

**Read Only
Access**

**In
MOSES**

*READ THIS ONLY
Walk Through*

2024

*Published
September 2024
MOSES 40.9*

Table of Contents

<u>Subject</u>	<u>page</u>
<u>MOSES Icons</u>	<u>1</u>
<u>MOSES Log In</u>	<u>3</u>
<u>MOSES Change Your Password</u>	<u>5</u>
<u>MOSES Job Seeker Search</u>	<u>6</u>
<u>Basic Tab</u>	<u>8</u>
<u>Full Tab</u>	<u>8</u>
<u>Education Tab</u>	<u>9</u>
<u>Work History Tab</u>	<u>9</u>
<u>Job Matching in MOSES</u>	<u>11</u>
<u>MOSES Programs</u>	<u>13</u>
<u>Services in MOSES</u>	<u>14</u>
<u>Career Planning Assessment Tab</u>	<u>18</u>
<u>NOTES in MOSES</u>	<u>21</u>
<u>Full Tab Barriers Tab</u>	<u>25</u>
<u>Events Tab</u>	<u>26</u>
<u>Help Desk Information</u>	<u>29</u>

Icon Legend

Job Seeker Icons

The screenshot shows a web application window titled "Job Seeker Membership (O'Furniture, Patty)". The user's name is "O'Furniture, Patty" and their SSN is "XXX-XX-9442 ID: 12861474". The form is divided into several tabs: Basic, Full, Education, Work History, Events, Alerts, Career Plan/Youth ISS, Services, Special Programs, and Survey. The "Basic" tab is selected, and the "Basic" membership icon is visible in the top right corner of the window. The form includes sections for General Information (Name, Date of Birth, Sex, Military, Release Information, Ethnicity, Race), Address (Residence and Mailing), Programs (Last Reportable Service Date: 01/30/2020), and Contact (Primary Phone, Email, Other Phone, Web Address, Special Accommodations). At the bottom, there are buttons for Trade, Eligibility, Match Criteria, Run Match, Eligibility Criteria, OK, and Cancel.

-  Indicates Basic membership
-  Indicates Full membership
-  Indicates that the Job Seeker is eligible for Veteran Benefits
-  Indicates that the Job Seeker is interested in a Program or Training
-  Indicates that Job Matching can be performed
-  Indicates that the Case Management Tool can be used
-  Indicates participation in EAS
-  Indicates that the Job Seeker is enrolled in UI
-  Indicates an Older Youth
-  Indicates a Younger Youth
-  Indicates this UI Customer is profiled
-  Indicates a Rapid Response associated Job Seeker
-  Indicates a Pending Trade Adjustment Assistance associated Job Seeker



Indicates an Approved Trade Adjustment Assistance associated Job Seeker



Indicates an Re-Employment Assistance associated Job Seeker



Indicates an Re-Employment Services associated Job Seeker



Indicates an RESEA (Re-Employment Services and Eligibility Assessment) associated Job Seeker

Job Seeker Search

Type of Search

Search By

- Job Seeker ID
- Last Name
- Social Security Number
- Claimant ID

To enter a new Job Seeker click the Add button. Search for an existing Job Seeker by selecting a search method, entering the search criteria, and then clicking the Search button.

Search Criteria: Search

Advanced Search...

Search Results

SSN#	First Name	Last Name	Date of Birth	Job Seeker ID	Address	Claimant ID
###-##-0008	Frank	Lemonjello	01/01/1990	12877203	19 Cool Whip Circle, Orange	F
###-##-0001	Frank	Lemonjello	01/01/1990	12877196	19 Cool Whip Circle, Orange	F
###-##-0000	Frank	Lemonjello	01/01/1990	12877195	19 Cool Whip Circle, Orange	F
###-##-0002	Frank	Lemonjello	01/01/1990	12877197	19 Cool Whip Circle, Orange	F
###-##-0005	Frank	Lemonjello	01/01/1990	12877200	19 Cool Whip Circle, Orange	F
###-##-0004	Frank	Lemonjello	01/01/1990	12877199	19 Cool Whip Circle, Orange	F
###-##-0006	Frank	Lemonjello	01/01/1990	12877201	19 Cool Whip Circle, Orange	F
###-##-4546	Bud	Light	09/27/1992	12779614	99 Frosty Brew Way, Brewster	F
###-##-9676	Sandy	Beach	01/01/1970	12853829	678 Horseneck Road, Westport	F
###-##-5136	Lin-Manuel	Miranda	01/16/1980	12164500	122 Aaron Burr Circle, Hamilton	F
###-##-9442	Patty	O'Furniture	03/17/1992	12861474	17 Saint Patricks Circle, Boston	F
###-##-5394	Justin	Time	12/05/1977	10310474	321 Tick Tock Way, Ashland	F

Row 7 of 18

More

Eligibility Eligibility Criteria Match Criteria Run Match Trade Edit Add Delete Close



Indicates a Missing Field alert



Indicates an Automatic alert



Indicates a Manual alert



Indicates that the Job Seeker information is confidential



Opens up a Programs History box



Indicates a drop down calendar



Indicates that the Job Seeker membership was created or changed over the Internet connection (MJQ) Massachusetts Job Quest



Indicates that the Job Seeker is working with Department of Education, Adult Basic Education as well as with Career Centers



Indicates the Job Seeker is attached through their Work History to a certified Trade Employer

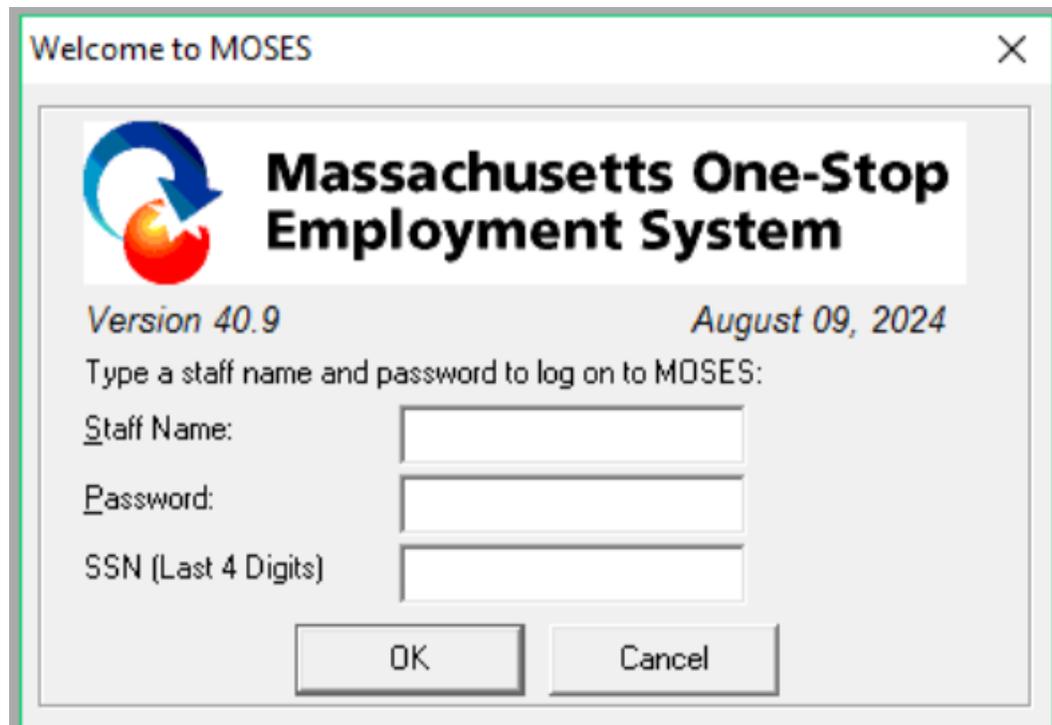
Read Only

To Log On to MOSES

Double click on the MOSES icon on your AppStream desktop.



