

# Mass Workforce Issuance

---

100 DCS 08-115

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:** May 1, 2018

**Subject:** **Outreach and Tracking Requirements for Hurricane Impacted Individuals - Updates**

---

**Purpose:** To provide Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners an update on the process for outreach and coordination with local and state partner agencies and to iterate instructions on tracking hotel outreach and MOSES data entry for hurricane impacted individuals.

**Background:** Hurricane impacted individuals (self evacuees) receive disaster assistance from the Federal Emergency Management Agency (FEMA) and the Massachusetts Emergency Management Agency (MEMA). When these benefits become exhausted, the Governor's office is providing emergency housing support through the Red Cross, most particularly at hotels/motels. Hurricane impacted individuals are at risk of losing temporary emergency benefits, including the potential to lose housing in Massachusetts hotels. It is critical that these individuals obtain Career Center services for job referral and job placement and training where needed.

The Executive Office of Labor and Workforce Development (EOLWD) and Department of Career Services (DCS) through the network of Career Centers working closely with local agencies, primarily the Family Resource Centers, are charged with reaching out to and helping evacuees secure employment as quickly as possible before their disaster assistance funding runs out.

EOLWD and DCS have developed a protocol around identifying evacuees who are in Red Cross supported shelter (hotels) and evacuees who are still receiving temporary FEMA/MEMA emergency assistance that will run out over the next two months.

Information needed to regularly brief the Governor's office is obtained from the following three sources that local areas must continue to provide and update.

- Weekly narrative report of activities (make sure to include companies that are working with Career Centers to place evacuees). Email to Lisa Caissie ([Lisa.J.Caissie@MassMail.State.MA.US](mailto:Lisa.J.Caissie@MassMail.State.MA.US)) and Leslie Seifried ([Leslie.Seifried@MassMail.State.MA.US](mailto:Leslie.Seifried@MassMail.State.MA.US)) by **Thursday, Noon**. The word document template is provided as an attachment to this Issuance. *Note: a new email box is being set up for these reports. Notice will be sent out as soon as the email box is available.*
- (Updated) Hotel Tracking Spreadsheet – update regularly with hotel visits with final weekly updates due to RR Coordinators by **Thursday, Noon**.
- MOSES data entry (ASAP).

**Action**

**Required:** This Issuance should be shared with staff and partners immediately.

**Effective:** Immediately

**PROTOCOL INSTRUCTIONS  
HOTEL TRACKING SPREADSHEET AND MOSES DATA ENTRY**

**A. Locating Evacuees in Hotels/Motels**

The Rapid Response team has designated five regional Rapid Response coordinators to be the point of contact to assist local areas in their outreach and tracking efforts to hurricane impacted individuals who are housed in hotels and in need of immediate job search/placement and career services.

Local areas will be provided with information on the names and location of these hurricane impacted individuals as it is received by EOLWD/DCS. Career Centers should also review any lists of hotels where evacuees are staying.

The Hotel tracking spreadsheet has been updated to collect all pertinent information regarding these outreach efforts.

Career Center staff should reach out to the designated Rapid Response coordinator in their region to:

- Provide information about local area plans to visit hotels.
- Develop a schedule to visit the hotels if one is not already in place.
- Request assistance with additional staff support.

- Ensure data specific to hurricane evacuees is collected on the hotel tracking spreadsheet and sent to the RR Coordinators by Thursday, Noon.
- Ensure that MOSES is updated timely.
- Coordinate a team approach to hotel visits with representation from Rapid Response, Family Resource Centers, Career Centers, and other Partners.

