



Workforce Issuance

100 DCS 14.401

Policy Information

To: Chief Elected Officials
MassHire Workforce Boards 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
Department of Career Services

Date: May 3, 2021

Subject: **Upcoming MassHire Career Center Staff Training Sessions: May – August 2021**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff and partners of a variety of training sessions scheduled for May – August 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 May – August 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.
- **To Mute or Not to Mute: Handling Difficult Customers and Situations** – 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.

- **Trade WebEx Session 1 – Brief Introduction to Trade** - We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss a Brief History of the Trade Adjustment Assistance Program, Requirements, and tips for filing a Petition on behalf of workers and Filing a customer's individual Trade Adjustment Assistance (MA Form 1666) application. This session will also review the rules and processes for applying for Extensions and waivers. We will also go over the requirements of Co-Enrollment due to the Final Rule.
- **Trade WebEx Session 2 – Training Under the Trade Program** - We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss training benefits under the Trade program. Training benefits help customers get the skills they need to re-enter the work force. There are requirements that must be met in order to have a training plan approved for customers under the Trade Program.
- **Trade WebEx Session 3 – Trade Program Benefits** - We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss Re-Employment Trade Adjustment Assistance (RTAA), the Health Coverage Tax Credit (HCTC), travel reimbursement and job search/relocation allowances. RTAA is a wage supplement for older workers that are eligible. The HCTC Program is a health insurance tax credit that can be accessed through the IRS. Travel reimbursement will pay for mileage when a customer needs to travel outside of their commuting area while attending Trade approved training. Job search and relocation will help pay part of the costs for a customer to look for jobs and move outside of their commuting area.
- **Trade WebEx Session TRA - Trade Readjustment Allowance Benefits** – We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss the Trade Readjustment Allowance program and the requirements for qualifying for TRA, including the rules for Basic, Additional and Completion TRA.
- **Virtual Unified Complaint Training 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 2021 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.

- **Labor Insight: Career Pathways** – 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.

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 Gail Normandin at gail.normandin@detma.org or David Ledonne at david.ledonne@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

Attachment: A – Master List of Trainings –

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

** MassHire Department of Career Services (“MDCS”) uses EventBrite for the sole purpose of registering and tracking registrations and attendance for MDCS-sponsored training. EventBrite is an open site, and is not a partner of, endorsed by, affiliated with, or otherwise maintained by the Commonwealth of Massachusetts or MDCS. As an open platform, content on EventBrite is not moderated. References on EventBrite to non-MDCS products, groups, or entities do not constitute an endorsement or recommendation by MDCS, its officials, or its affiliates. For questions regarding training registration, please contact MDCS Central Programs.*