The **Welcome to MOSES** window will appear.



Staff Name = First letter of your first name, concatenated with the first four letters of your last name. Some may have a number after their id. (Deviations occur for duplicates and short Staff Names, which must be at least five characters.) .

Type your **Staff Name**, **Password** and **the last four digits of your Social Security Number**, then click the **OK** button.



The first time you sign on to the production version of MOSES, your password will = *password*. You will be prompted to change that password. You should change it right then, to a word you remember. This password must be at least eight to ten characters, but no more than ten characters. It should include a combination of capital letters, small letters, numbers and symbols. Your password cannot be re-used for two years, and must be changed every 90 days..

The MOSES Confidentiality Statement will appear for new users. It appears every twelve months for all users.

A screenshot of a web browser window titled "Security Agreement". The main content area contains the following text:

MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM (MOSES)
DATA INTEGRITY AND CONFIDENTIALITY AGREEMENT

I, Moses _____, at the Southbridge Career Center, as an employee of the Executive Office of Labor and Workforce Dev (EOLWD), or user of EOLWD resources, I hereby acknowledge that as part of my official duties I may acquire or have access to confidential information including but not limited to unemployment insurance information (including wage records), medical information (including information regarding workplace injuries and treatment), employment service information, federal information (FTI), and personal data (the "Information").

The data maintained in the MOSES system is protected by the confidentiality laws of the Commonwealth of Massachusetts

At the bottom of the window, there are two input fields for Social Security numbers, each with a dropdown arrow to its left. To the right of these fields are four buttons: "Print", "Help", "I Agree", and "I Do Not Agree".

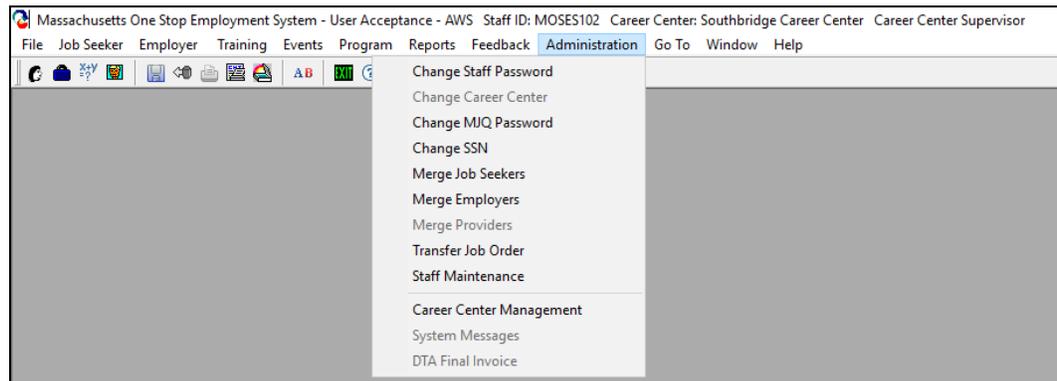
Read the Confidentiality / **Security Agreement**.

If you have any questions about it, you should discuss them with your supervisor.

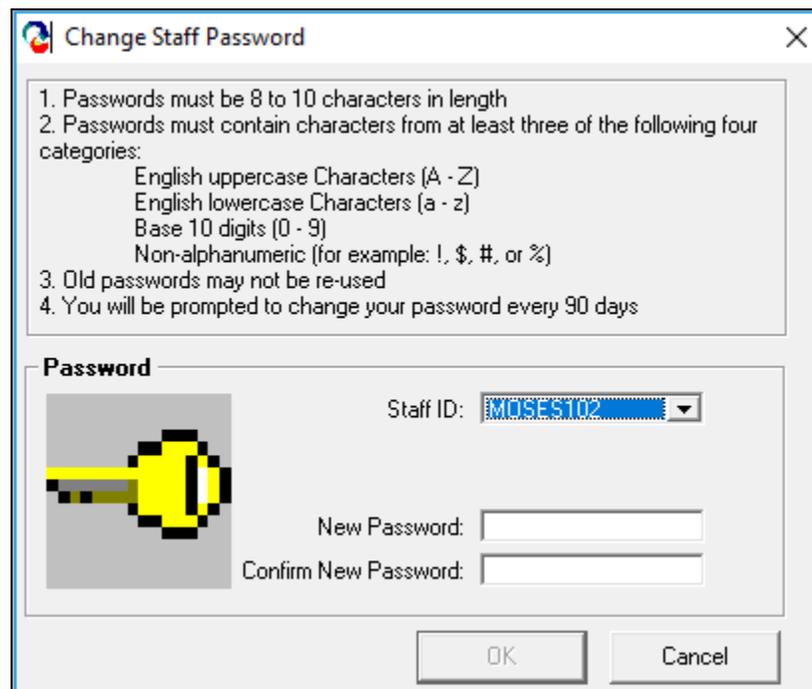
If you agree, type in your Social Security Number (twice), and click the **I Agree** button. If you click the **I Do Not Agree** button, your Staff ID will be inactivated and locked. The MOSES Confidentiality Statement appears for new users and every six months thereafter. You must print it out and give a signed copy to your supervisor the first time..

To Change Your Password

1. Click **Administration** on the MOSES main menu bar and select **Change Staff Password**.



The **Change Staff Password** window appears. It should default on your MOSES id. Enter your new password and Click OK.

A screenshot of the 'Change Staff Password' dialog box. The dialog box contains a list of password requirements: 1. Passwords must be 8 to 10 characters in length; 2. Passwords must contain characters from at least three of the following four categories: English uppercase Characters (A - Z), English lowercase Characters (a - z), Base 10 digits (0 - 9), and Non-alphanumeric (for example: !, \$, #, or %); 3. Old passwords may not be re-used; 4. You will be prompted to change your password every 90 days. Below the requirements is a 'Password' section with a 'Staff ID' dropdown menu showing 'MOSES102', a 'New Password' text box, and a 'Confirm New Password' text box. There is a yellow key icon on the left side of the password section. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

Read Only in MOSES

Review of the Job Seeker Record

Searching for a Customer Record:

The screenshot shows a window titled "Job Seeker Search". It has a "Type of Search" section with radio buttons for "Job Seeker ID", "Last Name", "Social Security Number", and "Claimant ID". The "Job Seeker ID" option is selected. To the right, there is a text box for "Search Criteria" containing "12763211" and a "Search" button. Below the search criteria is a "Search Results" section with a table. The table has columns for SSN#, First Name, Last Name, Date of Birth, Job Seeker ID, Address, and Claimant ID. The first row is highlighted in blue and contains the following data: SSN# ###-##-5436, First Name Anita, Last Name Job, Date of Birth 01/01/1991, Job Seeker ID 12763211, Address 17 Cool Whip Circle, Orange, and Claimant ID F PE. Below the table, it says "Row 1 of 1" and there is a "More" button. At the bottom of the window, there are several buttons: Eligibility, Eligibility Criteria, Match Criteria, Run Match, Trade, Edit, Add, Delete, and Close.

