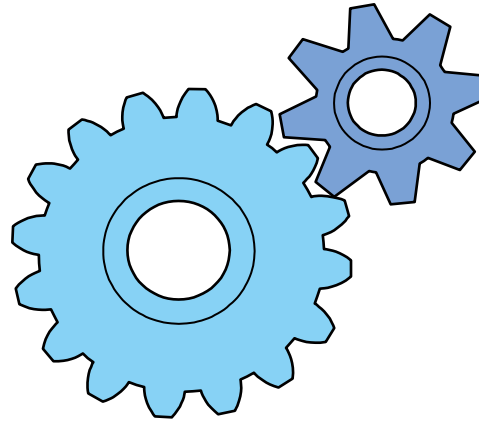


Mass Biz Works



***Connecting business to state and federal
resources to meet business needs***



www.mass.gov/bizworks





Overview

Ken Messina

www.mass.gov/bizworks



Overview

Mission Statement

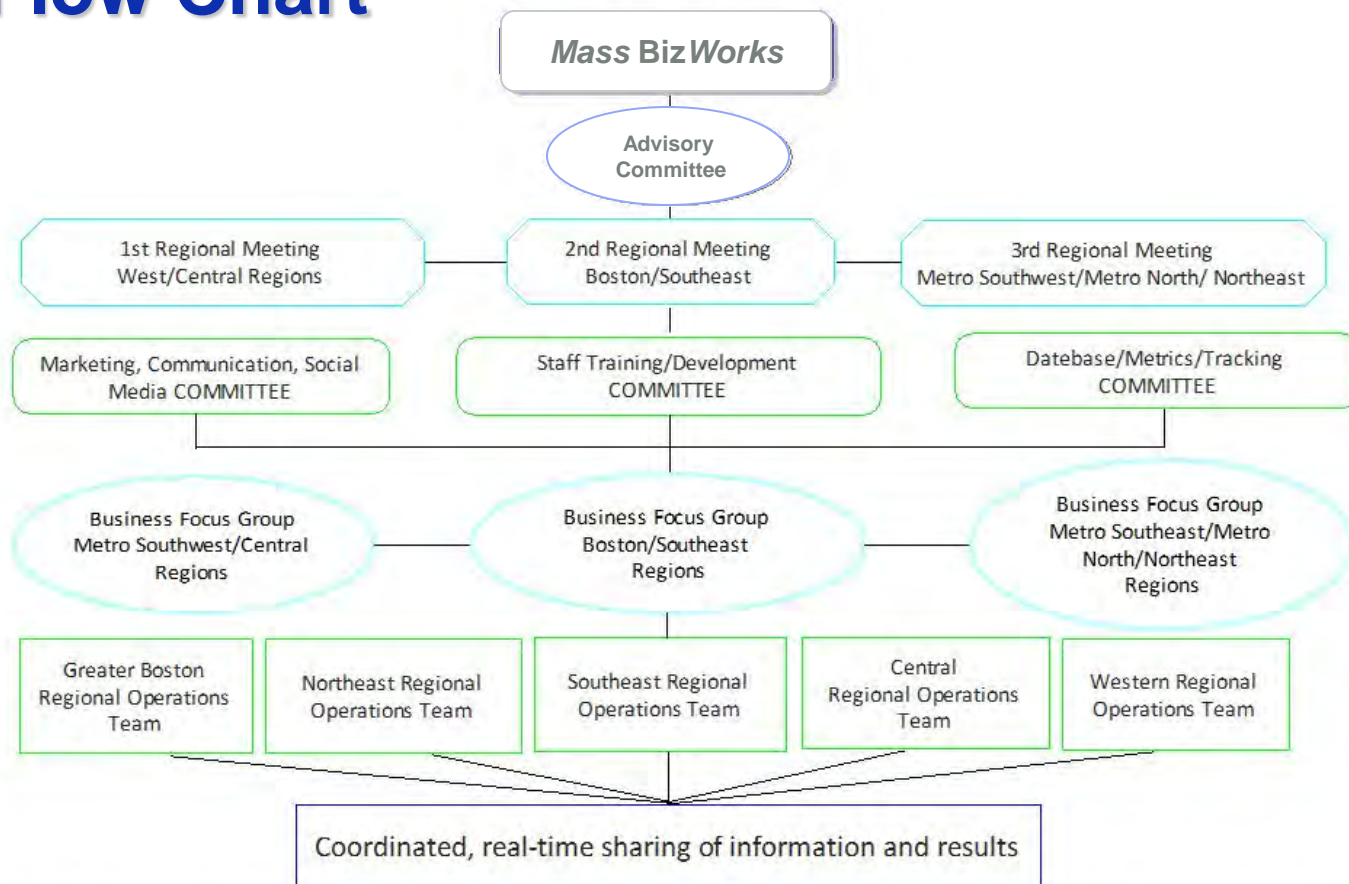
The goal of the Mass BizWorks (formerly Expanding Business Engagement) initiative is to enhance and align the services offered to MA businesses through State Workforce Development, Economic Development and Education entities in order to help MA businesses grow and thrive.

In order to achieve this goal we will:

- *Build strong relationships across agencies and with businesses*
- *Develop standard staff Business Service knowledge and competencies across relevant State agencies*
- *Coordinate and link resources and information*

Overview

Flow Chart



Regional Meeting Participants, Committee Members & Regional Teams consist of: Workforce Investment Board, Executive Directors, Career Center Directors, Career Center Operations Managers, Career Center Business Service Representatives, Rapid Response Coordinators, Education Staff, AFLCIO Political Director, AFLCIO Regional Staff, MA Office of Business Development Regional Staff, Department of Career Services Staff

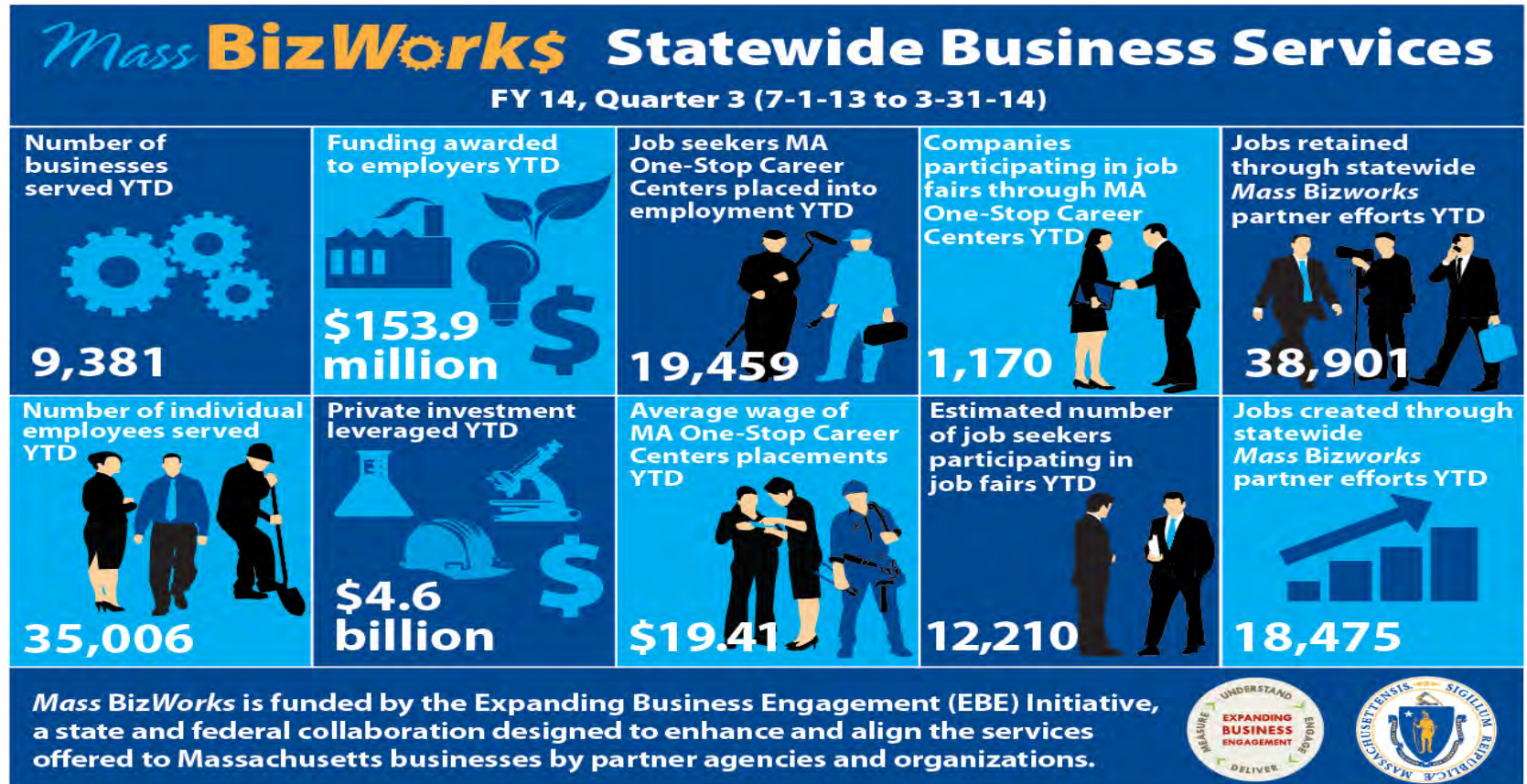
Overview

Partnerships

- EOLWD
- WIB's/PIC's/REB's
- One Stop Career Centers
- Workforce WIB Association
- Commonwealth Corporation
- MA Workforce Professionals Association (MWPA)
- MA Office of Business Development (MOBD)
- MA Employer Relations Learning Opportunities Team (MERLOT)
- MA American Federation of Labor – Congress of Industrial Organizations (MA AFL-CIO)
- Community Colleges & State Universities
- State and Local Workforce/Economic Development Agencies
- Business Associations

Overview

Business Services Statewide Dashboard



Mass Biz Works

The Business Cycle

Ken Messina

The Business Cycle

The Two Parts to Understanding the Business Cycle

Know the Business

- Research and know the type of Business you are working with, and when they are in growth mode, slow periods, acquiring new contracts, expanding their business , etc. ∞
- The first part of understanding the business cycle is all about understanding your customers

How the various services fit when it is most beneficial to the business

- Incentives for Growth
- Enhancing the skills of present employees
- Hiring and Enhancing the skills of new hires (OJT)
- Making the business environment safe (Safety Grant)

