



# Workforce Issuance

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**100 DCS 06.105**

☒ **Policy**   ☐ **Information**

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

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** September 14, 2020

**Subject:** **Massachusetts COVID-19 Disaster Dislocated Worker Grant Project - REVISED**

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**Purpose:** To provide updated guidance to MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners regarding the MA COVID-19 Disaster Dislocated Worker Grant project.

This policy is revised to reflect updates and clarifications incorporated into the Master Agreement (Attachment H) for the COVID-19 Disaster Dislocated Worker Grant Project to include:

- On the Job Training process as it pertains to career and training services (page 4)
- Individual Training Accounts (ITAs) also under career and training services (page 4)
- On the Job Training Model as it pertains to vouchers (page 12)
- Individual Training Account Model regarding vouchering (page 13)

- Addendum A / Specific to Humanitarian Food Service Relief Temporary Employment (page 18)
- On the Job Training – Addendum B / Program Responsibilities and Process (page 26)
- Individual Training Accounts – Addendum C / Program Responsibilities and Process (page 34)

Please review and ensure all participation in the COVID-19 Disaster DWG project complies with this policy and any and all attachments and addendums that apply.

**Background:** The US Department of Labor (DOL) Employment and Training Administration (ETA) recently awarded \$6,993,000 to Massachusetts for a Disaster Dislocated Worker Grant (DWG) to assist in response to the COVID-19 pandemic. The funding pays for Disaster Relief Employment – temporary employment for eligible individuals in the following categories:

- Clean up and recovery efforts
- Employment related to the delivery of appropriate humanitarian assistance in the immediate aftermath of the disaster or emergency

DOL ETA has approved Massachusetts' project model to provide support the increased demand as a result of COVID-19 for temporary workers needed for emergency food distribution agencies.

At least 200 individuals will be provided temporary disaster-related employment at local food service organizations. MassHire Career Centers will assist with the recruitment of laid off food service workers who will be employed by SnapChef, the designated Employer of Record, and deployed at worksites across the Commonwealth.

The Primary Operator for the project is the MassHire Hampden County Workforce Board (MHCWB). MassHire workforce areas may participate in the project through a statewide voucher process administered by MHCWB.

**Policy:** The Massachusetts COVID-19 Disaster Dislocated Worker Project will be implemented for the period from April 10, 2020 through March 31, 2022. Grant funds for temporary food service employment will be accessible to all local workforce areas within which a food service organization has been selected as a worksite.

Grant funds for security personnel will be made available to all MassHire Career Centers and affiliate sites.

MassHire Workforce Boards, in consultation with local chief elected officials, must establish operating policies and procedures consistent with the guidance provided herein.

The Massachusetts COVID-19 Disaster Dislocated Worker Project, Food Service Component includes the following elements:

**Worksite Application** – Organizations interested in applying to be a worksite under this grant completed a worksite application. Applications were reviewed by a team and all worksites that applied were approved.

**Worksite Agreement** – Each approved worksite will enter into a worksite agreement with SnapChef, the designated Employer of Record for this project. The Primary Operator (MHCWB) will be the conduit to the Worksite Agreement process and will orchestrate electronic signatures (Attachment B).

**Single Point of Contact Designation** – Each MassHire local area must designate a primary and a backup single point of contact (SPoC) responsible for activities undertaken in conjunction with this project for the local area. MassHire local areas must also designate a SPoC responsible for the ITA/OJT component of the project. The Humanitarian Food Service Worksites also designate a SPoC for communication and SnapChef has designated SPoCs for communication regarding participant and worksite status. The MassHire SPoCs will recruit, assess for eligibility, vet candidates and refer them to SnapChef, ensure appropriate MOSES registration and worksite monitoring. (MassHire Information Issuance 100 DCS 06.103).

**Eligible Participant(s)** - Once identified as eligible, each participant must meet the conditions of the COVID-19 Disaster DWG Temporary Employment Eligibility Form (Attachment I). Participants are then directed to SnapChef for onboarding and matching to a position and worksite. Guidance for determining grant eligible participants is also included in Attachment E.

**Master Agreement** – The fiscal agent for each local area participating in this project must enter into a Master Agreement with MHCWB. The Master Agreement is the contract document that permits voucher payments to be made to the MassHire Career Center upon placement of participants into temporary employment or occupational training (ITA/OJT).

**Voucher Allotment** – MassHire Career Centers will be eligible for a one-time voucher payment of \$2400 for each job seeker that is:

- Placed in temporary employment by SnapChef;
- Enrolled in employment services and/or occupational training (ITA/OJT) for this project; or

- Placed in temporary employment and enrolled in employment services and/or occupational training (ITA/OJT).

These may occur concurrently, or sequentially.

Section C – Enrollment and Payment Schedule of the Master Agreement (page 11) outlines the Disaster COVID-19 voucher payment schedules under Humanitarian Food Service Relief Temporary Employment, On-the-Job Training and Individual Training Account models.

Voucher Invoices (Attachment K) are to be sent to the MHCWB for processing and payment. The MassHire Hampden County Workforce Board remits payment to the Career Center’s fiscal agent upon receipt of the voucher payment invoice. Any local area that has not executed a Master Agreement with MassHire Hampden County Workforce Board will not have access to voucher payments.

