



Workforce Issuance

100 DCS 08.127

☒ **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: October 17, 2023

Subject: **Guidance for Serving Immigrants in Emergency Assistance Shelters**

Purpose: To provide MassHire Workforce Boards, MassHire Career Center Operators and MassHire Career Center staff with guidance on service provision and MOSES enrollment for immigrants in Emergency Assistance (EA) shelters.

Background: On August 8, 2023, Governor Healey declared a state of emergency due to the rapidly rising numbers of migrant families arriving in Massachusetts, requiring the state's shelter system to expand in an unsustainable manner.

The MassHire Workforce System is poised to play a vital role in ensuring immigrants in shelters have access to career services to prepare them for and find employment. MassHire provides a variety of resources, including workshops on resume writing, digital literacy, and job search skills that can

assist immigrants in shelters on a pathway to careers across industries and occupations in Massachusetts, with particular focus on those industries and occupations that are experiencing workforce shortages.

Basic career services, also known as basic labor exchange services, are universally accessible to all individuals. These services may be provided to immigrants in shelters with or without work authorization that are enrolled in the Employment Support for Immigrants in Shelters Program. Basic career services are intended to support immigrants enrolled in this program with needed preparation to enter the workforce.

Basic Career Services:

- Labor Market Information
- Information on Programs/Services
- Program Referrals
- Self Service Activities

Basic Career Services may be provided by all career center staff; those whose salaries are supported through WIOA, Wagner-Peyser and other (e.g., Partner) funding streams. Basic services are identified in MOSES as **“NOT blue-bold”**.

MassHire staff are encouraged to assist immigrants in shelters to register with [MassHire JobQuest](#) (MJQ) to conduct self-directed activities including job search, obtain connections to ESOL resources and information on skills necessary to fill job vacancies (reminder: MJQ is mobile friendly). These self-directed activities can be conducted in addition to the basic services being provided by staff.

Pseudo-Social Security Numbers:

Some of the immigrant individuals residing in EA shelters may not yet have received a Social Security Number (SSN). In these instances, the individual may be assigned a pseudo-SSN for the purpose of tracking in MOSES. The pseudo-SSN is to be replaced by the actual SSN once it is received.

Note: assignment of pseudo-SSN is applicable ONLY to the immigrant individuals who are residing in EA shelters. It is NOT to be utilized for other career center customers. The process to assign a pseudo number is described in the policy below.

If an immigrant is assigned a pseudo-SSN, they can use it to set up an account in MJQ. The customer will need to know the pseudo- SSN when registering on MJQ. After they register, they can use their job seeker ID to log in.

Policy: MassHire Career Center staff will follow the process described below for MOSES enrollment of immigrants in shelters. Staff are to keep NOTES on the immigrant individuals with whom they engage.

MOSES Enrollment for Immigrants in Shelters

MassHire Career Center staff must use the Basic screen and Full screen when enrolling immigrants in shelters in MOSES. They will be enrolled in the Career Center Specific Program *Employment Support for Immigrants in Shelters*.

Create MOSES Record

- Click Add and enter SSN
- If no SSN, then click the Pseudo button...a nine digit number will be generated to substitute for the SSN

Note the PSEUDO is to be used only for immigrant individuals who do not have an SSN

When an immigrant individual receives an SSN, replace the Pseudo with the SSN

- Proceed to next steps

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1

Basic Tab



Complete mandatory fields
Identified with a ▶

Use Shelter Address
Phone Number and Email
(if available)

Select Career Center
Specific Program Button
• Enroll in *Employment
Support for Immigrants
in Shelters* for the
specific MassHire
Career Center

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2

Job Seeker Membership - Full Tab



Complete information in fields

- Not Employed or Employed
- Immigrant, select YES
- Disability, complete as appropriate
- Primary Language
- Family Size, enter the family size
- Is family income for the last six months below amount shown - select YES or NO
- In school, complete as appropriate
- Highest Degree
- Migrant Status – complete as appropriate

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Action

Required: Please ensure all appropriate managers and staff are familiar with and have a full understanding of this guidance.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@mass.gov.