



Workforce Issuance

100 DCS 02.180.1

☐ 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: Beth Goguen, Director
MassHire Department of Career Services

Date: September 2, 2026

Subject: **MassHire 360 Career Information System (CIS 360) Phase Out – Update:
Transition Timeline and System Sunset**

Purpose: To provide a definitive transition timeline for the sunsetting of the MassHire 360 Career Information System (CIS 360). Following the extension of the platform's contract with intoCareers/University of Oregon, this issuance outlines the milestones, required data preservation protocols, and training deadlines necessary to continue transitioning away from MassHire 360 (CIS 360) and ensure minimum service disruption across the MassHire Workforce System.

Background: As previously detailed in Issuance 100 DCS 02.180, the University of Oregon is winding down operations of its "intoCareers" CIS 360 online platform. While initial notifications predicted a shutdown in mid-August 2026, contract negotiations successfully secured extended access to MassHire 360 (CIS 360) through the end of the calendar year. The MassHire workforce system will use this time to shift career planning, occupational research, and labor market analysis workflows away from MassHire 360 (CIS 360).

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Transition

Milestones: **August 14 – September 30, 2026 (Active Phase-Down):** MassHire Workforce Boards, Career Centers, and partners must scale down reliance on MassHire 360 (CIS 360). All new job seekers should be introduced directly to alternative platforms such as O*Net Online, CareerOneStop, and My Next Move. MassHire 360 (CIS 360) may continue to be used (via anonymous zip code access only) by Massachusetts residents during the transition period where appropriate.

September 2, 2026 (New MassHire 360 Account Registrations Ends): New referrals for registered accounts must end and new registrations will no longer be allowed.

September 2 – October 9, 2026 (Final Call for Staff Training): MDCS will complete Career Information and Exploration training sessions for staff, including how registered account users can download/export MassHire 360 (CIS 360) data.

November 1 – December 11, 2026 (Final Call for User Data Download/Export): Active registered account users must download/export MassHire 360 (CIS 360) data and finalize transition to alternative career exploration tools and resources.

November 30, 2026: (MassHire 360 Guest Account Access Ends): The MassHire 360 (CIS 360) online platform for guest account users (i.e., limited, anonymous Massachusetts resident access by zip code) will no longer be available.

December 31, 2026 (MassHire 360 Platform Sunset): The MassHire 360 (CIS 360) online platform for registered (i.e., permanent) account users will officially be sunset (shut down). **Registered user account information, historical data, or platform features will not be retrievable after this date.**

Action

Required:

- 1. Account Data Export:** Staff must instruct registered customers with active accounts to log into MassHire 360 and download all saved assessments and career plans.
- 2. Program Compliance & Forms:** Local areas must verify that the RESEA Labor Market Information (LMI) Research Worksheet and all other regional intake forms have completely removed references to MassHire 360 (CIS 360).
- 3. Alternative Tool Adoption:** MassHire Career Center staff are directed to immediately integrate alternate federal and state tools—like CareerOneStop, O*NET Online, and resources from the Massachusetts Department of Economic Research (DER) into their daily service delivery and job-seeker counseling workflows.

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4. Professional Development Enrolment: Staff should immediately check the MDCS Staff Training Calendar and register for upcoming transition webinars covering alternative LMI platforms. For assistance, reach out to MDCSTraining@mass.gov.

Effective: Immediately

Inquiries: Please email all questions to MDCSTraining@mass.gov. Please include this MassHire Workforce Issuance title and number in your inquiry.