The Business Cycle

Example

- **Companies that have seasonal business where they are regularly busy/ slow at different times**
- **Companies that are dependent on Government contracts**
- **Companies that have contracts with other businesses that have time frames that you know of or can find out about**
- **Has there been any new regulations that might effect your business customers (Negatively / Positively)**

The Business Cycle

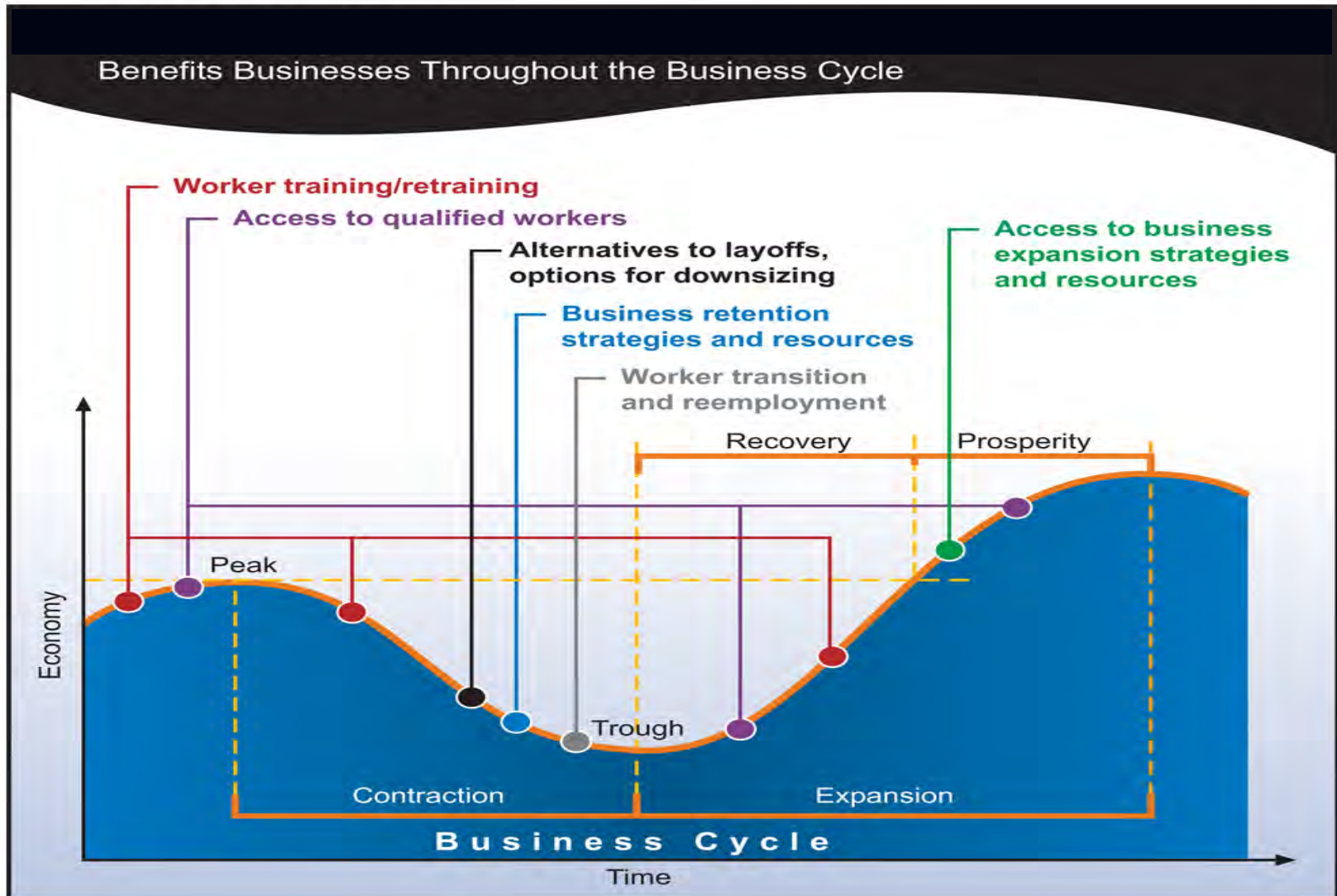
Example

- **Get familiar with your business customers so you can direct them to the appropriate service at the appropriate time**
- **Really understand their business needs!!**
- **Asking questions about their company is key to understanding their business cycle !**
- **Do they see their business growing in the near future?**
- **Who is their competition ?**
- **Are they looking at new business opportunities?**

10

The Business Cycle

Providing Services Throughout the Business Cycle



The Business Cycle

Growth

- **Tax Incentives – MOBD**
- **Work Force Training Fund**
- **On the Job Training Contracts**
- **One Stop Career Centers skilled workers**
- **Rapid Response Linking companies that are laying off / Closing with those that are hiring**
- **Hire a Vet !!!!! We offer a host of programs offer advantages when hiring Vets- WOTC and many others**
- **LMI/ informational reports**

The Business Cycle

Status quo

- **Make your business a safer place and get paid for it !!!**
- **DIA safety grant offers a great opportunity**
- **Biz Works focus groups / regional meeting are a great place for Businesses to share information to help us develop better products for them**
- **Small Business Development group has a number of programs to assist your business**
- **Any issues around Unemployment ? We can help!**

The Business Cycle

Expansion (Growth) Mode - Indicators

- **We're hiring!**
- **Just opened new facility**
- **Re-located to bigger facility**
- **A new business moving to Massachusetts !!**

The Business Cycle

Laying off / Closing

- **Just because a business is laying off or closing is not the end of our relationship !!**
- **Workshare has saved many companies and employees**
- **Rapid Response layoff aversion**
- **Furlough assistance**
- **Un-employment assistance for business and employees**

The Business Cycle

Contraction (Decline) - Indicators

- Layoffs – some or many
- Losing business
- Relocating to smaller facility
- Shutting down (all or part of operations)

The Business Cycle

The Individual Business Cycle

- While an industry in general may be in one stage of the business cycle, individual companies within that industry may be in different stages
- This is why it is so important to conduct an assessment of the company and find out where they are in their business cycle

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The Business Cycle

The Individual Business Cycle

Example (part 1)

- The Pharmaceutical Industry is in Contraction (Decline) Mode
 - XYZ Pharmaceutical Research Co. in Boston has secured funding to research & develop a new drug
 - XYZ is now hiring 75+ Researchers, Chemists, Lab Techs, etc., and has opened a new (satellite) research lab for this contract
 - Though the overall industry is in Contraction Mode, *XYZ is in Expansion Mode*

The Business Cycle

The Individual Business Cycle

Example (part 2)

- Two years later, the Pharmaceutical Industry is now in Expansion (Growth) Mode
 - XYZ has completed testing on their new drug, gained FDA approval, and has sold their research to a manufacturing company who will begin production
 - XYZ is now laying off employees, and intends to close down their satellite facility
 - Though the industry is now in Expansion Mode, *XYZ is now entering Contraction Mode*

The Business Cycle

Many other programs

- Assistance in locating a new site!
- Mass Rides can help you employees get to work!
- Our Small Business portal is another good place to find various different services like permit and licenses

**Understand how our programs Help make
Massachusetts theeee best place to do
business !!!**

Workforce Training Fund Program

INFORMATION SESSION

Robert Duncan

Workforce Training Fund Program Director

Commonwealth Corporation

2 Oliver Street - 5th Floor

Boston, Massachusetts 02109

www.commcorp.org



History of the WTFP

- Since 1999 the WTFP has provided businesses with the resources to invest in the Massachusetts workforce to improve employee skills and maintain the economic strength and viability of the Commonwealth's businesses.
- The WTFP awards grants to businesses for training to:
 - Promote job growth, job retention, or increased wages
 - Improve business productivity, competitiveness, and ability to do business in Massachusetts
 - Incentivize private investment in training
- In FY 2014 the WTFP awarded more than \$19 million to more than 600 businesses to train more than 14,000 workers.

How is the WTFP Funded?

- The WTFP is funded by Massachusetts employers via a surcharge on Unemployment Insurance (UI) payments.
- \$8.40 per employee annual WTFP contribution.
- The trust collects \$18-22M annually for **incumbent worker training** grants.
- Commonwealth Corporation, a corporation of the Executive Office of Labor and Workforce Development, administers WTFP.

Eligibility Requirements

- Applicants **must** contribute to the fund through UI payments.

Eligible

DO pay into WTFP

- All for-profit companies
- Non-profits who make quarterly UI payments using a 'contributory method' (regardless of new claims)

Not Eligible

DO NOT pay into WTFP

- Federal, State, or municipal government entities
- Non-profits who make UI payments using the 'reimbursable method' (i.e. self-insured)

Eligibility Requirements (continued...)

- Only companies with payroll employees in Massachusetts are eligible
- Company must be compliant with obligations to all State agencies, including but not limited to:
 - Department of Unemployment Assistance
 - Department of Industrial Accidents
 - Office of the Attorney General
- Company may not be debarred from doing business with the State or Federal government
- Company must produce a 'Certificate of Good Standing' (CoGs) to verify up to date tax payments

Available WTFP Grants

1. Express Grant

- Eligible: Small companies with **100 or fewer employees**
- Available Funding: \$3K per employee or up to \$30K per year for 'off the shelf', registered training courses

2. General Program Training Grant

- Eligible: Companies of any size
- Available Funding: Up to \$250K for customized training plans

NOTE: Multiple companies with similar training needs may partner to apply for a grant as a **consortium**.

3. Technical Assistance Grant

- Eligible: Companies of any size
- Available Funding: Up to \$25K for a training needs assessment and/or training plan development assistance

4. Regional Training Capacity Pilot Program (RTC)

- Eligible: Companies of any size
- Available Funding: Companies may enroll employees in WTFP-funded training slots in pre-determined courses without applying for a grant

Express Grant Program

- Companies with **100 or fewer employees** in Massachusetts
- Streamlined application & approval process
- Applicants choose from over 10,000 registered courses
- Companies may receive up to \$30K per calendar year
- If approved, simply enroll trainees, complete training, and submit invoices for reimbursement of 50% of the total cost (maximum of \$3,000 per person, per course)
- Training must be completed within 2 years

Limitations

- Training must be work-related.
- Mandated training such as OSHA is prohibited.
- Applicants should complete applications at least 6 weeks prior to the start of training

General Program Training Grants

- Companies of any size may receive grants of **up to \$250,000** to deliver customized training to incumbent employees.
- Companies **must** match grant funds \$1-to-\$1, including in-kind expenses (e.g. trainees' wages during training).
- Training may last up to 2 years

Limitations

- Training must align with the mission of the fund.
- Grant funded training must supplement, but not replace private investment in training;
 - No Mandatory Training (e.g. OSHA)
 - No training that would take place without a grant
- Employees must be paid during training.

