>	Knowledge, Skills, Abilities
<b>LEP</b>	Limited English Proficiency
<b>LMI</b>	Labor Market Information
<b>LTU</b>	Long Term Unemployed



<b>MA</b>	Massachusetts
<b>MASSCIS</b>	MassHire Career Information System (LMI tool)
<b>MCB</b>	Massachusetts Commission for the Blind
<b>MCC</b>	MassHire Career Center
<b>MCDHH</b>	Massachusetts Commission for the Deaf and Hard of Hearing
<b>MDCS</b>	MassHire Department of Career Services
<b>MJQ</b>	MassHire JobQuest (also known as Massachusetts Job Bank)
<b>MOSES</b>	Massachusetts One-Stop Employment System (database)
<b>MOSES INT</b>	MOSES Interface (Automated batch Service)
<b>MOU</b>	Memorandum of Understanding
<b>MRC</b>	Massachusetts Rehabilitation Commission
<b>MSFW</b>	Migrant Seasonal Farm Worker
<b>NCRC</b>	National Career Readiness Certificate
<b>NEG</b>	National Emergency Grant
<b>ODV</b>	On Demand Video
<b>OJT</b>	On the Job Training
<b>O*NET</b>	Occupational Information Network database
<b>OSCAR</b>	One Stop Career Center Activity Report
<b>OSCC</b>	One Stop Career Center
<b>PCA</b>	Personal Care Attendant
<b>PHCAST</b>	Personal and Home Care Aide State Training
<b>REA</b>	Re-employment Eligibility Assessment
<b>REC</b>	Re-employment Center
<b>RES</b>	Re-employment Services
<b>RESEA</b>	Re-employment Services and Eligibility Assessment
<b>RR</b>	RESEA Review
<b>RTW</b>	Return to Work
<b>SCSEP</b>	Senior Community Service Employment Program
<b>SDA</b>	Service Delivery Area
<b>SNAP</b>	Supplemental Nutrition Assistance Program
<b>STEM</b>	Science, Technology, Engineering, Mathematics
<b>TABE</b>	Test of Adult Basic Education
<b>TAFDC</b>	Transitional Aid to Families with Dependent Children
<b>TOP (Section 30)</b>	Training Opportunities Program; DUA-approved training
<b>UCX</b>	Unemployment Compensation for Ex-Service Members
<b>UI</b>	Unemployment Insurance
<b>USDOL</b>	United States Department of Labor
<b>WDB</b>	Workforce Development Board
<b>WIOA</b>	Workforce Innovation and Opportunity Act
<b>YCC</b>	Youth Career Center



## RESEA Program Overview

### Background:

The federal-state Unemployment Insurance (UI) program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by the Workforce Innovation and Opportunity Act Resources (WIOA). Through the UI program, individuals who have lost employment through no fault of their own and have earned sufficient wage credits may receive UI benefits if they meet initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual re-employment needs of UI customers, and to prevent and detect UI improper payments, through the UI Re-employment Services and Eligibility Assessment (RESEA) program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA).

The UI RESEA program has provided customers entry to a full array of re-employment services available at American Job Centers (AJCs) and has helped to ensure that customers comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's UI 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.

The Commonwealth of Massachusetts is in full support and shares the national vision and framework for providing increased and improved Re-employment Services (RES) to our UI Claimant customers. Therefore, the Commonwealth will continue to implement Massachusetts' program model for UI customers that has always leveraged RES with Re-employment Eligibility Assessment (REA) components as part of the mandatory program requirements. In this respect Massachusetts has transitioned from a REA to a RESEA state.

RESEA is a UI Program. MassHire Department of Career Services (MDCS) and MassHire Career Centers provide services to assist UI customers in becoming re-employed.

All eligible UI customers are job seekers and must be:

- Able, available, and actively-seeking work

Two Priorities of the RESEA Program:

- Provide individual re-employment services to each job seeker
- To determine continued eligibility for UI payments and detect and prevent improper UI payments



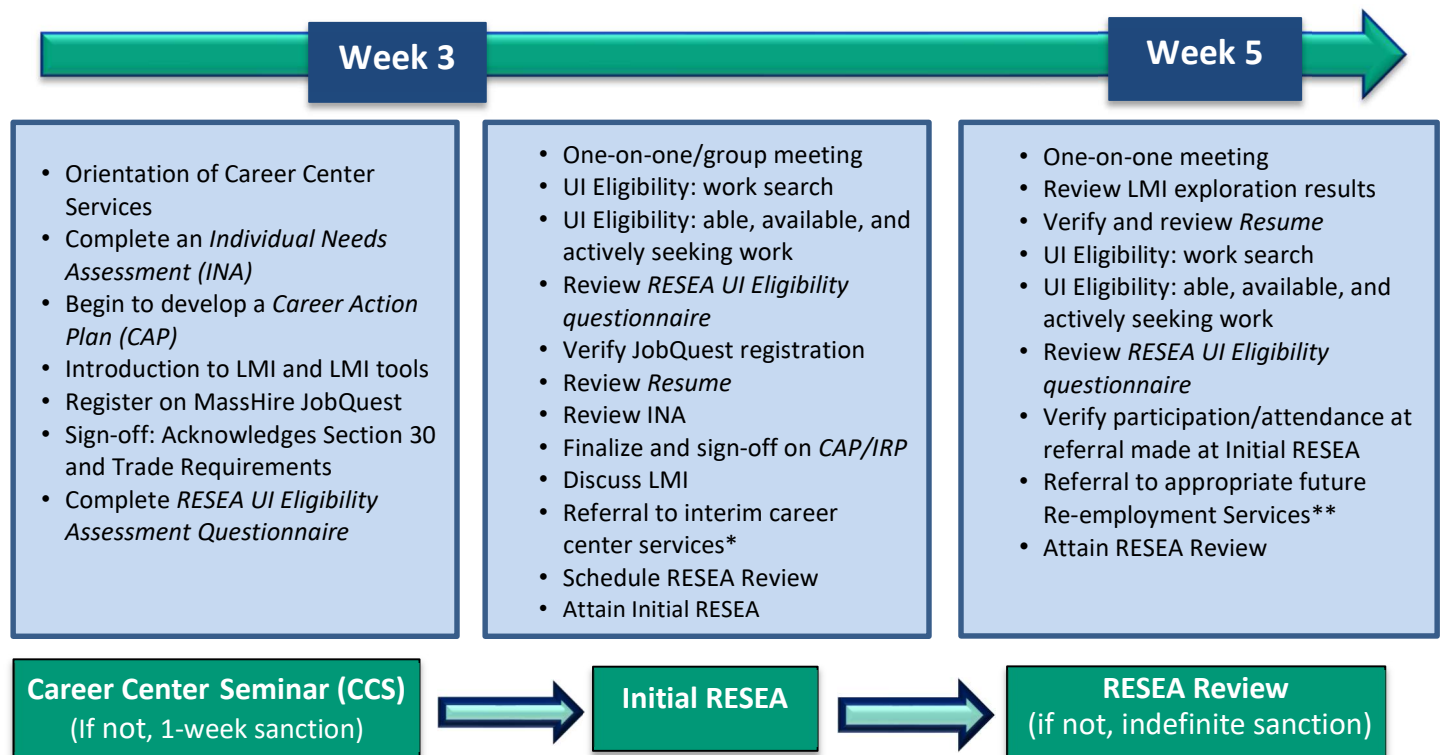
## RESEA Program Overview, continued

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



## RESEA Program Overview, continued

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



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

\*\* Follow-up on the future goal is strongly recommended to keep the customer engaged in services.



## RESEA Program Overview, continued

Element	RESEA 2025
<b>Enrollment</b>	<ul style="list-style-type: none"> <li>RESEA enrolls up to 2,000 claimants each week at the time of first UI payment</li> </ul>
<b>Notification</b>	<ul style="list-style-type: none"> <li>DUA sends notification letters at the time of RESEA enrollment via the job seeker's Unemployment Services for Workers online account and United States Postal Service (USPS)</li> <li>CCS/Initial RESEA notification letter and first check</li> <li>Reminder notification via Unemployment Services for Workers account               <ul style="list-style-type: none"> <li>CCS (10th day after enrollment)</li> <li>RESEA Review (4th week after enrollment)</li> </ul> </li> </ul>
<b>Welcome Letters</b>	<ul style="list-style-type: none"> <li>Jobseekers/Claimants are sent welcome emails from MDCS on the Tuesday after enrollment welcoming them into the MassHire Career Center system</li> </ul>
<b>CCS and Initial RESEA</b>  <b>60-Dayer*</b> <b>Waived from CCS</b>	<ul style="list-style-type: none"> <li>Must attend CCS and Initial RESEA by week 3 after RESEA enrollment</li> <li>May be rescheduled an additional week up to week 4 with good cause if requested prior to the <i>must attend by date</i> in week 3</li> <li>RESEA notification letter is sent when the 60-dayer is enrolled in the RESEA program</li> <li>Waived from CCS since they have attended CCS within the last 60 days</li> <li>Must return to complete an Initial RESEA and RESEA Review by week 5</li> </ul>
<b>RESEA Review</b>	<ul style="list-style-type: none"> <li>Must attend RESEA Review by week 5 after enrollment</li> </ul>
<b>CCS/RESEA Sanction</b>	<ul style="list-style-type: none"> <li>One-week sanction if CCS is not attended by week 3 or week 4, if rescheduled for good cause</li> <li>Indefinite Sanction if RESEA Review is not attained by week 5 or week 6, if rescheduled for good cause</li> </ul>

\*A 60-dayer is a RESEA customer 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 Customers 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. Job seekers are notified by DUA of their mandatory participation, program requirements, and dates for meeting these requirements.

### CCS/RESEA Notification Schedule\*

<b>1st Notification</b>	Customers are enrolled at the time they receive their first UI payment. <i>CCS/Initial RESEA notification letters</i> are sent out by DUA via postal mail and the job seeker's Unemployment Services for Workers online account, notifying customers of their mandatory participation in the RESEA Program and attendance at the <i>CCS/Initial RESEA</i> , RESEA Review and the deadline dates.
<b>2nd Notification</b>	CCS second notice reminder in the form of <i>correspondence in the job seeker's unemployment for workers online account</i> is made on the tenth day from the Saturday after enrollment to those RESEA participants who have <b>not</b> attended a CCS.
<b>3rd Notification</b>	A RESEA Review Reminder in the form of <i>correspondence in the job seeker's unemployment for workers online account</i> is made on the <b>fourth week</b> from enrollment reminding the job seeker 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 foreign languages, a sentence is added to the letter with a foreign language help line.

### CCS/RESEA Requirements Notification for 60-dayers

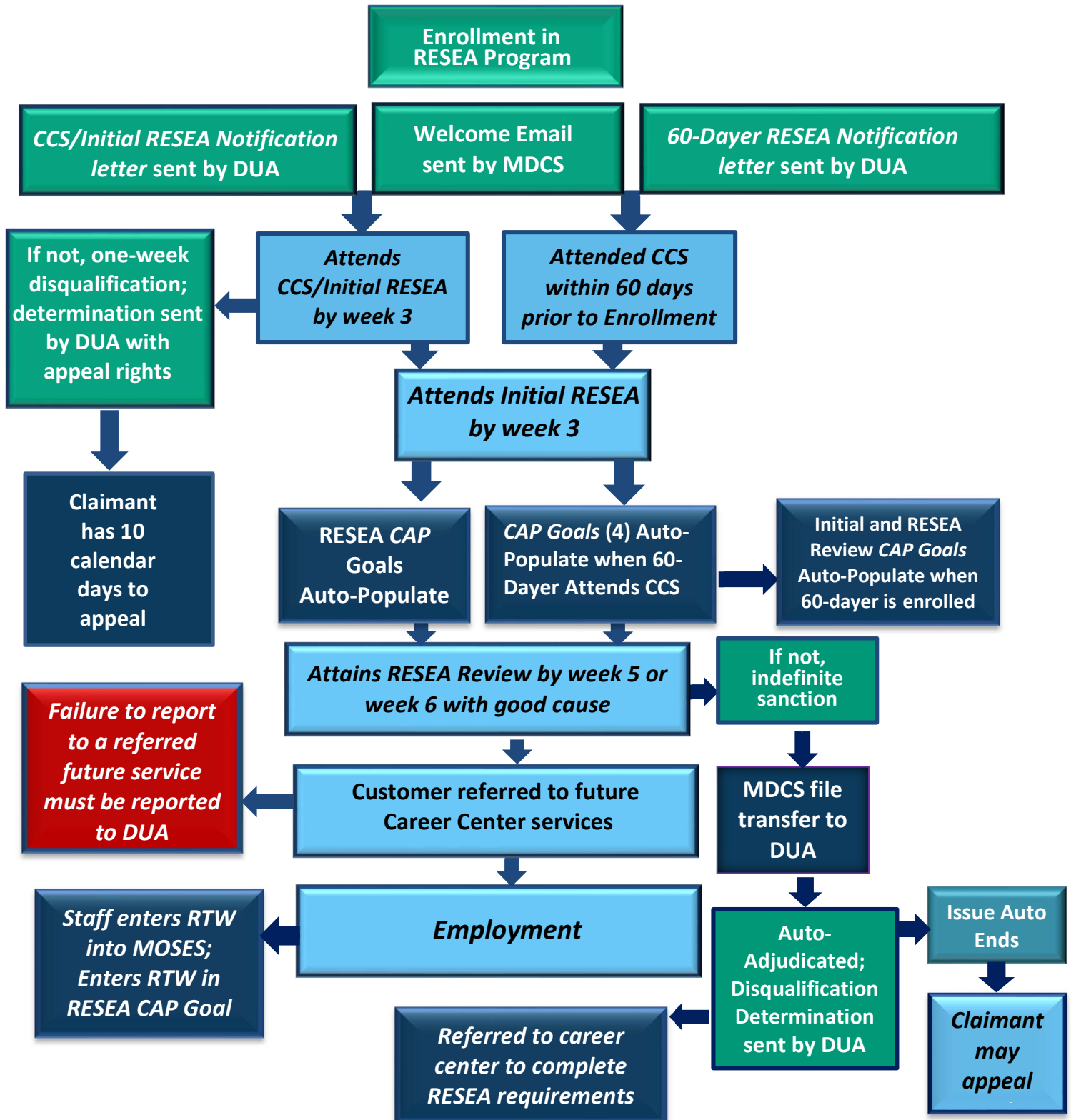
A 60-dayer is a RESEA customer who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program. A 60-dayer must complete their Initial RESEA and RESEA Review requirements within five weeks of enrollment.

The *Notification Letter* is sent out by DUA via postal mail and the job seeker's Unemployment Services for Workers online account notifying 60-dayers of their mandatory participation in the RESEA Program and attendance at the Initial RESEA and RESEA Review.

Career Center Staff are encouraged to contact the 60-dayers to remind them of their RESEA requirements and schedule them for their *Initial RESEA* and *RESEA Review* by their **fifth week** deadline.

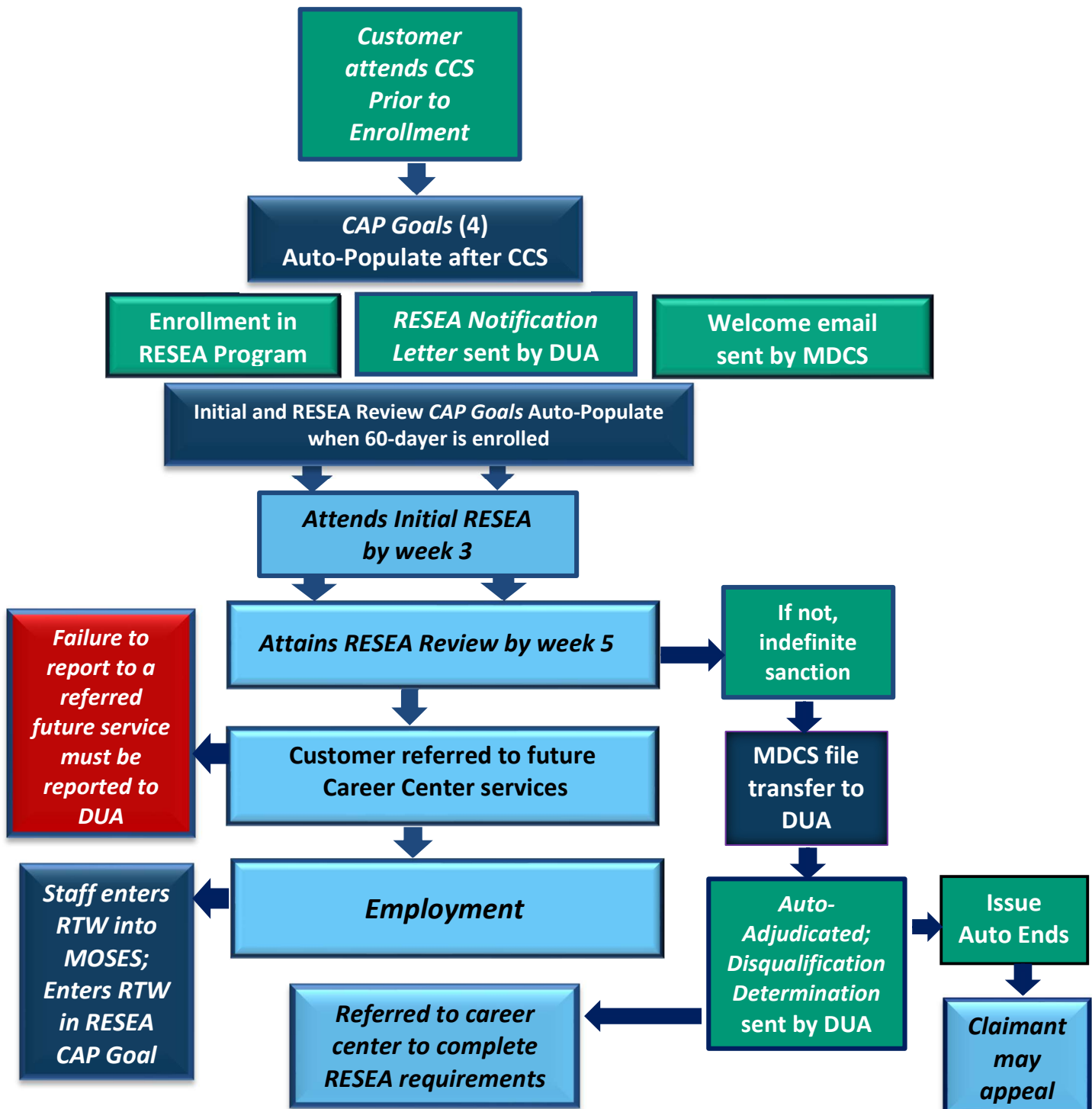


## RESEA Program Overview – Flowchart





## RESEA Program Overview – 60-Dayer Flowchart





## UI Claimant Screenshots for RESEA Enrollment and Notification

### Claimant Inbox – Homepage

JORDAN, HAL

Welcome, HAL JORDAN  
You last logged in on Saturday, Mar 8, 2025 2:18:35 PM

Dashboard

Action center <sup>2</sup>

Additional services

Filter this page

**Submissions**

Search for previous submissions.

