



MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION

WIOA Joint Partner Communication 04.2024

Policy Information

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

From: Alysia Ordway, Undersecretary
Executive Office of Labor and Workforce Development
Beth Goguen, Director
MassHire Department of Career Services
Katie Dishnica, Director
Department of Unemployment Assurance
Toni Wolf, Commissioner MassAbility
John Oliveria, Commissioner
Massachusetts Commission for the Blind
Wyvonne Carter-Stevens, Associate Commissioner
Department of Elementary and Secondary Education, Adult and Community
Learning Services
Jeffrey McCue, Commissioner
Department of Transitional Assistance

Date: **February 3, 2026**

Subject: **FY24 WIOA State Partner Infrastructure Contributions**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Fiscal Officers, and other local workforce partners of guidance on WIOA State Partner infrastructure contributions to the MassHire Career Centers (MCCs).

Background: WIOA law (Sec121 B1 & h) and 20 CFR §463.510 cites that all required Partners must contribute to support both shared and infrastructure costs of the MassHire Career Centers. The Final Rule notes, “Jointly funding services is a necessary foundation for an integrated service delivery system.”

The State WIOA partners include:

- Adult Community Learning Services (ACLS)
- Department of Transitional Assistance (DTA)
- Massachusetts Commission for the Blind (MCB)
- Massachusetts Rehabilitation Commission (MRC)
- Senior Community Services Employment Program (SCSEP)

Memoranda of Understanding (MOU) among WIOA partners are maintained both at the state and local level. The MOU is an agreement among the WIOA partners to work together toward the benefit of and continually improve services for their shared customers within the MassHire Career Center system as well as at local agency locations. WIOA State and Local Partners agree that the most important activity within the local MOU process is the regular convening of local MOU teams to build new or build upon established relationships, refine services to shared customers and continually examine and improve customer flow within each of the MassHire Workforce System’s sixteen workforce areas. At the state level, Partners continue to work together to develop and/or adjust the formula for distribution of infrastructure funding based upon local data from each of the 16 workforce areas, identify expected outcomes to be locally achieved and determine a methodology for redistribution or reallocation of funds if performance expectations are not met or funds are underutilized.

The MassHire Department of Career Services (MDCS), as the State Workforce Agency (SWA), maintains a master contract with each of the 16 Chief Elected Official’s Fiscal Agents. To facilitate distribution of Partner funds to the local areas, State and Local Partners agree that MDCS will act as the conduit of funds to support career center infrastructure costs utilizing this established contracting mechanism. This cost effective and efficient manner for transferring these funds enables the local MOU teams to focus on integration of services and to negotiate in every local area the specific use of the funds, individualized, based upon each Partner’s contribution and with the model for the delivery of services negotiated by local Partner representatives.

Policy: Consistent with the goals of WIOA, the required WIOA partners have established Interagency Service Agreements (ISAs) to set forth the terms, conditions, and procedures under which the required WIOA State Partners will provide

infrastructure funds to support services to shared customers at the MassHire Career Centers (MCCs). MDCS acts as the conduit for these funds, utilizing the established contracting mechanism to distribute WIOA infrastructure funds to local fiscal agents for services provided at the MCCs.

Each MassHire local Board, in conjunction with the local Fiscal Agent, ensures all allocations are incorporated into the local integrated budget as part of the annual planning process. The local MOU teams, led by the local board, monitor the ongoing use of the funds, evaluate the actual cost vs. benefit and offer recommendations for funding adjustments for the following fiscal year.

Local Boards, with more than one MCC in a local area, working with the respective local Partners, determine the infrastructure amount to distribute to each MCC and how funds will be utilized consistently with ISA requirements.

The FY2024 ISA funds are to be fully expended by June 30, 2024.

Shared Customers

Customers who are eligible for and receive services from more than one WIOA Partner program are considered shared customers. WIOA infrastructure funding supports shared customers by allowing multiple program partners to provide accessible and integrated service delivery through the MassHire Career Center system.

Shared Customer Reporting

At a minimum, quarterly reports will be sent to the WIOA partners that include the number of shared customers enrolled, exited, received WIOA-funded training and attained employment through the MCCs. Information on shared customers must be recorded in the Massachusetts One-Stop Employment System (MOSES) database.

Recording Shared Customers in MOSES

Career Center staff must use the Programs section on the basic tab of MOSES to indicate shared customers. The MOSES screen is shown below.

Staff must confirm via email or locally determined process that the customer is enrolled and is receiving services from a WIOA partner agency prior to enrollment as a shared customer. Once the customer has been identified as a shared customer, staff must check the “Apply” box next to the appropriate WIOA partner agency.

Instruction for Placing Funds in the Integrated Budget

Both the Integrated Budget and the Fiscal Status Report (FSR) forms have been adapted to incorporate expenditure of partner funds.

The Integrated Budget template includes a column for each Partner funding source. Please enter the amount of ISA funds your local area has received from each Partner agency in that column as appropriate, budget appropriately, and monitor spending rates to ensure full expenditure of all Partner funds.

Reporting Partner ISA Allocations

Local area Fiscal Agents will report funds spent on infrastructure in the Fiscal Status Report (FSR) row and column for the particular “Partner Infrastructure Contributions.”

FY2024 Partner expenses must be submitted to MDCS on the FSR Partner page for the quarters in which Partner funds were expended and these will, in turn, be reported to the appropriate partner agencies.

Please refer to the MassWorkforce Issuance DCS 04.113: [Local Annual Plan Guidance: Fiscal Year 2024](#) for WIOA Partner Infrastructure allocations.

**Local
Board
Action**

Required: MassHire Workforce Boards must ensure infrastructure funds are utilized in accordance with the instructions within this policy and attachments, as well as pursuant to the individual agency ISA.

**Partner
Action**

Required: Representatives from local WIOA partners will monitor the ongoing use of the funds and the outcomes being achieved; evaluate the actual cost vs. benefit; and offer recommendations for funding adjustments for the following fiscal year.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@Mass.gov. Also, indicate Issuance number and description.