



Workforce Issuance

100 DCS 02.134

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: July 21, 2020

Subject: **MOSES Version 37.4 will be released on July 29, 2020**

Purpose: To notify Local MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners that MOSES 37.4 is scheduled for release to the desktops on Wednesday, July 29, 2020.

Background: MOSES will be shut down at 4:00 p.m. on Tuesday, July 28 for the updates and the maintenance of the MOSES software and MOSES Applications (JobQuest / TrainingPro).

This will **NOT** interrupt other IT services or functions to the offices, only MOSES will be taken off-line. Email, unemployment assistance systems and internet services will still be available.

Please plan on completing and saving your MOSES data entry by 4:00 p.m. on Tuesday, July 28 and then log off MOSES. This will ensure that when you log into MOSES on Wednesday, July 29, you will have the new version of MOSES available and any work done prior will be saved.

The standard procedure to access the new MOSES build will be followed for those staff that log on to Amazon WorkSpaces (AWS) for their MOSES access. You must open up your WorkDocs Drive before opening MOSES.

The build is planned to be released Wednesday, July 29, 2020.

Action

Required: Please review the changes carefully. There are a number of tasks that must be completed by staff related to Virtual Career Center Seminars to ensure that customers, in particular RESEA customers, will have an adequate number of Virtual CCSs to select from and will have clear instructions on how they will access their CCS at their scheduled date and time. RESEA is planned to open on August 1, 2020.

Action

Requested: Local MassHire Workforce Boards, MassHire Career Center Operators, and workforce partners should ensure that their staff are aware of the MOSES shutdown on Tuesday, July 28 and that Career Centers and other MOSES users plan their workloads accordingly in preparation for MOSES to shut down at 4:00 p.m.

In addition, MassHire Local Workforce Boards, MassHire Career Center Operators, and workforce partners should ensure that Amazon Workspace staff on Wednesday, July 29, 2020 log into their Work Docs account before logging into MOSES.

Effective: Immediately

Inquiries: Please email all questions to Thomas.M.Cartier@detma.org. Please reference this MassWorkforce Issuance number in your inquiry.

Description of Key Changes in MOSES Version 37.4

1. Added **Event Name** to the **CCS Scheduling Screen** to distinguish between Virtual and Non-Virtual Career Center Seminar events.

Scheduling

Limonciello, Diane SSN: XXX-XX-5855 ID: 10651218

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

Notification Details
Notice Date: 00/00/0000 Attend by: 00/00/0000

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

Residence Address
Address: 292 Summer Ave
Apt. 4
City: Springfield
State: MA Zip: 01108-

Filter Schedule
Origin Zip Code: 01108-
☒ Career Center (Distance)
Springfield Career Center
☐ Location

Schedule [Select Appointment]

	Schedule Date	Schedule Time	Career Center	Event Name	Distance (Miles)	Participants/ Openings
<input type="checkbox"/>	07/16/2020	09:30 AM	Springfield Career Cen	Career Center Seminar	2.12	0/25
<input type="checkbox"/>	07/17/2020	08:30 AM	Springfield Career Cen	Virtual Career Center Seminar	Virtual	1/50
<input type="checkbox"/>	07/23/2020	09:30 AM	Springfield Career Cen	Career Center Seminar	2.12	0/25
<input type="checkbox"/>	07/24/2020	08:30 AM	Springfield Career Cen	Virtual Career Center Seminar	Virtual	0/50
<input type="checkbox"/>	07/30/2020	09:30 AM	Springfield Career Cen	Career Center Seminar	2.12	0/25

Row 1 of 6 More

Service History

Date	Staff ID	Category	Service Result	Career Center
02/11/04	RRENO	Profiling - CCS/RESEA/EUC	Attended CCS/Orientation	Holyoke Career Center

View Schedule Job Seeker Close

2. MOSES **now has** standardized **Virtual Career Center Seminars** (as of 7/21) for each career center (example below).

You should update your Virtual CCS event description to include event access instructions (you should do this for all scheduled events, not just CCS's). You can also update the duration of the event but you must not change the services that are associated with the event.