> [Search submissions](#)

**Messages & letters**

View messages and letters from the agency.

> [View letters](#)  
> [View messages](#)

**Name and addresses**

View or change your name and addresses.

> [Manage name and addresses](#)

**Communication preferences**

Manage your current communication choices

> [Update phone number](#)  
> [Update your preferred language](#)  
> [Update communication preferences](#)

**Bank accounts**

Manage my bank accounts used to make repayments online.

> [Manage bank accounts](#)

**Claimant advocate access**

Manage claimant advocate access to your account.

> [Manage advocate access](#)

**Automated phone line**

Maintain your security question and answer for use with the agency's automated phone lines.

> [Update security question and answer](#)

**1099**

Request and view available 1099s.

> [View 1099s](#)



## UI Claimant Screenshots for RESEA Enrollment and Notification, continued

## Unemployment Services for Workers Claimant Inbox – RESEA Review

<a href="#">Inbox</a> <a href="#">Archived</a> <a href="#">Search</a>							
Received letters							
<a href="#">Archive all</a> <input type="text" value="Filter"/>							
Sent	Letter ID	Letter name	Account	Account ID	Period	Action	Read
27-May-2025	L0005968100	<a href="#">You Must Participate in the RESEA Reemployment Program</a>	Unemployment insurance claim			<a href="#">Archive</a>	<input checked="" type="checkbox"/>



## Attending a Career Center Seminar

A Career Center Seminar serves as an introduction to the Career Center and is one of the first impressions that a job seeker 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 UI eligibility requirements. All attendees are enrolled in Wagner-Peyser.

The CCS may be attended by any Career Center customer and is a requirement for claimants enrolled in the RESEA program. 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. By attending a CCS (a requirement), claimants satisfy some Initial RESEA requirements.

These include an introduction to:

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

Attendees complete an *Initial Needs Assessment (INA)* at the CCS. From this they begin to develop their *Career Action Plan/Individual Reemployment Plan (CAP/IRP)*, which will be further developed at 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 customers 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 customer 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
- MassHire 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 Form* 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 job seekers 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.

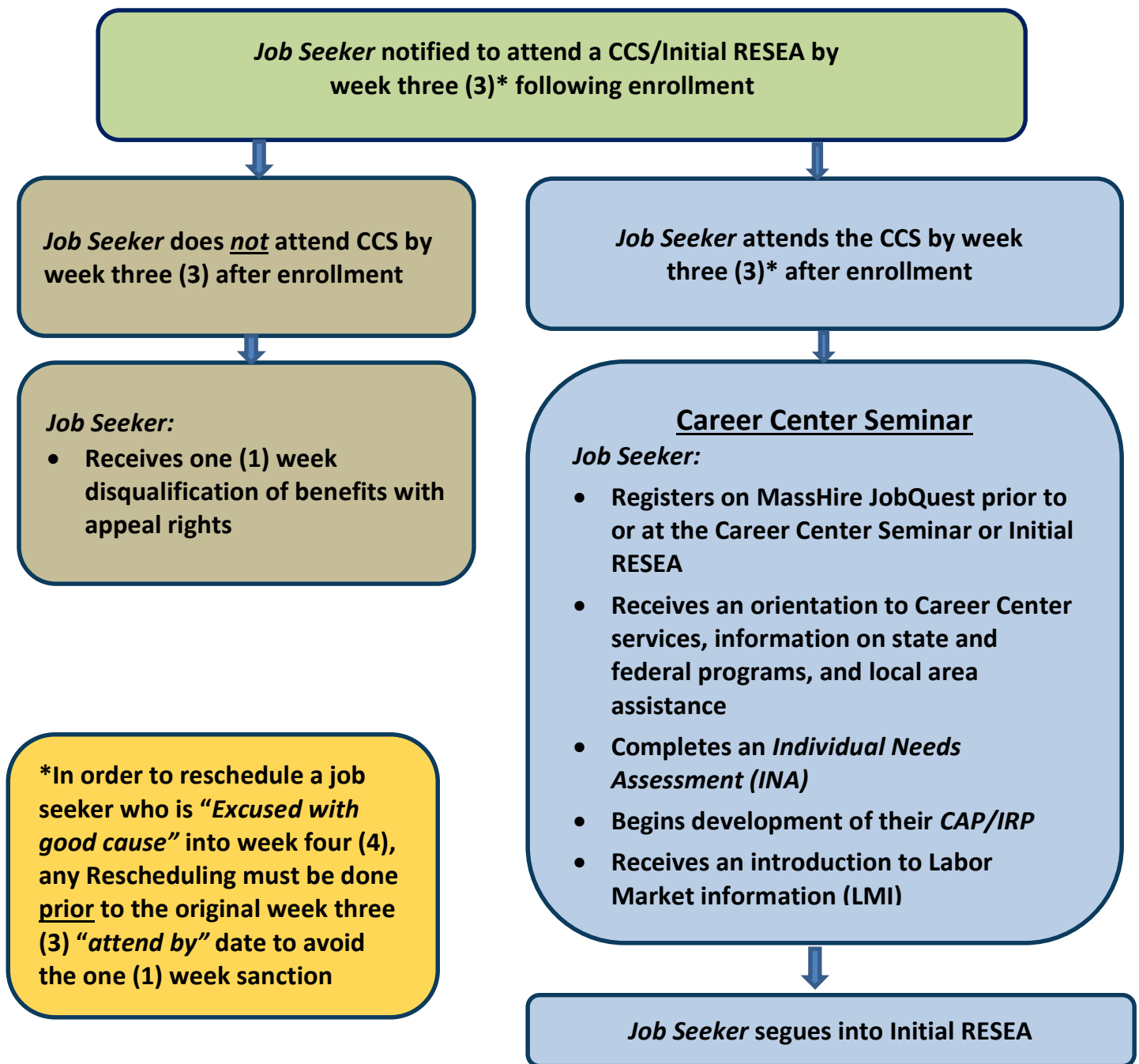
I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 unemployment benefits. I have also been informed about 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 job seeker’s hard copy, including target dates, action steps, and acknowledgement statements.

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



## Career Center Seminar (CCS) Flowchart





## Initial RESEA Flowchart

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

Career Center Seminar concludes

### Initial RESEA – Group-Setting:

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

### Initial RESEA

#### Required Initial RESEA One-On-One Components:

- Verification of job seeker's registration in MassHire JobQuest
- Review of job seeker's *Resume*
- Review of *UI Eligibility Assessment Questionnaire*
- Review of job seeker's work search activity
- Review and assessment of the job seeker's *Individual Needs Assessment*
- Assignment/provision of labor market research information
- Job seeker referral to an appropriate interim career service which must be completed prior to the RESEA review
- Review of job seeker's *Career Action Plan*
- Scheduling of the job seeker's RESEA review meeting
- Sign-off of the *CAP* section 30 and trade program acknowledgements (job seeker and staff)



## 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 job seeker(s) with additional Re-Employment Services (RES), as well as an additional Re-Employment Eligibility Assessment (REA). The RESEA review must be conducted one-on-one. However, the RESEA review can be conducted remotely by telephone, facetime, snapchat, zoom, or other electronic communication methods, if necessary.

**For virtual Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance:*

**100 DCS 08.121.2** states:

Cameras **must** be turned on

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

**Interim Career  
Center Service  
Referral**

**For virtual or in-person Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance:*

**100 DCS 23.104.3** states:

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

### RESEA Review

***Required RESEA One-On-One Components:***

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

**Referral to future Career Center Service**



## Career Center Seminar Scheduling

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

**Job seekers have four options to schedule themselves for the CCS:**

1. Schedule virtual or in person via MassHire JobQuest
2. View On-Demand Video (ODV) via MassHire JobQuest
3. Call into the Interactive Voice Response System (IVRS) or
4. Contact a career center directly to schedule a Career Center Seminar

Step	Action
1	From MOSES, click on "Events" > select "CCS Orientation Scheduling".
2	Type in the job seeker's 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 Job Seeker" button in lower right of screen.
6	Selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with job seeker.
7	Be sure to click "Close" to complete the registration.

**Scheduling**

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

**Current Appointment**  
Not Currently Scheduled

**CCS Scheduling** Cancel Appointment

**Notification Details**

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

**Scheduling/Rescheduling**

☐ No Good Cause or After Sanction  
☐ Good Cause - Excused  
☐ Exempted

Comments:

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input checked="" type="checkbox"/> 12/08/2015	11:00 AM	The Work Place	Boston	0	0/23
<input type="checkbox"/> 12/15/2015	11:00 AM	The Work Place	Boston	0	0/23

Row 1 of 2

**Residence Address**

Address: 19 Staniford St  
City: Boston  
State: MA Zip: 02114

**Filter Schedule**

Origin Zip Code: 02114

☒ Career Center (Distance)  
☐ Location

From: 12/01/2015 To: 12/18/2015

Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMEIB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RESEA - Reemployment Service	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

View

**Schedule Job Seeker**  
Close

**Note:** The career center location defaults to the career center closest to the job seeker'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 job seeker's selected CCS date, time, and location will appear at the top of the scheduling screen in the "Current Appointment" field.

<b>Current Appointment</b>		<b>CCS Scheduling</b>		<a href="#">Cancel Appointment</a>			
05/15/25 10:00 AM - Brockton Career Center(Brockton) - Virtual							
<b>Notification Details</b>							
Notice Date:	04/26/2025	Attend by:	05/16/2025	Reschedule Attend by:	05/23/2025	RESEA Deadline:	05/30/2025

**Note:** If the job seeker's "Attend By" date is quickly approaching, the job seeker must be made aware that they may view an ODV or attend a virtual CCS at a career center of their choice.

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



## 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 job seeker 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
<b>Note:</b>	Check the “Services” screen to confirm that the job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. If a potential issue is identified, DUA must be notified. Create the “Potential Issue” in MOSES to notify DUA.
<b>1</b>	From MOSES, click on “Events” > select “CCS Orientation Scheduling”.
<b>2</b>	Type in the job seeker’s ID, last name, social security number, or claimant ID. Click on the “Select” button. The “Scheduling” window will appear.
<b>3</b>	From the “Filter Schedule” section, select a “Career Center” or “Location” using the drop-down lists.
<b>4</b>	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.
<b>5</b>	Click “Scheduling/Rescheduling Good Cause – Excused”.
<b>6</b>	In the “Comments” box, document the reason for scheduling/rescheduling excused. The “Comment” box note will create a Reschedule service entry on the “Services” screen.
<b>7</b>	Click “Schedule Job Seeker” button in lower right of screen and selected CCS will appear in the “Current Appointment” field at the top. Confirm date and time with job seeker.
<b>8</b>	Be sure to click “Close” to complete the registration.

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

**Current Appointment**  
Not Currently Scheduled

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

**CCS Scheduling** Cancel Appointment

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

**Comments:**  
Susan called on 12-16-15 to reschedule her CCS; she stated that she had a flat tire.

**Residence Address**  
 Address: 19 Stanford St.  
 City: Boston  
 State: MA Zip: 02114-

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 12/08/2015	11:00 AM	The Work Place	Boston	0	1/23
<input type="checkbox"/> 12/15/2015	11:00 AM	The Work Place	Boston	0	0/23
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM	The Work Place	Boston	0	0/23

Row 3 of 3

**Filter Schedule**  
 Origin Zip Code: 02114-  
☒ Career Center (Distance)  
 The Work Place  
☐ Location  
 From: 12/01/2015 C To: 12/25/2015 C Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMEIB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RESEA - Reemployment Service	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

View Schedule Job Seeker Close



## Rescheduling CCS with Good Cause – Excused, continued

The screenshot shows the 'Scheduling' window for a user named Susan TEST. The window includes fields for SSN (999-22-0582) and ID (12503421). The 'Current Appointment' status is 'Not Currently Scheduled'. The 'CCS Scheduling' section has a 'Cancel Appointment' button. The 'Notification Details' section shows dates for Notice (11/28/2015), Attend (12/18/2015), Reschedule Attend (12/25/2015), and RESEA Deadline (01/01/2016). The 'Scheduling/Rescheduling' section has three options: 'No Good Cause or After Sanction', 'Good Cause - Excused' (which is selected and highlighted with an orange box), and 'Exempted'. A 'Comments' field is next to these options. The 'Residence Address' section shows 'Address: 19 Staniford St' and 'City: Boston'. The 'Schedule [Select Appor]' section has a table with columns 'Schedule Date' and 'Schedule Time'. The table contains three rows: 12/08/2015 11:00 AM, 12/15/2015 11:00 AM, and 12/22/2015 11:00 AM. The 'Service History' section has a table with columns 'Date' and 'Staff ID', showing three entries for 11/28/15 with staff ID JMEIB. The 'Career Center Seminars' section has a heading 'Scheduling / Rescheduling After Deadline - Excused' and a paragraph stating that job seekers can only be excused for scheduling / rescheduling beyond their grace period for one of the following reasons. A list of reasons is provided, including attendance at a job interview, household member illness, emergency family care, transportation problems, health-related appointments, jury duty, death of a household member, and domestic violence. At the bottom, there is a checkbox 'Do not show this message again until the next time you log in to MOSES' and an 'OK' button.

**Current Appointment**  
Not Currently Scheduled

**CCS Scheduling** Cancel Appointment

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

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

Comments:

**Residence Address**  
Address: 19 Staniford St  
City: Boston

**Schedule [Select Appor]**

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	JMEIB
11/28/15	JMEIB
11/28/15	JMEIB

**Career Center Seminars**

**Scheduling / Rescheduling After Deadline - Excused**

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

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

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

OK

**Note:** Be aware of categorizing the reschedule as 'Excused' because if the reason for the reschedule is an ongoing situation, it may be an "able, available, and actively-seeking work" issue. Check MOSES "Notes and Services" for any previous rescheduling. If the reason is not listed on the "Good Cause – Excused" dialogue box, it cannot be rescheduled as 'Excused'. The CCS may be rescheduled up to one (1) additional week, into week four (4), Excused if the job seeker 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 customer with *Appeal Rights*. The customer has 10 calendar days, not business days, to appeal.



## Rescheduling CCS with “No Good Cause”

Step	Action
<b>Note:</b>	Check the “Services” screen to confirm that job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. 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 job seeker’s 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 the “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 Job Seeker” button in lower right of screen.
8	Selected CCS will appear in the “Current Appointment” field at the top. Confirm date and time with job seeker.
9	Be sure to click “Close” to complete the registration.

