

Mass Workforce Issuance

100 DCS 02.125

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 4, 2018

Subject: **Implementation of the 2018 Version of TORQ (Transferable Occupational Relationship Quotient)**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators, and other local workforce partners of the implementation of the 2018 version of TORQ (Transferable Occupational Relationship Quotient) on May 15, 2018.

Background: TORQ is a valuable labor market tool that helps customers increase their job search prospects by identifying career options and job opportunities based upon their transferable skills (work experience, education, volunteer work, and other interests). TORQ is a free online service that has been available to JobQuest customers since 2014.

The 2018 version of TORQ will have new features:

- Mobile-first design that works on any phone, tablet, or desktop
- Step-by-step, self-service workflow
- Better career guidance focused on higher-wage jobs.
- Enhanced education data, including cost and duration
- Built-in resume builder

Attached to this issuance are screenshots of TORQ. (See Attachment A)

- A short two-minute orientation video of TORQ is also available for viewing by accessing the following Mass.gov link:

https://www.mass.gov/files/documents/2018/04/17/TORQ_orientation_video.zip

An updated and more detailed orientation video of TORQ will be available to customers and staff through JobQuest upon TORQ implementation.

- Webinar trainings will be offered for appropriate staff on the following dates and times. The webinar is approximately 90 minutes long.

May 9, 2018	10:00 AM
May 10, 2018	10:00 AM
May 14, 2018	10:00 AM

Staff may register for these webinar trainings through the following EventBrite link:

<https://www.eventbrite.com/e/torq-2018-tickets-45725628586>

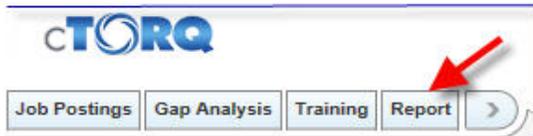
Visual and audio participation information will be provided in the Event Information section of the registration confirmation notice.

- TORQ customers will be able to continue to access their existing TORQ account until June 30, 2018 by obtaining their “Personal Link”.

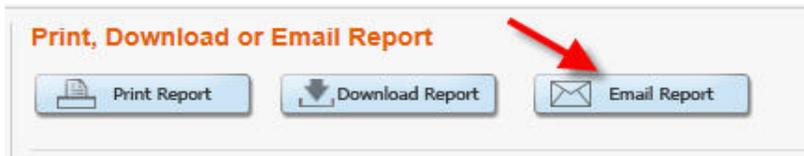
However, TORQ customers must follow the steps below before May 15, 2018:

Click "Continue to TORQ" button.

- 1. Click on the "Report" tab.



- 2. Select "Email Report"



- 3. The email you receive will contain your "Personal Link" to allow you to access your TORQ account.

Note: This personal link to your existing TORQ account will only be available until June 30. You will want to save this Personal Link and print or download your TORQ report for future reference. You can use this report to help you create your new TORQ account.

Action

Required: Please disseminate this information to appropriate managers, staff, and partners.

Effective: May 15, 2018

Attachments: A. TORQ Screen Shots

Inquiries: Please email all questions to REALMI@MassMail.State.MA.US. Please include the issuance number and title.