SSN#	First Name	Last Name	Date of Birth	Job Seeker ID	Address	Claimant ID
###-##-5436	Anita	Job	01/01/1991	12763211	17 Cool Whip Circle, Orange	F PE

Four basic ways to search for a customer:

Job Seeker Id; Last Name; Social Security Number or a Claimant Id.

There is also an **Advanced Search** option.

One of the search criteria must be in the **Personal** section.

Two search fields are required to use.

Job Seeker Advanced Search X

Personal

Last Name: White African American, Non Hispanic

First Name: Hispanic or Latino American Indian or Alaskan Native

Date of Birth: Asian Hawaiian Native or Other Pacific Islander

Sex: Other Information Not Available

Search based on Soundex? Yes No

General

Workforce Board: Career Center:

City/Town: Staff ID:

Zip Code: Education:

Detailed Search Criteria

Primary Language: Veterans UI Claimants Dislocated Worker

Disability: Enterprise Zone Affirmative Action Career Center Specific Programs

Previous Employer: Empowerment Zone Renewal Community

Alerts: Active or Inactive:

Phone (Home/Other): Enrolled in State Program:

Email:

No Service in the last Days Had a service within Days Age Between: and

OK Cancel

This is the **Job Seeker Basic** tab.

Job Seeker Membership (Job, Anita)

Job, Anita SSN: XXX-XX-3456 ID: 13531153

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

General Information

First Name: Anita Middle Initial:

Last Name: Job Sex: Female

Date of Birth: 01/01/1983 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

Programs

Program Name	Apply	Program Status	History
Job Match	<input checked="" type="checkbox"/>	▼	📧
Program Eligibility	<input type="checkbox"/>	▼	📧
Career Planning	<input type="checkbox"/>	▼	📧

Worked in farming (seasonal or temporary) in the past 12 months? Yes No Career Center

Trade Eligibility Criteria Eligibility Match Criteria Run Match OK Cancel

This is the **Job Seeker Full** tab.

Remember to look at the Military Information, *if it is applicable*.

Job Seeker Membership (Job, Anita)

Job, Anita SSN: XXX-XX-3456 ID: 13531153

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

General Information Military Information Barriers Assistance/Disaster Relocation

Additional Information

Employed: Not Employed Immigrant: Yes No

Disability: Yes No Not Disclosed

Type: Mobility Mental Hearing Vision Cognitive
 Learning Disability Chronic Health Condition

Primary Language:

Language Details:

Dislocated Worker Work Authorization: Yes No
 Summer Youth

Permanently Separated (HITG): Last Modified: 00/00/0000

Economically Disadvantaged

Family Size:

Is your family income for the last six months below \$20,472.00? Yes No

Education

In School: Yes Yes - In Alternative School No

Highest Degree: High School Diploma

Work Search Verification

Date Verified:

Verified By:

Claimant ID

Migrant Status

Seasonal Farm Worker, Non Migrant Long-Term Unemployed (27+ weeks)
 Migrant Farm Worker

Career Objective / Summary

Viewable to Employers on the Internet (JobQuest) Yes No

Trade Eligibility Criteria Eligibility Match Criteria Run Match OK Cancel

Remember that the **Full** tab must be completed for customers to be eligible for many of the career center programs and it must be done for job matching.

This is the **Education** tab.

Degrees section lists *High School*, and *College*.

License, Certificate and *Registrations* section are as stated.

Vocational training and Other Training section are schooling like: *Coursera, LinkedIn*; miscellaneous non-credited courses.

This is the **Work History** tab.

Click on the **Edit** button to see more details about each job held.

Job Seeker Membership (Job, Anita)

Job, Anita SSN: XXX-XX-3456 ID: 13531153 F Notes

Work History Details

Work History Detail | Additional Benefits

Company

▶ Name: Dunkin Donuts (City Hall Plaza) ▶ City: Boston ▶ State: Massachusetts

Employer ID: 1141848 Employer FEIN: xxx-xxx3837

Job Description

▶ Occupational Code: 35302201 Search Baristas

▶ Job Title: Coffee Server ▶ Start Date: 01/01/2020 End/Dislocation Date: 00/00/0000

Other Details

Main Duties:

▶ Display to Employers? Yes No Salary(\$): 19.00 Salary Unit: Hour Benefits:

Reason For Leaving: Hours/Week: 40.00

Additional Info

NAICS Code: 722211 SIC:

NAICS Sector: Accommodation and Food Services

NAICS Subsector: Food Services and Drinking Places

NAICS Ind Group: Limited-Service Eating Places

NAICS Industry: Limited-Service Eating Places

NAICS US Industry: Limited-Service Restaurants

Layoff and Petition IDs

Layoff ID	Federal Petition No	Petition Status

Record Not Available | Industry Code Search | Employer Search | OK | Cancel

Job Match profile is available. Click the **Match Criteria** button.
 The **Job Seeker Match Criteria** window appears.



Job Seeker Match Criteria (Job, Anita)

Job, Anita SSN: XXX-XX-5436 ID: 12763211 PE S F

Preference Skill Set

Workforce Board + City/Town

- Berkshire
- Boston
- Bristol
- Brockton
- Cape and Islands
- Central
- Franklin Hampshire
- Greater Lowell
- Greater New Bedford
- Hampden
- Merrimack Valley

Zones

- Connecticut
- Maine
- New Hampshire

Confidential

Yes Employer will not see contact information of applicant on JobQuest.

No Employers will see contact information on JobQuest and can contact applicant.

Availability1 Availability2 Availability3

Selected Towns / Zones

No Geographic Preference

- Adams
- Alford
- Becket
- Cheshire

Preferences

Pay

Expected Pay: \$18.00 Pay Unit: Hour

Duration

Full-Time, over 150 Days Part-Time, over 150 Days

Full-Time, 4 thru 150 Days Part-Time, 4 thru 150 Days

Full-Time, 1 thru 3 Days Part-Time, 1 thru 3 Days

Shift

First Second Third

Rotating Split

Preference Comment

Run Match OK Cancel

Note multiple tabs and sub tabs with job search criteria.

Job Seeker Match Criteria (Job, Anita)

Job, Anita SSN: XXX-XX-5436 ID: 12763211 PE S F

Preference Skill Set

Job Title Skills Common Industry Summary

Selected Job Titles

Description	Certified	Mths. Exp.	Match
Advertising and Promotions Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Y
Market Research Analysts and Marketing Specialists	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Y
Search Marketing Strategists	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Y

Selected Skills

- Analyze Market or Deliver Systems
- Analyze Social/Economic Indicator Data
- Analyze/Monitor Sales Activity/Trend

General Skills

Typing Speed (w.p.m.): 65 Drivers License: Regular (Class D)

Other Skills

Run Match OK Cancel

Click the **Eligibility Criteria** button at the bottom.

The **Training Registration** window appears.

Click on both tabs (**General / Family / Public Assistance**) to review the information. (Note: the previous **DTA** program section is here.)

This information will only be completed for Customers where **Program Eligibility** is selected / needed.