**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 Date  
☐ Good Cause - Excused  
☐ Exempted

Comments:  
Susan stated that she is going on vacation

**Residence Address**  
 Address: 19 Staniford St  
 City: Boston  
 State: MA Zip: 02114

**Filter Schedule**  
 Origin Zip Code: 02114-  
☒ Career Center (Distance)  
 The Work Place  
☐ Location

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 12/08/2015	11:00 AM	The Work Place	Boston	0	1/23
<input type="checkbox"/> 12/15/2015	11:00 AM	The Work Place	Boston	0	0/23
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM	The Work Place	Boston	0	0/23

Row 3 of 3

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMIEB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMIEB	Program Enrollment	RESEA - Reemployment Service	Hurley/MOSES Unit
11/28/15	MMIEB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

View

**Schedule Job Seeker**

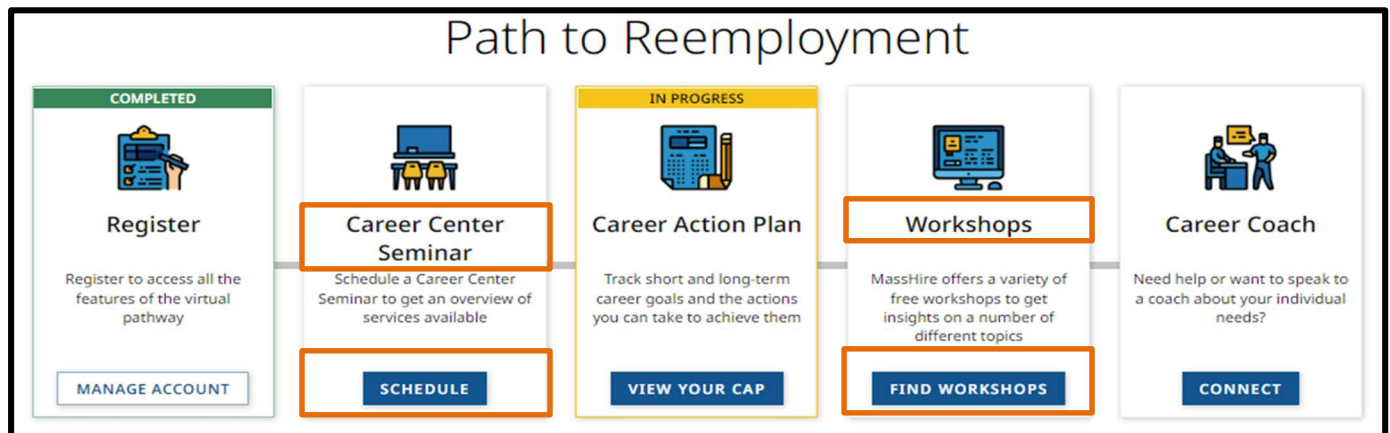
Close



## Career Center Seminar Scheduling through MassHire JobQuest

Scheduling a CCS via the “**Career Center Seminar**” tile, automatically displays CCS options closest to the job seeker’s “**Zip Code**” in JQ.

Scheduling a CCS via the “**Workshops**” tile requires the job seeker to add specific pertinent details.



**FIND JOBQUEST EVENTS NEAR YOU**

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

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

Keywords

Event Type

Time Frame

Location

Career Center

In-Person Or Virtual

[RESET](#) [SEARCH](#)



## CCS Scheduling through MassHire JobQuest, continued

Career Center Seminar	Virtual Career Center Seminar
 <b>IN-PERSON</b>	 <b>VIRTUAL</b>
Wednesday, October 19, 2022	Monday, October 24, 2022
1:00 PM - 4:00 PM	9:00 AM - 10:30 AM
 Pittsfield Career Center	 Pittsfield Career Center
 413-499-2220	 413-499-2220
Prerequisite: Yes	Prerequisite: No

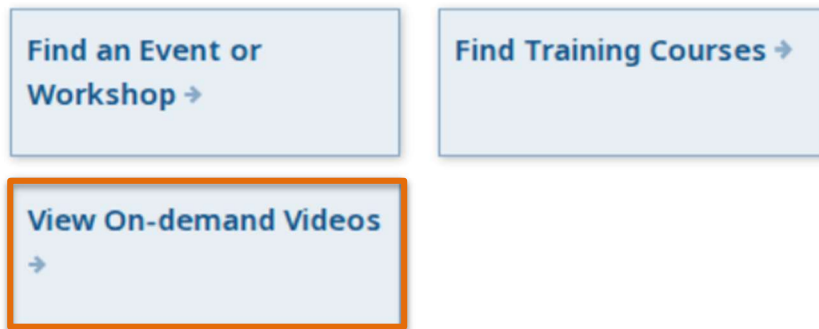
Job seekers who self-schedule for a CCS will display in the MOSES Services screen as “INETSELF”.

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



## CCS Scheduling, through Mass Hire JobQuest, On-Demand Video

Job seekers are notified in their JQ account that they can watch the CCS On-Demand Video instead of attending a live CCS event. If they are a RESEA participant, watching the video will satisfy their requirement to attend a CCS.



Please be advised that you must watch the entire length of the video in order to receive credit for watching it. If you exit the video or log out of JobQuest, you will not get credit and you will need to restart and watch the video from the beginning to get credit. You can pause the video at any time and then restart, but again if you exit the video or log out of JobQuest, you will not get credit.

You can choose the language of the videos

Welcome to the MassHire Career Center Seminar (CCS)

[Prepare for Your Initial Re-Employment Services and Eligibility Assessment \(RESEA\) →](#)

[Labor Market Information and Tools for Assessment →](#)

[Resumes That Work →](#)

### CCS and Initial RESEA On-Demand Videos:

- English
- Chinese (Cantonese)
- Vietnamese
- Portuguese
- Spanish
- French
- Haitian Creole (CCS only)

MassHire has created a Career Center Seminar (CCS) video that we welcome you to watch. If you are a RESEA participant, watching this video will meet your requirement to attend a CCS.

Would you like to watch the video now instead of scheduling yourself to this CCS event?

[WATCH CCS NOW](#)

[CONTINUE TO SCHEDULE](#)

[GO TO DASHBOARD\\*](#)

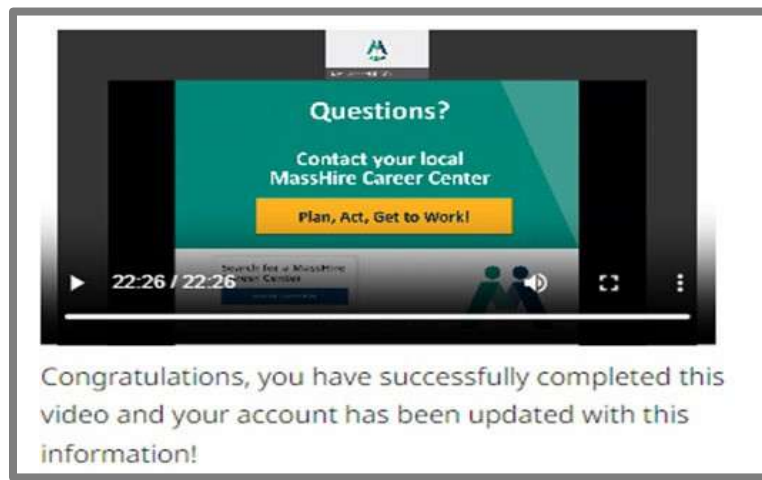
\*You can also access the CCS video from the 'View on-demand videos' section on your dashboard.



## CCS Scheduling, through MassHire JobQuest, On-Demand Video, continued

Automated message that customers receive after viewing the JQ on-demand “Welcome to the MassHire Career Center Seminar (CCS)” in its entirety.

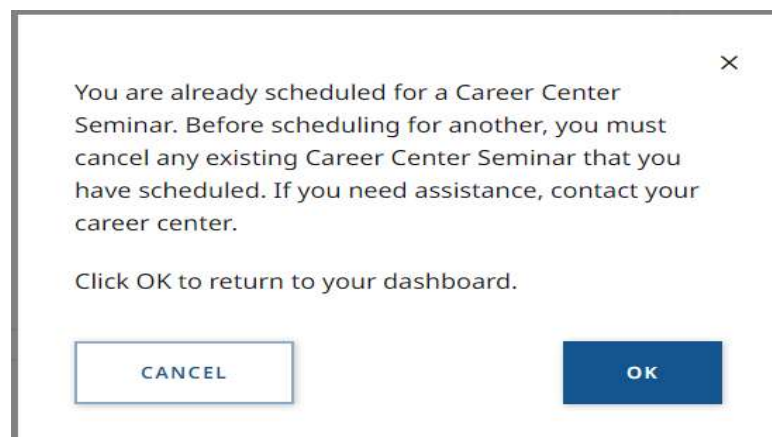
If customer receives this message, *MOSES CAP Goals* are updated, and they appear on the *Rainbow Report* in “purple”.



### NOTE:

Functionality has been implemented to prevent job seekers from registering for multiple Career Center Seminars at once.

If a job seeker is already enrolled in a Career Center Seminar that will take place in the future, they will be prevented from registering for another Career Center Seminar event.





## Career Center Seminar Event Participation Screen

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

- The “\$” means the job seeker is a claimant with a current claim
- The “RESEA icon” means they are enrolled in the RESEA program
- The RESEA Review deadline date:
  - Job seekers 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 job seeker does not need to be scheduled for a RESEA review
  - If the RESEA deadline date is in the past, and there is a “\$”, the job seeker may need to be scheduled for a RESEA review if they have not yet met the RESEA requirements
    - This may require review of additional MOSES screens

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurlev - MOSES Co-Facilitator 1:

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

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

Quick Search Add Delete OK Cancel Go to Job Seeker



## 60-dayer – Post Career Center Seminar

A 60-dayer is a RESEA customer 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 and their RESEA Review requirements within five weeks after enrollment.

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

**After the 60 Dayer's attendance at CCS is recorded into MOSES, the following *CAP Goals* are auto-populated:**

- Review Work Search Activity
- Research LMI
- *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**”.

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/13/2016	MOSESINT	Program Enrollment	RESEA - Reemployment Ser	CareerWorks		
02/13/2016	MOSESINT	Program Enrollment	RES - Reemployment Service	CareerWorks		
02/13/2016	MOSESINT	RESEA	Waived from CCS/Notified of CCS	CareerWorks		
12/30/2015	BARCODE	Job Search	Resource Room/Staff A	CareerWorks	2.0	E
12/30/2015	TSTAF	Assessment	Initial Assessment Interv	CareerWorks		
12/30/2015	TSTAF	Counseling	Training Exploration	CareerWorks		
12/30/2015	TSTAF	Career Planning	CMAP (Job Search Plan	CareerWorks		
12/30/2015	BARCODE	Assessment	Initial Assessment Interv	CareerWorks	0.2	E
12/30/2015	BARCODE	Job Search	Labor Market Info - Staf	CareerWorks	0.3	E
12/30/2015	BARCODE	Career Planning	CMAP (Job Search Plan	CareerWorks	0.2	E
12/30/2015	BARCODE	Orientation	Notified Of EEO Rights/	CareerWorks	0.2	E
12/30/2015	BARCODE	Orientation	Career Center Services/	CareerWorks	0.8	E
12/30/2015	BARCODE	Profiling - CCS/RESEA/EI	Attended CCS/Orientati	CareerWorks		E

Row 1 of 13

When the 60-Dayer is enrolled in the RESEA program, the following **CAP Goals will be auto-populated** in the “Special Programs” tab in MOSES:

- Initial RESEA Review
- RESEA Review



## CAP Goals Auto-Populated

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

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledge S30 and Trade Require	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending
Research LMI	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Developme	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending
RESEA Review	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	04/23/2025	00/00/0000	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

Radio buttons: ☐ All Goals, ☒ RESEA Goals, ☐ Other Goals

### RESEA review mandatory goals:

- Acknowledge Section 30 and trade requirements
- Research LMI
- Review Work Search Activity
- Verify Interim referral service
- *Resume* and *Cover Letter* development
- RESEA Review
- Assign future goal/event\*
- UI Eligibility review of work search for each week benefits are requested
- UI Eligibility to confirm that job seeker is able, available, and actively-seeking work; and
- 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 job seeker's job search needs. The purpose of the *Future goal/event* is to have job seekers return to the career center for ongoing services and support.



## Developing CAP Goals

**Goal:** Clearly defined, realistic, attainable

**Action steps:** Include specific time timeframes and place (4 W's, who, what, when, where), related to goals

**Plan:** Comprehensive  
A 'living document' measurable

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

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

**Goals**

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

Add  
 Edit  
 Delete  
 Print

Completion of the *Goal Action Steps* for each *CAP Goal* in MOSES is a requirement based on local office policy. *Goal Action Steps* are required on customer's *CAP Form*, but not in MOSES. Signing off on the *CAP Form*, staff are attesting that the customer has established goals prior to leaving the Initial RESEA.

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

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

Reason Description:

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

OK Cancel



## Developing CAP Goals, continued

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 job seekers 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 job seeker *CAP Form* must have completed *Goal Action Steps* that answer the following questions: **who, what, where, when** and the *Target Date* must be entered into MOSES.

- **Who** is the job seeker meeting with for services?
- **What** tasks will the job seeker be doing to complete each individual goal and what resources will they use (i.e., MassCIS, O’Net)?
- **Where** will the job seeker complete these tasks (i.e., workshop, website)?
- **When** will the task be completed (i.e., date and time)?

By entering the *CAP Form* into MOSES, staff are attesting to the fact that this is the same information on the job seeker’s *CAP Form*, including that the job seeker signed and dated the form. Documenting the *CAP Goal Action Step* for each goal in MOSES is based on local career center policy and procedures.

To 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 job seeker must leave the Initial RESEA meeting with their **signed** *CAP Form* that they started at 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.

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

**Career Objective**  
Add or update on the Full tab. Remember to save after updating.  
Viewable to Employers on the internet (JobQuest) ☒ Yes ☐ No

### RESEA review mandatory goals:

- Acknowledges Section 30 and trade requirements
- Research LMI
- Review Work Search Activity
- Review *Resume* and *Cover Letter* development
- Confirm Initial RESEA Review completed and attained
- Verify Interim referral service
- Verify MassHire 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.  
[mass.gov/service-details/resea](https://mass.gov/service-details/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.



**You are Currently Enrolled in the RESEA Program**

[CHECK YOUR STATUS](#)

**RESEA Program Steps**

Here are the steps you will need to accomplish as a participant of the RESEA Program.

1	Currently RESEA Enrolled	Yes
2	Attended CCS Learn more about the services you can now access	No
3	Complete Initial RESEA Review Contact your local MassHire Career Center	No
4	Participate in Reemployment Services (RES) Join workshops, apply for jobs, research job trends, and more	No
5	Complete Career Action Plan (CAP) Requirements Complete your customized Career Action Plan	No
6	Complete Subsequent RESEA Review Contact your local MassHire Career Center	No

[PRINT](#) [VIEW YOUR CAREER ACTION PLAN](#)

**Your Career Action Plan**

Use the Career Action Plan tool to think through your **short and long-term career goals** and then identify action steps you can take.

[VIEW YOUR CAREER ACTION PLAN](#) [CONNECT WITH A CAREER COACH](#)



## Customer Development of CAP Goals in MassHire JobQuest

### Your Career Action Plan

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

**1**  
 IDENTIFY TARGETED OCCUPATION

**2**  
 RESEARCH JOB MARKET

**3**  
 NEEDS ASSESSMENT

**4**  
 CAP SUMMARY

**IDENTIFY TARGETED OCCUPATION**

What are your career goals?

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

#### IDENTIFY TARGETED OCCUPATION

#### What are your career goals?

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

#### Your Targeted Occupations

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

\* Required

##### \* Primary Targeted Occupation

- ☐ Nursing Assistants
- ☒ Medical Assistants
- ☐ Machinists

How far are you able to commute?

15 miles

What is your desired salary?

\$45,000 per year

What kind of benefits package do you need?

Health Insurance, Education, Paid Holidays

Please list any additional job preferences

The ability to have paid childcare.

264 characters left

What is your target date for obtaining a job?

