



Workforce Issuance

100 DCS 14.397

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: March 25, 2021

Subject: **LGBTQ+ Customers and the Workplace Training**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center Directors, Operations Managers and Career Center staff of the two-part training series, *"LGBTQ+ Customers in the Workplace"*. The sessions are scheduled for April 15, 2021 and April 29, 2021 from 10:30am to 12:00pm, each day.

Background: The MassHire Department of Career Services has collaborated with PFLAG Boston, the first and largest organization for lesbian, gay, bisexual, transgender, and queer (LGBTQ+) people, their parents and families, and allies. PFLAG works directly with stakeholders in their communities, providing training, support, resources, creative programs, and model policy to create an environment of respect.

The training will include the following topics:

Part I – Thursday, April 15, 2021

- Definition of acronyms, terminology and identity labels used by and about lesbian, gay, bisexual, transgender, queer/questioning, plus (LGBTQ+) individuals and 'communities'

- Federal and Massachusetts Nondiscrimination Laws
- LGBTQ+ success in the workplace and distinct workforce service needs
- Intersectionality: Crossroads of identities within the LGBTQ+ ‘community’ and successful employment
- Guest Speaker(s)/Panel Discussion: Multiple viewpoints of LGBTQ+ people’s lived experiences

Part II – Thursday, April 29, 2021

- Creating opportunities for support and welcoming environments/Allies
- Guest Speaker(s)/Panel Discussion: Multiple viewpoints of LGBTQ+ people’s lived experiences around customer service and the workforce
- Enhancing inclusion and excellence in MassHire Service Delivery to our LGBTQ+ customers

Action

Required: Please share this issuance with all appropriate staff and managers.

All participants must register for these trainings in advance through EventBrite* by clicking on the links below. It is important that training participants register for and attend both sessions.

Thursday, April 15, 2021 (10:30am-12:00pm)

<https://www.eventbrite.com/e/147183290183>

Thursday, April 29, 2021 (10:30am-12:00pm)

<https://www.eventbrite.com/e/147183964199>

Effective: Immediately

Inquiries: Please direct all questions to Rosemary Alexander at Rosemary.Alexander@detma.org or Erin Fallon at Erin.Fallon@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

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