



Workforce Issuance

100 DCS 02.139

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: Alice Sweeney, Director
MassHire Department of Career Services

Date: October 19, 2021

Subject: **JobQuest - Automated Attendance**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff and partners of the JobQuest meeting set-up for automated attendance of Career Center events.

Background: With a focus on getting Massachusetts back to work, MassHire JobQuest has been undergoing many enhancements to make the customers' job search easier and better than ever. As part of these enhancements, functionality has been added for automated attendance to track customer attendance at Career Center events.

For this feature to work, Career Centers must use WebEx [Meetings](#) to set up events for automated attendance to track customer participation in MOSES.

MDCS has created a reference document for *WebEx Meeting Set-Up Instructions* for Career Centers to utilize when setting up events for automated attendance in

MOSES (See Attachment A). It is important to remember that when setting up events:

- The WebEx Meetings platform must be used;
- Customers must join with their email address associated with their JobQuest account; and
- If customers use an email address not associated with their JobQuest account or call into the event, their attendance will not be automatically tracked and updated in MOSES. (Staff will need to manually update attendance for those jobseekers.)

Action

Requested: Please share this issuance with all management and staff who set up or manage MassHire Career Center events.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard at kim.m.leonard@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

Attachment: A. WebEx Meeting Cheat Sheet

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