01/03/2022

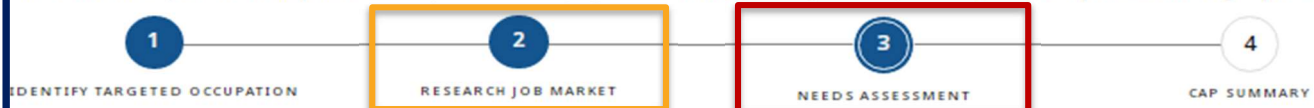




## Customer Development of CAP Goals in MassHire JobQuest

### Your Career Action Plan

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



\* Required For RESEA

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

45,000

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

high

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

high

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

bachelors degree

\* Are there any special skills identified with this occupation?

being able to teach

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

#### MASSHIRE JobQuest

Labor Market Information and Tools for Assessment →

English version →

Resumes That Work →

English version →

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

English version →

Welcome to the MassHire Career Center Seminar (CCS) →

English version →

#### PROFESSIONAL IMPROVEMENT

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

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

#### RESEA Program Action Steps

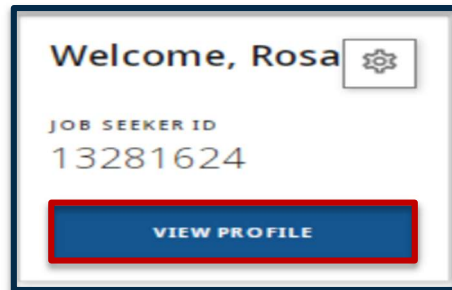
	DEADLINE DATE:	COMPLETION DATE:
<input checked="" type="checkbox"/> Register With JobQuest		
<input checked="" type="checkbox"/> Attend Career Center Seminar	03/01/2022	02/10/2022
<input type="checkbox"/> Research LMI	03/15/2022	
<input type="checkbox"/> Resume And Cover Letter Development	03/15/2022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

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



## Customer Development of *CAP Goals* in MassHire JobQuest

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



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

EXPERIENCE

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

EDUCATION & CERTIFICATIONS

Monrovia High School  
High School Diploma  
  
Certified Nursing Assistant  
Smith School of Health  
September 2016  
Massachusetts

SKILLS

JOB SKILLS

- Apply Patient Care Procedures
- Prepare Patients For Tests
- Schedule Appointments

- Apply Sanitation Practices To Health Care
- Record Medical Histories

COMPUTER SKILLS

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

- Use Personal Computers

LANGUAGE SKILLS

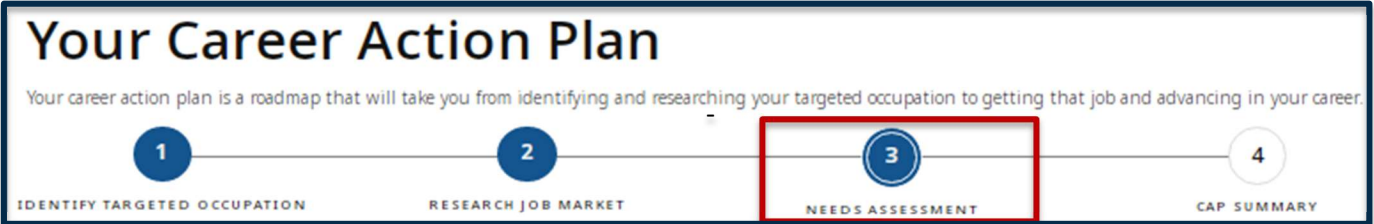
- English
- Spanish

- Portuguese



## MOSES: CAP and CAP Research Tabs

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



### NEEDS ASSESSMENT

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

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

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

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

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

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

**Goals**

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

Buttons: Add, Edit, Delete, Print

Career Objective

### RESEA Review CAP Goals:

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

**Goals**

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

Buttons: Add, Edit, Delete, Print



## MOSES: CAP and CAP Research Tabs, Continued

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

## 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.

```
graph LR; 1((1)) --- 2((2)) --- 3((3)) --- 4((4)); 1 --- 1L[IDENTIFY TARGETED OCCUPATION]; 2 --- 2L[RESEARCH JOB MARKET]; 3 --- 3L[NEEDS ASSESSMENT]; 4 --- 4L[CAP SUMMARY];
```

- 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.

**RESEARCH JOB MARKET**

What job or career do you want?

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

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

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

CAP CAP Research SMARTT Section 30 VRAP Snapshot

**CAP Research**

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

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel



## Printing CAP Goals in MOSES

Test, Susan      SSN: XXX-XX-000      .5678      REA RES      \$ F      Notes

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

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

**Goals**

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

Resume and Cover L  
RESEA Review  
Initial RESEA Review

**Career Objective**  
Add or update on the Viewable to Employee

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

**CAP Goals have changed**

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

Yes No

**MOSES Printer Selection**

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

Chosen Printer:

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

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

PrintSetup Dialog      OK

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

OK      Cancel



## Printing CAP Goals in MOSES, continued

### MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM CAREER ACTION PLAN

**Customer Name:** Practice, Joe

**Job Seeker ID:** 12345678

**Career Objective:** Looking for Licensed Practical Nursing Position.

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

"I have assisted in developing this *Career Action Plan* and I agree with goals 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 everyone signed the attendance sheet

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

**Note:** Attendance at the CCS must be done at the **end** of the CCS for accurate data entry.

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurlev - MOSES Co-Facilitator 1:

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

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

Quick Search Add Delete OK Cancel Go to Job Seeker



## Recording Acknowledgement of Section 30 Requirements

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

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

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

**Goals**

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

**Reemployment Services Goals and Tasks Details**

Add Goal Action Steps

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

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

Created Office: New Bedford Career Center

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

OK Cancel



## Recording Initial RESEA

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

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

Reemployment Services Goals and Tasks Details

Goal Action Steps:

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

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

Created Office: Attained Last Modified Date: 12/22/2015 By: KLEON

Did Not Attain (DNA)  
Did Not Report (DNR)  
Set, But Attainment Pending

OK Cancel



## Recording Initial RESEA, continued

**Note:** In order to attain the RESEA Review, job seeker must attain the Initial RESEA.

**Did Not Attain (DNA)** – The job seeker 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.

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Initial RESEA Review Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Did Not Attain (DNA) Actual Date: 02/18/2016

Reason Description: The job seeker attended the Initial RESEA but did not demonstrate that they are able, available and actively seeking work and did not agree to meet the requirements of the program.

Created Office: Hurley/MOSES Unit

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

OK Cancel

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

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Initial RESEA Review Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Did Not Report (DNR) Actual Date: 02/18/2016

Reason Description: The job seeker did not attend the Initial RESEA meeting

Created Office: Hurley/MOSES Unit

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

OK Cancel

The Services Screen detail shows the Failed Initial RESEA Review.

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

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

General Employment Administrative Testing Course/Activity Youth Goals

**Services**

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



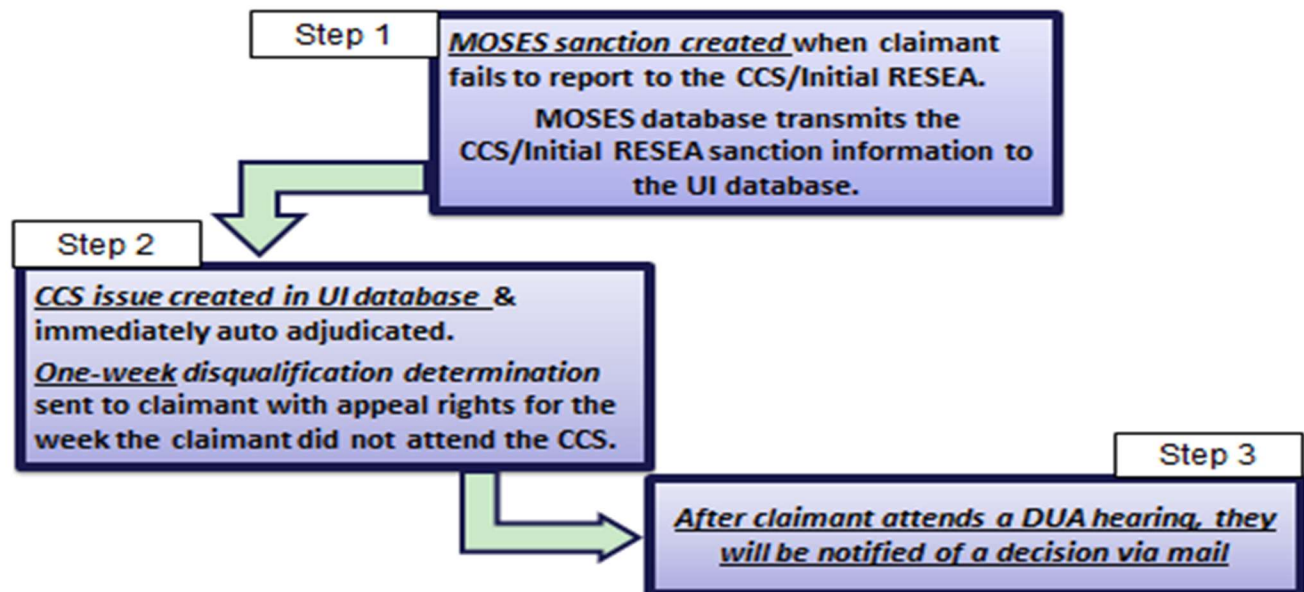
## Sanction for Not Attending a Career Center Seminar

Failure to attend a Career Center Seminar by week three (3) results in a one-week sanction.

A MOSES sanction is created when a claimant fails to complete the CCS by their third week deadline. MOSES database transmits RESEA sanction information to the EMT database. A RESEA CCS issue is created in the UI database and immediately auto-adjudicated.

A *One-Week Disqualification Determination* is sent to the customer with appeal rights for the week the customer did not attend. The claimant has ten calendar days, not business days to request an appeal/hearing. After the claimant attends a DUA hearing, they will be notified of a *Decision* by mail.

### Career Center Seminar (CCS) UI Sanction/Adjudication Process

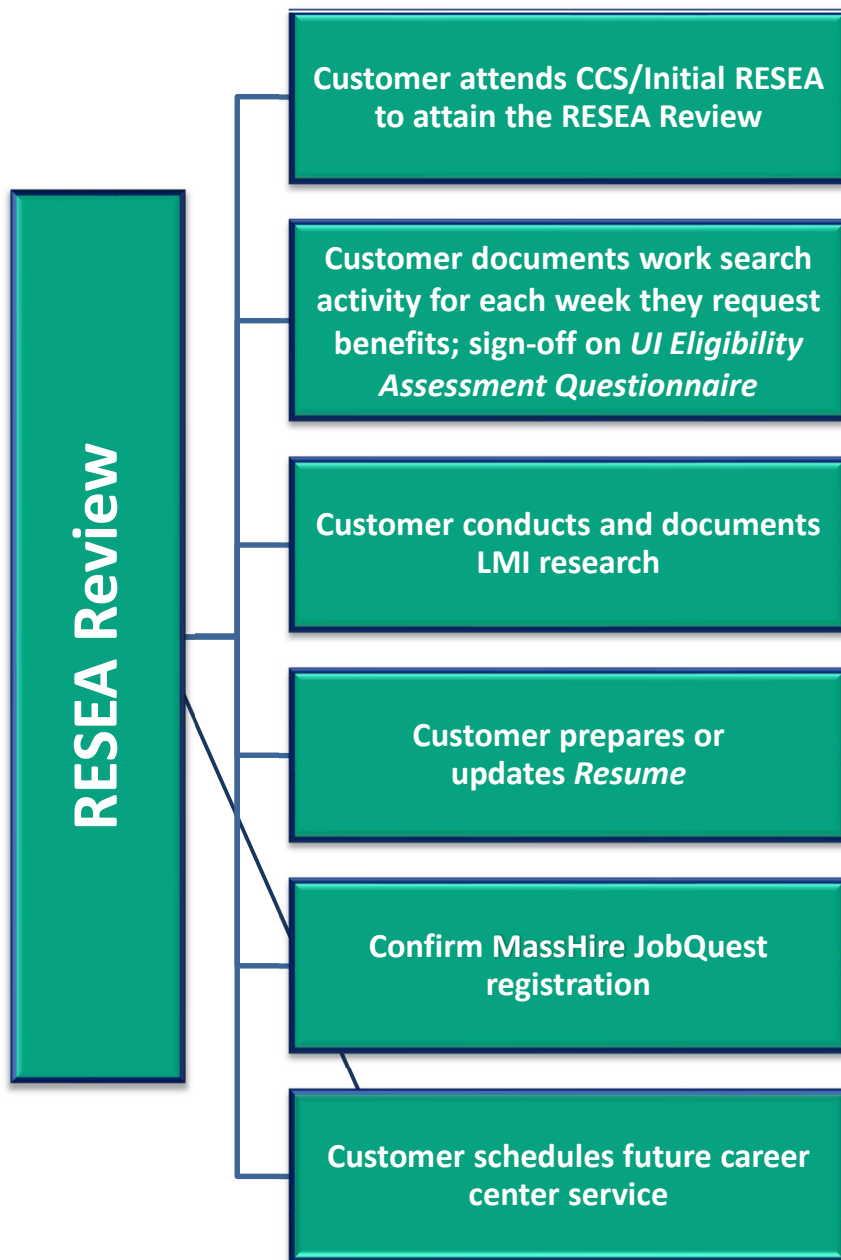




# RESEA Review Process (RESEA Review)



## RESEA Review Program Eligibility Requirements (Job Seeker)



**For virtual Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance: 100 DCS 08.121.2* states:

Cameras **must** be turned on

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

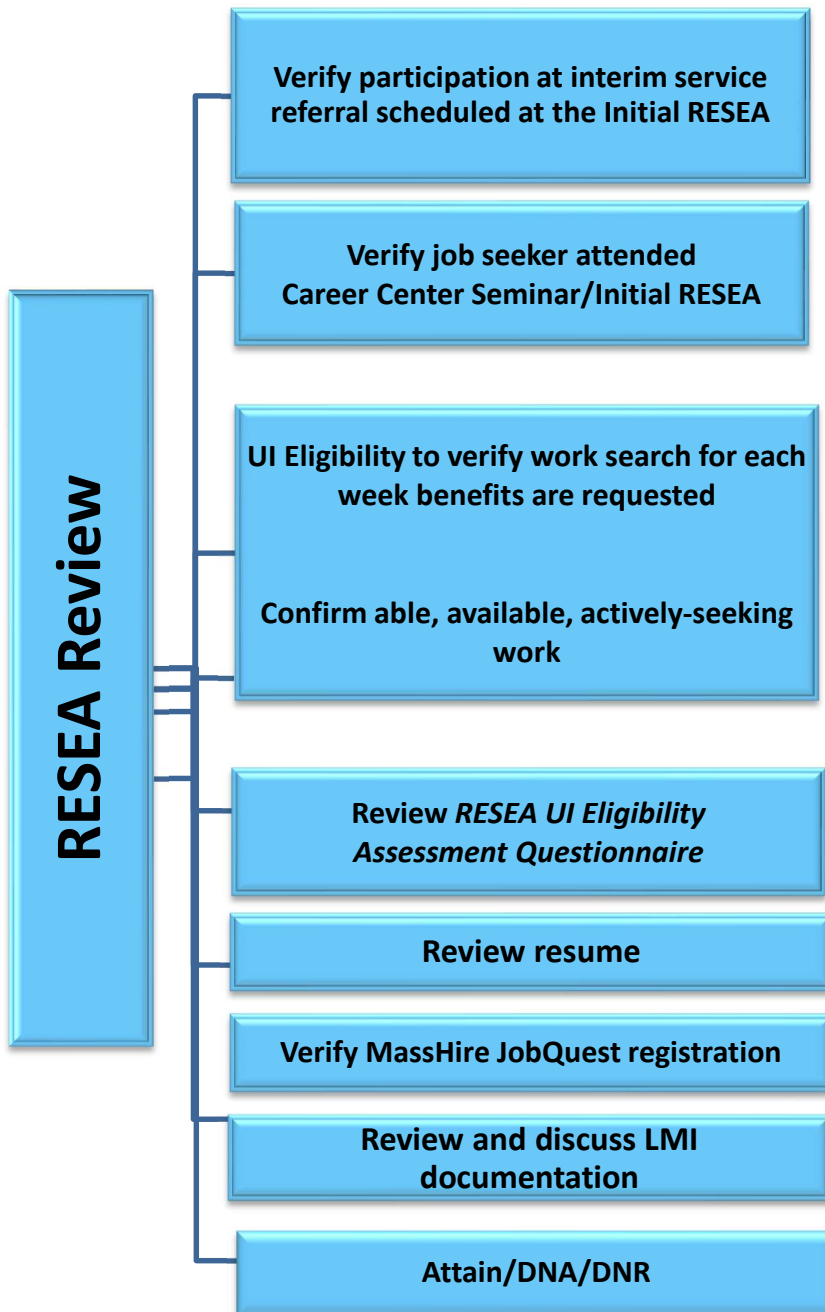
**For virtual Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance: 100 DCS 23.104.3* states:

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



## Conducting RESEA Review (Staff)



**For virtual Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance: 100 DCS 08.121.2* states:

Cameras **must** be turned on

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

**For virtual Initial RESEA and RESEA Review appointments:**

*Workforce Policy Issuance: 100 DCS 23.104.3* states:

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

**DUA 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 job seeker to provide the job seeker with access to a full array of services available at the career center, and to ensure that the job seeker continues to comply with all UI eligibility requirements. The review tracks the job seekers' progress towards meeting the required goals and CAP activities. It also ensures that the job seeker has met all requirements of the 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 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
- Provided *Resume*
- Completed steps on the *Career Action Plan (CAP)*
- Verification of attendance at Initial RESEA interim service referral
- 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 week benefits are requested, (2) confirms able, available, and actively-seeking work, (3) review of <i>UI Eligibility Assessment Questionnaire</i> , and (4) verifies attendance at Initial RESEA interim service.
3	RESEA Specialist works with job seeker to review the <i>Career Action Plan</i> 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 job seeker.
5	Keep all documentation on file until the RESEA Review is complete and attained in MOSES and/or per the Local Office Policy. If requirements were completed via the JQ Virtual Pathway, ensure data is saved in MOSES.





## CAP Goal: Labor Market Information (LMI)

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





## CAP Goal: Labor Market Information, continued

Step	Action
1	RESEA Specialist reviews the LMI exploration that the job seeker has done and determines if the job seeker has all the required documentation to attain the LMI goal.
2	From the "Special Programs" tab, select the <i>Research LMI</i> 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 job seeker 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 <i>Work Search Activity Logs</i> ?

