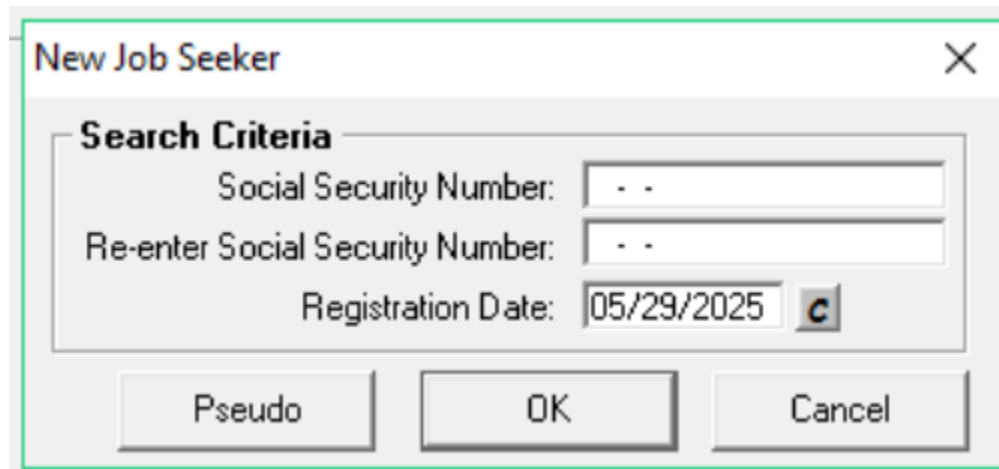


MOSES OPTIONAL EXERCISES

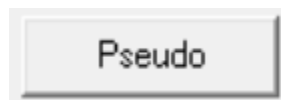
*2026
(for MOSES UAT)*

TO DO THESE EXERCISES, USE THE **PSEUDO BUTTON TO GENERATE A SOCIAL SECURITY NUMBER.** The Pseudo button, in the MOSES Production database, should *ONLY* be used in very restricted / managed circumstances.

To complete these Optional Exercises, you will need to select **PSEUDO** to generate a social security number when adding these customers.



The image shows a 'New Job Seeker' dialog box with a title bar containing a close button (X). Inside the dialog, there is a section titled 'Search Criteria' which contains three input fields: 'Social Security Number' with a mask of '- -', 'Re-enter Social Security Number' with a mask of '- -', and 'Registration Date' with the value '05/29/2025' and a small calendar icon. At the bottom of the dialog, there are three buttons: 'Pseudo', 'OK', and 'Cancel'.



The image shows a single button labeled 'Pseudo'.

MOSES OPTIONAL EXERCISES

Case Study Exercise A

OPTIONAL / EXTRA CREDIT

Pseudo

William (Wil) Smith is a 16 year old. He has been referred to your office to receive some counseling services and to find out about the Summer Youth program.

Wil lives at 251 <Your MOSES User ID> Avenue in Belmont, MA 02478

Phone number is (617) 626-6666.

He is Black and Hispanic. His date of birth is September 25, 16 years ago (i.e.: 2025-16=2009)

He is not employed, has No disabilities. His primary language is English.

He is considered a single individual. He is living with his Uncle and his family.

His income for the past 6 months is \$9,200 and he is not involved with migrant farming.

Wil is in the 10th grade.

He has his Working papers , so is Work Authorized.

Wil has no work history and currently attends Belmont High School in Belmont where he is making passing grades.

In addition, resolve the automatic SSN alert or any other automatic alerts that may be indicated.

This exercise will not be reviewed in class.

Case Study Exercise B

OPTIONAL / EXTRA CREDIT

Pseudo

“Training, I need some training and I hope that you can help me!” These are the first words from your newest client, **Martha Stewart**. She was just laid off from her job.

Ms. Stewart is in a hurry today and wants to give you the most pertinent information now and will return later to continue the process.

She is broke and will need assistance in paying for the training she so sorely needs.

She is a **White, non-Hispanic, non-veteran female**, although her father was in the Army.

Her date of birth is **August 3, 1980**. Her home phone number is **617/555-1616** and her address is **100 <YOUR MOSES USER ID> Drive, 02114**.

She also has a mailing address of **19 Oceanview Lane in Chatham MA** (zip code is **02633**).

She is **unemployed**, she does not have any disabilities, and her primary language is **English**. But she also knows American Sign Language.

She is **not currently in school** and has a **master's degree** in Napkin Folding from **Radcliffe College**.

Her family size is **3**, her family income for the last six months is **below \$21,000** and she is **not a migrant worker**.

Her current job is as a **Marketing Manager and Event Planner** at **The Etiquette Academy, Inc.** at **100 Washington Street in Wellesley, Massachusetts 02482** (*you will need to add employer this (record not found)*) where she has been working from September 5, 2020, to three months from today, she just got her layoff notice. The NAICS code for the company is 611699.

