



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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☒ Policy ☐ Information

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

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** May 9, 2023

**Subject:** **MOSES Services Backdating - Maximum to 90 Days**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners that the function to backdate the date of services in MOSES will be set to a maximum of 90 days.

**Background:** Massachusetts One Stop Employment System (MOSES) is the data management system used statewide to enter and track customer data for workforce development. Staff have had varying levels of backdating rights, which has allowed them to adjust the date of a service to describe the service as having occurred in the past. While the default backdating rights permit a service to be entered with a service date up to 60 days in the past, some users have had permission to backdate the service date farther than 60 days, and some even farther than 90 days, which has caused significant issues and inconsistencies for federal reporting.

While it is not always possible to add services to MOSES as soon as a service is

delivered, a best effort should always be made to ensure that services are entered into MOSES as soon as possible after that date.

As of Monday, May 8, 2023, backdating rights have been reduced to 90 days for all users who had backdating rights greater than 90 days.

**Policy:** MassHire Department of Career Services (MDCS) will initiate changes to adjust the backdating rights of all MOSES users to no more than 90 days. A best effort should always be made to ensure that services are entered into MOSES on the date which they have occurred. This is to preserve data integrity and prevent issues with federal reporting.

If you fail to post a service or see that it has been posted incorrectly and too many days have elapsed to allow you to backdate to the correct date, you should complete a MOSES/AWS/AppStream Request Form (found on this webpage: <https://www.mass.gov/service-details/moses-and-aws-workspaces-access> ) and submit it to [mosesaccess@mass.gov](mailto:mosesaccess@mass.gov) for approval.

**Action**

**Required:** All MOSES users should make a best effort to ensure that services are entered on the date the services occurred, or as soon as possible after that date. In an event for which backdating greater than 90 days is necessary, users should complete a MOSES/AWS/AppStream Request Form and submit it to [mosesaccess@mass.gov](mailto:mosesaccess@mass.gov) for approval. Temporary increase in backdating rights may be granted based on timeframe, circumstances, reporting deadlines, and other factors. Temporarily increased backdating rights will promptly revert to the original number of allowed days.

**Effective:** Immediately

**Inquiries:** Please email questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov). Please reference this MassWorkforce Issuance number in your inquiry.