Eligibility Criteria

The screenshot shows the 'Training Registration (12763211)' window for 'Job, Anita' with SSN: XXX-XX-5436 ID: 12763211. The 'General' tab is selected. The 'General Information' section includes: Citizen: U.S. Citizen; Selective Service Compliant: Yes; Labor Force: Not Employed; Weeks Unemployed: 0; Initial UI Status: Claimant; Current UI Status: Claimant; UI Start Date: 00/00/0000; Layoff Status: Terminated / Laid Off; Workforce Attachment: No; Testing: Reading Level: 12.0, Reading Test Date: 09/17/2018, Reading Test: TABE Reading; Math Level: 12.0, Math Test Date: 09/17/2018, Math Test: TABE Applied Mathematics; ESL Level: .0. The 'Documents Presented' checkbox is unchecked. The 'Last Updated Date' is 12/18/2018. Buttons for 'OK' and 'Cancel' are at the bottom right.

The screenshot shows the 'Training Registration (12763211)' window for 'Job, Anita' with SSN: XXX-XX-5436 ID: 12763211. The 'Family/Public Assistance' tab is selected. The 'Assistance Categories' section includes checkboxes for TAFDC (Long Term), EAEDC, SSI, Free/Reduced Price Lunch, Refugee Assistance, SNAP (Supplemental Nutrition Assistance), Previous SSDI Recipient, Chapter 115 Veteran Benefits, and Ticket to Work. The 'Other' section includes: DTA Case Number, DTA Case Closed Date: 00/00/0000; TANF Exhaustee: No; TANF 12 Mo Time Limit: No; ESP Registered: No; DTA Post Employment Eligibility: No; Non Custodial Parent: No. The 'Family' section includes: Status: Parent in a two parent family; Number of Dependent Children: 0; Family Size: 5; Verified Family Size: No; 6 mo. Family Income (Annualized); W/IDA Low-Income: No; High Poverty Area: unchecked; Under poverty Line / 70% Lower Living Standard: No. Buttons for 'OK' and 'Cancel' are at the bottom right.

Programs Enrollment in MOSES

Career Center Specific Programs (button)

The screenshot shows the 'Job Seeker Membership' form for 'Job, Anita' (SSN: XXX-XX-3456 ID: 13531153). The 'Basic' tab is active. A dialog box titled 'Career Center Specific Programs' is open, listing various programs with 'Apply' checkboxes. The 'Department of Transitional Assistance (DTA)' program is selected. The main form includes sections for 'General Information' (Name, Date of Birth, Ethnicity, Race), 'Programs' (Job Match, Program Eligibility, Career Planning), and 'Worked in farming' options. Buttons at the bottom include 'Trade', 'Eligibility Criteria', 'Eligibility', 'Match Criteria', 'Run Match', 'OK', and 'Cancel'.

Basic Tab Programs section

The screenshot shows the 'Job Seeker Membership' form for 'Job, Anita' (SSN: XXX-XX-3456 ID: 13531153). The 'Basic' tab is active, and the 'Programs' section is highlighted. The 'Programs' table lists 'DTA', 'DTA Skills Education', and 'Job Corps' with 'Apply' checkboxes and 'Program Status' dropdowns. The 'DTA' program is selected. The form also shows 'General Information' (Name, Date of Birth, Ethnicity, Race), 'Residence Address' (990 La Grange Street, West Roxbury, MA), and 'Contact' information (Phone: (617)626-5303, Email: jajob@email.com). Buttons at the bottom include 'Trade', 'Eligibility Criteria', 'Eligibility', 'Match Criteria', 'Run Match', 'OK', and 'Cancel'.

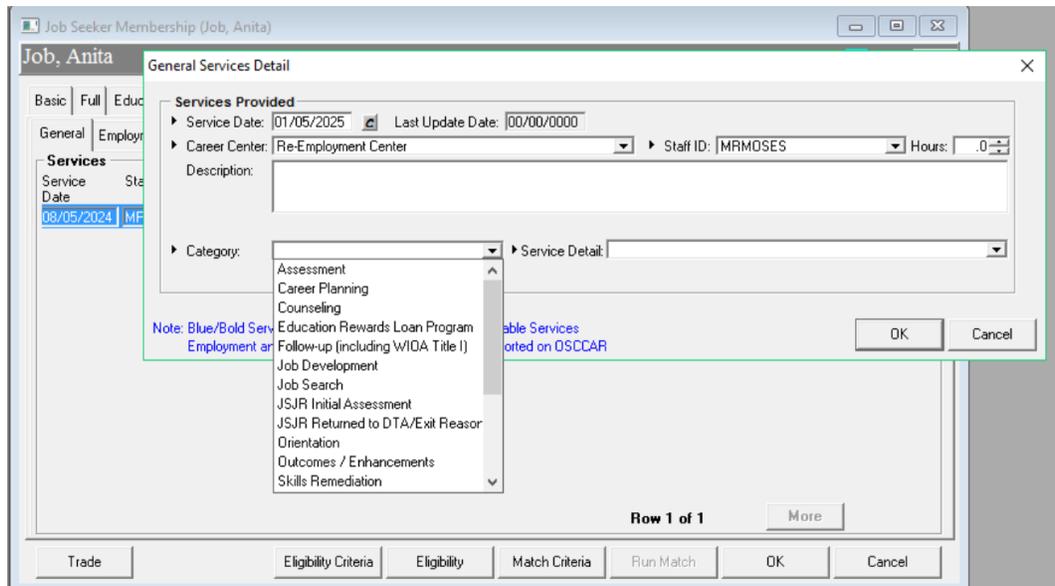
Job Seeker Services in MOSES

Click the **Services** tab.

Services can appear in the **General**, **Employment**, **Administrative**, **Testing**, and **Course/Activity** services sub-tabs.

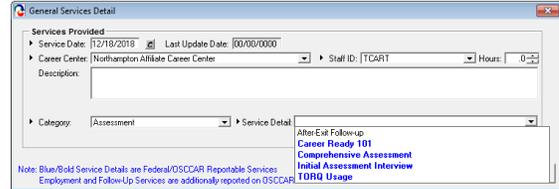


General Services display when and what services were provided directly to job seeker.

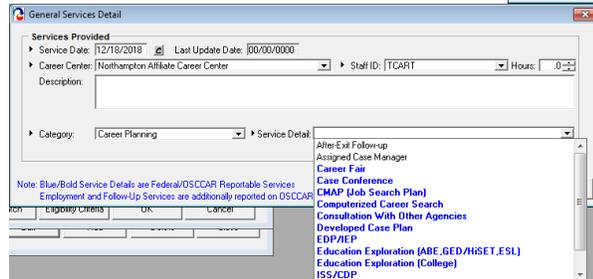


Services are defined in **Appendix C**: the appendix that lists every field in MOSES as of the date of that publication.

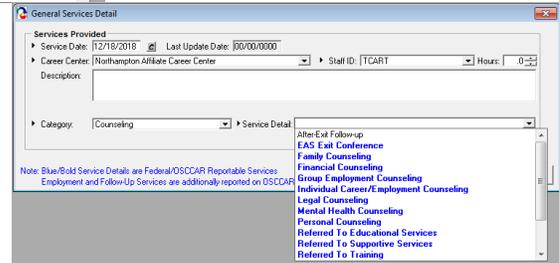
The following screens show **some** of the key **General** services.
Notes should have been added to provide details of the services provided.