You will need to schedule your Virtual CCS events with an appropriate number of openings to accommodate targeted outreach. Virtual CCS's must be available for all customers including your share of the 2,000 RESEA customers (see table on page 7) that will be enrolled and notified each week that they must attend a CCS. Virtual CCS's will be available in the CCS Scheduling section on MassHire JobQuest (MJQ) and will also be available to RESEA customers for scheduling via the Interactive Voice Response System (IVRS). The IVRS script has been updated to inform customers that the CCS will be held virtually. When a RESEA customer calls the IVRS line they will hear:

'Welcome to the Massachusetts Department of Unemployment Assistance's MassHire Career Center Scheduling System. Please note that the career center seminar that you schedule will be provided virtually as the MassHire Career Centers are closed due to the COVID19 pandemic. The career center will contact you with access instructions prior to the seminar.'

Screenshot of standardized **Virtual Career Center Seminar**

The screenshot shows the 'Event Creation (134891)' window with the 'Event Details' tab selected. The 'Event Information' section contains the following fields:

- Event Name: Virtual Career Center Seminar
- Event Category: CCS/REO
- Career Center: Cambridge Career Center
- Duration: 1.5
- Fee Based: ☐
- Prerequisite Required: ☐
- Career Center Lock: ☐
- Web-Based: ☒
- Funding Restriction: ☐
- Event Description: The Career Center Seminar is your opportunity to learn about the full array of services, events, programs and resources that are available to you at no cost.

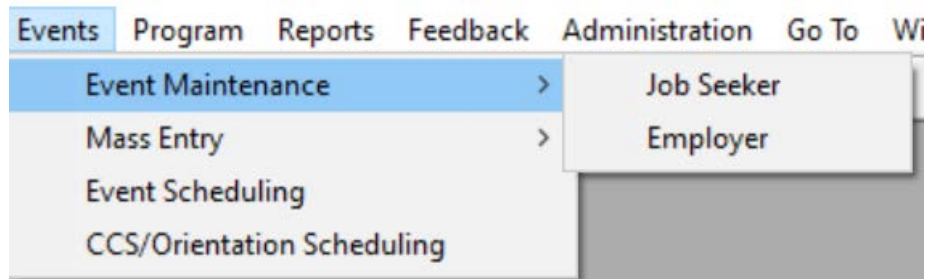
The 'Service Type' dropdown is set to 'Virtual'. The 'Associated Services' section is empty. The 'Selected Services' table is as follows:

Service	Hours
Attended CCS/Orientation	.0
Notified Of EEO Rights/Complaint Process	.3
Career Center Services/Events/Programs	.3
Job Search Planning	.3
Labor Market Info - Staff Assisted	.3

The 'Inactivate Event' section has 'Yes' selected: ☐ Yes ☒ No. The 'OK' and 'Cancel' buttons are at the bottom right.

3. How to find your Virtual Career Center Seminar

- Go to Events/Event Maintenance/Job Seeker
- Select **Event Category** as the **Type of Search** and **CCS/REO** as the **Search Criteria**
- Click on the more button until all of the CCS/REO events are retrieved
- Sort by Career Center by right clicking on a Career Center name and select Sort Ascending



Job Seeker Event Search

Type of Search

Search By

☐ Event Name

☐ Career Center

☒ Event Category

To enter an event click the Add button. Search for an existing event by selecting a search method, entering the search criteria, and then clicking the Search button.