Deadlines and Turn-Around

- No deadlines – applications may be submitted at any time.
- In most cases decisions made within 60 days.

General Program Application



To apply visit www.commcorp.org/wtfp

General Program Grant Examples – Community Bank

Regional, independent bank offering a full line of professional and business banking products and services with eight locations in Massachusetts.

| Grant Award | Business Need | Training Plan | Success Metrics |
|---|---|--|---|
| \$74,640 grant \$107,883 company match | Advances in banking technology have reduced face-to-face customer touchpoints by 50%. This results in fewer opportunities to distinguish the bank's products and services that are critical for asset growth and customer retention. | A six-part series of Customer Service Skills courses to be delivered on-site to 100 customer-facing employees. Training includes Communications, Problem Solving and Presentation Skills . | <ul style="list-style-type: none">• 5% improvement in teller line productivity (1+ additional transaction per hour)• 9% Improvement in customer satisfaction rating• \$10M in additional assets managed• 4% wage impact for trainees• 3 net new jobs added |

Consortium Grants

- General Program grants may be awarded to a consortium of multiple companies with similar training needs.
- Consortium grants may be led by:
 - individual companies
 - labor organizations
 - workforce investment boards
 - community colleges
 - organizations with expertise in training such as chambers of commerce or business associations
- Up to 10% allowance for grant administration costs.

RTC Pilot Program

Streamlined access to popular training topics when:

- The scope and scale of training need is not sufficient for a General Program Grant;
- Their needs cannot easily be met by a consortium grant or Express Program;
- There is demonstrated regional demand for proposed topics.

10 regional grants include:

- Process Improvement
- Computer Skills
- Supervisory Skills
- Manufacturing Skills

Key Points

- Pre-approved regional training vendors work with companies to determine when restrictions may apply.
- Trainees must be paid normal wages for time spent in training.
- Schedules and enrollment deadlines for each course are determined by pre-approved regional training providers.

For courses and enrollment information visit www.commcorp.org/wtfp

Workforce Training Fund Program Contact Information

www.commcorp.org/wtfp

Follow us on twitter @MassWTFP for updates

Commonwealth Corporation

(617) 727 8158

wtfp@commcorp.org

THANK
YOU



**WELCOME TO THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR & WORKFORCE DEVELOPMENT
DEPARTMENT OF INDUSTRIAL ACCIDENTS
TRAINING & EDUCATION GRANT PROGRAM**

**WORKPLACE SAFETY....Is no accident
WE CAN HELP!**

THE OFFICE OF SAFETY

- The Department of Industrial Accidents awards up to \$25,000 to various organizations to fund workplace safety training.
- The goal of this program is to promote safe and healthy conditions in the workplace through training, education, and other preventative programs. The prevention of occupational injury and illness is in everyone's best interest.
- Your application can address an injury history or establish a pro-active approach to workplace safety.



THE SAFETY GRANT PROGRAM

SIMPLE MEAT AND POTATOES GRANT

We pay for training and associated materials.


- No Training development
- No risk management assessment
- We don't get involved in company policy
- Covers training costs on a per person or per class basis
- 5 pages done all online
- No matching, no quarterly filing
- Pays administrative costs up to seven (7) percent administrative fee not to exceed the \$25,000.

THE PROCESS

- Usually 4-6 weeks for evaluation, processing, (longer if you have a compliance issue, or needed to re-submit forms etc.
- We operate by the fiscal year; you have until the end of June 2016 to use your money.
- Ensure grants are more evenly distributed throughout the Commonwealth.



WHO IS ELIGIBLE?

- Employees and employers operating within the Commonwealth of Massachusetts and whose entire staff, are covered by the Massachusetts Workers' Compensation Law (M.G.L. Chapter 152).
 - If you are exempt from Workers' Compensation (e.g. sole proprietorship, DBA, self insured) a letter explaining your exemption must be included in the application.
 - Municipalities, School Departments, non-profits are eligible
 - Police and Fire Departments, fisheries (Jones Act), federal workers and employees of the Commonwealth are not eligible for funding.
- 

TRAINING PROVIDER

We don't do the training, you hire a provider

- Trainers and training companies must be Massachusetts based
- A cursory list of trainers is available on our website
- This is a convenience we do not directly recommend, you can use anyone you want
- In house trainers cannot be funded by grant funds if they are on your payroll at the time of training
- Beware of package deals, a hard sell, trainers who want you to pay up front, additional compensation
- We will audit your training!



GRANT ADMINISTRATOR

Our point of contact, an in house person

Must have a good working knowledge of the process

We will not discuss your grant with anyone outside your organization

We do not work with 3rd party grant writers



GET CREATIVE

You can hire multiple training providers

Like businesses can apply as a group

An association can apply on behalf of their constituency

Does your employee base need training in languages other than English?



THE DIA IS NOT OSHA

No judgements of your workplace

No fines

We are simply here to demonstrate the business value in preventative and training & education

Enhanced employee relations/morale

Better WC premiums



QUESTIONS

We will meet with successful applicants to take them through the process step by step

Questions please contact Maria mariap@dia.state.ma.us

Deven deven.awalt@massmail.state.ma.us

safety@dia.state.ma.us





Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

UI Online

Workshare Program

Charlie Baker, Governor
Karyn Polito, Lieutenant Governor
Ronald L. Walker II, Secretary
Robert T. Cunningham, Director, DUA



What is WorkShare?

The **WorkShare** program allows an employer to reduce the hours of work for employees in lieu of temporary or permanent layoffs for a department or an entire company because of a decline in business. **WorkShare** allows affected employees to receive UI benefits to supplement their reduced wages.



WorkShare Benefits for Employer

Some of the benefits of a **WorkShare** plan:

- Allows employers to keep skilled workers
- Avoids disruption in business operations
- Reduce future hiring and retraining costs
- Maintain worker productivity
- Remain prepared for future business growth



Details of a WorkShare Plan

- Employers can have multiple **WorkShare** plans
- **WorkShare** plans can range from 10% to 60% reduction of work schedule
- Employers can have multiple **WorkShare** plans at different percentage reductions depending on the affected unit or department, with a minimum of two affected employees per plan
- All employees within a **WorkShare** plan must have their work hours reduced by the same percentage



Details of WorkShare Plan – cont'd

- Currently a **WorkShare** plan is for a maximum of 26 weeks
- If an employer creates a plan for less than 26 weeks and later wants to extend it, they must notify the **WorkShare** Unit before the plan expiration date so that the end date can be modified
- Once a **WorkShare** plan is approved and an effective start date set, all affected employees will file their own unemployment claim



Details of WorkShare Plan – cont'd

- Employer will request **WorkShare** benefits on a weekly basis for all workers in each plan
- Employer must report non-WorkShare employment for employees with additional employment when the employer requests **WorkShare** benefits each week
- **WorkShare** allows for two (2) weeks of a complete company shutdown during a plan. Employees may be eligible for full UI benefit payment for weeks of complete company shutdown



Details of WorkShare Plan – cont'd

- Permanent part time employees can be included in a **WorkShare** plan
- Temporary employees cannot be included in a **WorkShare** plan
- Employers must be a qualified employer



Details of WorkShare Plan – cont'd

- Employer must give employees the Non-WorkShare Earnings Report each week when the claimant has additional earnings outside of the WorkShare employer. Employers may create their own Non-WorkShare Earnings Report.

**Massachusetts Department of
Workforce
Development**
Division of Unemployment Assistance

**Non-WorkSharing Employer
Low Earnings Report**

Report Gross Earnings on a Calendar Week Basis

Week Beginning Sunday _____ and Ending Saturday _____

1. Gross earnings* including holiday pay \$ _____

2. Tips (if applicable) \$ _____

3. Total.....\$ _____

Name of Employer: _____

Claimant's Name: _____ SSN: _____ - _____ - _____

Claimant's Signature: _____

***If self-employed, report only net earnings.**

Please return this form to your WorkSharing Employer – Human Resources Department



Details of WorkShare Plan – cont'd

- Non-WorkShare Employer earnings:

Employees must report partial earnings from additional employment every week they claim UI benefits under the **Workshare** plan.

Weekly Request WorkShare Benefits-Employer



Weekly Workshare Claim - Employer.pdf - Adobe Reader

File Edit View Window Help

Open [Icons] 1 / 1 99.7% [Icons]

Tools Fill & Sign Comment

Sign In

Export PDF

Create PDF

Edit PDF

Adobe Acrobat Pro
Easily edit text and images in PDF documents

Start Now

Send Files

Store Files

Weekly Workshare Claim - Employer

Work Share Employer

Employer Account Number: _____ Employer Legal Name: _____
Business Activity: _____

Weekly Work Share Claim

Normal Hours/Week: 40
Percentage of Work Reduction: 20%

Claimant Information

| SSN | Last Name | First Name | Workshare Hours Worked | Unpaid Leave | Additional Earnings |
|-------------|-----------|------------|--|----------------------|----------------------|
| 123-45-6789 | Smith | John | Use this column for Workshare Hours <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 987-65-4321 | Williams | David | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Use this column for paid leave Use this column for Additional Earnings

Cancel Next Save

149.BP 36

2:31 PM 7/13/2015



How WorkShare Impacts Workers

WorkShare is a voluntary program so participation is not mandatory; however, workers who chose to participate will:

- continue to receive wages equal to the number of hours they work each week,
- retain the same defined health benefits under the same terms as though their workweek was not reduced, and
- retain the same defined retirement benefits under the same terms as though their workweek was not reduced.



Employee Responsibilities

- File an Initial unemployment claim or Reopen an existing claim the week the Plan goes into effect.
- When filing an Initial Claim all employers that employee has worked for in the prior 15 months should be included.
- Work the number of reduced hours each week stipulated in the Plan (vacation and sick hours can be used to supplement the number of hours required).
- If working for an additional non-WorkSharing employer(s), the employee is required to report those earnings to the **WorkShare** employer for the earnings to be declared for any week UI benefits are requested.



WorkShare Claim Information

- **WorkShare** benefits are paid with paper checks unless there is a week the company has a complete shutdown, then the payment method would be either debit card or direct deposit
- Once the **WorkShare** plan is approved and employees have filed claims they receive the following information in their Inbox on UI Online:



Sample of WorkShare Claim Message in UI Online

WORKSHARE PAYMENT: You have been added to a WorkShare plan with your employer.

