

Mass Workforce Issuance

Workforce Issuance No. 12-25

☒ **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: George Moriarty, Director
Department of Career Services

Date: May 15, 2012

Subject: **Scheduling an EUC Orientation in MOSES**

Purpose: To inform Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the process for scheduling EUC Orientation events in MOSES.

Background: An EUC Orientation event has been created in the MOSES application for each Career Center. Career Centers are responsible for scheduling these events in MOSES. Detailed instructions are provided in Attachment A.

Claimants will be able to schedule themselves to an EUC Orientation by calling DUA's Interactive Voice Response System (IVRS) to access the Career Center Scheduling system. The Career Center Scheduling system will now allow claimants to schedule themselves for both the EUC Orientation and the Career Center Seminar.

The Career Center Scheduling system interacts with the MOSES database and selects the correct event based on whether the claimant is required to attend the EUC Orientation or required to attend the Career Center Seminar. Career Centers can also schedule claimants to the EUC Orientation, as they now schedule claimants for the Career Center Seminar.

Career Centers should not create their own EUC Orientation events in MOSES as they will not be accessible by the IVRS system.

If an EUC Orientation is going to be held at a location other than the Career Center please see [Policy Issuance #12-20](#) '*Setting up Sites in MOSES – Including EUC Orientation Sites*'. Any new site must be set up in the database before it will be recognized by IVRS and participants can be scheduled.

Action: Please ensure that all appropriate staff are made aware of this issuance and that EUC Orientations are scheduled to accommodate EUC claimants for at least three weeks in advance. Attachment B provides the weekly EUC Orientation seat requirements by workforce area.

Effective: Immediately

Inquiries: Questions related to the EUC REA Program should be directed to Donna Gambon at dgambon@detma.org or 617-626-5053.

Questions related to the IVRS Career Center Scheduling system should be directed to Tom Cartier at tcartier@detma.org or 617-626-5303.

Attachments:

Attachment A: Guidelines for Scheduling an EUC Orientation in MOSES

Attachment B: Weekly EUC Orientation Seat Requirements by Workforce Area