



# Workforce Issuance

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☐ Policy ☒ Information

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

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
MassHire Department of Career Services

**Date:** May 27, 2020

**Subject:** **TORQ Webinars**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of upcoming TORQ webinar trainings scheduled for MassHire Career Center staff.

**Background:** The MassHire Department of Career Services (MDCS) in conjunction with TORQworks will be conducting training sessions relative to learning how to use TORQ (Transferable Occupational Relationship Quotient).

TORQ is a valuable labor market tool that provides career centers with the ability to interact with job seekers to increase their job search prospects based on knowledge, skills, transferable skills, and abilities from previous jobs and education. Staff can see individual employment plans, tracks customers' progress and activity and email or chat in real time with their customers. Staff users can also generate special reports for career planning and the job training.

**Action**

**Required:** Please share this issuance with all appropriate MassHire Career Center staff working with jobseekers and ensure they register for this training.

TORQ webinar trainings will be approximately 90 minutes and offered on the following dates:

June 3, 2020	10:00am – 11:30am
June 8, 2020	1:00pm – 2:30pm
June 16, 2020	10:00am – 11:30am

Staff must register for this training in advance through Eventbrite by clicking on TORQ Training located on the Workforce System Staff Training page on Mass.gov: <https://www.mass.gov/service-details/mdcs-torq-training>

**Please register for the date that you plan to attend, and in your Eventbrite confirmation, you will receive the details to log into GotoMeeting for the respective date that you registered.**

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.

**Effective:** Immediately

**Inquiries:** Please direct all questions to Kim Leonard @ [kim.m.leonard@detma.org](mailto:kim.m.leonard@detma.org) or Gail Normandin @ [gail.normandin@detma.org](mailto:gail.normandin@detma.org). Please reference this Issuance number in your inquiry.