

Attachment A

Standard Operating Procedure (SOP) Development Guide for Local Workforce Areas

This guide outlines the required SOPs that each Local Workforce Area must develop to ensure consistent, compliant, and high-quality service delivery across all programs and priority populations. The topics listed below are not meant to be all-inclusive; local areas may add additional procedures to the list as necessary to promote comprehensive and consistent staff guidance.

For all policies referenced below, local areas should use the **MassHire Workforce System Policy Website** as the source for the most current versions:

<https://www.mass.gov/massworkforce/issuances>

Section 1 — Customer-Facing Services (All Funding Streams)

Local areas must develop SOPs describing how staff deliver services across all programs, including WIOA Adult, Dislocated Worker, Youth, Veterans, Trade, RESEA, MSFW, Foreign Labor Certification, NWDGs, and partner referrals.

SOPs should describe the workflow, staff responsibilities, documentation requirements, and quality standards for:

1. **Outreach & Engagement**
2. **Referrals (Internal & External)**
 - Include partner referral processes (DTA, MCB, MassAbility, Adult Ed, SCSEP, etc.)
3. **Triage & Initial Services**
4. **Assessment**
5. **Eligibility Determination**
6. **Enrollment Procedures**
7. **MOSES Data Entry & Documentation Standards**
8. **Case File Management**
9. **Support Services**
10. **Needs-Related Payments**
11. **Training Services**
 - ITAs, OJT, Apprenticeships

12. **Labor Market Information (LMI) Usage**
13. **Follow-Up Services**
14. **Outcome Tracking & Performance**
15. **Internal Monitoring & Quality Assurance**

Policy Reference: [MassWorkforce WIOA OSCC Operations Policy Issuances](#)

Section 2 — Priority of Service

Local areas must outline how Priority of Service is implemented for:

- Veterans and Eligible Spouses
- Other priority populations as defined by WIOA and state policy

Policy Reference: [MassWorkforce WIOA Veterans Policy Issuance](#)

[MassWorkforce WIOA OSCC Operations Policy Issuances](#)

Section 3 — Limited English Proficiency (LEP) & Language Access

SOP must describe:

- Use of the Language Access Line
- Interpreter/translation procedures
- Staff responsibilities
- Documentation requirements

Policy Reference: [MassWorkforce WIOA OSCC Operations Policy Issuances](#)

Section 4 — Complaints & Appeals

SOP must include:

- Unified Workforce Development System complaint procedures
- Local-level resolution steps
- Referral to state-level review

Policy Reference: [MassWorkforce WIOA Legal/Regulatory Policy Issuances](#)

Section 5 — Business Services

Local areas must develop SOPs for:

1. Industry briefings
2. Recruitment services
3. Job orders & referrals (including H-2A/H-2B)
4. Rapid Response coordination
5. Employer Service engagement

Policy References:

[MassWorkforce WIOA MassHire Rapid Response Policy Issuances](#)

[MassWorkforce WIOA OSCC Operations Policy Issuances](#)

Section 6 — Fiscal Procedures

Local areas must maintain SOPs aligned with state and federal fiscal requirements, including:

- Stand-in costs, cost sharing, matching
- Property management
- Funds transfer authority
- Funds of last resort
- Indirect cost rate & cost allocation
- Reallotment & reallocation
- Program income
- Single audit requirements
- Procurement & contracting
- Expenditure limitations
- Salary & bonus limitations

Policy Reference: [MassWorkforce WIOA Fiscal Policy Issuances](#)

Section 7 — Operational & Human Resources

Local SOPs must cover:

- Reception & customer flow
- Membership processes
- Amazon Work Space (AWS) access
- Staff leave/hours
- Staff development & training
- Required posters
- Records retention
- Customer satisfaction
- Accessibility
- Staff meetings
- Resource room operations
- Code of conduct
- Workplace safety
- Personal Identifiable Information (PII)
- Reporting Requirements for Suspected Fraud, Program Abuse, and Criminal Conduct

Policy References:

[MassWorkforce WIOA IT/MOSES Policy Issuances](#)

[MassWorkforce WIOA Field Management & Oversight Policy Issuances](#)

[MassWorkforce WIOA OSCC Policy Issuances](#)

Section 8 — Press & Media

SOP must describe:

- Who is authorized to speak to media
- Required approvals

- Crisis communication procedures

Policy Reference: [MassWorkforce WIOA MassHire Media Policy Issuances](#)

Section 9 — MOSES

Local areas must outline:

- Customer data entry standards
- Employer services reporting
- Timeliness and accuracy expectations

Policy References:

[MassWorkforce WIOA IT/MOSES Policy Issuances](#)

[MassWorkforce WIOA OSCC Policy Issuances](#)

Section 10 — ETPL Protocols

SOP must describe:

- How staff guide customers through ETPL
- Local approval processes
- Documentation requirements

Policy Reference: [MassWorkforce WIOA Training Policy Issuances](#)

Section 11 — Safety Policies & Emergency Procedures

Local areas must maintain SOPs for:

- Workplace Safety Plan
- Code of Conduct
- Zero Tolerance Policy

Policy Reference: [MassWorkforce WIOA OSCC Operations Policy Issuances](#)

Local area must have procedures in place for the following:

- Emergency response
- Emergency contact numbers & websites

- Fire safety & evacuation
- Natural disasters
- Medical emergencies
- Bomb threats
- Bio-terrorism response