



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.379

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: January 6, 2021

Subject: **Career Center Staff Training Sessions: January – April 2021**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff and other workforce partners of a variety of training sessions scheduled for January – April 2021.

Background: The MassHire Department of Career Services will be offering training sessions for MassHire Career Center staff to assist customers in their re-employment efforts via virtual platforms from January – April 2021. There will be live Q&A for all sessions while learning the following topics:

- **Essentials of Career Planning** (Session 1 & 2) – This training is split into 2 Sessions and is designed to provide an overview of the WIOA career planning process using the customer-centered approach, beginning with Informational Intake, initial and comprehensive assessments, identifying barriers to employment and triage of a customer. Also covered is evaluation, labor market information, and goal setting in the context of developing an Individual

Employment Plan (IEP) to create a roadmap for customers. Discussion on the importance of documentation in MOSES, as it is an integral element to all aspects of career planning with a customer.

- **Introduction to Virtual Presentation Skills** – Learn how to present career center seminars and facilitate job search workshops via virtual platforms; how to prepare for a session; online etiquette; overcoming anxiety and fear; understand your role and audience, as well as learn effective virtual presentation skills.
- **Handling Difficult Customers and Situations/To Mute or Not To Mute** – This session will discuss how to handle difficult customers in a virtual world and in-person; maintaining control of the session; dealing with potentially challenging situations and tips for de-escalation.
- **Customer Service in a Virtual World** – A focus on customer service is critical to ensuring success of MassHire Career Centers and their customers. This session will cover customer service basics; skills and characteristics of customer service; how assumptions and biases effect customer service and creating a customer friendly environment in a virtual world.
- **Re-Employment Services and Eligibility Assessment (RESEA)** – This 2-session training is comprehensive and designed for MassHire staff providing RESEA services to customers virtually and in-person. Session 1 will cover what is RESEA. Detailed discussion on RESEA program requirements; mandatory components of CCS, Initial RESEA meeting and the RESEA Review; how to conduct and collect required, fillable documents and data entry requirements in MOSES documentation. Session 2 will discuss the various special circumstances regarding RESEA, such as potential issues, return to work requirements, left state documentation, as well as other important aspects of RESEA.
- **WIOA Title I – Youth Program** provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, the individual service strategy (ISS) plan, and coordination with WIOA Core programs.
- **WIOA Title I – Adult/Dislocated Worker Program** provides information and technical assistance on eligibility criteria for adults and dislocated workers, source documentation, career services/training, career planning, coordination with WIOA Core programs, and serving shared customers.
- **WIOA Federal Performance Measurement Basics** – This training will provide an overview of the federally required WIOA performance measures for the Title I Adult, Dislocated Worker, and Youth programs. In addition, attendees will learn how MOSES data entry impacts local area performance outcomes and review

several scenarios that will help solidify their understanding of the measurement's guidelines.

- **Virtual Unified Complaint System** – To comply with regulations set forth at 20 CFR, Ch. V, § 683.600(a), 29 CFR 38 and 658.410(a) & (g) MassHire Workforce Board and Career Center Directors are requested to allow Complaint, EO Officers and other staff involved with complaint resolution to attend the 2020 Virtual Unified Complaint System Training.

This training will enhance and build confidence for complaint officers and back-up complaint officers as they understand complaint system basics, informal resolution; proper handling of complaints, recordkeeping, file management, reporting and best practices.

The Virtual Unified Complaint System training sessions will cover:

- Complaint System basics/Informal Resolution
 - Proper handling of complaint
 - Resolution and recordkeeping
 - File management and reporting
 - Best practices
- **Migrant Seasonal Farm Worker (MSFW)** - This training gives an overview of the WIOA, Wagner-Peyser Act and the implementing regulations to ensure that migrant and seasonal farmworkers (MSFW) have equitable access to career services, skill development, and workforce protections offered by the American Job Center system, so they may improve their living and working conditions. The regulations also mandate that the State Monitor Advocate (SMA) ensure continued compliance with the program requirements, and to assist improve the State Workforce Agency (SWA) capacity to deliver services to farmworkers through the local Career Centers (CCs) on an equitable and non-discriminatory manner.
 - **Burning Glass / Labor Insight** – Burning Glass will conduct webinars to familiarize workforce development staff and management with the features of the product including tools that analyze online job postings data and accessing reports on the most in demand job roles and credentials in their region.
 - **TORQ (Transferable Occupational Relationship Quotient)** – TORQWorks will conduct training sessions relative to learning how to use **TORQ** with job seekers. This valuable labor market tool 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 users can also generate special reports for career planning and job training.

- **UI & UI Online Navigation Training Modules for Level 1 & Level 2 Identified Staff**
 - Level 1 staff will learn general, fundamental knowledge of unemployment in order to answer basic unemployment inquiries.
 - Designated Level 2 staff will learn skills that allow more in-depth assistance for customers with questions about their UI claim.
 - Level 2 training sessions will consist of 3 modules, to provide career center staff with more comprehensive knowledge to assist career center customers with navigation of their unemployment claim.

Action

Requested: Please share this issuance with all appropriate MassHire Career Center staff, managers, and directors to ensure that everyone working with customers, especially those assigned to present CCS, webinars and videoconferencing, register for these trainings.

Training sessions will be through WebEx on the dates and times in attachment A.

There are two sessions for the **RESEA and Essentials of Career Planning trainings**. Please register for any combination of Session 1 and Session 2 dates for those respective trainings.

The **Trade Trainings**, morning and afternoon sessions will cover the same material. Please register for an afternoon **or** morning session.

Staff must register for these sessions in advance through Eventbrite* by clicking on the appropriate training link located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/all-mdcs-staff-training>

After registering on Eventbrite, registrants will receive WebEx login details located in the Eventbrite confirmation email.

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

Attachment: A: Master List of Trainings

Master List of Trainings is also located at <https://www.mass.gov/service-details/all-mdcs-staff-training>

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