



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

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☒ 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: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: November 4, 2022

Subject: **Employer Services Reporting in MOSES**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Directors and other local workforce partners of changes in Employer Services reporting in MOSES. In order to ensure consistency of reporting Employer Services through MOSES, Career Centers and partners must ensure that data entry in MOSES adheres to the definitions as presented in this Issuance.

Background: **Update:** MOSES Build 40.2, implemented in April, 2022, introduced new Employer Service categories to capture the range of services being provided to employers by the workforce system, through the new program FutureSkills.

MOSES Build 34.0, implemented on February 7, 2014, introduced new Employer Service categories to capture the range of services being provided to employers by the workforce system. These services and definitions were introduced in [MassWorkforce Issuance No. 14-07](#), *Description of Changes in MOSES Version 34.0*, dated January 27, 2014. The principal reason for the development of a revised set of Employer Services was a lack of consistency in reporting Employer Services across the workforce system. Local areas differed in the way they

required staff to data enter Employer Services in MOSES. Additionally, there was a desire to accurately represent the value-added services that are being provided to employers at the state and local level.

While that effort has brought more consistency in data entry and reporting, a review of reporting for FY15 and FY16 revealed the need for even better results.

In order to address ongoing reporting inconsistencies, DCS convened a working group with members representing Career Centers, Workforce Boards, Business Service Representatives, Rapid Response, Quality Assurance, report writers and MOSES developers that met over the 2015-2016 winter months. The group determined the need to provide more precise definitions and data entry instruction, with the concomitant changes to MOSES, including new category names, new service names, and new categories of services.

Additionally, it was decided that several changes were needed to reflect the WIOA Business Engagement Model with its emphasis on coordinated employer services and quality referrals and hires as delivered through the MassBizWork\$, Demand 2.0, and Governor's Task Force (GTF) initiatives. These revisions are a result of an ongoing effort to further enhance, clarify, and generally make more consistent, the services tracked on MOSES for employers, and therefore result in more accurate reporting of the data. In addition to the revision to the services, the Employer section of the OSCCAR report will also be revised.

Of equal importance, was the workgroup's insistence on the need to develop and deliver a comprehensive training program that is currently scheduled for June 2016. It is hoped that a MOSES build introducing the new services can be scheduled for late June to coincide with the start of Fiscal Year 2017.

Policy: Data entry of Employer Services in MOSES must adhere to the definitions provided with this Issuance and any clarifications provided through the Policy Q&A (Questions and Answers).

Service Definitions:

Attachment A provides a list of each Employer Service and its corresponding definition, along with a comparison to the old definition. Attachment B provides a snapshot of the revised OSCCAR format for the Employer Services section. All staff should be provided with these documents for reference when entering data into MOSES.

Notes:

A note should be attached to a service entry providing a brief description of the service or information provided as a record of engagement with that employer to support on-going service delivery.

OSCCAR Report:

Employer Services are reported on the One Stop Career Center Activity Report (OSCCAR) at the category level. Beginning with the July FY2017 report (available beginning of August), the employer services section of the OSCCAR will be in the new format shown in attachment B.

Federal Reporting:

There is no change in federal reporting. The only Employer Services reporting on the ETA 9002 report is Job Openings and a cross tab of Job Openings by Occupation.

Ad Hoc Reporting:

Local areas will need to revise any special ad hoc reports developed using the old service categories.

Training:

A comprehensive training program has been developed for June 2016. Please refer to the MassBizWork\$ training announcements for dates, times and location.

Action

Required: All staff that record Employer Services in MOSES must be provided with this Issuance. Career Centers should plan to send staff to trainings that will be announced through a separate MassWorkforce Information Issuance. Areas are encouraged to use a train-the-trainer approach, so that as many staff as possible can be trained by colleagues who attended training.

Effective: Immediately

Inquiries: Questions related to this Issuance should be directed to PolicyQA@detma.org.

Attachments: A. MOSES Employer Services Definitions
B. Employer Services in OSCCAR