



MASSACHUSETTS  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
JOINT PARTNER COMMUNICATION

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**WIOA Joint Partner Communication 01.2018**

Policy  Information

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**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
WIOA Title I Administrators  
Career Center Directors  
WIOA Title I Fiscal Officers  
DCS Operations Managers  
Adult Education Providers  
Massachusetts Rehabilitation Offices and Providers  
Massachusetts Commission for the Blind Offices and Providers  
Senior Community Service Employment Program (SCSEP) Providers  
Dept. of Transitional Assistance Offices and providers of SNAP and TANF services

**From:** Jennifer James, Undersecretary,  
*Executive Office of Labor and Workforce Development*  
Alice Sweeney, Director  
*Department of Career Services*  
Richard Jeffers, Director  
*Department of Unemployment Assistance*  
Toni Wolf, Commissioner  
*Massachusetts Rehabilitation Commission*  
Paul Saner, Commissioner  
*Massachusetts Commission for the Blind*  
Jolanta Conway, State ABE Director  
*Department of Elementary and Secondary Ed, Adult and Community Learning Services*  
Olga Yulikova, Senior Community Service Employment Manager  
*Senior Community Service Employment Program*  
Jeffrey McCue, Commissioner  
*Department of Transitional Assistance*

**Date:** March 20, 2018

**Subject:** WIOA Partner Shared Customers

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**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators, and other local workforce partners of guidance to identify shared customers. This policy issuance also provides guidance on enrolling shared customers into the Massachusetts One-Stop Employment System (MOSES) database.

**Background:** The WIOA State Partners have agreed that youth and job seekers that are eligible for and receive services from more than one WIOA Partner program are considered shared customers. Shared customers benefit from services and resources delivered across multiple WIOA Partner programs and other stakeholders that are aligned to meet an individual's needs. Shared customers also meet the definition in the title II regulations of WIOA, CFR 34 Part 463.3 of "concurrent enrollment or co-enrollment referring to enrollment by an eligible individual in two or more of the six core programs administered under the Act." (Programs and Activities Authorized by the Adult Education and Family Literacy Act (Title II of the WIOA))

A business that receives services from more than one WIOA Partner program is also considered a shared customer. At this time, however, this policy pertains only to youth and job seeker shared customers.

One of the key reforms of WIOA is the strategic alignment of workforce partners and the services they provide to their shared customers. The tracking of shared customers is an important aspect of this strategy, not only for statistical measurement, but also to avoid duplication of service and to enable staff to better align services with the goals of the customer's career plan.

Each State WIOA Partner has criteria that must be met before an individual is eligible for the respective Partner services. Communication among partners is essential to ensure accurate identification of shared customers.

**Policy:** Career Center staff must use the *Programs* section on the basic tab of MOSES to indicate shared customers. The MOSES screen is shown below.

Job Seeker Membership (practice, alan)

practice, alan SSN: 999-45-6789 ID: 12617893 JQ PE F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

**General Information**

First Name: alan Middle Initial:

Last Name: practice Gender:  Male  Female

Date of Birth: 01/01/1900 Military:  Yes  No

Release Information?:  Yes  No Other Eligible:  Yes  No

**Ethnicity** Hispanic or Latino:  Yes  No

**Race**

White  Black or African American

Asian  American Indian or Alaskan Native

Other  Hawaiian Native or Other Pacific Islander

Information Not Available

**Residence Address** Mailing Address

**Address**

Address: Homeless

Country: United States of America

Zip: 12345- City: Schenectady

State: New York

Enterprise  Empowerment  Renewal

Address Not Available  Mailing Address different

Confidential:  Yes  No HITG Confidential:  Yes  No

**Contact**

Home Phone: ( ) - Email:

Other Phone: ( ) -

Web Address:  Prefers Emails

**Special Accommodations**

**Programs** Last Reportable Service Date: 04/05/2017

Program Name	Apply Program Status	History
Mass Rehab	<input type="checkbox"/>	
MCB	<input type="checkbox"/>	
Rapid Response	<input type="checkbox"/>	

Worked in agriculture or food processing in the last 12 months?  Yes  No Career Center

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

In order to determine whether or not it is appropriate to check the *Apply* box of a partner program to indicate a shared customer with another partner program or workforce agency, staff must confirm via email or locally determined process that the customer meets Partners' criteria for *enrolled customer* and is receiving services from that agency.

