

Mass Workforce Issuance

100 DCS 02.120

Policy

Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 8, 2017

Subject: **MOSES Local Expert (MLE) Meeting on November 17, 2017**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce investment partners of a MOSES Local Expert workgroup meeting on November 17, 2017 in the Cambridge Conference Room, first floor, Department of Career Services, C.F. Hurley Building in Boston MA.

Background: The MOSES Local Experts (MLEs) are locally designated staff having an expertise in the use of MOSES and associated applications who represent the interests of their local workforce areas and Career Centers. The MLEs meet periodically to review MOSES changes, such as those for a variety of programs; to identify training needs and develop curricula for local staff and managers; to learn about recent changes in related applications, such as JobQuest; to discuss best practices; and to serve as liaisons with DCS's customer support and systems development teams.

Agenda:

- Introductions
- Citrix / MOSES form review and policy
- Back Dating policy
- Confidentiality Policy update / new Data Integrity policy
- Inactivate users after 90 days policy

- Updates on recent builds:
 - 36.3 (October 2017)
 - JQ access to employers
 - New Message Board
 - 36.4 (November 2017)
 - FEIN masking
 - Job Order type
- Pending Builds / Changes / 36.5
 - Expand All button new locations
 - X
- Office moving notification policy / State website changes / IVRS changes (office hours, address and service updates) / Timelines
- New Office form (roll ups) / Affiliated site, Access point
- Current active staff list and inactive staff list for review by MLE
- Training: Career Center needs and discussion. Training request form location and use
- New State website (Including how to post a job fair, etc.)
- Help Desk statistics and processes
- Other Local Input and Requests

Action

Requested: Local Workforce Development Boards, Career Center Operators, and workforce partners should ensure attendance at the MOSES Local Expert meeting to guarantee representation and input for the local area. Each area must designate a MOSES Local Expert if they do not have one currently assigned. Please only one per area. Please contact Tom Cartier at the email address below with any MLE changes or additions.

RSVP:

Please email Tom Cartier (Thomas.M.Cartier@state.ma.us) with the name of the individual who will be attending the MLE meeting on November 17, 2017.

Effective: Immediately

Inquiries: Please email all questions to Thomas.M.Cartier@state.ma.us. Please reference this WIOA Issuance number in your inquiry.

MOSES LOCAL EXPERTS Functional Description

RECOMMENDED SKILLS AND KNOWLEDGE

- Must know how to use MOSES and most, if not all, of its functions including associated web applications.
- Must understand Windows and know how to manage several applications at one time.
- Must be familiar with basic office software, principally Microsoft office products used at the Career Center.
- Must have a working knowledge of workforce programs operated by the Career Center and the operating practices and policies of the Career Center.
- Must have good communication skills.
- Must be flexible and patient.
- Should understand how database structures work.
- Should have a good working knowledge of the computer hardware and software at the Career Center.

ROLE WITHIN THE CAREER CENTER

- Troubleshoot and resolve issues arising day to day in the Career Center concerning the MOSES application, including JobQuest, TalentQuest and TrainingPro.
- Communicate with the MOSES Help Desk as needed to resolve problems presented by Career Center staff.
- Communicate with the DWD IT Help Desk, when needed, regarding non-MOSES related problems working in conjunction with the Network Administrator.
- Identify and communicate recommended system fixes, improvements or functionality enhancements in MOSES.
- Communicate information gathered at meetings and trainings as appropriate to Career Center management and staff.
- Participate on workgroups to improve MOSES and other applications and electronic resources for Career Center staff and customers.
- Provide training on the MOSES application or selected parts of the application.
- Be cognizant of information security and confidentiality issues or breaches and communicate them to the appropriate Career Center managers and supervisors.