She earns **\$35/hour**, full time (37.5 hours / week) with medical insurance and a pension plan. She is being laid off because of a business slow down.

She would like employers to view this work history.

She tells you that she is a Returning Citizen and understands that your office has an Returning Citizens (Offenders) grant to help her out. (Enroll her in that program.).

In addition, resolve the automatic SSN alert or any other automatic alerts that may be indicated.

This exercise will not be reviewed in class.

Case Study Exercise C

OPTIONAL / EXTRA CREDIT

Pseudo

Florence Nightingale, (White, Hispanic, non-veteran, no members of her family were part of the military) is your next client.

She is in a hurry to find out what services are available – she realizes that her skills are not compatible with the kind of work she may now have to do.

Through conversation, you learn that she lives at 1008 <YOUR MOSES USER ID> Lane, Boston, 02114. She has a mailing address of 22 Bandage Circle, Royalston, MA (zip code is 01331).

You ask for her date of birth but she does not want to provide it. After a 15-minute discussion, you finally convince her that date of birth is required information for gaining access to services and you learn that she was born on May 12, 1982.

She refuses to give her phone number and does not have email.

She was employed for 40 hours a week as a Licensed Practical Nurse at the Spaulding Hospital in Charlestown, Massachusetts where she was employed from January 5, 2010, till last Friday, and she earned \$28/hour. Her benefits were Medical Insurance only.

She is indifferent to having employers view her work history (you choose).

Florence is not disabled, speaks English, is not a migrant worker, she lives with her two children and her family income for the last six months is less than \$14,000.

She is not currently in school and she does have a high school diploma.

She attended Hands-On-Technical Vocational High School in Florida, Massachusetts, which she started in September of 1998 and graduated in May of 2002.

She holds a license in cosmetology from the Commonwealth of Massachusetts. She received this license on June 1, 2010, and it will expire on December 31, 2020.

Remember to save the data you have entered thus far by clicking OK and saving your changes or click the save icon.

Before she left your office, you provided her with two hours of personal counseling and an initial assessment interview.

Insert a case **note**.

In addition, resolve the automatic SSN alert or any other automatic alerts that may be indicated.

This exercise will not be reviewed in class.

Case Study Exercise D

OPTIONAL / EXTRA CREDIT

Pseudo

You are the only one in the office early this morning, and you cannot believe your eyes as you see someone walking through the door. It is none other than **George Washington**.

You are able to fill in his name and you know from reading a book about him that he is a veteran.

Upon further discussion, you learn that his date of birth is **February 22, 1975**, and that he now lives **at 567 <YOUR MOSES USER ID> Lane, Boston, 02114**.

His home phone number is **617/555-8989** and he can also be reached at **617/555-3344**, his cell phone.

He is interested in looking for work and has heard great things about the Massachusetts One-Stop Career Center Job Match program.

He is not currently employed, he does have a **disability** of **Post Traumatic Stress Disorder** (he will not say whether this is physical or mental), and his primary language is **English**.

George is currently **not in school** and his highest degree is a **Bachelors**'.

He currently lives with his wife Martha and three of their children, all of whom he is having difficulty supporting due to a substantial decrease in income.

His income for the last six months is **below \$17,000**, which makes George and his family economically disadvantaged.

He is **not a migrant worker** and he currently does not have a career objective.

He joined the Navy on June 21, 1994, and received an honorable discharge on September 16, 2006. His disability was determined by the military to be 80% service connected, he did receive a campaign badge, and he served in Desert Storm. He has shown you his DD214 Form (Discharge Papers) and you may enroll him in the Veterans program.

George graduated from the US Naval Academy with a bachelor's in engineering in May of 2000 and you learn he started school in September 1996. He does not have any other licenses or registrations.

His most recent job is as a head cook (Occupational Code should be for a Cook Restaurant) where he worked full-time (40 hours) for the Union Oyster House in Boston. from October 10, 2006, through last Friday.

His main duty was to prepare food and he earned \$38/hour. While he worked there, his Benefits were Medical Insurance and Pension Plan.

He would like potential employers to be able to view this work history. Since the Union Oyster House is a restaurant the NAICS code should be for a Full-Service Restaurant, if it does not populate.

Add a note that he wears his uniform into the office and talks about the Delaware Crossing constantly.

In addition, resolve the automatic SSN alert or any other automatic alerts that may be indicated.

This exercise will not be reviewed in class.

Case Study Exercise E

OPTIONAL / EXTRA CREDIT

Pseudo

Eldrick (Tiger) Woods, of golf, and charity fame is sitting down next to you. He is interested in taking some courses so that he can get a "real" job. He is finished with sports and is trying to determine what to do with his life.

His date of birth is December 30, 1975, and his home address is 1313 <YOUR MOSES USER ID> Lane, in Mattapoisett, MA 02739.

He is not a veteran and has no military connection and his phone number is 617/888-8888.

He declares his ethnicity is: **Black, and Asian and non-Hispanic.**

He is interested in Training programs, so you will need to check Program Eligibility Apply box under the Programs area of the Basic tab.

