



Workforce Issuance

100 DCS 08.128

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: December 21, 2023

Subject: **Job Order Process for Businesses Hiring Sheltered Immigrants**

Purpose: To notify local the MassHire Workforce Boards, MassHire Career Center Operators and workforce system partners of the process and procedures for entry of job orders into the MassHire system for businesses wishing to hire immigrants in shelters.

Background: The Executive Office of Labor and Workforce Development, MassHire Department of Career Services assists Job Seekers to find training and employment and Businesses to find employees. Special efforts are in place for assisting businesses interested in posting job orders for the Commonwealth's immigrant population.

Various Employment Services are offered through the MassHire system. Employment services include programs supported by federal and state funds to ensure successful employment for the refugees and immigrants in Massachusetts. Employment programs provide integrated, targeted services leading to both early and long-term

economic self-sufficiency, including employment-related case management, English language instruction, employment readiness, vocational skills development, and job placement/retention/upgrade.

It is highly important to document and track business-related activity with the sheltered immigrant population. In order to provide current and accurate reporting, businesses who post job orders and MassHire Business Services staff must follow procedures when initiating services. Once services are underway, it is essential that MOSES notes and services are kept current.

Policy: Please ensure that the steps below are followed for job orders for businesses interested in hiring sheltered immigrants.

Process (note: for this purpose, the Recruitment Solutions Initiative (RSI) process will be followed to ensure proper tracking and reporting measures are in place. RSI Issuance reference is noted below).

1. MDCS receives business referral(s)
2. MDCS Representative conducts and documents timely business outreach contact.
 - a) Provides brief overview of MassHire services as it relates to hiring sheltered immigrants.
 - b) Determines hiring needs (initial assessment)
 - c) Determines interest in the Job Training Skills Program, (JTSP) for future referral and/or enrollment
 - d) Updates MOSES employer record if one exists.
 - a) Create a MOSES employer record If one does not exist.
 - b) Select English Not Essential on General Info tab under Company Information box.
3. MDCS Representative informs local MassHire Career Center & MassHire RSI Regional Coordinator of hiring opportunity(ies).
4. MassHire Career Center assigns local RSI Lead BSR (LBSR) or another BSR who is specifically working with the sheltered immigrant population.
5. Assigned MassHire LBSR will:
 - a) Contact the employer and discuss requirements and local recruiting options.
 - b) Update the MOSES Employer Record & enter services (Business Assessment and others as appropriate).
 - a) Create employer record if necessary.
 - b) Select English Not Essential on General Info tab under Company Information box.
3. Obtain job description(s).
4. Create local job order(s) and flag as RSI.

- a) Add desired languages specific for the job order (Skill Set tab of job order).
- 5. Notify MDCS Representative and RSI RC of employer ID# and JO#(s).
- 6. Schedule recruitment events, market & promote.
- 7. Create MOSES recruitment events – see naming convention below:
 - a) Job Fair: JOB FAIR – XXXX.
 - b) Recruitments: RECRUITMENT – XXXX.
 - c) Information Sessions: INFO SESSION – XXXX.
 - d) As a reminder, all these events require that an employer(s) is in attendance and is actively presenting/facilitating.
 - e) Source, outreach, vet and refer sheltered residents.
 - f) Enter appropriate Job Seeker Services & Notes (Call-In/Pre-Referral & Job Referral services).
 - g) Follow up with employer and jobseekers for hire results.
 - h) Report all results in MOSES and to RSI RC.
- 6. MDCS will run weekly RSI Reports and provide data to EOLWD.

* Important to note that job orders are not exclusive to sheltered immigrants. Job orders are open to all jobseekers.

Action

Required: Please ensure that all MassHire Career Center staff and partners understand and comply with the process and procedures.

Effective: Immediately.

References: Issuance: 100 DCS 24.100.1 Issued: 09/17/2021
[Recruitment Solutions Initiative \(RSI\) – Revised](#)
 24-100-1A: [RSI Standard Operating Procedure Guidance](#) (Revised)
 24-100-1B: [RSI Quick Reference Guide](#)
 24-100-1C: [RSI Flow Chart](#) (New)
 24-100-1D: [RSI Service Level Agreement](#) (New)

Inquiries: Please direct all inquiries to PolicyQA@mass.gov. Please indicate Issuance number and description.