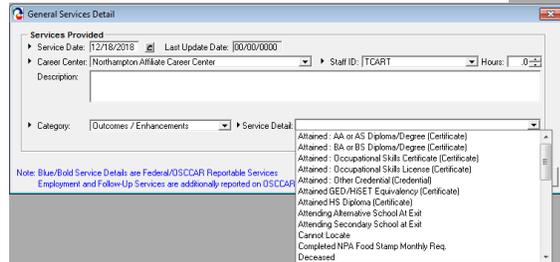
Assessment



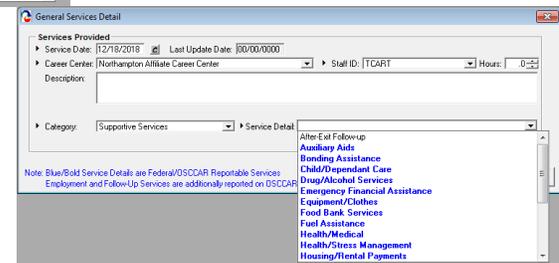
Career Planning



Counseling



Outcomes/ Enhancements



Supportive Services

Testing Services

Job Seeker Membership (Job, Anita) SSN: 911-01-0005 ID: 12763196

Job, Anita

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

Services

Service Date	Staff ID	Category	Service Detail	Career Center	Hours Used for Eligibility	Post Test	
10/02/2018	TCART	ABE Reading	TABE Reading	Northampton Affiliate Career C	2.0	*	Add
10/02/2018	TCART	ABE Math	TABE Applied Mathemat	Northampton Affiliate Career C	2.0	*	Edit
10/02/2018	TCART	Career/Interest Inventorie	Myers-Briggs	Northampton Affiliate Career C	2.0	*	Delete

Row 1 of 3

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Employment Services

Job Seeker Membership (Job, Anita) SSN: 999-01-0000 ID: 12763212

Job, Anita

Basic | Full | Education | Work History | Events | Alerts | Career Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

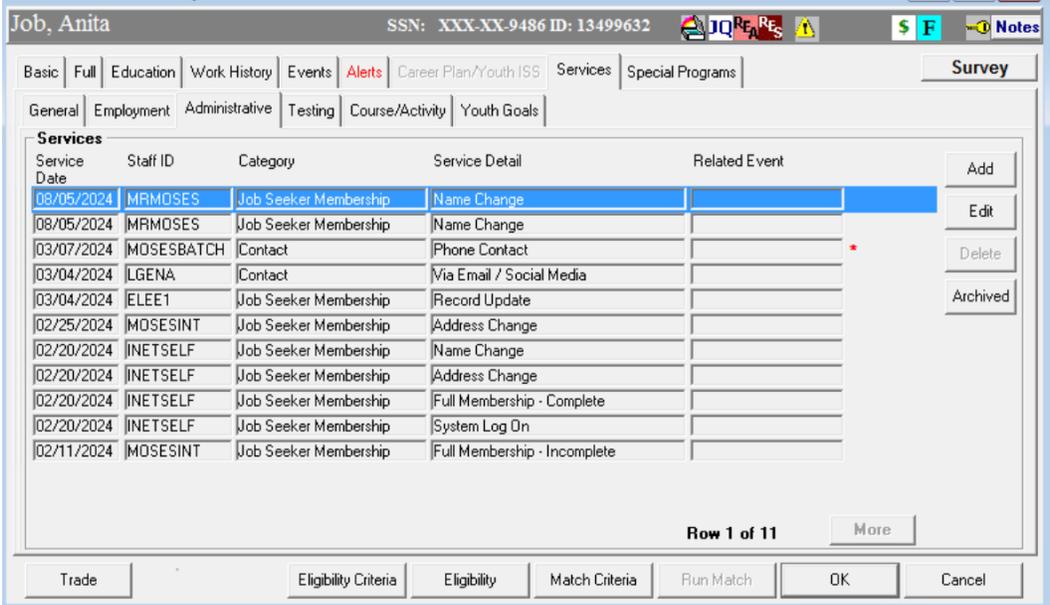
Services

Service Date	Staff ID	Service Type	Service Result	Employer Name	Job Start Date	Job Order Number	Phone	
09/19/2018	TCART	Job Referral - Staff	Pending - Applic	Entegee		10887765	(763) 577-9000	Add
09/19/2018	TCART	Job Referral - Staff	Pending - Applic	Cambridge Yacht Group		10880687	(978) 921-6600	Edit
09/19/2018	TCART	Follow-Up - Periodic	Employed	Four Seasons Hotel	09/19/2018	76552304	(617) 338-4400	Delete
09/19/2018	TCART	Job Referral - Staff	Pending - Applic	Spirit Halloween		10838106	(609) 645-5601	Follow Up
09/19/2018	TCART	Job Referral - Staff	Hired	Four Seasons Hotel	09/19/2018	76552304	(617) 338-4400	Upgrade
09/19/2018	TCART	Job Referral - Staff	Pending - Applic	Sodexo at U Mass Dining		76552358	(617) 287-5030	Verify
09/19/2018	TCART	Job Referral - Staff	Pending - Applic	Revere Hotel Boston Cor		76552310	(617) 482-1800	Select
09/19/2018	TCART	Not Referred	Not Qualified	Massachusetts Burger Er		76552278	(508) 650-5102	
09/19/2018	TCART	Not Referred	Job Seeker Not Inte	Shaw's Supermarkets		76552348	(978) 368-0306	

Row 1 of 9

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Administrative Tab (with Mass JobQuest Services)



INETSELF, is the staff id recording **Mass JobQuest** services, log ins, and changes usually by the job seeker in MH JobQuest..

The Assessment tab in Career Plan/ Youth ISS

Customers who are in **Career Planning** will have an Assessment tab. It recaps all the major Job Seeker tabs. As a quick overview, MOSES converts the data fields into the **Assessment** sub-tab.

The **Assessment** sub-tab .

Job Seeker Membership (Job, Anita)

Job, Anita SSN: XXX-XX-5436 ID: 12763211

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

Goals Assessment Training Justification Open

Work History

Company Name	Job Title	Salary	Salary Unit	Start Date	End Date
Mendon Twin Drive In., Inc.	Advertising / Marketing Manager	20.00	Hour	01/01/2015	00/00/0000

Job Titles/Skills

Advertising and Promotions Managers
Analyze Market or Delivery Systems

Education

Institution	Degree	Major	Status
State University	Bachelor Degree	Marketing	Complete

Test/Assessment

Service Result	Service Date	Score/Comments
TABE Reading	09/17/2018	Grade level 12.0
Myers-Briggs	09/17/2018	ESTJ

Labor Market for Skills

The labor market conditions for the customer's past employment history, and outlook for the customer's future employment information must be recorded in the Career Plan's Labor Market for Skills text box. Recorded information should be documented and annotated from reputable known sources. The text box holds 1500 characters.

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

An easy way to review what is in the Job Seeker Record.

The **Work History** information comes from the Customer's **Work History** tab.

The **Job Titles/Skills** comes from the **Skill Set Summary** tab of Job Match Criteria.

