



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.286

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: August 6, 2019

Subject: Transforming Services Through a Trauma-Informed Approach - Training

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of upcoming regional training on *Transforming Services Through a Trauma-Informed Approach*.

The MassHire Department of Career Services, Commonwealth Corporation, the Central Massachusetts Recovery Learning Community (RLC) and Kiva Center have partnered to offer training sessions for MassHire Career Center and partner staff on Transforming Services Through a Trauma-Informed Approach.

The three-hour training sessions, conducted by the Central Massachusetts Recovery Learning Community (RLC) and Kiva Center, are designed to increase the ability of career center staff to recognize and navigate the centrality of trauma with their customers.

This training will introduce the relationship between trauma and mental health struggles. Trainees will examine the Adverse Childhood Experiences (ACE) study, which provides a foundation for understanding this connection. The session will explore what a trauma-informed approach is, why it is important, and how it relates to career center staffs' work with customers who may have mental health struggles.

Participants will collectively brainstorm on how to create/implement a trauma-informed approach at their career centers.

The aim of this training is to provide staff with a general introduction on this topic and then, allowing time to practice and role-play, to more effectively work with career center customers. There will be ample time for staff to ask questions and participate in group dialogue. Trainers will also provide a list of local resources that career center staff can access for additional support and information on this topic.

Background: The Workforce Innovation and Opportunity Act, WIOA, is designed to strengthen and improve our nation's public workforce system and help get Americans with significant barriers to employment into high-quality jobs and careers, as well as help employers hire and retain skilled workers. Some of those who face significant barriers to employment have histories of mental health struggles.

Training sessions will be held from 10:00 a.m. to 1:00 p.m. at the following locations and dates:

- Boston – September 18, 2019
- Springfield – October 2, 2019
- Worcester – October 16, 2019
- Lowell – October 30, 2019
- Fall River – November 15, 2019

Staff must register for this training in advance through EventBrite by clicking on the appropriate Transforming Services Through a Trauma-Informed Approach training link located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/transforming-services-through-a-trauma-informed-approach-trainings>

Attendees are encouraged to arrive on time as training sessions will begin promptly.

In case of inclement weather, or to check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Action

Requested: Please share this issuance with all appropriate staff and ensure that they register for this training.

Effective: Immediately

Inquiries: Please direct all questions to David Ledonne at David.Ledonne@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.