Search Criteria: CCS/REO

Search

Search Results

Event Id	Name	Category	Career Center	Duration	Description
22377	Career Center Seminar	CCS/REO	Attleboro Career Center	3.0	The Career Center Seminar i
136216	Virtual Career Center Seminar	CCS/REO	Attleboro Career Center	1.5	The Career Center Seminar
22376	Career Center Seminar	CCS/REO	BerkshireWorks - North Adams	3.0	The Career Center Seminar i
22380	Career Center Seminar	CCS/REO	Boston Career Center	3.0	The Career Center Seminar i
136218	Virtual Career Center Seminar	CCS/REO	Boston Career Center	1.5	The Career Center Seminar
95565	Career Center Seminar	CCS/REO	Boston HERC (Higher Education R	3.0	The Career Center Seminar i
22383	Career Center Seminar	CCS/REO	Brockton Career Center	3.0	The Career Center Seminar i
136219	Virtual Career Center Seminar	CCS/REO	Brockton Career Center	1.5	The Career Center Seminar
116911	Career Center Seminar	CCS/REO	Cambridge Career Center	1.0	The Virtual Career Center Se
135661	Virtual Career Center Seminar	CCS/REO	Cambridge Career Center	1.5	The Career Center Seminar
23844	Career Center Seminar	CCS/REO	Career Opportunities - Orleans	3.0	The Career Center Seminar i

Row 1 of 83

More

Edit Add Delete Close

Other Helpful Information

- Currently the planned date to restart RESEA is August 1st so **you need to be prepared for an increase in calls to schedule CCS's.**
- When scheduling events to your calendar remember to check the ***'Do not display on internet'*** checkbox for events that you do not want displayed on MJQ for self-scheduling.
- **You may want to close your events for self-scheduling**, whether it be through IVRS or JQ or calling the career center/call center in order to give you time to send out event access instructions. To close the event you should decrease the number of openings to be the number of customers who are currently scheduled to attend the event. This will remove the event as an option as it would be at its maximum capacity.

The screenshot shows a 'New' dialog box titled 'Event Information'. It contains several fields for scheduling an event. A blue callout box with a pointer to the 'Openings' field contains the text: 'To close an event for scheduling you should change this number to the number of customers scheduled.'

Event Name: Career Decision Making

Event Description:

Career Center: Leominster Career Center

Facilitator: BDRUM

Location:

Co-Facilitator 1:

Co-Facilitator 2:

Openings: 25

Calendar: ☐

Do not display on Internet: ☐

Date: 07/16/2020

Time: 09:00 AM

Recurring: ☐

Instances:

OK Cancel

- Workforce Area Distribution of RESEA Enrollments (up to 2,000 per week)

Workforce Area	RESEA Enrollments per Week	RESEA Control Group per Week	RESEA Enrollments Pct.
Berkshire	35	1	2%
Boston	176	4	9%
Bristol	146	4	7%
Brockton	76	2	4%
Cape and Islands	24	1	1%
Central	220	6	11%
Franklin Hampshire	38	1	2%
Greater Lowell	114	3	6%
Greater New Bedford	54	1	3%
Hampden	148	4	7%
Merrimack Valley	158	4	8%
Metro North	213	5	11%
Metro South/West	185	5	9%
North Central	95	2	5%
North Shore	139	3	7%
South Shore	179	4	9%
Statewide Totals	2,000	50	100%

Coming Soon - MassHire JobQuest Changes (projected to be in production by 8/1)

1. Updated **Job Seeker Dashboard**: Added useful resource links to the job seekers inbox.
2. Added a new **Workshops, Job Fairs and Other Events** self-scheduling section. Job seekers can now schedule themselves to any event that is available on JobQuest. This section will show the three (3) most recent events that the job seeker is scheduled to attend.

The Executive Office of Labor and Workforce Development (EOLWD) Logout

MASSHIRE JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

Search and Find Jobs in Massachusetts with JobQuest » My JobQuest

Welcome Test JQ Job Seeker Id: 11949306

Inbox and Useful Resources

[Review Matched Jobs ->](#)
Review jobs that match your job match profile

[Find Jobs ->](#)
Find jobs using job title and keyword search

[Locate Events/Workshops->](#)
Your closest Career Center has [7 Events](#) this week

[TORQ Login ->](#)
Quickly and easily identify career paths and job opportunities based on your transferable skills

[Locate Training Opportunities->](#)
Search for training opportunities that you may be eligible for

[Learn about TORQ ->](#)
TORQ is a free online service that can help you identify career options based on your skills

[Security Notice](#)

MassHire Career Center Seminar

You have been sent a notification from the Department of Unemployment Assistance (DUA) informing you that you must attend a CCS by 8/2/2020.

