

The MERLOT Group
Recommendations for
Revised Employer
Services in MOSES

Approved June 10, 2010

General Business Services	
Service Detail	Definition
General Business Services	General Employer Services are given to Businesses or Organizations.
Room Accommodations/Rentals	Provide or rent career center space to businesses or organizations. Describe details in Summary or Notes.
Site Visits to Business (Employer)	Visit the business at their site Describe details in Summary or Notes.
Business (Employer) Visits Career Center	Business visits the career center. Describe details in Summary or Notes.
Business/Service Follow-up	Follow up with the businesses or organizations. Describe details in Summary or Notes.
Join the Career Center	If a profile already exists at the same location, and you have had direct contact, do NOT open a new profile. Use this service drop down. Describe details in Summary or Notes.
Business Outreach MARKETING	Marketing career center services to employers. Describe details in Summary or Notes.

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Financial Incentives	
Service Detail	Definition
Financial Incentives	Includes information and services that lead to businesses receiving financial benefit. This can be direct (through grants and loans) or indirect (through tax incentives).
Assist w/Forms & Applications OR provide referrals	Assist business through the application process for Financial Program(s). Describe details in Summary or Notes.
Follow-up	Follow-up with business after the application process or referrals. Describe details in Summary or Notes.
Provide Financial Program Information	Provide general information and discussion of programs with businesses. Programs/Services include: Consumer Credit Counseling, Building Essential Skills through Training (BEST) Initiative , Extended Care Career Ladder Initiative (ECCLI), Federal Deposit Insurance Corporation (FDIC) Banking Program , Grant Information, Incubator Information , Massachusetts Office of Business Development (MOBD), Other Loan and Grant Information, Public Incentives Information for Hiring , Tax Increment Financing (TIF), Work Opportunity Tax Credit (WOTC) , Workforce Training Fund (WTF), Hiring Incentives Training Grant (HITg), Mass Manufacturing Partnership, Work Sharing Information, Unemployment Insurance Programs Information. TAARRNEG (Trade, Rapid Response Set Aside and National Emergency Grant information) Describe details in Summary or Notes.

Workforce Development Services

Service Detail	Definition
Workforce Development Services	Information and services that assist businesses improve their workforce.
Apprenticeship/Internship	Provide information, referral, and/or assist in setting up sponsored training opportunities. Describe details in Summary or Notes.
Mentoring/Job Shadowing/Internships/School-to-Work	Provide information or refer and/or assist in setting up these work-based opportunities. Describe details in Summary or Notes.
Case Management/Consultation Services	Provide intensive services for employers: Business Needs Assessment, Job Descriptions, Job Task Analysis, Human Resource Information/Consulting, etc. Describe details in Summary or Notes.
Off-site Education & Training/Workshops	Provide education or training services to a business's workers, for example: computer training classes at a site other than the career center. Describe details in Summary or Notes.
On-site (CC) Education & Training/Workshops	Provide education or training services to a business's workers, for example: computer training at the career center. Describe details in Summary or Notes.
On the Job Training	Provide information or assist employer with an on-the-job training program. Describe details in Summary or Notes.

Business Information Services	
Service Detail	Definition
Business Information Services	Provide businesses with information they need to conduct business
Conduct Business Groups/Industry Briefings	Bring together businesses for a broad range of problem-solving and advisory statuses, from one-time focus groups to regularly scheduled advisory groups, breakfasts, and industry briefings. Describe details in Summary or Notes.
Labor Market Information/Salary Survey Information	Provide information about the local labor market to a business(es) or about wages for occupations. Describe details in Summary or Notes.
Professional Development Seminars	Professional development seminars for a group of businesses or a group of employees. Describe details in Summary or Notes.
Unemployment Insurance Program	Provide information to the employer about UI and its programs.

Labor Exchange Services

Service Detail	Definition
Labor Exchange Services	Provide businesses with recruitment and/or placement services.
Job Development Contacts	Contact the business to consider a specific job seeker/group. Describe details in Summary or Notes.
Off-site Job Fair (2+ businesses)	Conduct job fair for 2 or more businesses at a site other than the Career Center. Describe details in Summary or Notes.
Off-site Recruitment (1 business)	Provide recruitment efforts for a business at a site other than the Career Center. Describe details in Summary or Notes.
On-site (CC) Job Fair (2+ businesses)	Conduct job fair for 2 or more businesses at the Career Center. Describe details in Summary or Notes.
On-site (CC) Recruitment (1 business)	Provide recruitment efforts for a business at the Career Center. Describe details in Summary or Notes.
Outplacement Services	Prepare candidates for outplacement. Describe details in Summary or Notes.
Post Job Order	Create and/or enter Job Order Describe details in Summary or Notes.
Paper Postings of Job Order	Post hard copy of job openings in Resource Library or post electronically. Describe details in Summary or Notes.

Automatically Generated Services

Service Detail	Definition
Automatically Generated Services	MOSES automatically assigns these services to the employer Job Order History tab. No action is required by staff for these services.
Close Job Order	MOSES automatically assigns this to the Job Order History tab when you close that job order.
Fully Place Job Order	The maximum allowed number of referrals to the job order was made and from these referrals, the number of placements equals the number of job openings.
Fully Referred Job Order	The maximum allowed number of referrals to the job order was made.
Increase Openings	The number of referrals allowed for the job order was increased.
Increase Referrals (Currently not appearing in the JO History tab—needs a new TD Item Number)	The number of referrals allowed for the job order was increased.
Job Order Contact	This service appears when you click “Add” on the Job Order History tab.
Not Suppressed	Business contacts are not suppressed. This is the default.
Open Job Order (Currently not appearing in the JO History tab—needs a new TD Item number.)	MOSES automatically assigns this to the Job Order History tab when you RE-open that job order. (Currently—Not new Job Orders)
Suppressed	Business contacts are suppressed.