

MassWorkforce Issuance

Workforce Issuance No. 14-30

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: April 10, 2014

Subject: **Employer Services Reporting in MOSES**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Directors and other local workforce investment partners of changes in Employer Services reporting in MOSES. In order to ensure consistency of reporting Employer Services through MOSES, Career Center and partners must ensure that data entry in MOSES adheres to the definitions as presented in this Issuance.

Background: MOSES Build 34.0, implemented on February 7, 2014, introduced new Employer Service categories that were reviewed by several groups, including business service representatives, Rapid Response staff, and others who work closely with employers. They identified a set of services that would best capture the range of services being provided to employers by the workforce system. These services and definitions were reviewed by Career Center Directors and other workforce system Managers and implemented in MOSES Build 34.0. Employer Services and all other changes were provided in [MassWorkforce Issuance No. 14-07](#), dated January 27, 2014.

The principal reason for the development of a revised set of Employer Services was a lack of consistency in reporting Employer Services across the workforce system. Local areas differed in the way they required staff to data enter Employer Services in MOSES. Additionally, there was a desire to accurately represent the value added services that are being provided to employers at the state and local level.

The Expanding Business Engagement (EBE) initiative is working toward a professional and coordinated service strategy that will provide employers with services pertinent to their business needs through an efficient deployment of state resources and personnel. In-depth information sessions on this initiative are planned for Career Centers and partners and will be announced in a forthcoming Issuance.

Policy: Data entry of Employer Services in MOSES must adhere to the definitions provided with this Issuance and any clarifications provided through the Policy Q&A (Questions and Answers).

Service Definitions:

Attachment A provides a list of each Employer Service and its corresponding definition. Attachment B provides a crosswalk from the Old Services to the New Services. All staff should be provided with these documents for reference when entering data into MOSES.

Additionally, an expanded service activity to MOSES reporting matrix will be provided at the training sessions. This document will be finalized upon completion of the training to ensure that all questions with respect to correct data entry of employer services arising during the sessions are reflected in the final document. The document will be added to this Policy Issuance.

Notes:

A note should be attached to a service entry providing a brief description of the service or information provided as a record of engagement with that employer to support on-going service delivery.

OSCCAR Report:

Employer Services are reported on the One Stop Career Center Activity Report (OSCCAR) at the category level. In order to accommodate the change from the Old Services to the New Services, OSCCAR reports from February through June will display counts for both old and new services. Beginning with the July 2014 OSCCAR report, only data on the new services will be reported as shown below.

OSCCAR REPORTING OF EMPLOYER SERVICES AS OF JULY 2014

Employer Services

Total Employers Served
New to Career Center
New to Moses
Repeat
Employers Listing Job Orders
Business Information and Incentives
Education and Training
Job Fairs and Recruitments
Labor Market Information

Non-Add Categories*
Administrative Activities
Education & Training

Note: New OSCCAR Service Categories are shown above in ***bold italics***. *Beginning with FY2015 OSCCAR reporting, the new Administrative Activities category will be reported, as will the two non-add services in the Education and Training category. Non-add counts will not be included in Total Employers Served unless the employer also received a **direct service**.*

Federal Reporting:

There is no change in federal reporting. The only Employer Services reporting on the ETA 9002 report is Job Openings and a cross tab of Job Openings by Occupation.

Ad Hoc Reporting:

Local areas will need to revise any special ad hoc reports developed using the old service categories.

Training:

Training will be provided to Career Center staff through a combination of Webinars and classroom sessions. The training schedule was announced in MassWorkforce Issuance #14-28, Employer Services Revision Training, April 4, 2014.

<http://www.massworkforce.org/Issuances/InfoIssuance2014.htm>

Action

Required:

All staff that record Employer Services in MOSES must be provided with this Issuance. Career Centers should plan to send staff to one of the trainings that will be announced through a separate MassWorkforce Information Issuance. Areas are encouraged to use a train-the-trainer approach, so that as many staff as possible can be trained by colleagues who attended training.

Effective: Immediately

Inquiries: Questions related to this Issuance should be directed to Marilyn Boyle at mboyle@setma.org or 617-626-5721.

Attachments: A. MOSES Employer Services Definitions
B. MOSES Employer Services Crosswalk