



MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION

WIOA Joint Partner Communication 01.2018

Policy Information

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

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

Date: March 20, 2018

Subject: WIOA Partner Shared Customers

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

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

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

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

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

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

The screenshot shows a software interface for a job seeker membership system. The window title is "Job Seeker Membership (practice, alan)". The user's name is "practice, alan", SSN is "999-45-6789", and ID is "12617893". The interface has several tabs: "Basic", "Full", "Education", "Work Experience", "Events", "Alerts", "Case Plan/Youth ISS", "Services", "Special Programs", and "Survey". The "Programs" section is highlighted with a red box. It contains a table with the following data:

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

Below the table, there is a question: "Worked in agriculture or food processing in the last 12 months?" with radio buttons for "Yes" and "No", and a "Career Center" button.

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

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

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

Department of Unemployment Assistance (DUA)

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

Department of Transitional Assistance (DTA)

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

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

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

Massachusetts Rehabilitation Commission (MRC)

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

Massachusetts Commission for the Blind (MCB)

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

Adult Basic Education – Title II

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

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

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

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

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

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

**Local Board
Action**

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

**Partner
Action**

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

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

Effective: Immediately

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