MASSHIRE
DOWNTOWN BOSTON CAREER CENTER

RESEA Program Frequently Asked Questions

Introduction & Definitions

"What is the RESEA Program?"

The RESEA Program (Reemployment Services and Eligibility Assessment) is a federally funded program. Claimants are randomly selected by DUA when they open their unemployment insurance claim. The goal of this program is to help customers succeed in their job search. If you are selected, participation is mandatory to remain eligible for your weekly benefits. RESEA provides you with specialized access to career center services and resources to support your job search.

"What is the difference between MassHire and the DUA?"

The DUA (Department of Unemployment Assistance) is the state agency that manages your UI claim and payments. They determine your eligibility, set your deadlines, and send out your weekly benefits. The MassHire Career Centers are your support system. We provide coaching, workshops, and resources to help you get back to work. While we report your RESEA completion to the DUA, we do not have any control over your specific benefit payments or claim approval.

"Who should I contact with questions about RESEA or my UI claim?"

For questions regarding your money, eligibility, payment issues, claim status, or deadlines, you must contact the DUA directly at (877) 626-6800. For questions regarding scheduling your RESEA meetings, attending webinars, or help with your job search, you should contact your local MassHire Career Center.

Program Selection & Participation

"Why was I selected for the RESEA program? Did I do something wrong?"

The RESEA program is a standard requirement (set by the DUA) for nearly all individuals receiving unemployment benefits in Massachusetts. It is not a sign of an issue with your claim; rather, it is a federally funded program designed to provide you with specialized resources and support to help you land your next role faster.

“Can I be exempted or opt out of the RESEA program?”

As far as we are aware, there are no exemptions for this program. Because this is a state-mandated requirement to continue receiving your benefits, we highly recommend completing all steps. If you do not complete the program by your deadline, the DUA will discontinue your UI payments.

Program Deadlines

“How do I find my RESEA deadline?”

Each participant has unique deadline requirements. The DUA sent you a formal notification letter via U.S. mail titled “Notice: You Must Participate in the RESEA Reemployment Program.” This letter contains your specific mandatory completion dates. You can also find a digital copy of the notice in your UI Online account.

Most claimants have two distinct deadlines provided in their letter:

- Deadline 1: You must complete the Career Center Seminar (CCS) within 3 weeks of enrollment.
- Deadline 2: You must complete your Final RESEA Review within 5 weeks of enrollment.

“Can my deadline be changed or extended?”

No. All deadlines are set by the DUA, and our career center does not have the authority to change or extend them. It is critical to complete the steps by your individual deadline to avoid any interruption to your unemployment benefits.

“What happens if my deadline already passed?”

If you miss your deadline, the DUA will stop your benefits for that week and subsequent weeks until you are back in compliance. To restart your benefits, you must complete the missed requirements as quickly as possible. Reach out to your local MassHire Career Center immediately to reschedule missed appointments and complete your RESEA requirements.

“My deadline is tomorrow—can I finish the entire RESEA program in one day?”

No. The program is designed to be completed over a set period, and steps must be followed in order. It typically takes about a week to complete the entire program.

Mandatory Program Steps & Scheduling

"What are the requirements I need to complete for the RESEA program?"

All steps must be completed in order by your individual deadline to avoid benefit interruptions.

1. Career Center Seminar (CCS): Your initial orientation. This is a virtual session that you may attend live or watch on demand. The on-demand videos can be found on your JobQuest account, or if you choose to attend live, you can schedule through JobQuest.
2. Initial RESEA Meeting: A one-on-one Zoom meeting where you discuss your RESEA program requirements and develop a plan for your job search. You must submit all your required forms before scheduling your Initial RESEA Meeting. *Required forms include UI Eligibility Assessment Questionnaire, Career Action Plan, Individual Needs Assessment, Labor Market Research Worksheet, your resume, and your Work Search Activity Logs.*
3. Interim Service (1st Webinar): Attendance at a qualifying workshop or webinar, completed at least 24 hours before your Final RESEA Review.
4. Final RESEA Review: A one-on-one Zoom meeting to verify your program completion and finalize your process.
5. Future Service (2nd Webinar): Attendance at an additional qualifying workshop or webinar, completed at least 24 hours after your Final RESEA Review.

"How do I schedule my Initial RESEA meeting?"

RESEA appointments are scheduled through your local MassHire Career Center. If you have already completed your Career Center Seminar (CCS), and you have not received a call or email from a RESEA counselor, please reach out directly to your career center. Please note, the MassHire Downtown Boston RESEA team prioritizes assisting Boston residents. If you are a Boston resident and need assistance with RESEA, please email resea@masshiredowntownboston.org. If you are not a Boston resident, you may be directed back to your local career center.

"Where is my local career center?"

Each MassHire Career Center is assigned a service delivery area based on geographic region. If you aren't sure which center is yours, you can find it here: MassHire Locations & Service Areas.

Return to Work Status

"Do I need to finish the RESEA program if I get a job before I've completed all the steps?"

If you return to work on or before your RESEA deadline, please fill out this return-to-work form and get in touch with our team at resea@masshiredowntownboston.org for guidance. We encourage you to complete the program even if you find employment. If you do not finish it now and need to reopen your unemployment claim within the next 12 months, the DUA may require you to complete the program before you begin collecting unemployment benefits.

"What should I do once I accept a new job offer?"

As soon as you accept an offer, please complete our return-to-work form. Once we receive your form, we will update our official records to reflect your new employment status. Your updated employment information will automatically be shared with the DUA to ensure your claim is handled correctly.

"Why is it important to report my new job to MassHire?"

Reporting your return to work is crucial for maintaining your eligibility for future Unemployment Insurance (UI) benefits. Please be aware that failure to report your return to work can result in disqualification from receiving UI benefits (and/or significant delays) in the future. Even if you have updated your status through other state channels, filling out our form ensures your local records are accurate and your current RESEA requirements are marked as complete.

We are here to help! If you have additional RESEA questions, please reach out to us at resea@masshiredowntownboston.org.