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

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

**Goals**

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

Add Edit Delete Print

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

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

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

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

OK Cancel



## CAP Goal: Work Search Activity

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





## CAP Goal: Work Search Activity, continued

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

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

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

General Information Military Information Barriers Assistance

**Additional Information**

Employed: Not Employed Immigrant: Yes No

Disability: Yes No Not Disclosed

Type: Mobility Mental Hearing Vision Cognitive

Dislocated Worker ☒

Primary Language: English

Language Details:

Summer Youth ☐

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

**Economically Disadvantaged**

Family Size: 1

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

**Career Objective**

Viewable to Employers on the Internet (JobQuest) Yes No

**Education**

In School: Yes Yes - In Alternative School No

Highest Degree: Bachelor Degree

**Work Search Verification**

Date Verified: 01/29/2016

Verified By: TSTAF

**Claimant ID**

111111

**Migrant Status**

Seasonal Farm Worker, Non Migrant

Migrant Farm Worker

Migrant Food Processor

Long-Term Unemployed (27+ weeks) ☐

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel



## CAP Goal: Work Search Activity, continued

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

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

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

Attainment: Attained Actual Date: 02/18/2016

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


Created Office: Hurley/MOSES Unit

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

OK Cancel



## RESEA Review Weekly Certification – Unemployment Services for Workers

 DEPARTMENT OF CAREER SERVICES	
<h1>Workforce Issuance</h1>	
100 DCS 23.107 <span style="float: right;"><input checked="" type="checkbox"/> Policy <input type="checkbox"/> Information</span>	
<b>To:</b>	MassHire Workforce Board Chairs MassHire Workforce Board Directors MassHire Career Center Directors MassHire Fiscal Officers MDCS Operations Managers
<b>cc:</b>	WIOA State Partners
<b>From:</b>	Beth Goguen, Director MassHire Department of Career Services  Katie Dishnica, Director Department of Unemployment Assistance
<b>Date:</b>	May 15, 2025
<b>Subject:</b>	Work Search Activities for RESEA Participants
<b>Purpose:</b>	To inform local MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of the ongoing requirement for individuals filing for unemployment benefits to record and maintain a Work Search Activity Log each week that benefits are requested. Additionally, individuals selected for RESEA must ensure their work search activities are properly documented and available for review.
<b>Background:</b>	All individuals filing for unemployment benefits are required to complete at least three work search activities per week when requesting weekly benefits. To maintain a thorough work search record during their employment search, it is recommended that all individuals complete a DUA Work Search Activity Log or document containing similar information for every week benefits are requested.
<b>Policy:</b>	A review of the Work Search activities is required during the Initial RESEA and the RESEA Review meetings.

With the rollout of DUA's Employment Modernization Transformation (EMT) system, individuals must continue to complete three work searches each week they certify for unemployment benefits.

Although there are some **differences in the way and level of required detailed information** that is captured on the EMT system, this **does not** exempt the individual from providing at least three (3) work search activities each week. Entering in work search activities is a requirement for online and TeleCert claimants when they request their weekly benefits. While this is required, claimants are expected to be able to provide complete and detailed job search information for a RESEA review and claimants will be expected to have this information, whether detailed in the EMT system or by keeping a separate work search log with specific details (especially for TeleCert claimants).

If a customer downloads/prints their *Work Search Logs* from the EMT system and they include detailed job search information, those logs will be accepted for the RESEA meetings.

If work search activities cannot be viewed in EMT during the RESEA, instructions and training have also been provided to staff to guide claimants on how to print their work search activities. If a customer cannot download or print their work search from EMT, they must have alternate documentation showing their job search efforts for each week claimed.

MassHire Career Center staff may inform customers that tracking work search details is beneficial to be able to review job search patterns. This allows individuals to recognize which strategies are working and where adjustments may be needed (e.g., revising *Resumes*, exploring new industries, or shifting focus to different job platforms). By tracking as much detail as possible, job seekers empower themselves with a clear roadmap, improving their efficiency and maximizing opportunities for successful employment.

**Action Required:** Please share with all managers, staff and partners as appropriate.

**Effective:** Immediately

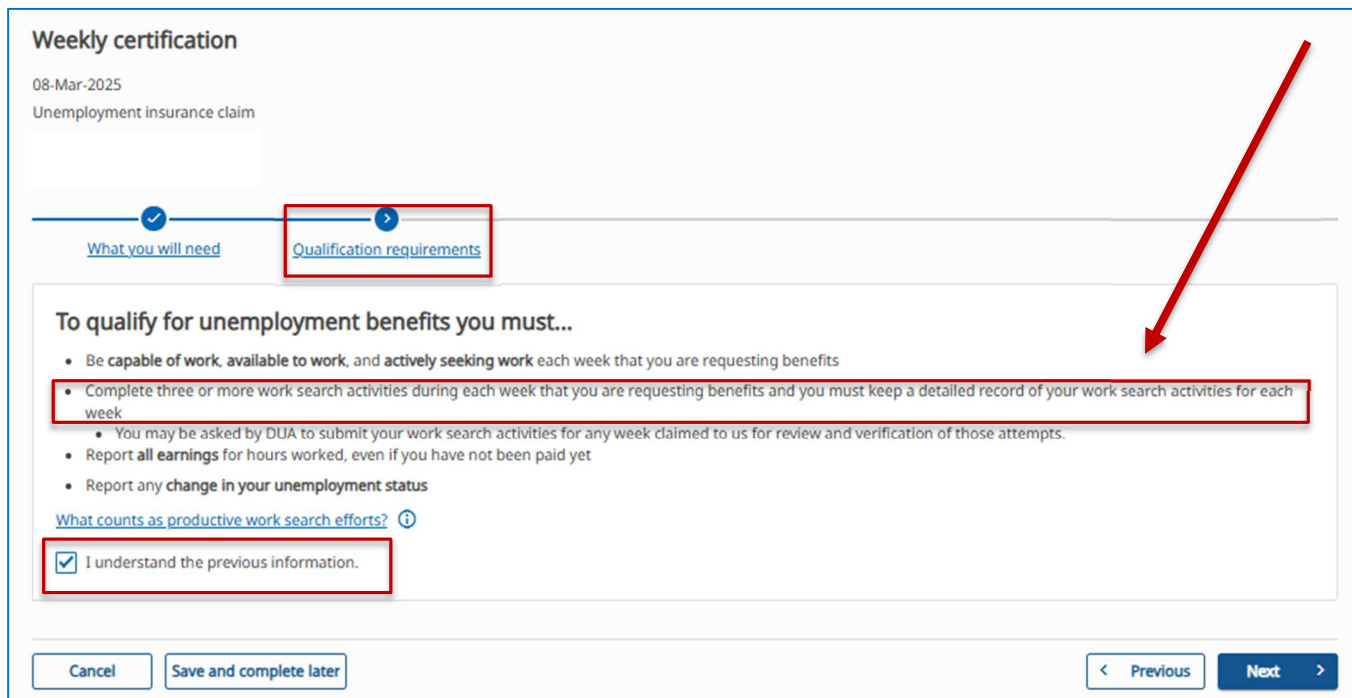
**Inquiries:** Please direct all questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov). Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.



## RESEA Review Weekly Certification – Unemployment Service for Workers

In the “*Unemployment Services for Workers*” portal, claimants must enter their work search activities for each week they request unemployment benefits.

Complete three or more work search activities during each week that you are requesting benefits, **and you must keep a detailed record of your work search activities for each week.**



**Weekly certification**

08-Mar-2025  
Unemployment insurance claim

[What you will need](#) [Qualification requirements](#)

**To qualify for unemployment benefits you must...**

- Be **capable of work, available to work, and actively seeking work** each week that you are requesting benefits
- Complete three or more work search activities during each week that you are requesting benefits and you must keep a detailed record of your work search activities for each week
  - You may be asked by DUA to submit your work search activities for any week claimed to us for review and verification of those attempts.
- Report **all earnings** for hours worked, even if you have not been paid yet
- Report any **change in your unemployment status**

[What counts as productive work search efforts?](#) ⓘ

☒ I understand the previous information.

[Cancel](#) [Save and complete later](#) [Previous](#) [Next](#)



## CAP Goal: Resume

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





## CAP Goal: Resume, continued

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

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

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

**Goals**

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

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will update her resume and review with {MSmith} at her RESEA review on 12/28/15 at 10am at {Sample Career Center}.

Type of Goal: Resume and Cover Letter Development | Date Established: 02/08/2016 | Scheduled/Target Date: 02/18/2016 | Attainment: Attained | Actual Date: 02/18/2016

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

Created Office: Hurley/MOSES Unit | Last Modified Office: Hurley/MOSES Unit | Last Modified Date: 02/18/2016 By: KLEON

OK Cancel



## CAP Goal: MassHire JobQuest (JQ)

Register with MassHire JobQuest
<b>Attainment Criteria:</b> RESEA Specialist verifies that the job seeker has registered on MassHire JobQuest and has logged in since enrollment.
<b>As a result of registering on MassHire JobQuest, job seeker will be able to:</b> <ul style="list-style-type: none"> <li>Use MassHire JobQuest as a resource in their job search</li> </ul>
<b>Suggested questions to engage the job seeker during the RESEA Review</b> <ul style="list-style-type: none"> <li>What, if any, job matches have you done?</li> <li>What jobs have you found and applied to recently?</li> <li>What transferable skills, alternative occupations, and labor market exploration did you identify?</li> <li>What features have you used on MassHire JobQuest?</li> <li>How often do you log onto MassHire JobQuest?</li> <li>What questions do you have?</li> </ul>
<b>Referrals to relevant Career Center Services</b> <ul style="list-style-type: none"> <li>MassHire JobQuest Workshop</li> <li>Resource Room</li> </ul>
<b>Potential issues</b> Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue Form</i> .





## CAP Goal: MassHire JobQuest, continued

Step	Action
1	RESEA Specialist verifies that the job seeker is registered on MassHire JobQuest.
2	Check MOSES “ <i>Services – Administrative</i> ” tab to verify that the job seeker has an “ <i>INETSELF</i> ” service (MassHire JobQuest) since their RESEA enrollment and check the last time they logged into MassHire JobQuest.
3	Run job matches and review if there are any job referrals.
4	From the “ <i>Special Programs</i> ” tab, select the MassHire JobQuest goal and click on the “ <i>Edit</i> ” button – in the drop-down “ <i>Attainment</i> ” box, click on the appropriate attainment status and enter the actual date.
5	Update MOSES notes regarding the job seeker’s use of MassHire JobQuest.

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

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

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

**Services**

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

Row 1 of 20 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel



## CAP Goal: Future MassHire Career Center Service

### Register for an additional Career Center Service

#### Attainment Criteria:

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

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

### Registering for a future Career Center Service:

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

### Suggested questions to engage the job seeker during the RESEA Review

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

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

- Job Readiness workshop
- *Resume* and *Cover Letters* workshop
- Online job search
- Computer workshops
- Developing self-marketing pitch workshop
- Interview workshop
- Any appropriate career center workshops

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

Start of RESEA Review



Review LMI



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



Review Resume



Register with JobQuest



Referral to Future Service



RESEA Review is Complete



Follow-up on Future Service Attendance



## CAP Goal: Future Career Center Service, continued

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

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

## Option 2 - Using Event Scheduling Screen

Job Seeker Scheduled Events

**Event Schedule**

Event Name Location Career Center Schedule Schedule Participants/

Job Seeker Event Participation Entry

**Scheduled Event**

Name: Resume & Cover Letter Workshop Facilitator: KLEON

Career Center: Hurley/Moses unit Co-Facilitator 1:

Date: 01/07/2016 Time: 09:30 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By
<input type="checkbox"/>	###-## 0582	12503421	Susan	Test	555-111-1111	KLEON	RE RE JQ

Quick Search Add Delete OK Cancel Go to Job Seeker

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

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

Current Events Past Events

**Events**

Event Name	Career Center	Date	Time
Marketing Yourself In A Digital Age	Hurley/Moses unit	01/13/2016	02:24 PM

Add Delete



## RESEA Review Goal

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





## RESEA Review Goal Attainment Status

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



## 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
<b>RESEA Review</b>	<b>12/18/2021</b>	<b>01/21/2022</b>	<b>00/00/0000</b>	<b>Set, But Attainment Pending</b>
Research LMI	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Developmer	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/15/2021	01/21/2022	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

### Reemployment Services Goals and Tasks Details

Add Goal Action Steps

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

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

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

Buttons: OK, Cancel



## RESEA Review Goal Attainment Status, continued

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

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

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

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

Reemployment Services Goals and Tasks Details

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

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

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

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

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

OK Cancel

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

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

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

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

Reemployment Services Goals and Tasks Details

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

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

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

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

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

OK Cancel

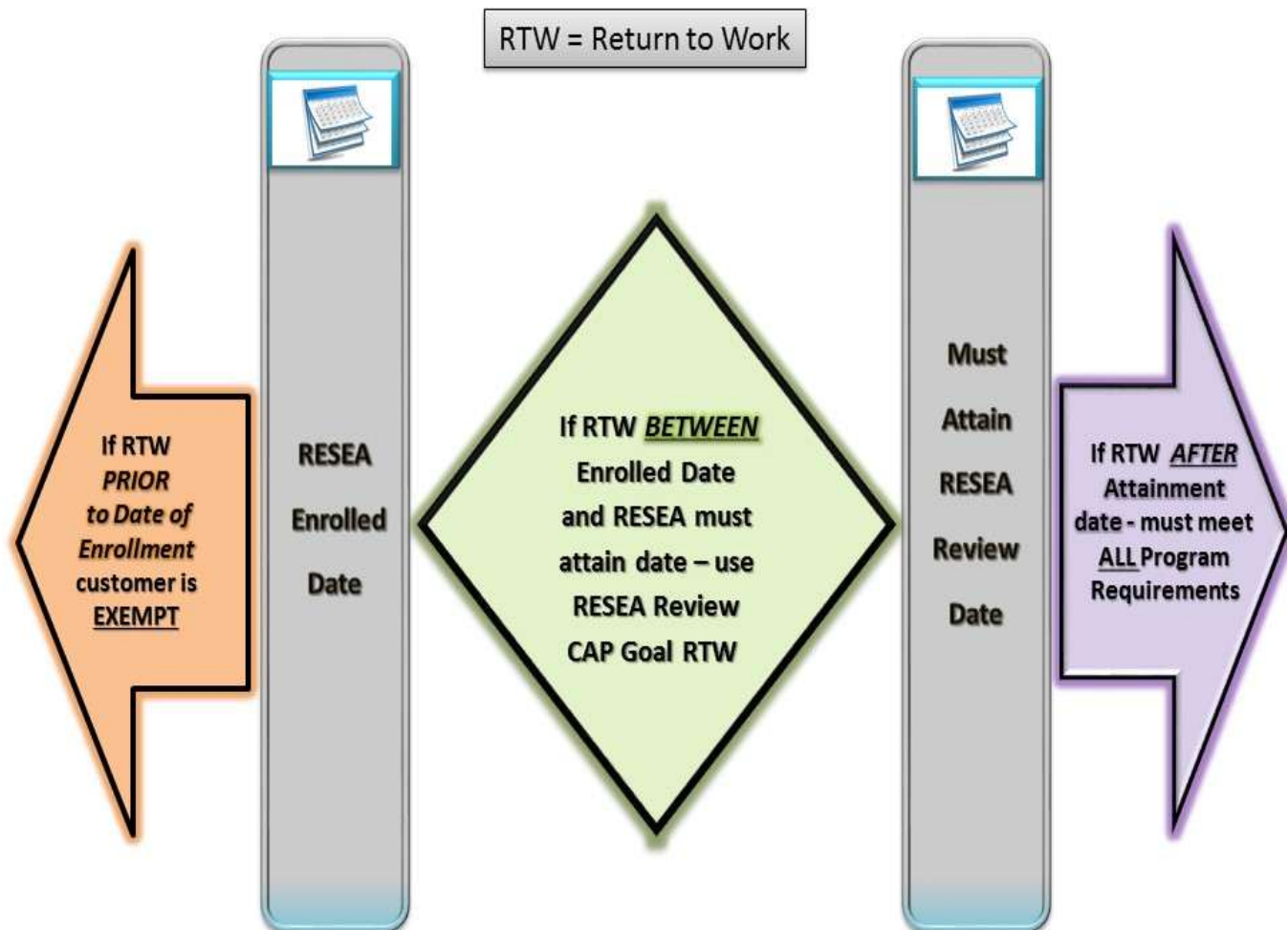


## RESEA Review Return to Work

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



## RESEA Review Return to Work, continued



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



## RESEA Review Return to Work, continued

Step	Action
1	From the “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 the appropriate choice. Input all required employment details.
<b>Note:</b>	The return-to-work information cannot be input until the actual <i>Start Date</i> .

The screenshot displays the RESEA system interface. At the top, the 'Services' tab is selected. Below it, the 'Employment' sub-tab is active. A table lists services with columns: Service Date, Staff ID, Service Type, Service Result, Employer Name, Job Start Date, Job Order Number, and Phone. An 'Add' button is visible. Below the table, the 'Employment Services Detail' window is open. It contains fields for Service Date (02/10/2016), Last Update Date, Career Center (Hurley/MOSES Unit), and Staff ID (AVAND). A dropdown menu for 'Service Type' is open, showing options: Pre-Layoff Placement, Call In, Found Employment, Job Development Referral, Job Referral - Staff, Not Referred, and Obtained Employment. The 'Service Result' dropdown is also visible. At the bottom of the window are 'OK' and 'Cancel' buttons.