[Schedule CCS](#)

You can also call 1-800-653-5586 or contact a [MassHire Career Center](#) near you to schedule.

Workshops, Job Fairs and Other Events

Career Centers offer an array of events and workshops like Resume and Cover Letter Development, Job Fairs, Interviewing Skills and so much more. Use the 'Schedule Other Events' button to search for and schedule yourself to any of these events.

[Schedule Other Events](#)

3. **Scheduling Other Events**: When the job seeker clicks on the **Schedule Other Events** button, the search will displays events that are scheduled in the next 30 days at the Career Center nearest to the job seekers residential address. Job seekers can modify the default selection criteria by clicking on the **Modify Search** button to search for a specific event.

You Searched For

Career Center
☒ Lowell Career Center

Upcoming Events in the
☒ Next 30 days

Click the ☐ above to remove the criteria from your search

[Modify Search](#)

Event Search Results

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

Showing records 1 to 20 of 21

Page 1 of 2 Previous | [Next](#)

Sort by clicking on Column Headings. Reverse sort order by clicking the same column heading a second time.

Event Date & Time	Event Name	Career Center	Phone Number	City/Town	Duration-Hours	Prerequisite	Schedule
Monday 07/20/2020 03:30 PM	AMA with Bob & Stacey	Lowell Career Center	978-458-2503	Lowell	1.0	✓	Schedule
Tuesday 07/21/2020 03:30 PM	AMA with Bob & Stacey	Lowell Career Center	978-458-2503	Lowell	1.0	✓	Schedule
Wednesday 07/22/2020 03:30 PM	AMA with Bob & Stacey	Lowell Career Center	978-458-2503	Lowell	1.0	✓	Schedule
Thursday 07/23/2020 11:30 AM	Apply for State Jobs	Lowell Career Center	978-458-2503	Lowell	1.5		Schedule
Monday 07/27/2020 03:30 PM	AMA with Bob & Stacey	Lowell Career Center	978-458-2503	Lowell	1.0	✓	Schedule
Tuesday 07/28/2020 11:00 AM	60 day Labor Market Session	Lowell Career Center	978-458-2503	Lowell	0.0		Schedule

Below is an example of a job seeker's dashboard after events are scheduled.

The Executive Office of Labor and Workforce Development (EOLWD)

Logout



[Home](#) [Find Jobs](#) [Locate Training](#) [Search Events](#) [My JobQuest](#) [Help](#)

[Search and Find Jobs in Massachusetts with JobQuest](#) » [My JobQuest](#)

Welcome Test JQJob Seeker Id: 11949306

Inbox and Useful Resources

[Review Matched Jobs ->](#)
Review jobs that match your job match profile

[Find Jobs ->](#)
Find jobs using job title and keyword search

[Locate Events/Workshops->](#)
Your closest Career Center has [7 Events](#) this week

[TORQ Login ->](#)
Quickly and easily identify career paths and job opportunities based on your transferable skills

[Locate Training Opportunities->](#)
Search for training opportunities that you may be eligible for

[Learn about TORQ ->](#)
TORQ is a free online service that can help you identify career options based on your skills

[Security Notice](#)

MassHire Career Center Seminar

You are scheduled to attend a Career Center Seminar on 7/21/2020 at 03:30 PM hosted by the Lawrence Career Center.

If you need to cancel or change this appointment please contact the Career Center where you are scheduled. Use the [Career Center](#) list to find the contact information.

Workshops, Job Fairs and Other Events

You are scheduled to attend a AMA with Bob & Stacey on 7/20/2020 at 3:30 PM hosted by the Lowell Career Center.

You are scheduled to attend a 60 dayer Labor Market Session on 7/28/2020 at 11:00 AM hosted by the Lowell Career Center.

You are scheduled to attend a Apply for State Jobs on 8/6/2020 at 11:30 AM hosted by the Lowell Career Center.

If you need to cancel or change this appointment please contact the Career Center where you are scheduled. Use the [Career Center](#) list to find the contact information.

[Schedule Other Events](#)

Job Match Profile

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