He does **not** have a disability, and he is not a migrant worker.

Tiger is **not in school** and finished college.

In the last 6 months, Eldrick has **earned less** than \$14,000.

He attended **Stanford University** from September of 1991 to May of 1995 and did graduate with a **bachelor's** degree. He also graduated from **Western High School** in California. He does not have any additional registrations, licenses or certificates.

You know all about his sports career, but lately he was a **Millwright** (Apprentice) at the **Acushnet Company (Ball Plant 2), Samuel Barnett Blvd, North Dartmouth** where he earned **\$42/hour** making golf balls. He started this job on October 5, 2003, and it ended two weeks ago on Monday when he was let go for reasons he does not specify.

He has brought you in his recent **test results** from an Adult Basic Education test. Record the results:

Add Testing: This is a Massachusetts Department of Education Assessment test: **TABE Reading**, Test Date is last Friday, Test is TABE, Category is ABE Reading, Service Detail is TABE Reading; form 7, Level: Difficult, and the Scale Score is 596.0. Source: Results Brought in

Add Testing: This is a Massachusetts Department of Education Assessment test: **TABE Math Score**, Test Date was last Friday, Test is TABE, Category is ABE Math, Service detail is TABE Applied Mathematics; form 7, Level: Difficult, and the Scale Score is 542.0. Source: Results Brought in

Full Membership information is::

Family Size (3)

Economically Disadvantaged (Yes)

Complete the eligibility information and enroll him in the WIA Title I-adult program.

Eligibility Criteria Information:

US Citizen Yes. (must have required documentation – no letters from high schools)

Selective Service, Yes (must be compliant with the law. Check out Customer Selective Service status at Help, Links, Selective Service Compliance and add to your favorites – ([<https://www4.sss.gov/regver/verification1.asp>]). Eldrick is YES.)

UI Claimant
Terminated/Laid off
Workforce attached - Yes
Receiving Food Stamps
Parent in a two Parent family
1 Dependent Children
Family Size was verified
6 mo. Family income (Annualized) *if needed*, is \$15,000

Determine what funding sources he is eligible for.

Tiger should be potentially eligible for WIOA Title I – Adults, WIOA I – Dislocated workers under Potential System Calculated, and under Potential Non-System Calculated a number of funding sources.

Assume that you have collected all the required documentation, so make him eligible for **WIOA Title I Adults**, by moving WIOA Title I Adults to Actual System Calculated.

Remember to return to the Basic screen and enroll him in WIOA Title I Adults, by clicking the apply box next to WIOA Title I Adult

Tiger tells you that he has not interviewed for a job in a long time, and he thinks this is why he is yet to get a job. **Insert a note** into his record that he may need interviewing help and add a service.

This exercise will not be reviewed in class.

Case Study Exercise F

OPTIONAL / EXTRA CREDIT

(See **Exercise F** for customer number.)

Eldrick (Tiger) Woods has returned to the career center after deciding that he is interested in training.

Next, **enroll Tiger in two courses**: CTI Culinary (non-degreed program) at New Bedford Regional Vocational Tech (CTI Culinary) (course #1147094) and Hospitality & Event Management at Bristol Community College (course #1149503). The referral date should be today's date, the estimated completion date is in six months, the enrollment should be clicked Yes, and the start date should be today's date. In addition, indicate that the funding source is WIA Title I Adult.

To view the enrollment, go to the Services, Course/ Activity sub-tab to see that Tiger has been referred to the course.

Because we are in the training database, we have magical powers. Pretend that today is the actual completion date and state that Eldrick completed both these courses successfully. Remember to put in an Outcome/Enhancement stating Eldrick successfully completed training.

This exercise will not be reviewed in class.

Case Study Exercise G

OPTIONAL / EXTRA CREDIT

(See **Exercise F** for customer number.)

Eldrick (Tiger) Woods has returned to the career center after completing training. He now needs assistance in finding a job.

Job Matching Criteria:

No geographic preference

Expected pay \$20/hour

Full-Time, over 150 Days & / or Part Time, over 150 Days

First shift, and Second shift

Job Titles of:

Chefs and Head Cooks

Cooks: Restaurant

Cooks: Short Order

Cooks: Fast Food

Cooks: Cafeteria

**Remember to view the Summary sub-tab and enter the number of months of experience he has. Use 2 months for each. Run the match and refer him to two jobs.*

In addition, resolve the automatic SSN alert or any other automatic alerts that may be indicated.

This exercise will not be reviewed in class.

Case Study Exercise H

OPTIONAL / EXTRA CREDIT

(See **Exercise F** for customer number.)

You realize that Tiger has not taken the Career Center Seminar. Enroll him in **CCS** within two weeks.

Eldrick is interested in job matching but he does not have a resume prepared. Enroll him in a **Résumé workshop** to be held NEXT WEEK at the career center.

This exercise will not be reviewed in class.