## RESEA Review Return to Work, continued

**Employment Services Detail**

**Services Provided**

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

Career Center: Hurley/MOSES Unit Staff ID: KLEON

Description:

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

Employer ID: 1192111 INA:

**Employment Details**

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

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

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

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

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

**Additional Information**

NAICS: 622110 SIC:  Training Related: No

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

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

Industry Group: General Medical and Surgical Hospitals Verification Details:

Industry: General Medical and Surgical Hospitals Occupational Search:

US Industry: General Medical and Surgical Hospitals

Employer Address: 73 High Street Occupational Code: 29114100 INA:

INA:  Zip: 02129 Registered Nurses

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

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

Industry Code Search Employer Search OK Cancel

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

The return-to-work information cannot be entered until the date the job seeker actually begins work.



## RESEA Review Return to Work, continued

Step	Action
<b>Note:</b>	The employment service must be entered into the “ <i>Employment</i> ” tab prior to updating the RESEA Review CAP Goal.
<b>1</b>	From the “ <i>Services</i> ” tab, select the “ <i>Employment</i> ” tab and highlight the return to work.
<b>2</b>	From the MOSES tool bar, select “ <i>Job Seeker</i> ”, click on “ <i>Documents</i> ” from the drop-down menu and select “ <i>Return to Work</i> ”.
<b>3</b>	A Word document populates at the bottom of the screen. Open the Word document and fax to DUA at the fax number listed at the bottom of the form.

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

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

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

**Services**

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

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

Job Seeker Services

**Documents**

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

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

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

Select the service you are interested in.

Windows taskbar icons: Internet Explorer, File Explorer, Outlook, Scissors, PowerPoint, Chrome, and **Word**.



## RESEA Review Return to Work, continued

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

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

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

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

### Goals

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

Reemployment Services Goals and Tasks Details

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

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

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

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

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

OK Cancel

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

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

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

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

### Services

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

General Services Detail

Services Provided

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

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

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

Event:

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

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

OK Cancel



## Return to Work - Notifying DUA

It is the responsibility of Career Centers to notify DUA immediately of any potential issues that arise that may impact job seekers eligibility for unemployment benefits. Once a job seeker 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, email the form to DUA at: [ReturntoWork@mass.gov](mailto: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				

Complete the form and email it to DUA at [ReturntoWork@mass.gov](mailto:ReturntoWork@mass.gov)



## UI Potential Issue

RESEA is a DUA Program that is administered by MassHire Department of Career Services (MDCS) and operated by the MassHire Career Centers to assist customers to return to work.

All eligible UI customers are job seekers and must be:

- Able, available, and actively-seeking work

Two Priorities of the RESEA Program:

- Provide individual re-employment services to each job seeker
- To determine continued eligibility for UI payments and detect and prevent improper UI payments

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 job seeker being “able, available, and actively-seeking employment”. Examples of potential issues may include, but are not limited to:

- A job seeker 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 or injury that interferes with able, available, and actively-seeking employment
- Attending a training program or school **and** not Section 30 approved

RESEA is a DUA 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 customer during the Initial RESEA and RESEA Review meeting.



## UI Potential Issue Form

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



## UI Potential Issue Form, continued

### Option 1 (table above):

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

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

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

**Services**

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

**General Services Detail**

**Services Provided**

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

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

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

Event:

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

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

OK Cancel

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

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

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

**Services**

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

Row 28 of 28 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Ready

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



## UI Potential Issue Form, continued

Option 2 (table above):

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

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

**Services**

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

Row 1 of 26 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

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

Job Seeker Services

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

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Services | Special Programs | Survey

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

Row 1 of 26 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Ready

W



## UI Potential Issue Form, continued

DUA Notification of Potential Issue				
Job seeker name	Job seeker phone number	Job seeker MOSES ID	Job seeker Claimant ID	Date
Susan TEST	(617) 999-5555	12503421	626444	06/26/2025
Potential Issue Information entered on MOSES		YES		
Potential Issue Information				
Verification Source: Susan TEST				
Verification Date: 06/20/2025				
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 June 28 through July 6, 2025.*				
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](mailto:UI_Potential_Issue@detma.org)

**\*Always** reference dates 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*

Step	Action
<b>Note:</b>	Email the “ <i>UI Potential Issue Form</i> ” from the auto-populated Word document.
<b>1</b>	From the “ <i>Menu</i> ” bar in the Word document, click on “ <i>File</i> ”.
<b>2</b>	On the left-hand tool bar, select “ <i>Share</i> ”.
<b>3</b>	Type the email address <a href="mailto:UI_Potential_Issue@detma.org">UI_Potential_Issue@detma.org</a> in the email and click “ <i>Send</i> ”. Optional: Add a message.

The screenshot shows the Microsoft Word interface. The 'File' menu is open, and the 'Share' option is highlighted with an orange box. The document content is a 'DUA Notification of Potential Issue' form.

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		08/28/2019
Potential Issue Information entered on MOSES		YES		
Potential Issue Information				
Verification Source: Susan TEST				
Verification Date: 08/28/2019				
Issue Start Date:				



## Emailing UI Potential Issue Form, continued

Share "RESEA Train... 2025).docx" ... ?

UI\_Potential\_Issue@detma.org

Add a message

Copy link [Settings Icon] Send



## Section 30 (Training Opportunities Program (TOP) and Trade

The Section 30 and Trade program allows job seekers 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 job seeker is attending the approved program before waiving any RESEA requirements.

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

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

In the claimant’s *Unemployment Services for Workers Dashboard*, they can view the number of weeks they have remaining to apply for Section 30 benefits to attend an approved training program.

[Dashboard](#)
[Action center](#)
[Additional services](#)

Unemployment Services for Worker Dashboard

### Training Opportunities Program

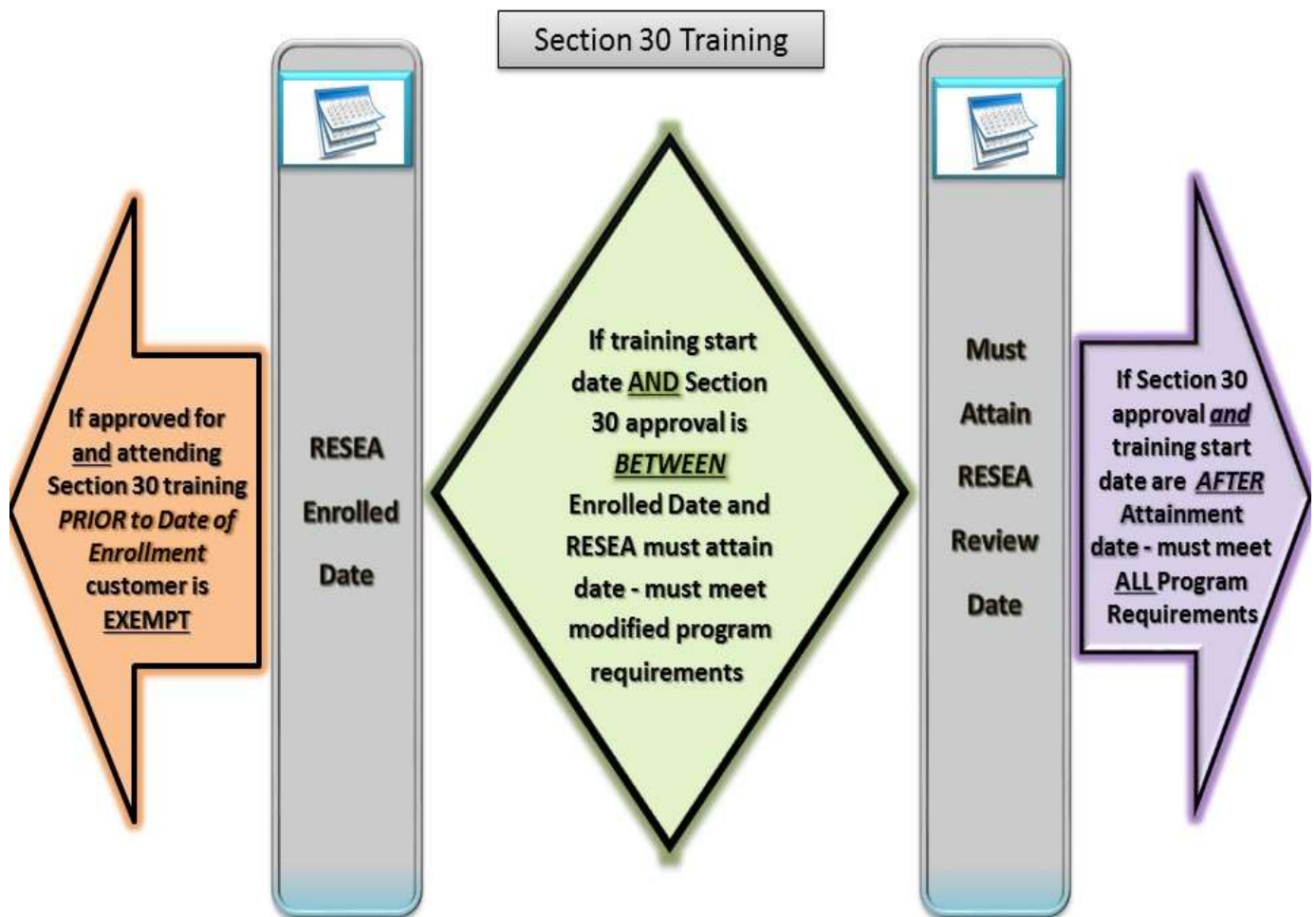
You may be eligible for extra benefits

**Weeks remaining to apply: 14**

[Apply for the Training Opportunities Program](#)



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



## RESEA Review and Trade

Follow the same rules as Section 30 above.



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

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

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

General Employment Administrative Testing Course/Activity Youth Goals

**Services**

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

**General Services Detail**

**Services Provided**

Service Date: 11/25/2015 Last Update Date: 11/30/2015

Career Center: Hurley/MOSES Unit Staff ID: MMEIB Hours: .0

Description: In Approved Training Prior to RESEA Enrollment at New Horizon Training. Susan started a training program on 11/15/2015

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

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

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



# Sanctions and Other Special Considerations



## RESEA Review Sanction: “Unemployment Services for Workers”

Customers 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 EMT database. This creates a “*Failure to Report for RESEA Review*” indefinite issue on the job seeker’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 job seeker 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 job seeker attains the RESEA Review. Payments for the 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 job seeker receives payment going forward and payments between the sanction and the attainment remain on hold pending the results of a hearing.

**RESEA issues end when the customer attains the RESEA Review or at the end of the benefit year, whichever occurs first.**

Test, Rich      SSN: XXX-XX-6090 ID:      JQ RE RE      S F      Notes

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

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

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
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 EED 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		

Row 18 of 35      More

Trade      Eligibility      Match Criteria      Run Match      Eligibility Criteria      OK      Cancel

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.



## RESEA Requirement: Left the State

A job seeker 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 Customers Who Have Left the State Checklist*.

**\* Rhode Island, New Hampshire, and Connecticut are considered in-state and the job seeker must complete all requirements at a Massachusetts MassHire Career Center.**

The *Left State Checklist* must be sent to job seekers and they must provide the following required documentation, including:

- Proof of visit to a MassHire Career Center in person and register for ongoing employment services
- Complete weekly *Work Search Logs* for each week unemployment benefits are requested
- Register on the current state's online job bank
- Submit updated *Resume*
- Conduct LMI exploration
- Provide *DD-214 Form* (if a Veteran)
- Sign and date a *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 *Customers who have Left the State Checklist*. The career center where the job seeker 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 job seekers who have left the state by looking at the residential address on the *Basic* screen to verify that the job seeker is out-of-state. Each Saturday MOSES receives an address file from *Unemployment Services for Workers* that updates the job seeker's 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 *Unemployment Services for Workers* online system before manually changing the address in MOSES. If the job seeker does not update their address in the *Unemployment Services for Workers* online system prior to the UI batch process, the address will revert to the previous address.



## RESEA Requirement: Left State, continued

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

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

**General Information**

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

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

**Programs** Last Reportable Service Date: 12/02/2015

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

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

**Residence Address** Mailing Address

**Address**

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

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

**Contact**

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

**Special Accommodations**

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel



## RESEA Requirement: Left State, continued

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

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

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

**Goals**

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

Add Edit

**Reemployment Services Goals and Tasks Details**

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

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

Attainment: Attained

Reason Description:

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

OK Cancel

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

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

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



## RESEA Requirement: Left State, continued


Step	Action
1	Send the <i>Left State Checklist Form</i> to job seeker and have them return all required documents by the <i>RESEA Review must attain by date</i> .
2	Document in <i>MOSES notes</i> that the <i>Left State Checklist</i> was sent to the job seeker.
3	<p>Manually add <i>CAP Goals</i>:</p> <ul style="list-style-type: none"> <li>• Research LMI</li> <li>• <i>Resume</i> and <i>Cover Letter</i> development</li> <li>• Review <i>Work Search Activity</i></li> <li>• Other <ul style="list-style-type: none"> <li>○ In-person visit to an American Job Center/Career Center</li> <li>○ Register for ongoing career center services in their current state; and</li> <li>○ Register with the online job bank in their current state</li> </ul> </li> <li>• Customer signature and date on <i>Left State Checklist</i> for verification they have been informed of Section 30 and Trade requirements</li> <li>• RESEA Review</li> </ul>
4	When all required documents are returned, update each goal. From the “ <i>Special Programs</i> ” tab, click the “ <i>Edit</i> ” button – in the drop-down “ <i>Attainment</i> ” box, click the appropriate attainment status and enter the actual date. <b>RESEA Review Attainment date is the date all documentation is received.</b>
Note	If sanctioned, the status of the issue is auto-ended once all <i>CAP Goals</i> and the <i>RESEA Review</i> are <i>attained</i> . Payments for the 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 job seeker 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 per the <i>Local Office Policy</i> .



## RESEA Program Exits

The “RESEA Yellow Icon” displays on the *MOSES Applicant Record* 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 end (BYE)
- Received a sanction for not attaining the RESEA Review
  - **Does not** have a completed RESEA Review (Attained) after the sanction

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

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

**General Information**

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

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

**Programs** Last Reportable Service Date: 05/06/2016

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

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


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

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

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

**Special Accommodations**

Trade | Eligibility | Match Criteria | Run Match | Eligibility Criteria | OK | Cancel

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

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

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

**Services**

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

Row 10 of 10 More

Trade | Eligibility | Match Criteria | Run Match | Eligibility Criteria | OK | Cancel



## RESEA Program Exits, continued

If a job seeker is referred to the career center by DUA to complete their RESEA requirements, check to see if the job seeker 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 or the Manager must do the deletions of 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 “ <b>RESEA Program</b> ”.
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 “ <b>RESEA Program</b> ”.
4	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.

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

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

**General Information**

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

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

**Residence Address** Mailing Address

**Address**

Address: 19 Staniford St  
 Country: United States of America  
 Zip: 02446 City: Brookline  
 State: Massachusetts  
☐ Enterprise ☐ Empowerment ☐ Renewal

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

**Contact**

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

**Programs** Last Reportable Service Date: 12/04/2015

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

**Program History**

Program History Log

**Program History**

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

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



## RESEA Program Exits, continued

On the “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.

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

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

General Employment Administrative Testing Course/Activity Youth Goals

**Services**

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

Row 9 of 9

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

The Yellow “RESEA Exit” Icon appears on the “Event Participation” Screen attendance when a customer exited and received a sanction for not attaining the RESEA Review.

Job Seeker Event Participation Entry

**Scheduled Event**

Name: Career Center Seminar Facilitator: MMEIB

Career Center: The Career Place Co-Facilitator 1:

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

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

Quick Search Add Delete OK Cancel Go to Job Seeker



# Communicating with The Department of Unemployment Assistance (DUA)



## Communicating with the Department of Unemployment Assistance (DUA)

Timely data entry is critical and may have a negative impact on a job seeker's claim if it is not timely and accurate. To avoid unnecessary issues that result in an interruption of a job seeker'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](mailto:UI_Potential_Issue@detma.org).

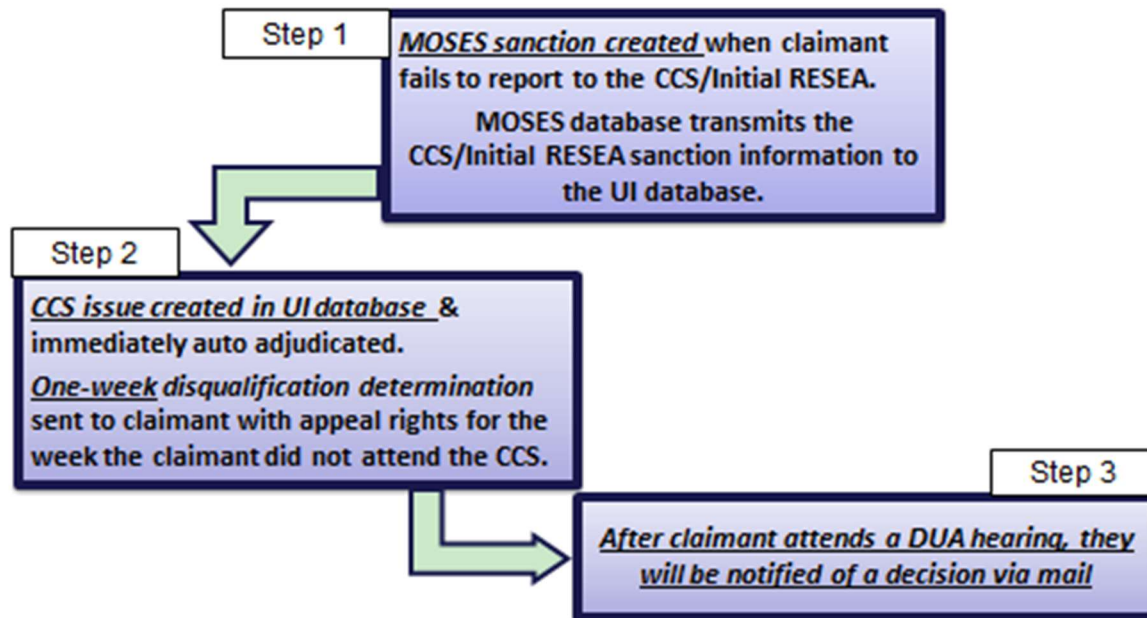
This is important because DUA uses the information in MOSES to make decisions about the job seeker's continued eligibility for unemployment benefits.