REGION	RAPID RESPONSE COORDINATOR	EMAIL ADDRESS
Boston	Chuck Bennett (617) 661-7867 x246	<a href="mailto:Charles.Bennett@MassMail.State.MA.US">Charles.Bennett@MassMail.State.MA.US</a>
Central	Sandra Foley (978) 534-1481 x237	<a href="mailto:Sandra.Foley@MassMail.State.MA.US">Sandra.Foley@MassMail.State.MA.US</a>
Northeast	Norca Disla-Shannon (978) 722-7013	<a href="mailto:Norca.Disla-Shannon@MassMail.State.MA.US">Norca.Disla-Shannon@MassMail.State.MA.US</a>
Southeast	Helder Teixeira (508) 977-1421	<a href="mailto:Helder.Teixeira@MassMail.State.MA.US">Helder.Teixeira@MassMail.State.MA.US</a>
West	Carol Snyder (413) 322-7152	<a href="mailto:Carol.Snyder@MassMail.State.MA.US">Carol.Snyder@MassMail.State.MA.US</a>

### **B. Tracking Hotel Visits (*Updated Hotel Tracking Spreadsheet*)**

Please see the Updated Hotel Tracking Spreadsheet (attachment to this Issuance) to track local area outreach efforts to hotels specifically to obtain counts by type of support, i.e., Red Cross, FEMA, other. Career Center staff should record outreach efforts on the spreadsheet and send the spreadsheet to their designated area Rapid Response regional coordinator after each visit. All weekly updates must be sent to the RR coordinators no later than **Noon on Thursdays**.

Information gathered for the spreadsheet must be entered into MOSES as soon as possible. See below for specific instructions.

### **C. Instructions for Completing the Updated Hotel Tracking Spreadsheet**

The spreadsheet has been revised slightly to assist in gathering information on evacuees in hotels and identifying whether they are Red Cross or FEMA/MEMA/TSA supported. Other evacuees may be with family or friends. **ALL DATA SHOULD BE ENTERED IN MOSES ASAP.**

COLUMN	TITLE	DESCRIPTION
A	First Name	Enter the First Name
B	Last Name	Enter the Last Name
C	Returning to PR	Enter an X or yes if the individual is planning to return to Puerto Rico – otherwise leave blank
D	Not Returning to PR	Enter an X or yes if the individual is not planning to return to Puerto Rico – otherwise leave blank
E	Undecided About Returning to PR	Enter an X or yes if the individual is undecided about returning to Puerto Rico – otherwise leave blank

F	Red Cross	Enter an X or yes if the individual is receiving support from the Red Cross for lodging at hotels – otherwise leave blank
G	FEMA/MEMA/TSA	Enter an X or yes if the individual is receiving support from FEMA/MEMA/TSA for lodging or housing– otherwise leave blank
H	Other	Enter an X or yes if the individual is receiving support for lodging or housing from a source other than Red Cross or FEMA – otherwise leave blank
I	Looking for Work	Enter and X or yes if the individual is looking for work to stay in MA
J	Date of Meeting	Enter the Date of the Meeting
K	Housing (Hotel Name)	Enter the name of the hotel in which the individual is staying
L	Housing if with Family/Friends	Enter X or yes if the individual is staying with Family or with Friends – otherwise leave blank
M	City/Town	Enter the name of the City/Town where the hotel is located or where the individual is staying with Family or Friends
N	Enrolled in Disaster Hurricane Response Grant	Enter an X or yes if the individual is enrolled in the MA Disaster Hurricane Response grant to receive services – make sure this is recorded in MOSES
O	Entered in MOSES	Enter an X or yes if the individual has a MOSES registration
P	MOSES ID	Record the MOSES ID for the individual
Q	Skills/Industry	Enter in the industry or skills of the individual that relate to their work experience – truck driver, laborer, nurse, manufacturing
R	Certificate/License	Enter any specialized license or certificate that the individual has related to their work experience – teacher, nurse, cosmetologist – if none enter none