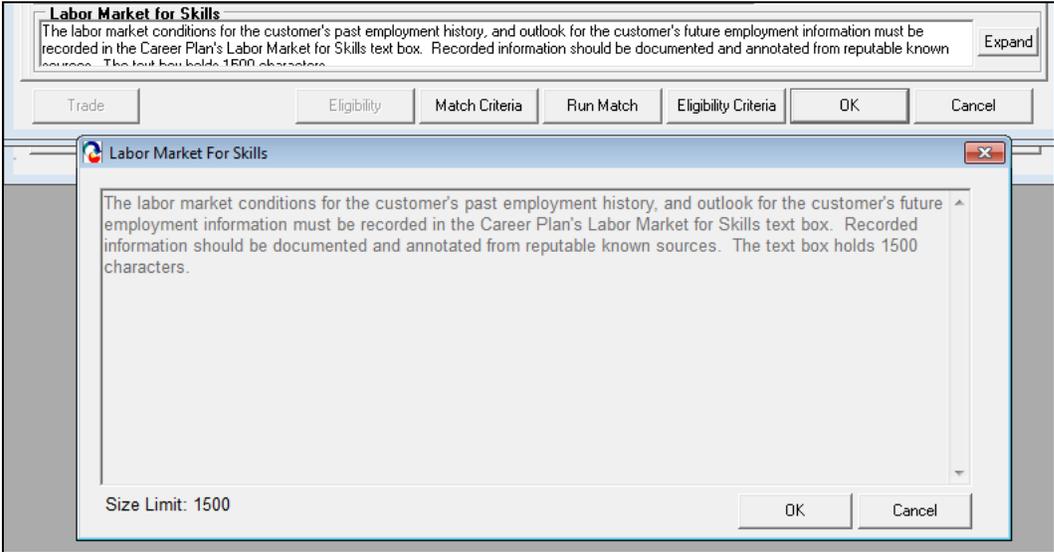
The **Education** information comes from the **Degrees** portion of the **Education** tab. (This *only* shows Degrees. The License, Certifications, and Registrations section and Vocational Training area do not show here.)

The **Test/Assessment** comes from the **Services tabs, General Services** and, **Testing** sub tabs.

If nothing appears in an area, it means that you may need to go to the appropriate tab or screen in MOSES and enter the data yourself.

Comments / documentation are in the boxes on the right. If there are any, Staff uses these boxes for notes about the particular area or will enter documentation / justification write ups.

Labor Market Information is documented on the **Career Plan/Youth ISS** tab. If needed / required. If available, it is for the Job Seeker current skill set and potential future career ambitions.



Notes

Notes can be recorded several ways. It is required when Job Seeker services are provided that a **Note** is created documenting the service.

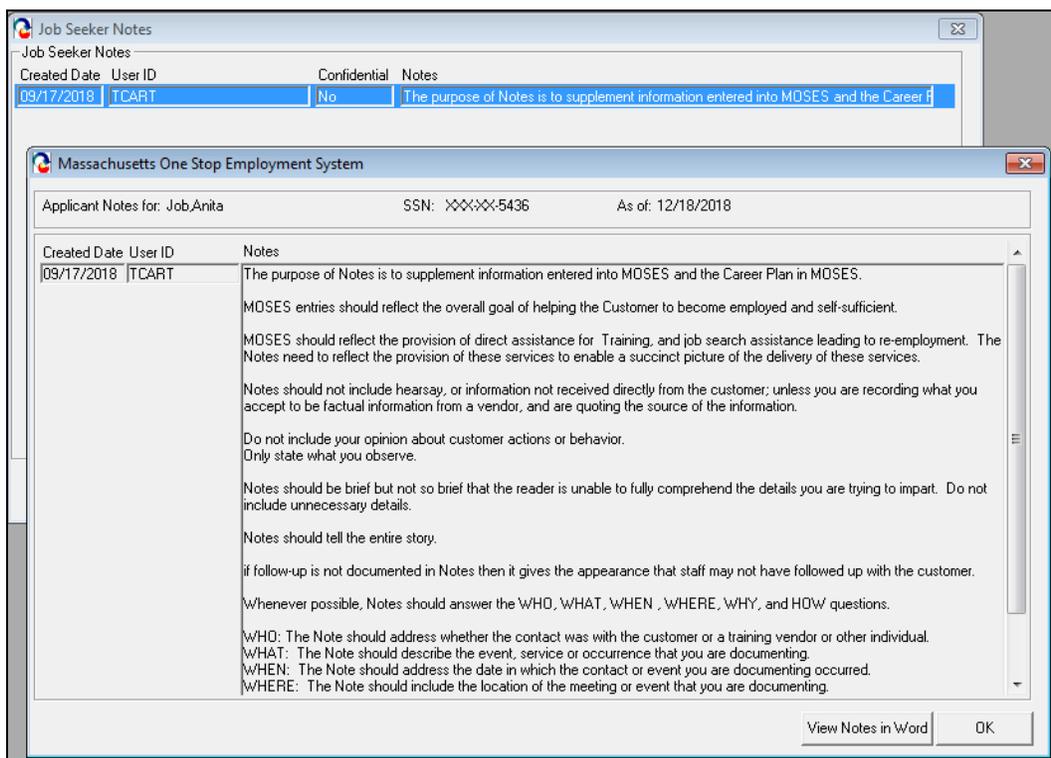
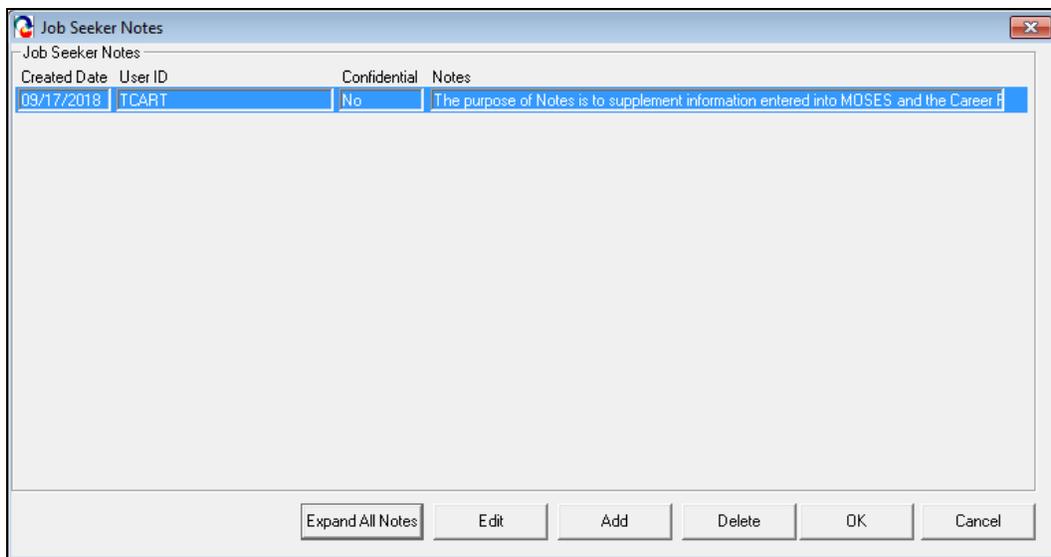
Notes traditionally recorded in the Notes button at the top right of the Job Seeker record. This is the preferred method.

Click the **Notes** button to see the notes entered.