Step	Action
1	A MOSES sanction is created when a customer does not attain or fails to report to the career center for a RESEA Review by their deadline. The MOSES database transmits the RESEA sanction information to the Employment Modernization and Transformation (EMT) database.
2	A RESEA Review issue is created in the <i>Employment Modernization and Transformation Database</i> and immediately auto-adjudicated as denied benefits. A disqualification determination is sent to the customer 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 job seeker's continued eligibility of UI benefits. <b>This is especially important for career center errors.</b>
4	Career Center errors must be detailed and clearly noted in MOSES notes that it is a " <b>career center error</b> " and that the customer has met all the required goals and the dates that they originally completed those goals.
5	A Manager or Supervisor needs to complete a <i>RESEA Assist Form</i> providing all pertinent information along with a detailed explanation of what happened. This must also include the dates when the customer completed their RESEA requirements.
6	The request form can then be uploaded and sent via email to the MDCS REALMI Department shared mailbox at <a href="mailto:realmi@mass.gov">realmi@mass.gov</a> .
<b>Note:</b>	Update the <i>CAP Goals</i> with the attainment status and actual dates. Update MOSES notes clearly stating the career center error and noting that the customer has met all the required goals and completed the RESEA Review.

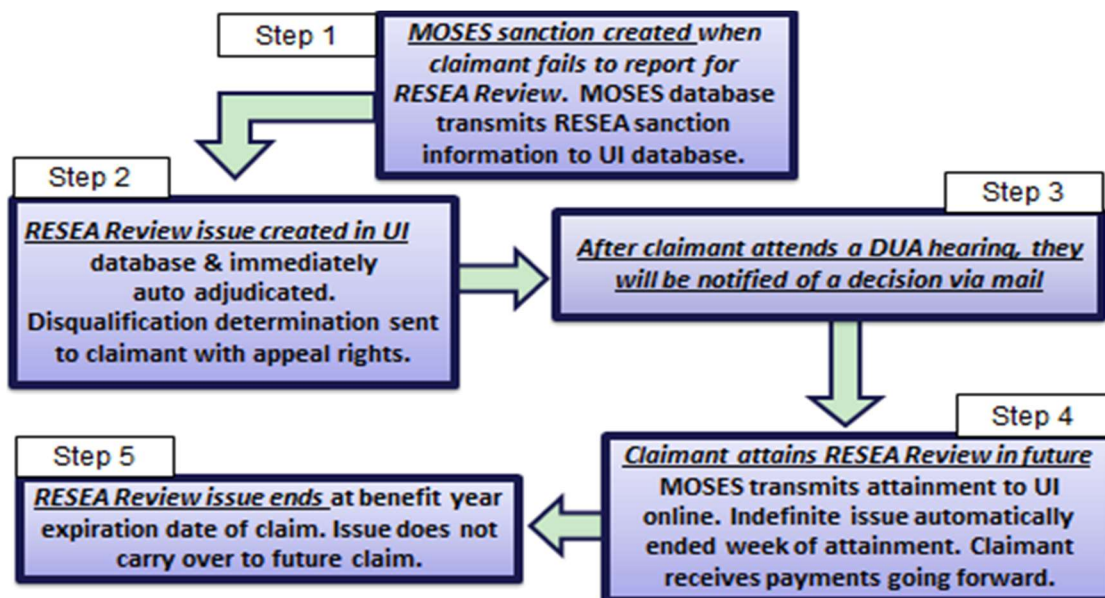


## Communicating with the Department of Unemployment Assistance (DUA)

### Career Center Seminar (CCS) UI Sanction/Adjudication Process



### RESEA Review UI Sanction/Adjudication Process





# RESEA-Related MOSES Reports for Managing the Program



## RESEA Reports

The *RESEA Crystal Reports* listed below can be found at: [mass.gov/service-details/resea](https://mass.gov/service-details/resea).

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



## RESEA Reports, continued

The *RESEA Crystal Reports* listed below can be found at: [mass.gov/service-details/resea](https://mass.gov/service-details/resea)

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

For additional *Crystal Reports*, visit: [mass.gov/crystal-reports-project](https://mass.gov/crystal-reports-project)



# Appendix

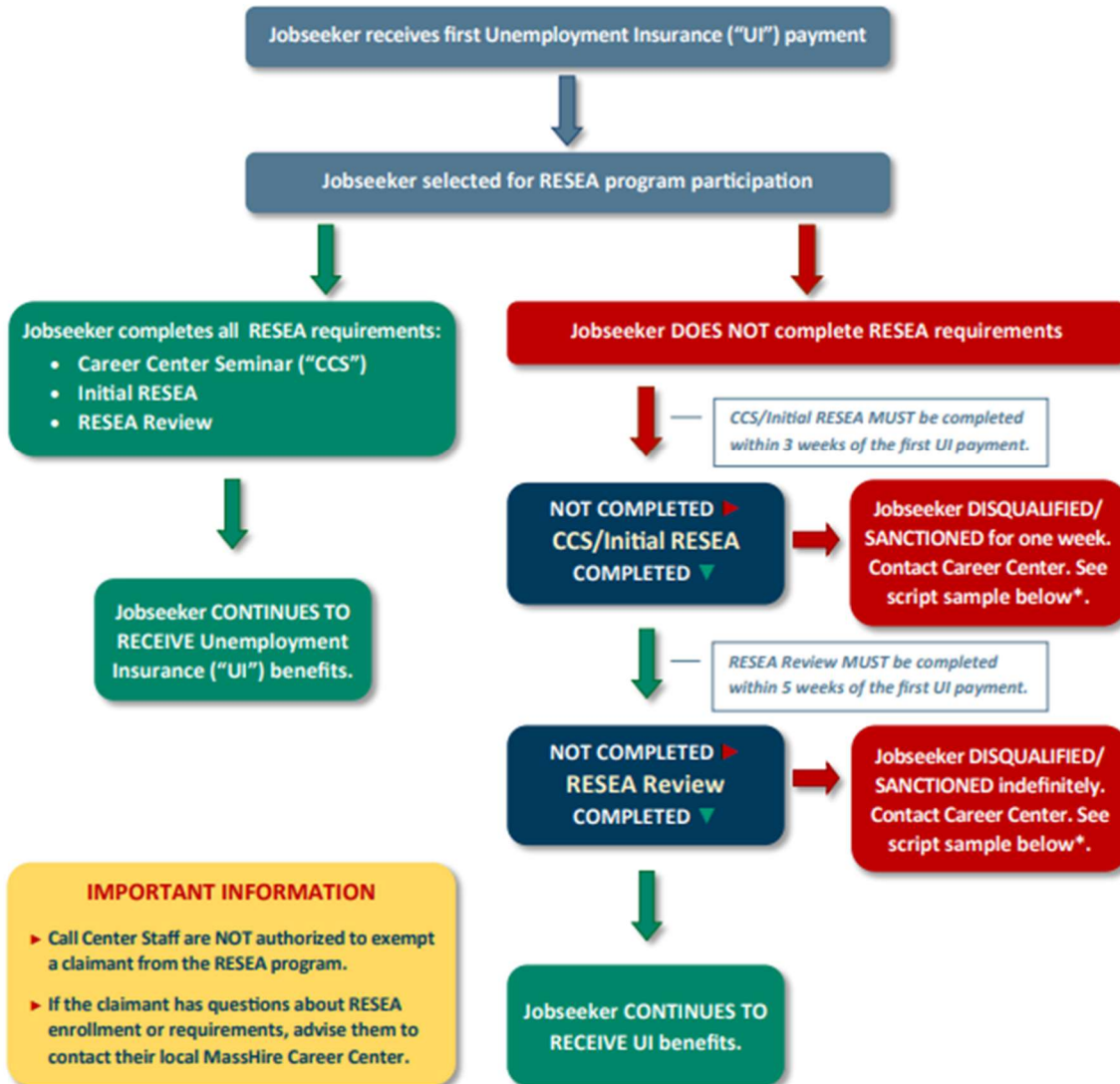
- *RESEA Decision Tree for DUA Call Center Representatives*
- *RESEA DUA Notification Letters*
- *RESEA MDCS Welcome Emails*
- *RESEA UI Eligibility Assessment Questionnaire*
- *Definitions for UI Eligibility Assessment Questionnaire*
- *Individual Needs Assessment (INA)*
- *Career Action Plan (CAP)*
- *Work Search Activity Log*
- *How to Download a Work Search Log submitted online to DUA*
- *LMI Worksheet*
- *Left State Checklist*
- *RESEA Assistance Request Form*
- *Return-to-Work Form – Notifying DUA*
- *DUA Notification of Potential Issue*



## DUA Call Center Representative – Decision Tree



### Reemployment Services and Eligibility Assessment ("RESEA") Decision Tree for DUA Call Center Representatives



**\*SCRIPT SAMPLE:** *It appears that you have not completed your Career Center Seminar/Initial RESEA. To resolve this matter and schedule a seminar, please contact your local MassHire Career Center. A Career Counselor will be happy to assist you.*

**\*\*SCRIPT SAMPLE:** *It appears that you have not completed your RESEA Review. To resolve this matter and schedule the review, please contact your local MassHire Career Center. A Career Counselor will be happy to assist you.*



Department of Unemployment Assistance  
Commonwealth of Massachusetts  
Executive Office of Labor & Workforce Development



## Notice: You Must Participate in the RESEA Reemployment Program

[Name]  
[Street Address]  
[City State Zip]

Date: [Month DD, YYYY]  
Letter ID: [####]  
Issue ID: [pstr Issue ID]  
Claimant ID: [Claimant ID]

Dear [Claimant Name]:

DUA and MassHire want to help you find a job. We selected you to participate in the Reemployment Services and Eligibility Assessment program (RESEA, for short). This program can help you find work suited to your skills as soon as possible.

**Important!** You must attend both RESEA sessions or you may lose your unemployment benefits. Failure to attend the Career Center Seminar and complete the Initial RESEA (first session) can result in losing your benefits for one week. If you do not complete the RESEA review (second session), you may lose your benefits indefinitely.

### Your Next Steps

1. Register on MassHire JobQuest (MJQ)
  - Online at: <https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx> or
  - In person at a MassHire Career Center. To find your local center go to: <https://www.mass.gov/orgs/masshire-department-of-careerservices/locations>
2. Attend a Career Center Seminar. Log into MJQ and schedule your Career Center Seminar or call (800) 653-5586 to schedule by phone.
3. After the seminar, you must schedule the first RESEA meeting (first session). Contact your local Career Center and be prepared to bring your:
  - Work Search logs,
  - Resume, and
  - Anything else that may help you find a job.

**Deadline:** Complete steps 1, 2, and 3 above by [3-week Deadline Date]

Next...

Go to a follow-up RESEA review (second session). You will get the date for this at your first RESEA session.

**Deadline:** Go to this review by [5-week Deadline Date]

### What can you expect?

- The Career Center Seminar gives you information on resources for your job search.
- Your first RESEA review will be in person or online. Career Center staff will assist you with services like,
  - reviewing your resume and interviewing skills,
  - labor market information,
  - reviewing your UI eligibility requirements, and
  - making referrals to jobs and any other services you may need
- At your follow-up RESEA review (second session) Career Center staff will give you feedback on your job search activities, any resume updates, and review of your work search.

Questions? Contact your local MassHire Career Center.

**Already working full-time now?**  
Contact a MassHire Career Center right away to say you are fully employed. If you do not do this, any future unemployment claims may be delayed.



## RESEA Notification Letter (Page 2)



Department of Unemployment Assistance  
Commonwealth of Massachusetts  
Executive Office of Labor & Workforce Development

**Questions?**

Benefits Contact Center  
Department of Unemployment Assistance  
Call us: (877) 626-6800

*Related law(s):* MGL c. 151A, section 25(c)

<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXI/Chapter151A/Section25>

Ref: XL###

100 Cambridge Street • Suite 400 • Boston, MA 02114 • <https://mass.gov/uima>

Page 2 of 2



## 60-Day Notification Letter (Page 1)

Department of Unemployment Assistance  
Commonwealth of Massachusetts  
Executive Office of Labor & Workforce Development



**Notice:**  
**You Must Participate in the RESEA Reemployment Program**

[Name]  
[Street Address]  
[City State Zip]

Date: [Month DD, YYYY]  
Letter ID: [####]  
Issue ID: [pstr Issue ID]  
Claimant ID: [Claimant ID]

Dear [Claimant Name]:

DUA and MassHire want to help you find a job. We selected you to participate in the Reemployment Services and Eligibility Assessment program (RESEA, for short). This program can help you find work suited to your skills as soon as possible.

**Important!** You **must** attend both RESEA sessions or you may lose your unemployment benefits. Failure to complete the Initial RESEA (first session) may result in losing your benefits for one week. If you do not complete the RESEA review (second session), you may lose your benefits indefinitely.

**Your Next Steps**

1. Attend the first RESEA review (first session). Contact your local Career Center and be prepared to bring your:
  - Work Search logs,
  - Resume, and
  - Anything else that may help you find a job.

**Deadline: Complete this by [3-week Complete Date].**

Next...

2. Go to a follow-up RESEA Review (second session). You will get the date for this at your first RESEA session.

**Deadline: Complete this review by [5-week Deadline Date]**

**Questions?**

Benefits Contact Center  
Department of Unemployment Assistance  
Call us: (877) 626-6800

*Related law(s):* MGL c. 151A, section 25(c)

**What can you expect?**

- Your **first RESEA review** will be in person or online. Career Center staff will assist you with services like,
  - reviewing your resume and interviewing skills,
  - labor market information,
  - reviewing your UI eligibility requirements, and
  - making referrals to jobs and any other services you may need
- At your **follow-up RESEA review** (second session) Career Center staff will give you feedback on your job search activities, any resume updates, and review of your work search.

*Questions?* Contact your local MassHire Career Center.

**Already working full-time now?**

Contact a *MassHire Career Center* **right away** to say you are fully employed. If you do not do this, any future unemployment claims may be delayed.

Ref: XL###

100 Cambridge Street, Suite 400 • Boston, MA 02114 • [mass.gov/uims](http://mass.gov/uims)

Page 1 of 2



DEPARTMENT OF  
CAREER SERVICES



## 60-Day Notification Letter (Page 2)



Department of Unemployment Assistance  
Commonwealth of Massachusetts  
Executive Office of Labor & Workforce Development

**Questions?**

Benefits Contact Center  
Department of Unemployment Assistance  
Call us: (877) 626-6800

*Related law(s):* MGL c. 151A, section 25(c)

<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXI/Chapter151A/Section25>

Ref: XL####

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Page 2 of 2



## MDCS Welcome Email – Non 60-Dayer

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.

Welcome!

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 [Unemployment Services for Workers Inbox](https://unemployment.mass.gov/Claimants/_/). ([https://unemployment.mass.gov/Claimants/\\_/](https://unemployment.mass.gov/Claimants/_/))

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 from your letter from DUA, you must:

Attend a Career Center Seminar and complete an Initial RESEA meeting by: **(3-week deadline date)**.

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: **(5-week deadline date)**.

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

- Scheduling online through [MassHire JobQuest](https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx) (first-time users must register first) (<https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx>)
- By phone at 1-800-653-5586
- By contacting a career center near you at [MassHire Career Center Locations](https://mass.gov/careercenters) ([mass.gov/careercenters](https://mass.gov/careercenters))

If you need language assistance to schedule the Career Center Seminar, please call the toll-free line 1-888-822-3422.



DEPARTMENT OF  
CAREER SERVICES



DEPARTMENT OF  
CAREER SERVICES



## MDCS Welcome Email – 60-Dayer

Welcome!

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 [Unemployment Services for Workers Inbox](https://unemployment.mass.gov/Claimants/_/). ([https://unemployment.mass.gov/Claimants/\\_/](https://unemployment.mass.gov/Claimants/_/))

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: **(5-week deadline date)**.

Please note, there are program requirements that take time to complete between each of these meetings and cannot be done 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](https://mass.gov/careercenters). (([mass.gov/careercenters](https://mass.gov/careercenters)))

At this meeting you will learn about the program requirements and will be given an appointment for your RESEA Review.