- While you are on the WorkShare Plan.
 - the WorkShare plan, your Weekly Benefit Amount will be reduced by 80.00%.
 - Your Employer will certify the weeks for which you are eligible for Unemployment Insurance Benefits. However, if there is a shutdown week while you are on this plan, you are required to request benefits for that week.
 - You can request benefits by either logging into online account at www.mass.gov/dua, or by telephone. Any benefits due to you will be paid based on the WorkShare plan reduction.
 - When you are no longer on a WorkShare Plan, your Weekly Benefit Amount will return to the amount specified on your latest monetary determination.
 - If you have any questions, contact your employer or the Department of Unemployment Assistance at (617) 626-5521.



Termination Letter

When the WorkShare Plan is terminated employees will receive the following information in their Inbox on UI Online:

Your employer has decided to end its WorkShare Plan. This means you will no longer be eligible to receive WorkShare unemployment benefits. If you have questions about why the plan is being cancelled, please contact your employer directly. If you have questions about your unemployment benefits, please contact the DUA WorkShare Unit at (617)626-5521.



WorkShare Information - Audit

Effective the quarter beginning 04/01/2015 the DUA Revenue Audit Unit will select two (2) **WorkShare** companies per quarter for an audit to monitor their **WorkShare** plan and payments.



WorkShare Information - Audit

To ensure compliance with §29D of Chapter 151A, DUA Revenue Unit Audit staff will be auditing **WorkShare** plans to ensure employers:

- Continue to provide health benefits to employees in affected units as if still on full-time work schedule
- Continue to provide retirement benefits to employees in affected units as if still on full-time work schedule
- Monitor and report partial earnings for employees with non-**WorkShare** employers



WorkShare Information - Audit

DUA Revenue Audit screens will capture the following details:

- Is the company's experience rating correct?
- Were issued **Workshare** payments accurate?
- Were any overpayments discovered in the course of the audit?
- Were productivity standards changed for employees as a result of being on a **WorkShare** plan?
- Did **WorkShare** employers and employees indicate the **WorkShare** plan was successful?



Rules for WorkShare

Employers Applying for **WorkShare** will be denied (via a non-appealable determination)

Some reasons for denial :

- If the company has a union and the union approval for WorkShare is not returned.
- If the company only has one participant in a plan.
- If the company refuses to reduce the hours by the same percentage for all workers within the same WorkShare Plan.



Rules for WorkShare

- Employers will not be able to complete their **WorkShare** application for the following reasons:
- If the company has a negative account reserve balance from their last Experience Rate notice.
- If the company has failed to file Employment and Wage Detail Reports for every quarter.
- If the company has a delinquent account due to debt owed to DUA for unpaid unemployment taxes.



Rules for WorkShare

The screenshot shows a web browser window with the address bar displaying "https://www.dor.state.ma.org/...". The browser's address bar also shows "U.S. Online" and "Telephone Services". The page has a left sidebar with a list of links: "My Inbox", "Registration and Issue", "My Profile", "My Address Information", "Create FSC Appeal", "Maintain Owners/Officers", "Request Workshare", "Benefits", "EMAC/UHI Contribution", "Site Maintenance", "Init Charge Activities", and "Notifications". The main content area has a blue header with the text "WorkShare Ineligible - Negative Account Reserve Balance". Below this header, the text reads: "You are unable to participate in WorkShare due to a negative account reserve balance. If you have any questions, please contact the Revenue department at (617) 626-6893." At the bottom of the main content area, there is a blue button labeled "Previous".

My Inbox
Registration and Issue
My Profile
My Address Information
Create FSC Appeal
Maintain Owners/Officers
Request Workshare
Benefits
EMAC/UHI Contribution
Site Maintenance
Init Charge Activities
Notifications

WorkShare Ineligible - Negative Account Reserve Balance

You are unable to participate in WorkShare due to a negative account reserve balance. If you have any questions, please contact the Revenue department at (617) 626-6893.

[Previous](#)



Rules for WorkShare – cont'd

- An employer denied a **WorkShare** plan due to a negative account reserve balance will not be able to re-apply for **WorkShare** until their UI experience rate is reset the following January.
- If a company's reserve balance remains negative they have the opportunity to pay the reserve balance and change their status to positive. Detailed information about this process is on the employer's Experience Rate Notice.



Rules for WorkShare – cont'd

Employers are allowed a specified “grace period” to pay any outstanding balance. The date for this timeframe is on the Experience Rate notice. If the balance is paid within the grace period the employer:

- **will become eligible to apply for WorkShare and**
- **may see its annual Experience Rate percentage reduced**



Rules for WorkShare – cont'd

The screenshot shows a web browser window with the URL <https://uionline.detma.org/Staff/Benefits/Maint>. The browser has three tabs: 'EOLWD - Home', 'UI Online', and 'New Guidance from U.S. Depart...'. The page layout includes a left sidebar with a navigation menu and a main content area.

Navigation Menu (Left Sidebar):

- FAQ
- Employer Inbox
- Determination and Issue Summary
- Account Maintenance
 - View Employer Account Profile
 - Address Information
 - Create FSC Appeal
 - Maintain Owners/Officers
 - **Request Workshare Benefits**
 - UI/EMAC/UHI Contribution Rate Maintenance
- Benefit Charge Activities
- Collections
- Correspondence

Main Content Area:

WorkShare Ineligible - Delinquent Account

Your account is delinquent. You should pay in full, all amounts due, before you can initiate a WorkShare Plan. You can view all your outstanding charges by checking your Account Summary.

[Click here to view your Payment Account Summary](#)

[Previous](#) [Next](#)

The Windows taskbar at the bottom shows the time as 2:08 PM on 4/24/2015, along with various application icons.



Rules for WorkShare – cont'd

If an employer is **delinquent** in paying their UI taxes, or if the employer has not filed all the required quarterly Employment and Wage Detail Reports, participation in **WorkShare** is possible if:

- the account is paid up to date and any missing Employment and Wage Detail Reports are filed, and
- there is a positive Account Reserve balance.



Online Resources

For more information or to apply for **WorkShare Benefits** go to www.ma.gov and access UI Online:

The screenshot displays the official website of the Executive Office of Labor and Workforce Development (EOLWD) in Massachusetts. The header includes the Mass.gov logo and navigation links for State Offices & Courts, State A-Z Topics, and State Forms. A search bar is located in the top right corner. The main navigation menu features links for Unemployment Insurance, Job Services, Labor Standards, Workers' Compensation, Labor Relations, and Labor Market Information. The Unemployment Insurance section is currently selected, showing a welcome message from the Department of Unemployment Assistance (DUA). The DUA message states that it administers the Unemployment Insurance (UI) program, which provides temporary income assistance to Massachusetts workers who are unemployed through no fault of their own and who are able to work, available for work and looking for a job. It also mentions that in July 2013, DUA launched a modern, web-based UI system to better serve customers. The website also features a sidebar with links to News and Updates, Basic UI Information, Programs and Services for Claimants, Employer Contributions, Business Support, Forms, Publications & Resources, Appeals, and Need Help?. On the right side, there is a section for the Director, Robert T. Cunningham, and a section for reporting UI & Workplace FRAUD. The website is available in multiple languages, including Spanish, French, Italian, Portuguese, Vietnamese, and Arabic, as indicated by the 'I Speak:' section.



UI Online Employer Login

* Indicates Required Field

Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Login

Forgot Password

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

Employer Home-Account Maintenance



[Change Password](#) [Logoff](#)

Employer Home

Employer Information

[Change Employer](#) [Leave Employer](#)

Employer Account Number: [REDACTED]

Employer Name: II [REDACTED]

FEIN: 04-2 [REDACTED]

Subjectivity Date: **Not Available**

Current UI Contribution Rate: **3.93%***

UI Rated Year: **Not Available**

UHI Rate: **0.48%**

WTF Rate: **0.06%**

Status: **Active**

Business Type: **Other**

* Access Additional Rate Information in Employer Account Profile accessible in Account Maintenance menu:

Employer Home

[Employer Home](#)

Employer Home

FAQ

Review frequently asked questions (FAQ's) for the UI program or UI system.

[Determination and Issue Summary](#)

View determinations associated with your account.

[Benefit Charge Activities](#)

View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

[Correspondence](#)

Search for Correspondence

[History](#)

Access all active workflow items related to an employer, corresponding documents and workflow reassignment history.

[User Maintenance](#)

Assign or Update user access to Employer account information.

Events

[Employer Inbox](#)

View and maintain your inbox.

[Account Maintenance](#)

Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Collections](#)

View and maintain collections activities against an employer.

[Employment and Wage Detail Reporting](#)

Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.

[Payment Information](#)

Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

Last Searches:

- Employer: 79340670
- Claimant: 10078768
- Claimant: 10080422

UI Online Employer Account Maintenance



| Change Password Logoff | |
|---|---|
| Employer Home | Employer Information Employer Account Number: <input type="text"/> Employer Name: <input type="text"/> Change Employer Leave Employer |
| | Account Maintenance |
| FAQ Employer Inbox Determination and Issue Summary Account Maintenance <ul style="list-style-type: none">View Employer Account ProfileAddress InformationEmployer AppealsExperience Transfer HistoryMaintain Employer NameMaintain NAICSMaintain Owners/OfficersMaintain Employer Reporting UnitsProvide Information on the Purchase or Sale of a BusinessRe-Determine LiabilityRequest Workshare BenefitsRequest Worker Status DeterminationUI Contribution Rate MaintenanceSuspend Employer AccountView Rate NoticeVoluntary ContributionThird Party Administrator (TPA) AuthorizationView Employer Name Change History Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting | View Employer Account Profile View summary profile and history information related to the Employer Account. |
| | Employer Appeals Appeal a determination regarding your Employer Account. |
| | Maintain Employer Name Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity. |
| | Maintain Owners/Officers View, Add, or Update Owner/Officer information for the Employer Account |
| | Provide Information on the Purchase or Sale of a Business Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization. |
| | Request Workshare Benefits Request Workshare Benefits |
| | UI Contribution Rate Maintenance Manually Adjust Account Balance or Assign Rate for an Employer. |
| | View Rate Notice View most recent UI rate notice. |
| | Third Party Administrator (TPA) Authorization Create new or update existing TPA authorizations to access Employer account information. |
| | Address Information View or Update address types. Maintain phone numbers and e-mail addresses. |
| Experience Transfer History Allows staff to view previously completed experience transfers and to reverse a completed experience transfer | |
| Maintain NAICS Update the NAICS code for an Employer Account. | |
| Maintain Employer Reporting Units Create and update Employer reporting units | |
| Re-Determine Liability Update subjectivity date, liable quarter, business type, UHI exempt status, or determine an employer not liable. | |
| Request Worker Status Determination Request an employer/employee relationship determination. | |
| Suspend Employer Account Suspend an Employer Account. | |
| Voluntary Contribution Submit a voluntary contribution payment to buy down the experience rate of the Employer. | |
| View Employer Name Change History View historical Employer Doing Business As (DBA) and Legal name change information. | |

