

Mass Workforce Issuance

100 DCS 23.104

☒ Policy ☐ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: July 26, 2017

Subject: RESEA Reviews - Delivery through Electronic/Virtual Means

Purpose: To provide guidance to Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners on the use of electronic/virtual means for the delivery of RESEA reviews (the subsequent RESEA only). Electronic/virtual service is NOT available for the initial RESEA.

Background: The Re-Employment Services and Eligibility Assessment (RESEA) Grant for Massachusetts allows Massachusetts One-Stop Career Centers flexibility in how the subsequent RESEA (RESEA Review) can be delivered. This policy outlines the usage and limitations of the electronic/virtual counseling means to be used to facilitate RESEA Reviews between the Massachusetts One-Stop Career Center staff and RESEA participants. The use of electronic/virtual means does not diminish the intent or requirements of the RESEA Review.

Policy: The use of electronic/virtual means for the delivery of RESEA reviews includes scheduling, counseling, service delivery, documentation and confidentiality. For customers opting for electronic/virtual RESEA Review, staff must adhere to the following:

1. Electronic/Virtual Counseling Options and Scheduling

- Staff may offer RESEA participants the option of conducting their RESEA Review electronically/virtually, as well as in-person, when scheduling the RESEA Review.

- Electronic/virtual options for conducting RESEA Reviews are to be limited to telephone and internet means.
- RESEA participants may change their RESEA Review delivery means, if necessary, prior to their RESEA Review, provided the Massachusetts One-Stop Career Center is able to accommodate the request. Career Center policies should be clear as to the process as this may involve sanctions. MOSES Notes must be updated timely to reflect the situation and outcome.
- Staff must schedule the electronic/virtual RESEA Review sessions, at the Initial RESEA, as they would schedule an in-person counseling session or meeting.
- The duration of the scheduled RESEA Review session should be appropriate for the material/topics to be discussed with the RESEA participant.
- At the time of the scheduling, staff must inform the RESEA participant of the documents that will need to be submitted prior to the RESEA Review session. Details regarding when documentation must be received, the date, time, and who will initiate contact for the RESEA Review must also be documented for the customer and reflected in goal action steps or in MOSES Notes.

2. Scope and Limitations of Electronic/Virtual Counseling

- All telephone/internet RESEA Reviews must involve direct communication (visually and/or verbally) between staff and the RESEA participant.
- Staff must conduct all electronic RESEA Review sessions onsite from a Massachusetts One-Stop Career Center, during normal hours of operation, and using work issued phones, computers and career center sponsored (and protected) electronic tools.
- Staff may use a variety of acceptable virtual tools/platforms to accommodate RESEA participants. These tools may include, but are not limited to:
 - Apple Facetime (Via Apple computer or work issued I-phone)
 - Skype (Via computer or work issued smart phone)
 - Viber (Via computer or work issued smart phone)
 - Join.me (Via computer)
 - GoToMeeting (Via computer)
 - Google Duo
 - Other: as appropriate and available

- Massachusetts One-Stop Career Centers will be afforded flexibility as to which virtual platforms they may offer their customers.
- **NOTE:** Initial RESEAs must be conducted in-person at a Massachusetts One-Stop Career Center and are excluded from this policy.

3. Electronic/Virtual Service Delivery

- The RESEA Review session must be conducted similar to how an in-person session would be, with staff and customers taking turns conversing.
- RESEA Review documents to be reviewed must be sent in advance of the session via email, fax, mail or hand delivery so that the RESEA Specialist may be able to review those documents prior to the session and prepare for the review. **NOTE:** Some of the available platforms, such as Join.me, allow for file sharing on the computer directly during the session and may therefore, be utilized without the need for submitting documentation prior to the session.
- Prior to the end of the session, staff must ensure there is a full understanding of the information that was covered and the agreed upon next steps.

4. Documentation

- All electronic/virtual RESEA Review sessions must be documented in MOSES following the same protocols established for in-person RESEA Review sessions.

5. Information Technology/Security/Confidentiality Compliance

- Massachusetts One-Stop Career Centers must ensure that all electronic/virtual technology used to provide assistance with RESEA Reviews are in full compliance with all Commonwealth of Massachusetts policies pertaining to Information Technology, Security, and Confidentiality.

Action

Required: All Massachusetts One-Stop Career Center Directors, Operations Managers, Managers, and Supervisors must ensure that the delivery of electronic/virtual RESEA Reviews by career center staff (state and partner) are conducted in accordance with the provisions of this policy issuance.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@MassMail.State.MA.US. Please include the issuance number and title.