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



DEPARTMENT OF  
CAREER SERVICES



## UI Eligibility Assessment Questionnaire - Fillable

### FILLABLE RESEA UI ELIGIBILITY ASSESSMENT QUESTIONNAIRE

**Name** Click or tap here to enter text.

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

Please indicate YES or NO to the questions below.	YES	NO
<b>1. Since filing your unemployment claim, have you been:</b> <ul style="list-style-type: none"> <li>Physically able to work.</li> <li>Actively seeking work.</li> <li>Ready to accept work.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>2. Since filing your unemployment claim, have you applied for or started receiving ANY of the following? Check any that apply</b>		
<input type="checkbox"/> Workers' compensation benefits	<input type="checkbox"/> Vacation or personal time-off payments from an employer	
<input type="checkbox"/> Payment in lieu of dismissal notice	<input type="checkbox"/> Payments from a union pension fund	
<input type="checkbox"/> Payments from a pension fund	<input type="checkbox"/> Payments from an annuity fund	
<input type="checkbox"/> Payments from a retirement account contributed to by an employer	<input type="checkbox"/> Payments from a 401K	
<input type="checkbox"/> Continuation pay		
<b>If you circled any of the above, have you reported this information to the Department of Unemployment Assistance ("DUA")?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO		
<b>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?</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Are you currently enrolled in school or a training program?</b> <i>If you answered YES, have you applied for Training Opportunities Program (Section 30) approval?</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

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

**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 20<sup>th</sup> 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.

**Signature:** Click or tap here to enter text.

**Date:** Click or tap here to enter text.

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

Revised: July 2025





## UI Eligibility Assessment Questionnaire - Definitions

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

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



## Individual Needs Assessment (INA)



### MDCS Individual Needs Assessment

The Individual Needs Assessment (INA) is a tool to help you during your job search journey. By completing the INA, you can recognize supports you may need as well as resources to assist you during your job search journey.

#### Community Resources

Individual Needs Checklist (Check all that apply):	Available Resources:
<input type="checkbox"/> I need to apply for Unemployment Insurance Benefits.	Call: (877) 626-6800 Web: <a href="http://www.mass.gov/dua">http://www.mass.gov/dua</a>
<input type="checkbox"/> I have questions about my Unemployment Insurance claim.	Call: (877) 626-6800 Web: <a href="http://www.mass.gov/dua">http://www.mass.gov/dua</a>
<input type="checkbox"/> I need help obtaining Health Insurance.	Call: (877) 623-6765 Web: <a href="#">Mass Health Connector</a>
<input type="checkbox"/> I need help in obtaining food stamps and/or cash assistance.	Call: (877)-382-2363 Web: <a href="#">SNAP Benefits</a> Project Bread FoodSource Hotline: (800) 645-8333
<input type="checkbox"/> I need help with energy and/or fuel assistance.	Call: (617)573-1100 Web: <a href="http://www.mass.gov/dhcd">http://www.mass.gov/dhcd</a>
<input type="checkbox"/> I need to obtain information regarding childcare assistance.	Call: (617) 988-6600 for the Department of Early Education and Care (EEC) Web: <a href="#">EEC Single Sign In</a>
<input type="checkbox"/> I need help in understanding credit, financial, or mortgage liabilities.	Web: <a href="#">Credit and debt   Mass.gov</a>
<input type="checkbox"/> I have questions about how my enrollment in an education program will affect my unemployment benefits.	Web: <a href="#">Training Opportunities Program Section 30</a>

#### Specialized Services

Individual Needs Checklist (Check all that apply):	Available Resources:
<input type="checkbox"/> I am a Veteran and am interested in available services.	Meet with a MassHire Veteran Representative Web: <a href="http://www.mass.gov/veterans">www.mass.gov/veterans</a>
<input type="checkbox"/> I lost my job due to my company moving overseas.	Meet with a MassHire Career Center TRADE Program Counselor
<input type="checkbox"/> I am a Youth, age 18-24.	Meet with a MassHire Career Center Youth Counselor
<input type="checkbox"/> I have a disability or barrier to employment.	Adaptive equipment, individual assistance, and agency referrals are available.



## Individual Needs Assessment (INA)



### MDCS Individual Needs Assessment

#### Job Searching

Individual Needs Checklist (Check all that apply):	Available Resources:
<input type="checkbox"/> I need help getting started with my job search.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need help writing/ updating a resume or cover letter.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need to learn how to use the internet for job search.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need to research the labor market for new opportunities.	Visit a MassHire Career Center. Web: <a href="#">MassHire 360 CIS</a> or <a href="#">O*NET Online</a>
<input type="checkbox"/> I need help preparing for my interviews.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need help finding what careers fit my interests and skills.	Visit a MassHire Career Center. Web: <a href="#">MassHire 360 CIS</a> or <a href="#">O*NET Online</a>
<input type="checkbox"/> I need advice on how to network.	Visit a MassHire Career Center. Web: <a href="#">LinkedIn</a>
<input type="checkbox"/> I need help understanding my talents and marketing them to employers.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)

#### Upgrading Skills

Individual Needs Checklist (Check all that apply):	Available Resources:
<input type="checkbox"/> I lack computer skills and want to learn to use a computer.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need to update my MS Office skills.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I am interested in starting my own business.	Web: <a href="#">Small Business Administration Overview</a>
<input type="checkbox"/> I would like to finish my HiSet/GED and/or improve my English skills.	Visit a MassHire Career Center. Web: <a href="#">MassHire JobQuest</a> (trainings)
<input type="checkbox"/> I need help updating my skills to be competitive in today's Job Market.	Visit a MassHire Career Center Web: <a href="#">MassHire JobQuest</a> (workshops or trainings)
<input type="checkbox"/> I need a career change.	Visit a MassHire Career Center. Web: <a href="#">JobQuest</a> (workshops or trainings)
<input type="checkbox"/> Other:	Ask a MassHire Career Center staff about resources.

**Note:** After completing this INA, you will work with a MassHire Career Center staff member to develop a Career Action Plan (**CAP**) that will take your individual needs and goals into account. You can also complete the **CAP** within your [MassHire JobQuest](#) account.



## MOSES CAP Form

### 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



## Career Action Plan (CAP)



### RESEA CAREER ACTION PLAN (CAP)



Name: \_\_\_\_\_ Job Seeker ID #: \_\_\_\_\_

**Barriers to Employment.** (Check all that apply):

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

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

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

Primary occupation: \_\_\_\_\_ Secondary occupation: \_\_\_\_\_

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

- ☐ Goal: \_\_\_\_\_ Target Date: \_\_\_\_\_ Completed: \_\_\_\_\_  
☐ Goal: \_\_\_\_\_ Target Date: \_\_\_\_\_ Completed: \_\_\_\_\_

**Mandatory Goals for RESEA customers:**

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Register on <u>JobQuest</u>                   | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Resume  | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Labor Market Research & Exploration           | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Interim Service _____                         | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Work Search                                   | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Complete (this) Career Action Plan Form (CAP) | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Future Career Center Service                  | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Acknowledges Section 30 and Trade Requirement | 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 20<sup>th</sup> 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: \_\_\_\_\_

Form #2506 02.2024





## Work Search Log

**Work 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.**
- ✓ 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. You can get more copies of this form at any MassHire Career Center or at [www.mass.gov/dua/forms](http://www.mass.gov/dua/forms).



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

### Work Search Activity Log

#### Job search log

Name: \_\_\_\_\_

Claimant ID: \_\_\_\_\_

Week starting Sunday (date):				(through) Saturday (date):			
Date:	Position	Pay rate	Employer name and address	Job ID or person contacted	Contact email, website, or phone	Result	
Week starting Sunday (date):				(through) Saturday (date):			
Date:	Position	Pay rate	Employer name and address	Job ID or person contacted	Contact email, website, or phone	Result	
Week starting Sunday (date):				(through) Saturday (date):			
Date:	Position	Pay rate	Employer name and address	Job ID or person contacted	Contact email, website, or phone	Result	



## Download *Work Search Logs*: Unemployment Services for Workers

# Print Work Search Activities

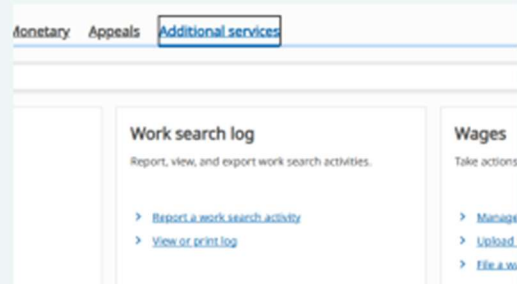


Claimants can print their work search activities on Unemployment Services for Workers in case they need to present them to DUA or DCS.

### Just a few easy steps

#### 1 Log In and Locate

On the Dashboard, click the [View more benefit details](#) hyperlink. View the Additional Services tab and then click the [View or print log](#) hyperlink.



#### Filter Date Range 2

**View work search activities**

From:  To:

Work search activities reported between 24-Mar-2025 and 11-Apr-2025

Work ending	Date	Activity	Contact name	Contact email	Contact phone	Contact website
12-Apr-2025	11-Apr-2025	Interviewed for a job				
12-Apr-2025	10-Apr-2025	Worked with a MassHire Career Center				
12-Apr-2025	09-Apr-2025	Applied for a job				

Use the From and To filters to search for a specific range of dates, if needed. Click the **Search** button.



## Download *Work Search Logs*: Unemployment Services for Workers

### 3 Print and Submit

Click the Print hyperlink and then click the Submit button at the bottom to complete the request.

Work search activities from 14-Mar-2025 to 14-Apr-2025

You are requesting a copy of your work search log. Click on the submit button to get the file.

Date	Work search activity	Contact name	Email	Contact phone	Contact website
11-Apr-2025	Interviewed for a job				
10-Apr-2025	Reached with a MassHire Career Center				
09-Apr-2025	Applied for a job				
08-Apr-2025	Interviewed for a job				
07-Apr-2025	Reached with a MassHire Career Center				
06-Apr-2025	Applied for a job				
05-Apr-2025	Interviewed for a job				
04-Apr-2025	Reached with a MassHire Career Center				
03-Apr-2025	Applied for a job				
02-Apr-2025	Interviewed for a job				
01-Apr-2025	Reached with a MassHire Career Center				
31-Mar-2025	Applied for a job				
30-Mar-2025	Interviewed for a job				
29-Mar-2025	Reached with a MassHire Career Center				
28-Mar-2025	Applied for a job				

Cancel Submit

### Download and Save 4

#### ✓ Success!

We received your request to export your work search activity log.

Confirmation number: 0-000-109-995

Submitted on: 14-Apr-2025

Click **Work search log** to print your work search log, or click **OK** to return to the home page.

Work search log

OK

Click the Work search log button. Print or save the PDF window.



## Labor Market Research Worksheet

### LABOR MARKET INFORMATION (LMI) RESEARCH WORKSHEET

Name: \_\_\_\_\_ Jobseeker ID# \_\_\_\_\_ Date: \_\_\_\_\_

**Goal:** Labor Market Information (LMI) are tools to help customers make better-informed decisions about their job search. While conducting a job search, this research is critical to understanding if there are employers seeking customer's skills, where the jobs are located, and what are the comparable wages in a customer's desired industry. Completing this worksheet will help customers make employment decisions about their current skills and industry.

**Sources/Websites:** There are various sources of labor market information that can be utilized and are found below. On the next page you will have to identify which source you used. If you utilize MA Career Information System (located in the box below), follow the steps to bypass using a password.

#### MassHire 360

<https://portal.ma.cis360.org>

- Click on "Massachusetts Resident" and then choose "Adult"
- Select your city from the pull down and then enter your zip code. Click on "Sign In"
- Click on "Careers" located in the red ribbon. Then click on the tile that says "Careers"
- Enter your desired job title in the search bar. If you cannot locate your exact job title, research a job title that is similar.
- Salary can be found under "Wages" and job Growth and Openings can be found under "Employment & Outlook."

O\*Net

<https://www.onetonline.org>

U.S. Bureau of Labor Statistics

[www.bls.gov](http://www.bls.gov)

My Skills My Future

[www.myskillsmyfuture.org](http://www.myskillsmyfuture.org)

My Next Move

[www.mynextmove.org](http://www.mynextmove.org)



## Labor Market Research Worksheet (Page 2)

### LABOR MARKET INFORMATION (LMI) RESEARCH WORKSHEET

PLEASE FILL IN THE INFORMATION BELOW BASED ON YOUR RESEARCH FROM ONE OF THE LMI WEBSITES.

**Which website did you utilize for research:** \_\_\_\_\_

1) Desired Job Title: \_\_\_\_\_

*\*Please note that not all job titles will be listed on these websites. Choose the title that is the closest match to your desired job title.\**

2) What is the salary range? \_\_\_\_\_

3) Are opportunities in this occupation for the state and/or local market (*choose one*)

a. Increasing by \_\_\_\_\_ % **OR**

b. Decreasing by \_\_\_\_\_ %

4) How many jobs are available annually in this occupation? \_\_\_\_\_

5) Based on your research do you possess the appropriate certifications, licenses, or credentials for this occupation? If your answer is **NO**, please identify which you lack to gain employment in this desired field.

6) Up to this point, why do you think you have been unable to become employed in this desired field?



## Re-employment Services and Eligibility Assessment (RESEA) Requirements for Customers who have Left the State



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

**Instructions:** Please complete and submit this signed check list, with all the required documentation via email to: \_\_\_\_\_. Failure to provide this information may result in the loss of unemployment benefits.

- ☐ 1. Documentation that you have visited a career center in the state in which you are residing and documentation that you have registered for ongoing employment services.
- ☐ 2. Documentation that you have registered for your current state on-line job bank.
- ☐ 3. Documentation of your Labor Market Exploration for your occupation(s) of interest using the attached Labor Market Research Worksheet. [OCCUPATIONAL RESEARCH WORKSHEET](#)
- ☐ 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: [Work Search Logs download](#)
- ☐ 6. If you are a veteran, a copy of your DD-214 member-4 (containing characterization of service).
- ☐ 7. Read, sign and date the Section 30 Acknowledgement Statement below and return with all the required documentation. [An Overview to Training Action Steps](#)

#### **Section 30 Program:**

The general goal of *Section 30* is to allow claimants to acquire the new skills necessary to obtain employment and allows claimants to receive Unemployment Insurance (UI) benefits while enrolled in approved training. Requirements for worksearch, availability for work, and acceptance of suitable work, are waived if a claimant is otherwise eligible for UI and is enrolled in approved training. In addition, a claimant may be eligible to receive an extension of benefits up to 26 times his or her benefit rate if the training extends beyond his or her maximum monetary entitlement. The 26 week training extension is available only to those claimants who have applied to the Director for training no later than the 20th payable week of their unemployment claim.

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

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer  
Current Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone Number: \_\_\_\_\_  
\_\_\_\_\_



## RESEA Assist Form



## RESEA Assistance Form

*Please complete this form with all applicable details.*

Today's Date:	Click or tap to enter a date.
Manager/Supervisor who has reviewed this form & checked MOSES:	
Staff member's name:	
Phone #:	
Career Center:	Choose an item.
Type of Data Entry Issue/Error:	Choose an item.

Claimant's Name:	
Job Seeker ID #:	
Claimant ID #:	

RESEA Enrollment Date:	Click or tap to enter a date.
CCS "Must Attend By" Date:	Click or tap to enter a date.
Actual CCS Attendance Date:	Click or tap to enter a date.
Date CCS Attendance was Entered in MOSES:	Click or tap to enter a date.
RESEA "Must Attend By" Date:	Click or tap to enter a date.
Actual RESEA Completion Date:	Click or tap to enter a date.
Date RESEA was Entered in MOSES:	Click or tap to enter a date.

Are all the RESEA Cap Goals Up to Date?	Choose an item.
Are all General MOSES Notes Up to Date?	Choose an item.

Please provide a detailed explanation of this request. *(This explanation also needs to be entered as a General MOSES note. Feel free to cut & paste it.)*

*When completed, please email this form to: [REALMI@mass.gov](mailto:REALMI@mass.gov)*

100 CAMBRIDGE STREET • 5TH FLOOR • BOSTON, MA 02114  
[mass.gov/mdcs](http://mass.gov/mdcs)



## DUA Notification of Return to Work Form

<b>DUA Notification of Return to Work</b>				
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
<b>Return to Work Information entered on MOSES</b>		<b>YES</b>		
<b>Return to Work Information</b>				
<b>Verification Source:</b> Susan TEST		<b>Verification Date:</b> 02/26/2016		
<b>Job Start Date:</b> 02/26/2016		<b>Job End Date:</b>		
<b>Job Title:</b> Nurse		<b>Pay Rate:</b> \$ 40 per Hour	<b>Hours Per Week:</b> 40	
<b>Employer Information:</b> Brigham & Women's Hospital 75 FRANCIS STREET Boston, MA 02115  (617) 732-7655				
<b>Form Completed by:</b> Kim Leonard				
<b>Career Center:</b> Hurley/MOSES Unit				
<b>Phone #:</b> (617)626-6467				
<b>Email Address:</b> kleonard@detma.org				

 Complete form and email to DUA: [ReturntoWork@mass.gov](mailto:ReturntoWork@mass.gov)



## DUA Notification of UI Potential Issue Form

<b>DUA Notification of Potential Issue</b>				
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		
<b>Potential Issue Information</b>				
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 to DUA: [UI\\_Potential\\_Issue@detma.org](mailto:UI_Potential_Issue@detma.org)**



Please contact the RESEA Training and Development Team with any questions.