UI Online Employer Account Maintenance



| Employer Information | | Change Employer | Leave Employer |
|---|----------------------|--|---|
| Employer Account Number | <input type="text"/> | Employer Name | <input type="text"/> |
| Search Workshare Plans | | | |
| Workshare Plan Number: | | <input type="text"/> | |
| Affected Group Name: | | <input type="text"/> | |
| Plan Effective Dates: From: | | <input type="text"/> | To: <input type="text"/> (mm/dd/yyyy) |
| Create Date: | | <input type="text"/> (mm/dd/yyyy) | |
| Plan Status: | | Select One <input type="button" value="v"/> | |
| <input type="button" value="Search"/> <input type="button" value="Reset"/> | | | |
| Workshare Employer | | | |
| In order to modify a Workshare plan or claim a benefit week, select the plan and the corresponding button. To add a new Workshare plan select "Add Workshare Plan". | | | |
| Select Workshare Plan | | | |
| There are no Workshare plans created for this employer. | | | |
| | | <input type="button" value="Modify Workshare Plan"/> | <input type="button" value="Add Workshare Plan"/> |
| | | <input type="button" value="Claim Benefit Week"/> | |

UI Online WorkShare Employer Plans



Employer Information

[Change Employer](#) [Leave Employer](#)

Employer Account Number:

Employer Name:

Search Workshare Plans

Workshare Plan Number:

Affected Group Name:

Plan Effective Dates: From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Create Date: (mm/dd/yyyy)

Plan Status:

[Search](#)

[Reset](#)

Workshare Employer

In order to modify a Workshare plan or claim a benefit week, select the plan and the corresponding button. To add a new Workshare plan select "Add Workshare Plan".

Select Workshare Plan

| Select | Plan Number | Affected Group Name | Date Created | Effectives Dates | | Status |
|-----------------------|-------------|---------------------------------|--------------|------------------|-----------|------------------------------|
| | | | | From | To | |
| <input type="radio"/> | 20924 | Project Managers | 1/7/2014 | 8/11/2013 | 1/4/2014 | Closed plan - past end date. |
| <input type="radio"/> | 21523 | Project Managers | 1/29/2014 | 1/19/2014 | 7/19/2014 | Revoked Plan |
| <input type="radio"/> | 22341 | Middle Managers and Supervisors | 11/6/2014 | 12/7/2014 | 5/2/2015 | Withdrawn plan |
| <input type="radio"/> | 22342 | Middle Managers and Supervisors | 12/15/2014 | 12/14/2014 | 5/9/2015 | Approved or Active plan. |

[Modify Workshare Plan](#)

[Add Workshare Plan](#)

[Claim Benefit Week](#)



UI Online Workshare Information

* Indicates Required Field

Employer Information

Employer Account Number: 09876543

Employer Name: Amante Cookie Company

Workshare Plan Information

The Workshare Plan is an alternative for employers faced with a layoff. It allows workers within the company to work reduced hours whilst also collecting unemployment insurance benefits to supplement their reduced wages. By participating in the Workshare Plan an employer can maintain morale, productivity, retain skilled employees and limit costs of rehiring and retraining when business picks up again.

The Workshare Plan is intended as an alternative to full layoffs. It is not intended for employers facing seasonal layoffs and is not an effective tool for employers faced with permanent downsizing. Employers who have used the Workshare Plan successfully have a number of things in common:

- They have a recovery plan to meet the conditions that led them to possible layoffs
- They have a skilled workforce that is important to their future growth
- They are committed to maintaining a permanent workforce
- They can commit to weekly reduction in work hours for the affected units

In order to complete the Workshare Plan Application you will need to provide:

- The effective begin date of your Workshare Plan (Must be a Sunday date)
- The effective end date of your Workshare Plan (Must be a Saturday date)
- The planned percentage reduction in weekly hours
- Union information (If applicable)
- Participating employee's names, social security numbers, and regular weekly hours

How does the Workshare Plan work?

Example: An employee regularly works 40 hours a week. His/Her employer is reducing his/her hours 20 percent. His/Her average weekly wage was \$500.00. His/Her Unemployment Insurance (UI) benefit rate is \$250.00 a week (Half of his/her weekly wage). His/Her Workshare benefits (20 percent of the UI benefit rate) will be \$50.00 a week. He/She receives 80 percent of his/her regular wages plus \$50.00 a week in Workshare benefits.



UI Online Workshare Information

Workshare Plan Requirements

In order to be approved by the Massachusetts Division of Unemployment Assistance, an employer must submit a Workshare Plan that:

- Specifies two (2) or more employees whose regular full time hours will be reduced at least 10% but not more than 60%
- Specifies plan effective begin date which is the Sunday of the first week employee's hours will be reduced
- Plan must specify the effective begin date and effective end date, the effective end date must be a Saturday that cannot be more than 26 weeks from the effective begin date
- Certify that health insurance benefits will remain the same and specify any reduction in any additional benefits, such as pension plan or vacation accrual
- Is approved by the affected employees' bargaining unit, if applicable
- Includes an equal percentage reduction for all affected employees
- Certifies that reduced hours were necessary to avoid a full layoff

+ can have multiple plans
+ can select employees

Employee Eligibility

An employee is eligible for Workshare Plan benefits if:

- He/She is included in the employers approved Workshare Plan
- He/She has filed an initial unemployment account and is eligible for UI benefits
- He/She works the reduced hours as specified in the Workshare Plan

[Additional Information about Workshare Plans](#)

Select Next to begin the Workshare Plan Application process.

Previous

Next

UI Online Workshare Application



Employer Information

Employer Account Number: 09876543

Employer Name: Amante Cookie Company

Workshare Plan Application

You must complete the entire Workshare Plan application by Saturday night of this week. Saturday night all incomplete applications will be deleted from the System. Your application is complete when the System displays the Workshare Plan Confirmation screen.

Employer Workshare Plan Contact Information

Impacted Work Site Address:

*Address Line 1:

Address Line 2:

*City:

*State: Massachusetts

*Zip Code:

Plan Contact Information:

*Contact Name:

*Contact Title:

*Contact Telephone Number:

Contact Email Address:

Contact Fax Number:

Mailing Address:

*Address Line 1:

Address Line 2:

*City:

*State: Massachusetts

*Zip Code:

Workshare Plan Details

Affected Group Name:

Plan Effective Dates:

Workshare Plans allow a maximum of 26 weeks.

*Plan Effective Begin Date: (Must start on a Sunday)

*Plan Effective End Date: (Must end on a Saturday)

UI Online Workshare Plan Employee Hours



Rows 1-10 of 89

◀ 1 2 3 4 5 6 ▶

Page 1 of 8

| <u>SSN</u> | <u>Last Name</u> | First Name | Regular Work Hours per Week | Hours Reduced To | Delete |
|-------------|------------------|------------|---------------------------------|------------------|---------------------------------------|
| 112-23-3344 | Allen | Joan | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 234-523345 | Bilous | Jay | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 333-44-4455 | Crocker | Betty | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 445-56-6677 | Davis | David | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 665-54-4433 | Edwardes | Trent | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 123-33-4444 | Flint | Rick | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 321-09-8877 | George | Sean | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 876-90-5544 | Harold | Thomas | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 567-89-0123 | Ivatt | Tara | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| 987-65-4321 | Jeter | Derek | <input type="text" value="40"/> | 32 | <input type="checkbox"/> |
| | | | | | <input type="button" value="Delete"/> |

- To delete an employee from the Plan, select the employee and select Delete
- Select Save to update the System with modifications made to the "Regular Work Hours per Week"
- After completing all Employees' reduction of hours, select Next to review this WorkShare Plan

Previous

Save

Next

UI Online Workshare Plan Confirmation



Tuesday, June 17, 2008

[Print](#)

* Indicates Required Field

Employer Information

Employer Account Number: 09876543

Employer Name: Amante Cookie Company

Workshare Plan Confirmation

Workshare Plan Number: 20034002

Union Approval Form:

- This Workshare Plan application included employees that are part of collective bargaining agreement
- The Union Approval Form must be completed and returned to DUA within 10 days
- Failure to return the Union Approval Form on time shall result in denial of this Workshare Plan

Your Workshare Plan Application has been successfully submitted. Print this screen for your records.

You will receive a decision regarding the eligibility for the Workshare Plan within 15 days.



UI Online WorkShare Non-Compliant Claimants

Work Share Non-Compliant Claimants

Below is a list of non-compliant Work Share claimants whose hours do not adhere to the Work Share Plan #<**Work Share Plan Number**> for the week ending <**mm/dd/yyyy**>.

The **Reported Hours for Week** shows what the claimant reported on the Work Share Request for the week. The **Expected Plan Hours** is what the claimant was suppose to work.

So that future benefit claims may be paid correctly, update your Work Share Plan by clicking [here](#).

Rows 1-10 of 12 total items

« 1 »

Page 1 of 2

| SSN | Last Name | First Name | Reported Hours for Week | Expected Plan Hours |
|-------------|-----------|------------|-------------------------|---------------------|
| 111-22-3333 | Smith | Joe | 24 | 28 |
| 222-33-4444 | Jones | Jane | 24 | 28 |
| 333-44-5555 | Anderson | Fred | 31 | 28 |
| 444-55-6666 | Johnson | John | 31 | 28 |
| 555-66-7777 | Williams | Will | 28 | 24 |
| 666-77-8888 | Keating | Kerry | 28 | 24 |
| 777-88-9999 | Peterson | Pete | 38 | 36 |
| 888-99-0000 | Grau | Joey | 38 | 36 |
| 999-00-1111 | Amante | Amy | 27 | 38 |
| 000-11-2222 | Baubles | Fred | 28 | 24 |

* Explanation/Notes:

Cancel

Complete/Close Workflow Item



Future Enhancements to WorkShare

For Employers:

- Removal of system-generated 3 week waiting period for approval of a **WorkShare** plan
- Changing the effective period of a **WorkShare** plan from 26 weeks to 52 weeks
- **WorkShare** screen redesigned with 2 icons to make it easier for employers to create and modify a **Workshare** plan and request **WorkShare** benefits for workers
- Additional messaging to employer after a withdrawal of **WorkShare** plan verifying the transaction



Future Enhancements for WorkShare

Workers/Claimants:

- Modify Initial/Reopen claim process by creating new correspondence that will be sent to claimants explaining requirements they need to follow to continue to be eligible for **WorkShare** benefits.
- New system functionality so claimants can submit partial earnings for non-workshare employers themselves.
- Partial Earnings submitted by claimants will be auto-adjudicated expediting the payment process.