#### **D. MOSES Data Entry**

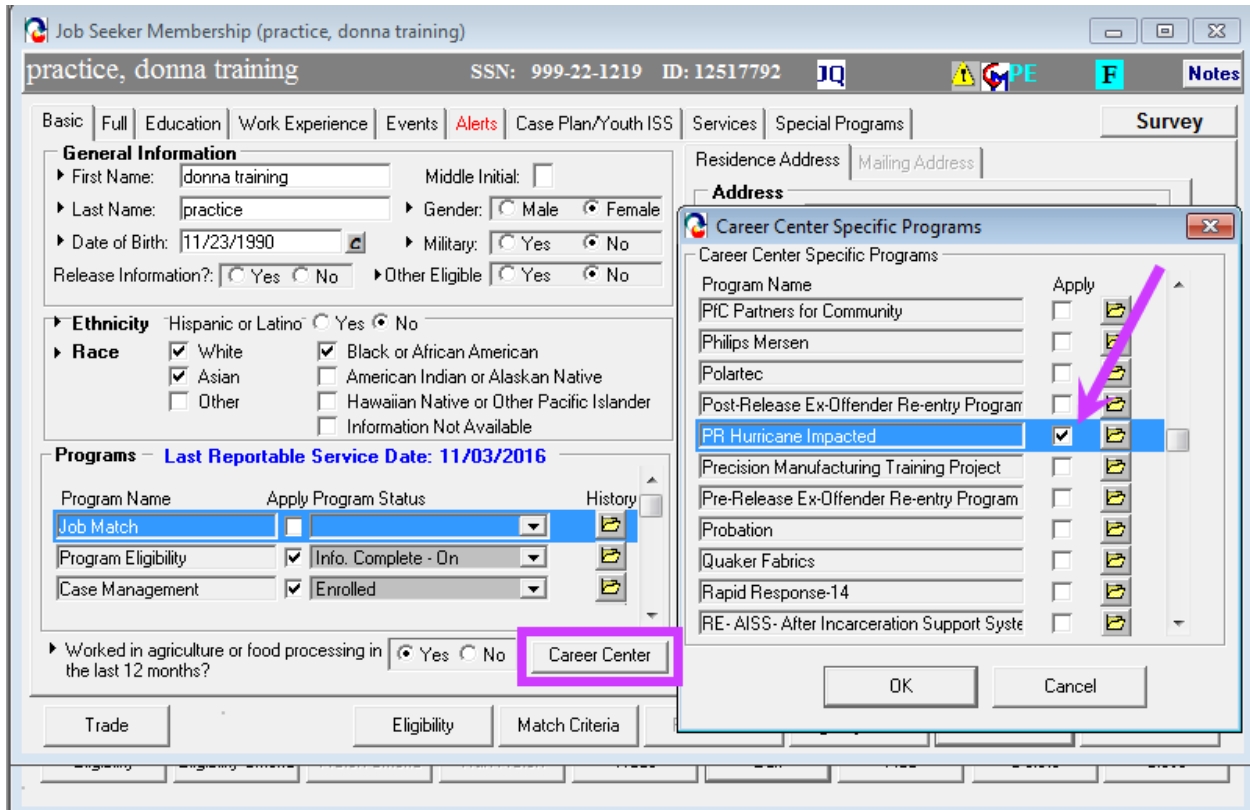
**Ensuring that MOSES is completed timely is critical, as it is the primary source of data provided to the Governor’s office weekly on all efforts to outreach and place hurricane impacted individuals in jobs.**

#### **E. MOSES Tracking of Job Seekers Impacted by the Hurricanes**

Once a job seeker has been registered in MOSES, and the career center staff has confirmed that the job seeker has relocated to Massachusetts (or nearby bordering states) due to being impacted by the recent hurricanes in Puerto Rico, the job seeker should be added/enrolled in the Career Center Specific Program named *PR Hurricane Impacted*.

On the Basic tab of MOSES (see screen shot below), click the *Career Center* button at the bottom of the screen which will open the *Career Center Specific Programs* window. From there, scroll down until you locate the *PR Hurricane Impacted* program and check the *Apply* box.

There are no eligibility requirements to record. This checkoff will simply allow the creation of a weekly statewide report to help support the flow of job seekers and families from Puerto Rico.



## F. Tracking Evacuee Relocation Status in MOSES using Manual Alerts

As we continue to support hurricane evacuees, we need to identify those who are planning to stay in Massachusetts, those who are planning to return home and those that are undecided at this time.

Please record this information in MOSES by adding **One (1) Manual Alert** described as either; **Returning, Not Returning or Undecided** on the **Alerts** tab in MOSES. You can append other text to the alert such as; Returning to San Juan or Not Returning, plan to stay in Holyoke or Not Returning, plan to move to Fall River, etc. but you must prefix the Alert as Returning, Not Returning or Undecided.

