



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.349

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: July 21, 2020

Subject: **TORQ Webinars**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of upcoming TORQ webinar trainings scheduled for MassHire Career Center staff in July and August 2020.

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 Readiness 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, track 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

Requested: 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:

July 31, 2020	10:00 am – 11:30 am
August 4, 2020	11:00 am – 12:30 pm
August 12, 2020	1:00 pm – 2:30 pm

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 Gail Normandin at gail.normandin@detma.org or Kim Leonard at kim.m.leonard@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.