**Worksite Agreement Addendum** – A worksite agreement addendum (Attachment C) will be completed for each eligible individual matched with a worksite and hired by SnapChef for this project. The MassHire SPoC will be the conduit to the addendum process and will orchestrate signatures and confirm eligibility. MHCWB will verify eligibility, ensure the Worksite Agreement and Addendum(s) are fully executed and track MassHire customers that have been hired.

**Monitoring** – Each worksite and temporary worker (grant participant) will be subject to at least one monitoring visit (in-person or virtual) by the MassHire Career Center (Attachment D)

**Support Services** - For the MA COVID-19 Disaster DWG, supportive services are allowable for participants to participate in temporary employment and/or career and training services.

Support services, such as Personal Protective Equipment (e.g. masks, gloves) and job-related items (e.g. cook’s head ware) will be provided by SnapChef. Some transportation assistance may also be provided by SnapChef on a case-by-case determination.

Any other Support Services that may be necessary for the completion of a work assignment or participation in career and training services may be available to eligible participants based on funding availability and in accordance with the pertinent local area’s Support Services Policy.

These Support Services will be paid “up front” by the local area either to the individual directly or to a third-party provider in a manner consistent with the area’s local policy. The local area shall subsequently invoice the MassHire

Hampden County Workforce Board for support services reimbursement. Please refer to Attachment J for the invoice template.

**Career and Training Services** – As part of the MA COVID-19 Disaster DWG project, career and training services are available to dislocated workers regardless of an individual's participation in disaster relief employment. Career and training services must be geared toward assisting participants to obtain unsubsidized, sustainable employment following the conclusion of grant-supported activities.

Local areas may provide the following services so long as they comply with the requirements for these services as described in WIOA, the relevant WIOA regulations, and [TEGL 19-16](#):

**Career Services** – Career services include occupational training (ITA/OJT) and job placement assistance to aid participants in finding and filling jobs in identified emerging or high demand sectors. Allowable career services are described in detail in TEGL No. 19-16.

Some examples of allowable career services include:

- Soft skills such as punctuality, personal maintenance skills, and professional conduct;
- In-depth interviewing and evaluation to identify employment barriers and development of individual employment plans; and
- Career planning (that includes a career pathway approach), job coaching, and job matching services.

**Training Services and Work-Based Training Models** – Allowable activities include but are not limited to:

- **ITA**: traditional classroom training funded through Individual Training Accounts (ITAs), including apprenticeship programs on the state's Eligible Training Provider List; or
- **OJT**: connecting businesses and eligible participants to on-the-job training programs and apprenticeships to help facilitate reemployment.

*Please refer to OJT Policy 100 DCS 07.101.1, located here:*

<https://www.mass.gov/doc/on-the-job-training-ojt-0/download>

*Note: Local Boards that elect to increase the wage reimbursement levels above 50% or up to 75% must document the factors used and the process to determine the reimbursement rate in local policy.*

Career and Training services for eligible participants are available through OJT and ITA models:

100 On-the-Job Training and/or ITA contracts will be awarded on a first come first served basis to serve Eligible Participants who have participated in the Temporary Employment component pending funding availability

160 On-the-Job Training and/or ITA contracts – Regions are allocated 10 OJT/ITA slots to be accessed to serve Eligible Participants who have **not** participated in the Temporary Employment component pending funding availability. Local Area utilization will be reviewed by 12/31/20 and slots may be reallocated if not utilized by the Local Area to other areas of the Commonwealth where demand exists

See Master Agreement (Attachment H) Addendums A-C for detailed description of the Project elements associated with each training model.

### **Tracking Participants in MOSES**

MCC staff must enter data in MOSES for participants enrolled in the grant. The MOSES Tracking Guide for the COVID-19 Disaster Recovery Dislocated Worker Grant provides instructions on how to enroll and track participants (Attachment N).

If applicable, the following needs to be on all products developed in whole or in part with grant funds:

*“This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.”*

This policy guidance is subject to revision by MDCS and as additional guidance is issued from the U.S. Department of Labor.

#### **Action**

**Required:** MassHire Workforce Boards must ensure compliance with this guidance.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@detma.org](mailto:PolicyQA@detma.org); indicate Issuance number and description.

**References:** [Workforce Innovation and Opportunity Act Overview, July 22, 2014](#)  
[Workforce Innovation and Opportunity Act](#)  
[TEGL 12-19 – National Dislocated Worker Grants Program Guidance](#)  
[WIOA Priority of Service for Jobseeker Customers - 100 DCS 08.116](#)  
[Eligibility Requirements for WIOA Title I Adult and Dislocated Worker Program - 100 DCS 18.101.5](#)  
COVID-19 Disaster Recovery Resources Website -  
<https://www.mass.gov/service-details/covid-19-disaster-recovery-dwg>

### **Attachments**

**and Links:** A – Worksite Application  
B – Worksite Agreement Template  
C – Worksite Agreement Addendum  
D – Monitoring Form  
E – Dislocated Worker Grants Disaster Recovery Guidelines  
F – Q&A  
G – Recovery Jobs Interest Form  
H - Master Agreement for Temporary Employment – *Posted 9/14/20*  
I – COVID-19 DWG Justification/Eligibility Form  
J – Support Services-cash request form  
K – Voucher Invoice  
L – COVID-19 Dislocated Worker Eligibility Documentation Verification Methods  
M – Dislocated Worker Eligibility Verification Methods  
N - MOSES Tracking Guide/COVID-19 Disaster Recovery Dislocated Worker Grant  
O – Master Agreement for Career and Training – *Posted 3/2/21*