Future Enhancements for WorkShare

- Refine claimant WorkShare screens through messaging to improve how the claimant is guided through the **WorkShare** plan claims filing process.
- UI Online system screen will be updated to display a message indicating the claimant is on an active **WorkShare** plan.

Mass Biz Works

Lunch....



Mass Biz Works

Massachusetts Office of Business Development (MOBD)

**Annamarie Kersten
EDIP Director**





Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

Revised Employer Services In MOSES

Charles Baker, Governor

Ron Walker, Secretary

**Alice Sweeney, Director,
Department of Career Services**



Agenda

- Introduction
- Professional Protocol- Coordination
- Reporting
- Entering Services in MOSES
- Categories and Services
 - Definitions
 - BSR Activities and Services
 - Scenarios



Introduction

- 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.
- 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 MA BizWorks formerly 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.



OSCCAR Reportable Services

OSCCAR - One Stop Career Center Activity Report

The OSCCAR report primarily displays services received by both job seekers and employers by report period as well as year to date. It also has a demographic breakout of the job seekers. The report is available at several different rollup levels; local office, career center, WIB, State Level - WIB Total, State Level - Rapid Response and State Level - All Programs.



OSCCAR Employer Services Section

Central Mass

Monthly

Year to Date

Year to Date Visits

Employment Outcomes of Individual Customers

| | | |
|---|-------|-------|
| Total Entered Employment | 136 | 1160 |
| All Customers Entering Employment Full-time | 100 | 900 |
| Unemployed Customers Entering Employment | 130 | 1098 |
| Unemployed Customers EE Full-time | 97 | 862 |
| Entered Employment Average Wage | 21.09 | 19.53 |

Employer Services

| | | | |
|-------------------------------------|----|-----|------|
| Total Employers Served | 99 | 906 | 3155 |
| New to Career Center | 31 | 191 | |
| New to MOSES | 6 | 65 | |
| Repeat | 68 | 715 | |
| Employers Listing Job Orders | 78 | 401 | 1378 |
| Business Information and Incentives | 11 | 11 | 11 |
| Education and Training | 1 | 1 | 1 |
| Job Fairs and Recruitments | 31 | 31 | 31 |
| Labor Market Information | 28 | 28 | 28 |

Non Add Categories

Administrative Activities
Education & Training



Professional Protocol

- Check in Moses for employers previous history
- Contact initial workforce development partner of record, particularly if contact was made within the past 6 months.
- Don't be afraid of referring a program specialist to an employer when needed.
- Try to include workforce development partners not exclude partners.
- Develop a local strategy for outreach, regularly participate in your regional BizWorks meetings.
- Outreach to other workforce development partners and invite them to regional meetings.



Data Entry in MOSES




Employer Services Data Entry

- Entering Employer Services
 - Posting Employer Services (on Services tab)
 - Employer Mass Services Entry
 - Employer Events



Employer Record

 Employer Registration (Boston Professional Hockey Assoc. Inc.)

Boston Professional Hockey Assoc. Inc. FEIN:99-1111111 ID:1091102

Notes

General Info | Employer Contacts | Events | Account Representatives | Programs and Benefits | Employer Services | Closing / Layoff

Company Information

▶ Name: Boston Professional Hockey Assoc. Inc.

▶ FEIN Number: 99-1111111 UI Account #: -

Number Of Employees 350

Web Address: www.bostonbruins.com

Doing Business As: Boston Bruins

▶ Employer Type: Private

▶ Federal Contractor: ☐ Yes ☒ No ☐ Company Closed

▶ Primary Phone: (617)624-1900

▶ Career Center: Hurley/MOSES Unit

Company Address | Mailing Address

Address

▶ Address: 1 TD Bank Garden, Ste. 250

▶ Country: United States of America

▶ Zip: 02114- ▶ City: Boston

▶ State: Massachusetts

Is the mailing address different? ☐

Industry

▶ NAICS Code: 711211 SIC:

▶ NAICS Sector: Arts, Entertainment, and Recreation

▶ NAICS Subsector: Performing Arts, Spectator Sports, and Related Industries

▶ NAICS Ind Group: Spectator Sports

▶ NAICS Industry: Spectator Sports

▶ NAICS US Industry: Sports Teams and Clubs

Trade Names

The Bruins

da Bruins

da B's

Add

Delete

All Job Orders

Total Job Orders 1

Total Openings 1

Total Openings 0

Filled:

Open Job Orders

Total Job Orders 1

Total Openings 1

Total Openings 0

Filled:

Status

☒ Access Approve ☐ Access Denied Created Date: 8/24/2004 15:38:33

Created By: JSTEI Validated By: TCART

Industry Code Search

Job Order

OK

Cancel

Posting Employer Services



- On the Employer Service tab:

The screenshot displays the 'Employer Registration (Boston Red Sox Baseball Club)' window. The 'Employer Service History' table lists several services, with the last row highlighted in blue. The 'Employer Services Details' dialog box is open, showing the 'Service Details' section. The 'Date' is set to 12/31/2013, and the 'Service Category' is set to 'Administrative Activities'. The 'Career Center' is 'Hurley/MOSES Unit', and the 'Type of Service' is 'Business Information and Incentives'. The 'Person Contacted' and 'Next Contact Date' fields are empty. The 'Summary' field is also empty. A note at the bottom of the dialog box states: 'Note: Blue Service Details are OSCCAR Reportable Services'.

| Service Date | Staff | Category | Type of Service | Summary | Fee for Service |
|--------------|--------|------------------|--------------------|---------|--------------------------|
| 04/25/2013 | EMERO | General Employer | Employer Follow-up | | <input type="checkbox"/> |
| 02/14/2012 | EMERO | Labor Exchange | Job Development | | <input type="checkbox"/> |
| 04/17/2008 | JMCCA3 | Workforce C | | | |
| 04/17/2008 | JMCCA3 | General Em | | | |
| 04/17/2008 | JMCCA3 | Business In | | | |
| 04/17/2008 | JMCCA3 | General Em | | | |
| 00/00/0000 | | | | | |

Employer Services Details

Service Details

► Date: 12/31/2013 ► Service Category: Administrative Activities

► Career Center: Hurley/MOSES Unit ► Type of Service: Business Information and Incentives

Person Contacted: _____

Next Contact Date: 00/00/0000

Summary: _____

Note: Blue Service Details are OSCCAR Reportable Services

OK Cancel

*****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.***

Posting Employer Services



- In Employer Mass Services Entry

The screenshot shows a software window titled "Employer Mass Services Entry". It contains a "Mass Entry" section with the following fields:

- Date: 01/06/2014
- Staff: LABRA
- Career Center: BerkshireWorks - Pittsfield
- Summary: (empty text area)
- Service Type: Education and Training
- Service Result: (dropdown menu open)

The "Service Result" dropdown menu is open, displaying the following options:

- Apprenticeship/Internship
- Info Session for Businesses
- Mentoring/Job Shadowing/School-to-Work
- On the Job Training
- Testing for Businesses
- Training/Support Services Fair

Below the "Mass Entry" section is an "Employers" section with a table header:

| Employer Id | Employer Name | Doing Business |
|-------------|---------------|----------------|
|-------------|---------------|----------------|

At the bottom of the window are five buttons: Quick Search, Add, Delete, OK, and Cancel.

*****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.***

Posting Employer Services



- In Employer Events:

Event Creation (89984)

Event Details

Event Information

▶ Event Name: Prerequisite Required: ☐

▶ Event Category: Career Center Lock: ☐

▶ Career Center:

Duration:

Fee Based: ☐

▶ Event Description:

Service Type

Associated Services

Apprenticeship/Internship

[Info Session for Businesses](#)

Mentoring/Job Shadowing/School-to-Work

[On the Job Training](#)

[Testing for Businesses](#)

[Training/Support Services Fair](#)

>>

<<

Selected Services

[Industry Briefings by Businesses](#)

[Referral to Incentives and Other Service Providers](#)

[Business Assessment On-site](#)

[Labor Market Information](#)

Room Accommodations/Rentals

[Workshop/Training for Business Staff](#)

Inactivate Event: ☐ Yes ☒ No



Employer Service Categories

- Administrative Activities
- Business Information and Incentives
- Education and Training
- Job Fairs and Recruitments
- Labor Market Information



Categories and their Services



Administrative Activities

| | |
|--|--|
| Business Contact | <i>Career center staff contact a business to provide information regarding career center services and business follow-up .</i> |
| Distribution of Career Center Information | <i>Distribution of Career Center Information.</i> |
| Job Development Contacts | <i>Career center staff cold-call (email, phone, visit) businesses to identify potential job openings on behalf of one or more specific job seekers in order to fill a gap in industries/occupations in the job bank. Must document industry/occupation gap being addressed and include contact name. Does not include blanket solicitation of listings, must be 2-way contact.</i> |
| Join Career Center | <i>Enroll the business as a member of your career center.</i> |
| Paper Postings to the CRL (Career Resource Library) | <i>Job postings are posted in the career resource library.</i> |
| Room Accommodations/Rentals | <i>Provide/rent career center room to a business or groups of businesses.</i> |
| Sponsorships | <i>Business provides financial or in-kind support for career center activities. In-kind support could include donation of business staff time, equipment, space, etc.</i> |



Business Information and Incentives

| | |
|--|--|
| Business Assessment Off-Site | <i>Career center staff meet with business representative to assess needs and provide information on pertinent services.</i> |
| Business Assessment On-Site | <i>Career center staff meet with business representative to assess needs and provide information on pertinent services.</i> |
| Grant Information | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Mass Manufacturing Extension Partnership (MEP) | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Mass Office of Business Development | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Other Public Incentives Information For Hiring | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Referral to Incentives and Other Service Providers | <i>Make a referral to an incentive or other providers of services to businesses.</i> |
| Unemployment Insurance Programs Information | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Work Opportunity Tax Credit (WOTC) | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Work Sharing Information | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |
| Workforce Training Fund (WTFP) | <i>Provide in depth information and further assistance to a business. Otherwise it is a referral and should be entered as "Referral to Incentives or Other Service Providers".</i> |

