



Workforce Issuance

100 DCS 02.163

Policy Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: September 19, 2024

Subject: **MassHire JobQuest: Updates to On-Demand Videos**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of the updated MassHire JobQuest Career Center Seminar (CCS) on-demand video (ODV) and future ODV updates.

Background: With a focus on getting Massachusetts back to work, MassHire JobQuest (MJQ) has undergone many enhancements to make the customers' job search easier and better than ever. As part of these enhancements, five on-demand re-employment videos are accessible through the customers JQ account.

The ODVs posted to MJQ for customer viewing are:

- Welcome to the Career Center Seminar (CCS)
- Prepare for your Initial Re-Employment Services and Eligibility Assessment (RESEA)
- Labor Market Information (LMI) and Tools for Assessment

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

- Resumes that Work
- TORQ – Learn About Your Transferrable Skills

The CCS ODV has been posted to MJQ and is available to the public.

There were minimal changes to the CCS ODV content because of the required information that allows customers to learn about MassHire programs and services. The primary changes to the CCS ODV were based on upgrades for video production.

As the other four ODVs become available, notification will be sent to the field with a summary of most prevalent updates. MDCS expects all ODVs to be posted by the end of the calendar year.

The ODV updates have been and will be translated in the languages below, including Haitian Creole. Please note that currently, the CCS is the only ODV that is translated in Haitian Creole. As each ODV is updated and posted, Haitian Creole will be made available for the four other videos.

- Chinese
- French
- Haitian Creole ***New**
- Portuguese
- Spanish
- Vietnamese

Action

Required: Please share this message with all managers, staff and partners as appropriate.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard at kim.m.leonard@mass.gov.