

Workforce Issuance

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 \boxtimes Policy \square 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 <u>MassHire JobQuest</u> (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*.

reate MOSES Record	
 Click Add and enter SSN If no SSN, then click the Pseudo buttona nine digit number will be generated to substitute for the SSN 	Inde Seeker Seech Type of Seach Type
Note the PSEUDO is to be used only for immigrant indivduals who do not have an SSN When an immigrant individual receives an SSN, replace the Pseudo with the SSN • Proceeed to next steps	Prepiration Date Difference Bindbilly Chevia Eigbilly Chevia Eigbilly Chevia Eigbilly Match Chevia Fluin Match

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Basic Tab

O a marte ta mandata mafia lala	Job Seeker Membership (New)	- • •
Complete mandatory fields	SSN: 999-25-5748 ID:	Notes
Identified with a 🕨	Basic Full Education Work History Events Alets Career Plan/Youth155 Services Special Programs Survey	
	General Information First Name: Middle Initial: Residence Address Mailing Address	
Use Shelter Address	Last Name: Sex: Address Address	
Phone Number and Email	Date of Bith: 00/00/0000 Z Military: CYes CNo	
(if evelople)	Release Information? C Yes C No Country: United States of America	•
(if available)	Ethnicity Hispanic or Latino C Yes C No Zip: City:	
	Race White Black or African American State: Asian American Indian or Alaskan Native Enterprise Empowement Re	newal
Select Career Center	Other Hawaian Native of Other Pacific Islander	Idress different
Specific Program Button	Programs Confidential OYes No HITG Confidential	C Yes C No
 Enroll in Employment 	Program Name Apply Program Status History Primary Phone: [] - Email:	
Support for Immigrants	Job Match Dther. Phone: [] -	
	Program Eligbility Veb Address:	Prefers Emails
in Shelters for the	Career Harring Special Accommodations	
specific MassHlre Career Center	Worked in agriculture or food processing in C Yes C No Career Center the last 12 months?	
	Trade Eligibility Criteria Eligibility Match Criteria Run Match OK	Cancel

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Job Seeker Membership - Full Tab



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2

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

SSN: 999-25:6121	ID:				
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General Information Military Information Barriers Assistance/Disaster Relocatio	n				
Additional Information	Education				
* Employed: Ves C No	✓ In School C Yes C Yes - In Alternative		e School		
Disability: C Yes C No. C Not Disclosed	 Highest Degree 	⊂ No			
			•		
Type: Mobility Mental Hearing Vision Cognitive					
	Date Verified:		Claimant ID		
Primary Language:					
Language Details:	Verified By:				
Dislocated Worker	Migrant Status		1		
Summer Youth	C Seasonal Farm Worker, Non Migrant C Migrant Farm Worker		Long-Term Unemployed		
Permanently Separated (HITG): Last Modified: 00/00/0000	C Migrant Food Processor		(27+ weeks)		
Economically Disadvantaged	Career Objectiv	e / Summary		_	
	Viewable to Emp	loyers on the Internet	JobQuest) 🔿 🕯	res C No	
Family Size: Is your family income for the last six months below \$14,273.00? C Yes C No					
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Action

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

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Effective: Immediately

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