



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.486

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Boards Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
Department of Career Services

Date: November 17, 2022

Subject: **Trauma-Informed and Resilience-building Strategies for Workforce Development**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff and other workforce partners that the Massachusetts Workforce Association (MWA), SkillWorks and United Way are partnering with Corporation for a Skilled Workforce to offer a training on **Trauma-Informed and Resilience-building Strategies for Workforce Development**.

Background: Workforce development participants and staff have experienced much trauma, particularly over the last few years with the pandemic, rapidly shifting work and school routines, resurging racial injustice, inflation, among many other personal and collective traumas. Trauma can significantly undermine workforce development participants' success in training and employment and wears down workforce development staff. In this session, participants will learn more about

the brain science of trauma to gain foundational knowledge on how it affects us and our clients. We will learn about how trauma shows up in workforce development clients and programs, as well as techniques for addressing trauma triggering in the moment. We also will review a framework for how organizations can cultivate trauma-informed and resilience-building cultures for sustained improvement.

Action

Requested: Please share this issuance with all MassHire Career Center staff, managers, and directors to ensure that everyone working with customers registers for this training.

This training session will take place on **December 8, 2022 @ 10:00am – 11:30am.**

To register through Zoom, go to:

<https://us02web.zoom.us/meeting/register/tZclce-gqjloG9fzdDKhRzc93xYiz5phXCu1>.

After registering on Zoom, registrants will receive login details located in the Zoom confirmation email.

To check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Effective: Immediately

Inquiries: Please direct questions to: rvaisanen@massworkforce.com. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.