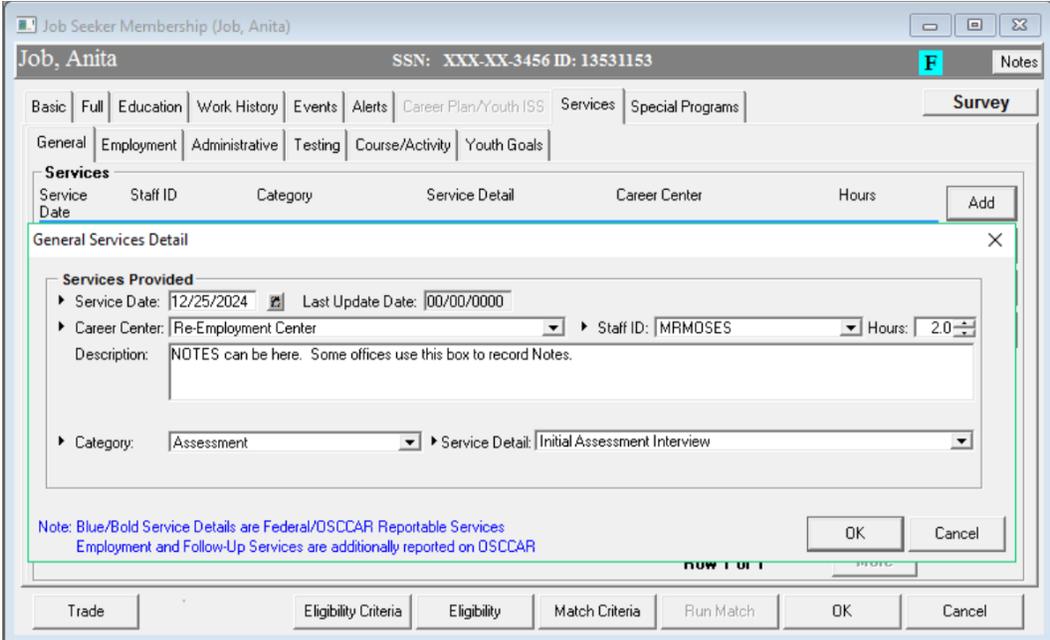
The screenshot shows a web application window titled "Job Seeker Membership (Job, Anita)". The window contains a form for a job seeker named Anita. The form is divided into several sections: "General Information", "Ethnicity", "Race", "Programs", "Residence Address", "Mailing Address", "Contact", and "Special Accommodations". The "Notes" button is located in the top right corner of the window and is circled in red. The "Programs" section shows a table with columns for "Program Name", "Apply", "Program Status", and "History". The "Residence Address" section shows the address "17 Cool Whip Circle" in "Orange, Massachusetts". The "Contact" section shows the primary phone number "[413]774-5285" and email "ajob@gmail.com".

Program Name	Apply	Program Status	History
Job Match	<input checked="" type="checkbox"/>	Info. Complete - On	
Program Eligibility	<input type="checkbox"/>		
Career Planning	<input checked="" type="checkbox"/>	Enrolled	

This brings up the **Notes** screen in MOSES.



The other way, **Notes** are recorded, is in the Services Descriptions box.



Expand All Notes

If you want to view the notes in Word (for printing purposes), click the **View Notes in Word** button at the bottom of this screen.

This will send all the notes to Word.

Page 1 of 1

Applicant Notes

Name: Job, Anita
 Applicant ID: 12763211
 Date Printed: 12/18/2018

Created Date	Created By	Notes	Confidential
12/18/2018	TCART	add a note	
09/17/2018	TCART	<p>The purpose of Notes is to supplement information entered into MOSES and the Career Plan in MOSES.</p> <p>MOSES entries should reflect the overall goal of helping the Customer to become employed and self-sufficient.</p> <p>MOSES should reflect the provision of direct assistance for Training and job search assistance leading to re-employment. The Notes need to reflect the provision of these services to enable a succinct picture of the delivery of these services.</p> <p>Notes should not include hearsay, or information not received directly from the customer, unless you are recording what you accept to be factual information from a vendor, and are quoting the source of the information.</p> <p>Do not include your opinion about customer actions or behavior. Only state what you observe.</p> <p>Notes should be brief but not so brief that the reader is unable to fully comprehend the details you are trying to impart. Do not include unnecessary details.</p> <p>Notes should tell the entire story.</p> <p>if follow-up is not documented in Notes then it gives the appearance that staff may not have followed up with the customer.</p> <p>Whenever possible, Notes should answer the WHO, WHAT, WHEN, WHERE, WHY, and HOW questions.</p> <p>WHO: The Note should address whether the contact was with the customer or a training vendor or other individual.</p> <p>WHAT: The Note should describe the event, service or occurrence that you are documenting.</p> <p>WHEN: The Note should address the date in which the contact or event you are documenting occurred.</p> <p>WHERE: The Note should include the location of the meeting or event that you are documenting.</p> <p>WHY: The Note should describe why the customer is being contacted, or it should be obvious to the reader why the Note is being included.</p> <p>HOW: The Note should address whether the contact was in person, by telephone, via email, or another method.</p>	

Barriers sub tab

The **Barriers** sub tab on the **Full** tab is used to accurately record the things that impact the Customer's potential success in training, job search, and / or sustained employment.

Click the **Barriers** sub tab

The screenshot shows a software window titled "Job Seeker Membership (Job, Anita)". The window has a menu bar with "Basic", "Full", "Education", "Work History", "Events", "Alerts", "Career Plan/Youth ISS", "Services", "Special Programs", and "Survey". Below the menu bar, there are sub-tabs: "General Information", "Military Information", "Barriers", "Assistance/Disaster Relocation", and "Survey". The "Barriers" sub-tab is selected. The main area contains three columns of checkboxes for various barriers and eligibility factors. Below the checkboxes is a "Barrier Notes" section with a text area and an "Expand" button. At the bottom of the window are buttons for "Trade", "Eligibility", "Match Criteria", "Run Match", "Eligibility Criteria", "OK", and "Cancel".

Barrier	Eligibility
<input type="checkbox"/> Below Grade Level	<input type="checkbox"/> Disability
<input type="checkbox"/> DCF Youth	<input type="checkbox"/> English Language Learner
<input type="checkbox"/> Displaced Homemaker	<input type="checkbox"/> Foster Child
<input type="checkbox"/> DYS Youth	<input type="checkbox"/> Homeless
<input type="checkbox"/> Financial	<input type="checkbox"/> Low Levels of Literacy
<input type="checkbox"/> Health	<input type="checkbox"/> Offender/Subject to Justice System
<input type="checkbox"/> Housing	<input type="checkbox"/> Pregnant/Parenting Issues
<input type="checkbox"/> Labor Market Discrimination/Cultural Barrier	<input type="checkbox"/> Runaway Youth
<input type="checkbox"/> Lack of Childcare/Eldercare	<input type="checkbox"/> Youth Not Attending, but of Compulsory Age
<input type="checkbox"/> Lack of Credentials, Certification, Licensing	<input type="checkbox"/> Youth Requiring Additional Assistance
<input type="checkbox"/> Lack of Marketable/Occupational Skills	
<input type="checkbox"/> Lack of Self-Sufficiency	
<input type="checkbox"/> Lack of Transportation	
<input type="checkbox"/> Legal	
<input type="checkbox"/> Limited Basic Educational Skills	
<input type="checkbox"/> Limited Job Search Skills	
<input type="checkbox"/> Other	
<input type="checkbox"/> Probation/Court Involvement	
<input type="checkbox"/> Substance Abuse	
<input type="checkbox"/> Underemployed	
<input type="checkbox"/> Work History (limited,gaps,none,etc.)	