If the individual's situation changes, for example, if they were 'Undecided' at first but subsequently decide to stay, you should change the text of the Alert from 'Undecided' to 'Not Returning' versus adding another alert.

## MOSES Example of a Not Returning Manual Alert:

The screenshot shows a web application window titled "Job Seeker Membership (Test, Sam)". The user is logged in as "Test, Sam" with SSN: XXX-XX-3376 and ID: 12684320. The interface includes a navigation menu with tabs: Basic, Full, Education, Work Experience, Events, Alerts, Career Plan/Youth ISS, Services, and Special Programs. A "Survey" button is also present. The "Manual alerts" section is active, displaying a table with the following data:

Issue	Alert Date	Resolved	Resolution	Resolved By
Not Returning	04/06/2018	<input type="checkbox"/>	<input type="checkbox"/>	

Buttons for "Add" and "Delete" are located to the right of the table.

### G. Identifying Hotel Placed Evacuee's in MOSES

Go to the General Services tab and add a **Support Services Referral, Housing/Rental Payment**.

**In the Description text box, record the most recent placed by agency - specifically enter the appropriate funding source:**

- Red Cross
- FEMA/MEMA/ESA
- Other (specify)
- Provide Hotel Name and City/Town

This information should be updated as changes occur.

**Examples of Support Services Referral - Housing/Rental Payments:** Please be sure to enter the service as a *Support Services Referral* and not the blue/bold Supportive Service category. Two examples are shown below.

Job Seeker Membership (Test, Sam)

Test, Sam SSN: XXX-XX-3376 ID: 12684320

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

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

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	Add
<div style="border: 1px solid gray; padding: 5px;"> <p><b>General Services Detail</b></p> <p><b>Services Provided</b></p> <p>▶ Service Date: 04/12/2018      Last Update Date: 04/12/2018</p> <p>▶ Career Center: CareerPoint Career Center      ▶ Staff ID: LABRA      Hours: 1</p> <p>Description: Red Cross - Quality Inn, W. Springfield</p> <p>Event:</p> <p>▶ Category: Support Services Referral      ▶ Service Detail: Housing/Rental Payments</p> <p>Note: Blue/Bold Service Details are Federal/OSSCAR Reportable Services Employment and Follow-Up Services are additionally reported on OSSCAR</p> <p>OK      Cancel</p> </div>						

Trade      Eligibility      Match Criteria      Run Match      Eligibility Criteria      OK      Cancel

**General Services Detail**

**Services Provided**

▶ Service Date: 04/12/2018      Last Update Date: 04/12/2018

▶ Career Center: CareerPoint Career Center      ▶ Staff ID: MBOYL      Hours: 1

Description: FEMA/MEMA, Homewood Suites, Holyoke

Event:

▶ Category: Support Services Referral      ▶ Service Detail: Housing/Rental Payments

Note: Blue/Bold Service Details are Federal/OSSCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSSCAR

OK      Cancel

## H. MOSES Tracking of Employers Interested in Hiring Hurricane Evacuees

An **‘Evacuee Friendly’** checkbox and icon was added with the release of MOSES 36.7 on April 18, 2018 to the **Employer/General Info** tab and is available as an advanced search option in MOSES to track employers who have expressed an interest in hiring hurricane evacuees. If you receive notice from an employer interested in accepting referrals of hurricane evacuees to available jobs you must enter information in MOSES as follows:

- Is the employer registered in MOSES? If so, make sure to identify them by checking the new ‘Evacuee Friendly’ checkbox. If the employer is not registered, you should set up the employer registration in MOSES and check the ‘Evacuee Friendly’ checkbox.

- Does the employer have a job order in MOSES? If not, set up the job order(s) in MOSES, otherwise locate the job order(s). Once the job order(s) are established, you should refer appropriate hurricane evacuees. You should also follow-up on all referrals to record the outcome of the referrals (i.e. hired, not hired etc.).

- Attachments:**
- A. Updated Hotel Tracking Spreadsheet (*Blank Form*)
  - B. Weekly Report on Hurricane Related Activities (Word template)
  - C. Rapid Response Assessment Form (Spanish & English) – to assist with MOSES registration