



Workforce Issuance

100 DCS 02.180

☐ 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: August 14, 2026

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

Purpose: To provide a critical update on the availability of the MassHire 360 Career Information System (CIS 360), reinforce the need for the MassHire workforce system to continue transitioning away from the platform, and identify alternative career exploration and labor market information resources available to support the transition.

Background: On August 5, 2026, MassHire Department of Career Services (MDCS) informed the MassHire workforce system that the University of Oregon had notified the Commonwealth of its decision to wind down intoCareers and their Career Information System (CIS 360) online tool. Based on the information available at that time, MDCS anticipated that the system would become unavailable to Massachusetts on or around August 15, 2026.

MDCS has since negotiated and secured continued CIS 360 services through **December 31, 2026**, ensuring CIS 360 will remain available to Massachusetts users during the extended transition period.

This extension ensures an orderly transition and must **not** delay efforts to migrate from the platform. Because intoCareers operations are winding down and its services will be discontinued, MassHire Workforce Boards, Career Centers, and partners must reduce reliance on CIS 360 and transition to alternative career exploration and labor market information resources **as soon as practicable**.

A number of existing federal and Commonwealth resources can support career exploration and labor market research during this transition, including CareerOneStop, O*NET Online, and labor market information tools and data available through the Massachusetts Department of Economic Research (DER).

While these alternative resources may not replicate every feature of CIS 360, they effectively support core needs regarding career exploration, occupational research, wages, employment outlooks, and labor market data.

MDCS is evaluating long-term options and will issue further guidance on transition activities and resources as this work progresses.

This MassHire Workforce Issuance rescinds the following issuances:

#02-178 Career Information Systems (CIS) Phase Out

#02-179 MassHire 360 Career Information System (CIS 360) Phase Out- Update

Action

- Required:** MassHire Workforce Boards, MassHire Career Center Operators, and workforce partners should:
- Inform their organizations that CIS 360 will remain available through December 31, 2026.
 - Continue existing efforts to transition away from CIS 360 rather than returning to or expanding reliance on the system.
 - Become familiar with and begin using alternative career exploration and labor market information resources, including those identified in the References and Resources section below.
 - Avoid establishing new processes, materials, or service-delivery approaches that depend on continued CIS 360 availability beyond the current transition period.

- Use the additional period of availability to support an orderly transition for customers or activities for which an immediate change would be disruptive or impracticable.
- Participate in MDCS professional development opportunities related to alternative career exploration and labor market information resources and incorporate those resources into service delivery as appropriate.

CIS 360 may continue to be used during the transition period where appropriate, particularly when needed to avoid disruption to customers already using the system. However, the expectation is that reliance on CIS 360 will progressively decrease as alternative resources and approaches are adopted.

MDCS will communicate additional guidance regarding the transition and any actions necessary in advance of December 31, 2026.

Professional Development:

To support the transition from CIS 360, the MDCS Learning & Development Unit will provide ongoing professional development and training on alternative career exploration and labor market information resources, including CareerOneStop, O*NET Online, and the Massachusetts Department of Economic Research (DER) labor market information tools.

Training will focus on helping the MassHire workforce system become familiar with these resources and how to use them effectively in career planning, occupational research, labor market analysis, and service delivery. Additional training opportunities and related resources will be added as transition needs are identified.

The MassHire system is strongly encouraged to participate in these training opportunities and to begin incorporating alternative resources into service delivery as soon as reasonably practicable.

Information on upcoming training opportunities and registration is available through the [MDCS Staff Training Calendar](#).

- 08/14/2026 - [Navigating LMI Websites: Career OneStop and O*Net Online](#)
- 08/18/2026 - [Navigating LMI Websites: Career OneStop and O*Net Online](#)
- 08/20/2026 - [Navigating LMI Websites: Career OneStop and O*Net Online](#)

Please continue to check the calendar regularly, as additional transition-related training will be added as it becomes available.

References

& Resources: The following resources are available to assist MassHire as the system transitions away from CIS 360:

- CareerOneStop – A U.S. Department of Labor-sponsored resource providing career exploration, occupation profiles, salary and employment information, education and training resources, job-search tools, and related workforce information.
- O*NET Online – A U.S. Department of Labor-sponsored occupational information resource providing detailed information about occupations, including skills, knowledge, abilities, work activities, education, and occupational characteristics.
- Massachusetts Department of Economic Research (DER) Labor Market Information – Massachusetts labor market information and research resources, including occupational employment and wage data, employment projections, industry and occupational information, unemployment and labor force data, employer information, job-posting information, and interactive labor market dashboards.

The MassHire system is encouraged to become familiar with these and other appropriate resources and to incorporate them into service delivery as reliance on CIS 360 is reduced.

Effective: Immediately

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