Note: Barriers should not be unchecked when they are resolved. Instead, a barrier note should be added to indicate how the barrier was resolved. Also be aware that checking the Eligibility barriers will affect eligibility.

Barrier Notes

If a Barrier is checked off, an explanation must be included in the Barrier Notes section (here). Please enter the date the Note was created and the initials of the individual who entered the Note, (Mass Workforce Issuance #07-77)

Expand

Barriers definitions are provided in **Appendix C**.

View a List of Events a Job Seeker is Signed Up To Attend

The **Job Seeker – Events** tab will provide a list of workshops / Events that the Job Seeker has registered for or it displays their attendance in their past workshop / events registration.

Click on **Events** tab.

MOSES defaults to the **Current Events** sub tab and displays any Events that the job seeker is registered to attend.

Job Seeker Membership (Job, Anita)

Job, Anita SSN: XXX-XX-3456 ID: 13531153 F Notes

Basic Full Education Work History Events Alerts Career Plan/Youth ISS Services Special Programs Survey

Current Events Past Events

Event Name	Career Center	Date	Time	
Resume Creation	Re-Employment Center	12/30/2024	01:00 PM	Add
Labor Market Info	Re-Employment Center	12/26/2024	10:00 AM	Delete
Virtual Career Center Seminar	Boston Career Center	12/03/2024	01:00 PM	

Trade Eligibility Criteria Eligibility Match Criteria Run Match OK Cancel

The other sub-tab is for **Past Events** and displays any Events / Workshop that the job seeker was registered to attend. It will display if they attended or not.

The screenshot shows a software window titled "Job, Anita" with the following details:

- SSN: XXX-XX-9486 ID: 13499632
- Navigation tabs: Basic, Full, Education, Work History, **Events**, Alerts, Career Plan/Youth ISS, Services, Special Programs, Survey
- Sub-tabs: Current Events, **Past Events**
- Table of Events:

Event Name	Career Center	Date	Time	Attended
TORQ - Learn About Your Transferrable Skills	Virtual Career Center	02/20/2024	04:11 PM	Yes
Resumes That Work	Virtual Career Center	02/20/2024	04:04 PM	Yes
Labor Market Information and Tools for Ass	Virtual Career Center	02/20/2024	03:39 PM	Yes
Prepare for Your Initial Re-Employment Ser	Virtual Career Center	02/20/2024	03:28 PM	Yes
Welcome to the MassHire Career Center S	Virtual Career Center	02/20/2024	03:19 PM	Yes
- Buttons at the bottom: Trade, Eligibility Criteria, Eligibility, Match Criteria, Run Match, OK, Cancel

IMPORTANT

MOSES

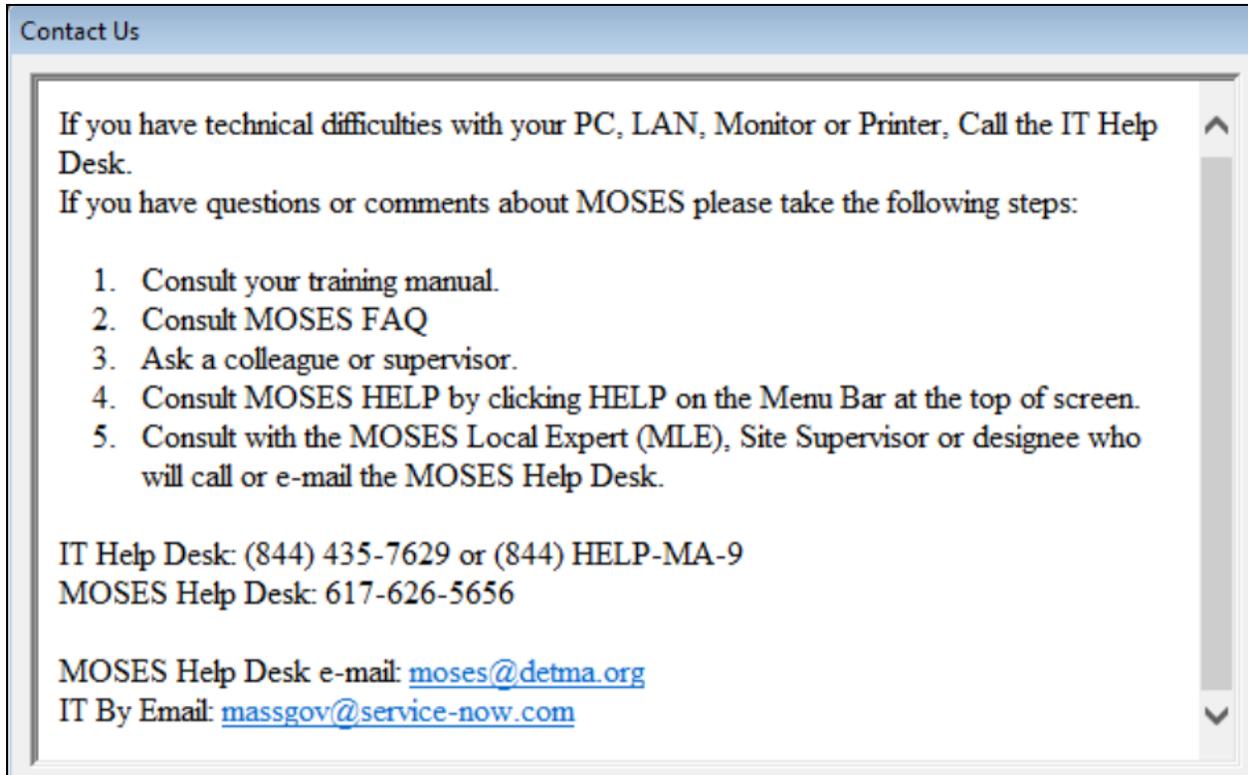
The MOSES system will lock your MOSES accounts automatically after **90** (*ninety*) days of non-use / inactivity.

AWS / AppStream

The Amazon system will delete your AppStream account after **6** (*six*) months of non- use / activity.

HELP DESK INFORMATION

AppStream and MOSES



The screenshot shows a window titled "Contact Us" with a white background and a blue header. The text inside the window provides technical support information. It starts with a paragraph about technical difficulties, followed by a list of five steps for MOSES questions. At the bottom, it lists phone numbers for IT and MOSES help desks and provides email addresses for MOSES and IT support.

Contact Us

If you have technical difficulties with your PC, LAN, Monitor or Printer, Call the IT Help Desk.

If you have questions or comments about MOSES please take the following steps:

1. Consult your training manual.
2. Consult MOSES FAQ
3. Ask a colleague or supervisor.
4. Consult MOSES HELP by clicking HELP on the Menu Bar at the top of screen.
5. Consult with the MOSES Local Expert (MLE), Site Supervisor or designee who will call or e-mail the MOSES Help Desk.

IT Help Desk: (844) 435-7629 or (844) HELP-MA-9
MOSES Help Desk: 617-626-5656

MOSES Help Desk e-mail: moses@detma.org
IT By Email: massgov@service-now.com

AppStream Assistance

IT Help Desk: (844) 435-7629 or (844) HELP-MA-9
IT By Email: massgov@service-now.com

MOSES Assistance

MOSES Help Desk: 617-626-5656
MOSES Help Desk e-mail: moses@detma.org

Resources for MassHire partners using Amazon Workspaces or AppStream.
<https://www.mass.gov/info-details/aws-workspace-and-appstream-resources#appstream->