Education and Training



| | |
|---|--|
| Apprenticeship/Internship | <i>Provide information, referral, and/or help set up one or more of these sponsored training opportunities for job seekers.</i> |
| Info Session for Businesses | <i>Bring together businesses for a broad range of workforce development related topics.</i> |
| Mentoring/Job Shadowing/School-to-Work | <i>Provide information, referral, and/or help set up one or more of these sponsored training opportunities for job seekers.</i> |
| On-the-Job Training (OJT) | <i>Develop On-the-Job Training (OJT) that results in a contract. Enter once per contract.</i> |
| Testing for Businesses | <i>Provide testing services to a businesses workforce.</i> |
| Training/Support Services Fair | <i>Conduct training/support services fair for training vendors and/or support service organizations that do not have job openings.</i> |
| Workshop/Training for Business Staff | <i>Provide skills training for the staff of businesses.</i> |

Job Fairs and Recruitments



| | |
|-------------------------|---|
| Job Fairs | <i>Conduct job fairs for 3 or more businesses that have job openings.</i> |
| Outplacement Services | <i>Interview candidates for outplacement. Offer testing, assessment, workshops, and counseling assistance. There must be an agreement with the business to provide services to their employees.</i> |
| Recruitments | <i>Provide recruitment event for a business.</i> |
| Specialized Recruitment | <i>Career center staff screen job seekers and resumes to provide qualified matches to the business. Entails both screening job seekers to define a subset for outreach in order to solicit resumes for specific openings on behalf of a business AND screening resumes before forwarding to the business.</i> |

Labor Market Information



| | |
|----------------------------------|--|
| Job Description Assistance | <i>Provide substantial effort in editing or creating job descriptions on behalf of a business. Does not include simple edits.</i> |
| Industry Briefings by Businesses | <i>Businesses discuss industry trends, promote their organization, job openings and discuss labor market information with job seekers.</i> |
| Labor Market Information | <i>Make presentations about the local labor market to a single business or to a group of businesses which includes customized LMI.</i> |
| Salary Survey Information | <i>Career center staff gather salary information on specific occupational groups and provide to a business.</i> |



MA BIZWORKS – TRACKING - ICON

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Workforce Issuance No. 15-05 ☐Policy ☐Information

From: Alice Sweeney, Director
Department of Career Services

Date: January 20, 2015

Subject: Continuation of Mass BizWorks Program and Tracking Icon in MOSES

Mass BizWorks Tracking: In an effort to determine whether or not there is “engagement” of more businesses, DCS MOSES experts have developed a “Mass BizWorks” Icon in the MOSES system. Based on a review by the Mass BizWorks Systems Development & Tracking Committee, as well as feedback from various business services partners, it is agreed:

“...that if you engaged a business in a two way conversation regarding the various programs offered by the commonwealth and whether that conversation be by phone, e-mail, and or in person and/or you are making a presentation to a group of businesses, that activity should be recorded in the MOSES system by clicking BizWorks in MOSES” along with any other appropriate business service that should be entered.



Ma BizWorks Icon-

State-Desktop - Desktop Viewer

Massachusetts One Stop Employment System - Production Staff ID: JME11 Career Center: Central Mass Rapid Response

File Job Seeker Employer Training Events Program Reports Feedback Administration Go To Window Help

Rapid Response Details

Closing/Layoff ID: 11602 Employer ID: 1177994 Employer Name: Charter Communications LLC

Closing/Layoff Details | Rapid Response | Demographics | Worker Detail | Evaluation | Program Info

Was this record created by or modified by a member of the Rapid Response Staff? ☒ Yes ☐ No

Employer Location

| | | | |
|----------------------------|-----------|---|---|
| Employer | FEIN | Address | |
| Charter Communications LLC | 428458860 | 65 Higgins Street, Worcester, MA, 01608 | Go to Delete |

Closing/Layoff Details

Total No. of Affected Workers: Closing: ☐ Yes ☐ No Staggered: ☐ One Time ☐ Multiple Start Date: 04/02/2015 End Date: 00/00/0000 Confidential: ☐ Yes ☐ No

| Type | Closing/Layoff Date | No Affected Workers | Comments | |
|------|---------------------|---------------------|----------|---|
| | | | | Add Delete |

Rapid Response:

Initial Contact Date: 04/02/2015 ☐ W/WRN ☐ AFL-CIO Involvement ☐ (W/IS) Central Mass

Investigation Start Date: 04/02/2015 ☐ Date W/WRN Received: 00/00/0000 ☐ Comments: routing for APAC

Investigation Status: Layoff Assertion ☐ Public Announcement

Completed Date: 00/00/0000 ☐ Other:

Events/Services

Ready

chpx



Business Service Rep Activities



BSR Activity (sample)

| Business Activity | Service Category | Service Entered |
|------------------------------|-------------------------------------|--|
| Cold Calling | Administrative Activities | Business Contact |
| | | Distribution of Career Center Information |
| | Business Information and Incentives | Business Assessment Offsite |
| | | Grant Information |
| | | Referral to Incentives and Other Service Providers |
| Take a Job Order | Business Information and Incentives | Workforce Training Fund (WTF) |
| | | Job Description Assistance |
| | | |
| | | |
| Schedule Appointment / Visit | Administrative Activities | Business Contact |
| | | Distribution of Career Center Information |
| Visit to Employer | Business Information and Incentives | Business Assessment Offsite |
| | | Grant Information |
| | | Mass Manufacturing Extension Partnership |
| | | Mass Office of Business Development |
| | | Other Public Incentives Information For Hiring |
| | | Referral to Incentives and Other Service Providers |
| | | Unemployment Insurance Programs Information |
| | | Work Sharing Information |
| | | Work Opportunity Tax Credit (WOTC) |
| | | Workforce Training Fund (WTF) |
| | Education and Training | Apprenticeship/Internship |
| | | Info Session for Businesses |
| | | Mentoring/Job Shadowing/School-to-Work |
| | | On-the-Job Training (OJT) |
| | Labor Market Information | Testing for Businesses |
| | | Workshop/Training for Business Staff |
| | | Job Description Assistance |
| | | Industry Briefings by Businesses |
| | | Labor Market Information |
| | | Salary Survey Information |



Quick Reference Guide

| Business Activity | Service Category | Service Entered |
|--|-------------------------------------|--|
| | | |
| <i>Cold Calling</i> | Administrative Activities | Business Contact |
| | | Distribution of Career Center Information |
| | Business Information and Incentives | Business Assessment Offsite |
| | | Grant Information |
| | | Referral to Incentives and Other Service Providers |
| | | Workforce Training Fund (WTF) |
| <i>Take a Job Order</i> | Adminstrative Activities | Business Contact |
| | Business Information and Incentives | Workforce Training Fund (WTF) |
| | Labor Market Information | Job Description Assistance |
| <i>Schedule Appointment / Visit</i> | Administrative Activities | Business Contact |
| | | Distribution of Career Center Information |
| <i>Visit to Employer</i> | Business Information and Incentives | Business Assessment Offsite |
| | | Grant Information |
| | | Mass Manufacturing Extension Partnership |
| | | Mass Office of Business Development |
| | | Other Public Incentives Information For Hiring |
| | | Referral to Incentives and Other Service Providers |
| | | Unemployment Insurance Programs Information |
| | | Work Sharing Information |
| | | Work Opportunity Tax Credit (WOTC) |
| | | Workforce Training Fund (WTF) |
| | Education and Training | Apprenticeship/Internship |
| | | Info Session for Businesses |
| | | Mentoring/Job Shadowing/School-to-Work |
| | | On-the-Job Training (OJT) |
| | | Testing for Businesses |
| | | Workshop/Training for Business Staff |
| | Labor Market Information | Job Description Assistance |
| | | Industry Briefings by Businesses |
| | | Labor Market Information |

| | | |
|----------------------------|--|---|
| | Labor Market Information | Workshop/Training for Business Staff Job Description Assistance Industry Briefings by Businesses Labor Market Information Salary Survey Information |
| Job Fair | Administrative Activities Business Information and Incentives Job Fairs and Recruitments Labor Market Information | Distribution of Career Center Information Grant Information Mass Manufacturing Extension Partnership Mass Office of Business Development Other Public Incentives Information For Hiring Referral to Incentives and Other Service Providers Work Opportunity Tax Credit (WOTC) Workforce Training Fund (WTF) Job Fairs Labor Market Information |
| Recruitment | Business Information and Incentives Job Fairs and Recruitments | Mass Manufacturing Extension Partnership Mass Office of Business Development Other Public Incentives Information For Hiring Work Opportunity Tax Credit (WOTC) Grant Information Workforce Training Fund (WTF) Outplacement Services Recruitments Specialized Recruitments |
| Job Order Follow Up | Administrative Activities Business Information and Incentives | Business Contact Referral to Incentives and Other Service Providers Workforce Training Fund (WTF) |
| Testing Services | Business Information and Incentives | Grant Information Mass Manufacturing Extension Partnership Mass Office of Business Development |

| | | |
|---|-------------------------------------|---|
| | Job Fairs and Recruitments | Specialized Recruitment |
| <i>Employer Visit to Career Center for Information</i> | Administrative Activities | Distribution of Career Center Information Room Accommodations / Rental |
| | Business Information and Incentives | Business Assessment On-site Grant Information Mass Manufacturing Extension Partnership (MEP) Massachusetts Office of Business Development (MOBD) Other Public Incentives Information for Hiring Referral to Incentives and Other Service Providers Unemployment Insurance Programs Information Work Opportunity Tax Credit (WOTC) Work Sharing Information Workforce Training Fund (WTF) |
| | Labor Market Information | Job Description Assistance |
| | | |
| <i>Publicized Hot Job</i> | Administrative Activities | Job Development Contact Room Accommodations / Rental |
| | Job Fairs and Recruitments | Specialized Recruitments |
| <i>Employer Partner Utilizing the Career Center</i> | Administrative Activities | Room Accommodations / Rental |
| <i>Employer Forums</i> | Administrative Activities | Distribution of Career Center Information |
| | Business Information and Incentives | Business Assessment On-site Grant Information Mass Manufacturing Extension Partnership (MEP) Massachusetts Office of Business Development (MOBD) Other Public Incentives Information for Hiring Referral to Incentives and Other Service Providers Unemployment Insurance Programs Information Work Opportunity Tax Credit (WOTC) Work Sharing Information Workforce Training Fund (WTF) |
| | Education and Training | Info Session for Businesses Workshop/Training for Business Staff |
| | Labor Market Information | Industry Briefings by Businesses Labor Market Information Salary Survey Information |



Scenarios

EMPLOYER VISIT TO CAREER CENTER

A representative of a business visits career center to learn about services and/or list a job order(s). The company may have either have an appointment or walked-in unexpectedly. A career center staff member must meet and have a discussion with the company representative about business services. The visit may include a tour of the facility.