For example, in order to be considered an enrolled customer of the Massachusetts Rehabilitation Commission (MRC), an individual must have a signed plan with MRC detailing the service strategy for the individual. Only when this information is confirmed should the *Apply* box for *Mass Rehab* be checked.

**The Workforce Partners whose shared customers are to be reported in MOSES are:**

***Department of Unemployment Assistance (DUA)***

Most customers referred from DUA will automatically be enrolled in the DUA RESEA Program. The "Apply" check is required only for "Non-RESEA DUA customers.

***Department of Transitional Assistance (DTA)***

WPP customer: The customer must have a specific referral from DTA. Staff should enroll Work Program Participant (WPP) customers in the appropriate Career Center Specific WPP program (using the Career Center button) when WPP is indicated on the DTA referral form.

Please refer to Mass Workforce Issuance [100 DCS 08.110: DTA Work Participation Program, Attachment D: DTA WPP MOSES Tracking Guide](#) for detailed guidance on enrolling WPP customers.

Other DTA customer: The customer must have a specific referral from DTA. Staff should enroll customers in the appropriate DTA program as indicated on the referral (e.g., DTA Skills and Education) or in the applicable Career Center Specific programs (using the Career Center button). See screen shot above.

***Massachusetts Rehabilitation Commission (MRC)***

Once a customer has been identified as being connected with MRC, Career Center staff must contact the local MRC representative to confirm that the customer has signed a plan with MRC detailing the service strategy. (Check Mass Rehab)

***Massachusetts Commission for the Blind (MCB)***

Once a customer has been identified as being connected with MCB, Career Center staff must contact the local MCB representative to confirm that the customer received a letter of eligibility and is receiving one or more services offered by MCB. (Check MCB)

***Adult Basic Education – Title II***

Career Center staff must contact the local Adult Basic Education representative and confirm that the customer is enrolled in a funded Adult Basic Education program. (Check WIOA Title II Adult Education)

In order to be a shared customer, a student must meet the eligibility criteria of partner agencies. The eligibility criteria for shared customers will vary from region to region depending on participant characteristics (e.g., academic level, level of English proficiency) and regional employment needs (e.g., healthcare, hospitality, advanced manufacturing).

A shared customer is a student who is enrolled in more than one core partner program at any time during a fiscal year (i.e., a student who is co-enrolled and a student who is sequentially enrolled). Examples of shared customers who enroll in more than one core partner program include but are not limited to:

- ABE/ESOL students enrolled by OSCC and receiving career center services leading to employment
- ABE/ESOL students ages 16-24 and enrolled in Title I out-of-school youth programs
- ABE/ESOL students and recipients of Department of Transitional Assistance (DTA) and/or Massachusetts Rehabilitation Commission (MRC) services
- ABE/ESOL students who exit ABE services and then enroll in a training program funded by a core partner

For more information on shared customers please see [Guidance for Adult Basic Education – Shared Customers](#)

*National/State Senior Employment Community Employment Program (SCSEP)*  
Career Center staff must contact the local SCSEP agency and confirm that the customer is receiving services through the SCSEP provider.

**Local Board  
Action**

**Required:** The Local Board should ensure that all partner agencies are aware of this policy describing how the Massachusetts One-Stop Employment System (MOSES), the system that is used to track services to customers at the career centers, will identify Partner shared customers.

**Partner  
Action**

**Required:** The WIOA Partner Agencies should ensure that their staff are aware of this policy and coordinate with career center staff to identify Partner shared customers in the Massachusetts One-Stop Employment System (MOSES).

WIOA Partner agencies should be aware that individuals referred to the career centers will be encouraged to participate in a Career Center Seminar (CCS) to learn of available services. Subsequent to the (CCS) individuals will be requested to register in JobQuest to create a JobMatch profile. Career center staff will lead the referred individuals through these processes.

**Effective:** Immediately

**Inquiries:** Questions about this joint communication should be emailed to [PolicyQA@massmail.state.ma.us](mailto:PolicyQA@massmail.state.ma.us). Please include the issuance number with your inquiry.