



# Workforce Issuance

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Policy  Information

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

**cc:** WIOA State Partners

**From:** Beth Goguen, Director  
MassHire Department of Career Services

**Date:** May 14 2026

**Subject:** **Standard Operating Procedures for Boards, Career Centers and Fiscal Agents**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, fiscal agents and local workforce partners of guidance to assist in the development of local Standard Operating Procedures (SOP). This is not meant to be repetitive in cases where local areas already have Standard Operating Procedures written and in place for any/all of the topics listed in Attachment A.

**Policy**

**Revision:** To clarify that Standard Operating Procedures, including newly developed, updated or revised versions, must be submitted to the MDCS Oversight and Compliance unit.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) present an extraordinary opportunity to improve job and career options for workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses.

The Massachusetts Executive Office of Labor and Workforce Development

(EOLWD), MassHire Department of Career Services (MDCS) is the State Workforce Agency (SWA), responsible for the Commonwealth's workforce development system. The MassHire Career Center System (MCC) is the cornerstone of service delivery to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports.

On December 26, 2013, the Office of Management and Budget (OMB) issued Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Final Rule, otherwise known as the Uniform Guidance. The Uniform Guidance supersedes and streamlines the language from eight OMB circulars (A-21, A-87, A-110, A-122, A-89, A-102, A-133, and A-50) into one consolidated set of guidance located at 2 CFR Part 200 in the Code of Federal Regulations. On December 19, 2014, the U.S. Department of Labor (DOL) issued its Final Rule entitled Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, adopting the OMB Rule with DOL exceptions. The DOL exceptions are located at 2 CFR Part 2900.

The Uniform Guidance and DOL exceptions apply to all new Federal awards made on or after December 26, 2014, as well as any new allotments or incremental funding made to existing grants on or after December 26, 2014. Implementation of the Uniform Guidance and DOL exceptions requires local areas to review and update all financial and administrative policies, procedures, and systems.

Throughout WIOA, procedures are referred to as required and a necessary part of implementing certain programs, processes and initiatives. Standard Operating Procedures used in combination with staff development and regular performance feedback contribute to a highly effective and motivated system.

Standard Operating Procedures serve as a roadmap to document a business process from beginning to end. Well-developed SOPs not only contain how-to instructions for completing a task but also include an overview that defines its purpose and scope. Incorporating an overview with a clearly defined purpose into an SOP for tasks can remove any uncertainty and help to maintain strong internal control.

The SOP development process is critical to successful implementation of SOPs. SOP development should be an inclusive process that considers the input of everyone with an interest in the procedure's success. Managers are encouraged to enlist the talents of front-line workers and technical advisers to increase buy-in and produce user-friendly SOPs. Collaboration will foster teamwork among workers, managers, and advisers.

**Policy:** MassHire Workforce Boards, together with MassHire Career Center Operators will ensure that written local Standard Operating Procedures are in place to guide staff in day-to-day operations and to serve as a training tool for new staff.

Please review Attachment A for a list of procedures, which will be benefited by a guiding SOP.

The Attachment A list is not meant to be all-inclusive; local areas are encouraged to include additional SOPs as necessary. An organized listing and documented set of operating procedures must be maintained, updated and made available for review upon request.

MassHire Workforce Boards and MassHire Career Center Operators must also develop a process for regular review of SOPs to ensure that they are maintained and up to date.

Please use the SOP template located in Attachment B to ensure consistency standardization, and content requirements when developing SOPs.

**Action**

**Required:** SOPs including newly developed, revised, or updated versions must be submitted to Rogerio Raposo, Oversight Unit Supervisor [rogerio.raposo@mass.gov](mailto:rogerio.raposo@mass.gov). Submissions must clearly identify the effective date and the version of the SOP. When revisions are made to an existing SOP, appropriate instructions must be provided indicating that the updated version replaces and supersedes the prior version.

**Effective:** Immediately

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

**Attachment:** A. SOP Topics Outline  
B. SOP Template

**References:** WIOA Massachusetts Combined State Plan  
WIOA Federal Register, DOL, ETA 20 CFR Parts 603, 651, 652 et al  
WIOA Federal Register, DOL, ETA 20 CFR Parts 676, 677, 678  
2 CFR Part 200  
2 CFR Part 2900