What services do we add to the employer record?



Scenarios

PUBLICIZE HOT JOB ORDER

Career Center staff initiates an action which brings a particular job posting to the attention of the public. The action is outside normal career center job posting procedures (MJQ posting and/or bulk printout of job orders). Actions for outreach may include; banner ads on career center website, email blasts, posting one-sheeter on the job order in the career center, providing job order information to other agencies/groups which have the potential to supply applicants, using social media (Facebook, Twitter, YouTube, etc.).

What services do we add to the employer record?



Scenarios

RECRUITMENT

A business calls the OSCC and asks to speak with the person responsible for putting together the Job Fairs they have seen advertised in the local newspaper. After speaking with the BSR they realize it is already filled and the next one has not been scheduled yet. However after asking about the hiring needs the BSR suggest they may want schedule an individual on-site recruitment event in two weeks. The human resource recruiter decides to schedule the on-site recruitment in three weeks due to her vacation and looks forward to working with the OSCC.

What services do we add to the employer record?



Scenarios

EMPLOYER PARTNER UTILIZING CAREER CENTER

A representative from the local community college comes to the career center for a scheduled information session on the programs they offer. A career center staff member sets up the room, may include setting up projector and laptop, printing attendance sheet and participant evaluations. After the session the career center collects attendance and enters in MOSES.

What services do we add to the employer record?



Scenarios

EMPLOYER FORUMS

Business Services organizes and hosts an information session for businesses on the Workforce Training Fund Program (WTFP) and the Workplace Safety Grant. Representatives from local businesses attend to learn about the programs and how their companies can utilize them. The session may include information about the career center and the services it offers to businesses.

What services do we add to the employer record?



Scenarios

Cold Call

BSR calls or unexpectedly has an opportunity to visit a company. BSR explains the reason for the call is to establish a stronger working relationship with the company based on their needs and state resources to help businesses. The BSR gives a brief overview of Career Center Programs, activities and special events. The employer expresses an interest, and a brief discussion of MOBD resources, WTF , OJT and Safety grant programs are explored.

The employer then informs the BSR that they unfortunately maybe having to look at the possibility of laying off some employees. A more detailed conversation then takes place regarding the Work-sharing Program and the Rapid Response team. A referral is then made to the Work-sharing program specialist and the Rapid Response Regional Coordinator.

What services do we add to the employer record?



Wrap-Up

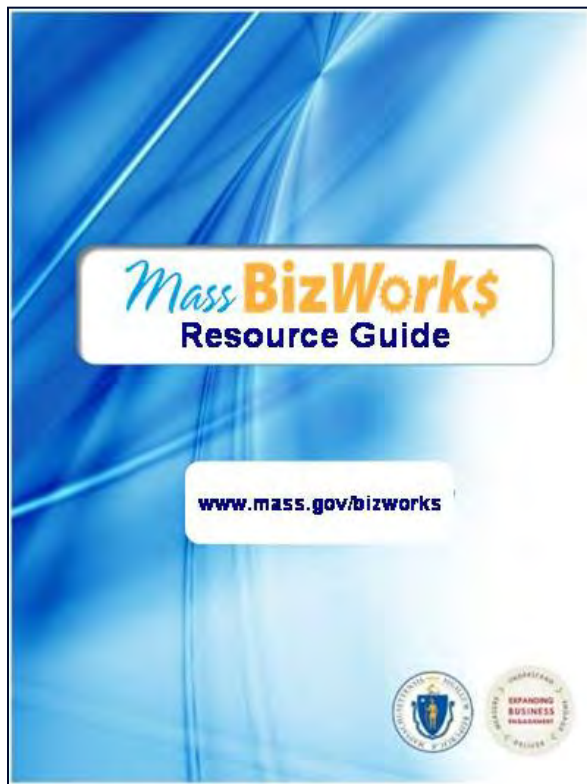
Ken Messina

www.mass.gov/bizworks



Mass BizWorks

BizWorks Resource Guide & Cards



- How to Best Use the Guide & Cards
- Examples of How the Guide & Cards are Being Used Now

Download the Guide and Card at:

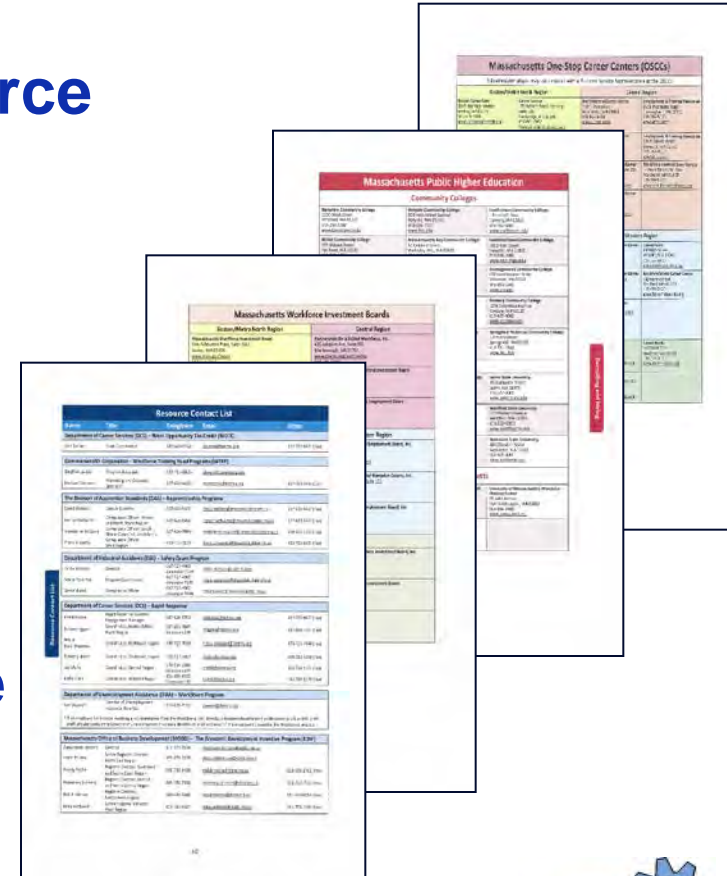
www.mass.gov/bizworks



Resource Guide & Cards

The Resource Guide is Your Desk Guide

- Review the purpose of each resource
- Know where to find your contacts:
 - *One-Stop Career Centers*
 - *Higher Education*
 - *Workforce Investment Boards*
 - *Multiple Agency Contact List*
- Take time to really understand the services and how each service can fit a particular business need (you can always call a specific service expert).



Resource Guide & Cards

Important Websites

The Commonwealth of Massachusetts

www.mass.gov

The official website of the Commonwealth of Massachusetts has resources for employers and businesses including links to state agencies, labor market information, employer benefit programs, and much more. Highlighted pages include:

Mass.gov Business Portal

www.mass.gov/portal/business

The Mass.gov business portal is an online resource for current businesses or entities starting up and provides information, tools, and more in an effort to help businesses succeed in Massachusetts.

Massachusetts Executive Office of Labor and Workforce Development

www.mass.gov/lwd

The official website of the Executive Office of Labor and Workforce Development (EOLWD), one of several executive offices of Massachusetts government, which includes links to DCS, DUA, USCOS, and more.

Department of Career Services

www.mass.gov/dcs

The official website of the Department of Career Services (DCS), one of several departments of Massachusetts Executive Office of Labor and Workforce Development.

Department of Unemployment Assistance

www.mass.gov/dua

The official website of the Department of Unemployment Assistance (DUA), one of several departments of Massachusetts Executive Office of Labor and Workforce Development.

Labor Market Information

www.mass.gov/lm

Online data and statistics on employment, wages, and other relevant labor information.

DCS Veteran Employment Representatives Contact List

www.mass.gov/dcs/vet-rep

The Veteran Employment Reps listing provides contact info for veterans' service professionals in Massachusetts.

Massachusetts Executive Office of Housing and Economic Development

www.mass.gov/hed

The official website of the Executive Office of Housing and Economic Development (EOHED), includes links to the Office of Consumer Affairs and Business Regulation, Massachusetts Office of Business Development (MOBD), Department of Housing and Community Development (DHCD), Massachusetts Permit Regulatory Office (MPRO), Massachusetts Office of International Trade and Investment (MOITI), and Office of Performance Management and Oversight (OPMO).

Health Connector

<https://www.mahealthconnector.info>

The Health Connector is an independent state agency that helps Massachusetts employers find the right plan for their business including how to contribute toward a Commonwealth Choice plan for employees or receive tax-free savings to buy an independent plan for a business.

Massachusetts AFL-CIO Rapid Response Services for Unionized Workers

www.massafcio.org/rapid-response

The Massachusetts AFL-CIO Rapid Response Team partners with the State Rapid Response team to assist unions and workers who are experiencing layoffs or down sizing.

Important Websites

Important Websites:

*Please review the
Important Website section
so you understand how
they work.*

*They will help you when
you are assisting your
business customer !*



Resource Guide & Cards

Does the Desk Guide Fill Your Needs?

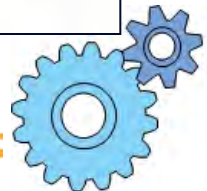
What Are We Missing?

Resource Guide & Cards

Business Resource Cards

The Cards are Designed to be Handed To Our Business Customers When We Meet With Them in Many Different Settings:

- **One on One**
- **Chamber Events**
- **Individual Meetings**
- **Group Settings**



Resource Guide & Cards

How Have the Cards Worked For You?

Are The Cards Missing Anything?

Final Thoughts

**The Training You Received Today
Has Been a Great Example of a
Statewide Team Effort**

*You can expect follow-up training on specific
services and topics*

*What training would you like to see conducted and
how can Mass Biz Works help make your job assisting
Businesses easier ?*

Mass Biz Works

***This Training Was Developed and
Presented By:***

***Your Mass BizWorks Staff Training
& Development Team!***

