



MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION

WIOA Joint Partner Communication 03.2019

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
WIOA Title I Administrators
MassHire Career Center Directors
WIOA Title I Fiscal Officers
MDCS Operations Managers
Adult Education Providers
Massachusetts Rehabilitation Offices and Providers
Massachusetts Commission for the Blind Offices and Providers
Senior Community Service Employment Program (SCSEP) Providers
Dept. of Transitional Assistance Offices and Providers of SNAP and TANF Services

From: Jennifer James, Undersecretary,
Executive Office of Labor and Workforce Development
Alice Sweeney, Director
MassHire Department of Career Services
Richard Jeffers, Director
Department of Unemployment Assistance
Toni Wolf, Commissioner
Massachusetts Rehabilitation Commission
David D'Arcangelo, Commissioner
Massachusetts Commission for the Blind
Wyvonne Stevens-Carter, Acting State ABE Director
Department of Elementary and Secondary Ed, Adult and Community Learning Services
Olga Yulikova, Senior Community Service Employment Manager
Executive Office of Elder Affairs
Jeffrey McCue, Commissioner
Department of Transitional Assistance

Date: March 13, 2019

Subject: **Shared Customer Release Form**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and WIOA Partners of the availability and utilization of the Shared Customer Release Form.

Background: Job seekers receiving career center services that are enrolled in more than one WIOA partner program are considered shared customers. Shared customers benefit from streamlined partner program services aligned to meet their individual needs.

The Shared Customer Release Form is intended to inform the shared customer that information including, but not limited to, employment history, job skills, and support services, may be shared with the WIOA Partners for the purpose of determining the appropriate set of services to assist the shared customer in meeting their career goals.

When requesting the shared customer to complete the Shared Customer Release Form, staff should explain the intended use and purpose of the form.

Action

Requested: Please share this issuance with staff and partners as appropriate.

Attachment A – Shared Customer Release Form