

JOBQUEST QUESTIONS AND ANSWERS

Q: If a customer does not have an existing resume in JobQuest, are they able to upload?

- A. Yes, but while it may save them a bit of time, they will still have to go through the profile steps and adjust whatever the resume parser could not handle (there are too many variations in resumes to get everything exact.)

The strong suggestion is to login to JQ and go through the profile steps and create the exact resume that they want.

Q: If a customer does have an existing resume in JQ, are they able to upload?

- A. No, not if the customer already had a resume in JobQuest. The approach to revising or recreating a resume is to login to JQ and make whatever revisions necessary through the profile. That will produce a revised resume.

Q: "I do have some questions regarding my online JobQuest profile. I registered already and did one webinar yesterday. Today I was trying to follow your checklist of things to do but on JobQuest profile every time I try to finish my Career Action Plan it seems to not be saving it because although I completed it 5 times today and pressed the save button, my dashboard says it is still in process and needs to be completed. Same goes for my resume."

- A. The Career Action Plan is meant to be an active document; that is, it will always be IN PROGRESS, since customers may always want to make changes. If there is any question about what is saved on the CAP, you can always look at the job seekers record in staff view (MOSES) on the CAP Resource and CAP tabs to see what is being stored.

Q: How do you get filtered searches?

- A. There is a link at the top of the home page to bring you to the filtered search page; you can start job searching right on the home page.

Q: Does job seeker interested - mean they actually applied?

- A. No, job seeker interested only means they have saved the job on their dashboard after a job search.

Q: Will there be an updated JobQuest Guide pdf? The last one has been very helpful for customers.

- A. MDCS can look at creating an updated JobQuest Guide pdf.

Q: Is there a JobQuest Guide in Spanish?

Attachment A

A. If the English version is created, then we can create the Spanish version.

Q: Like INDEED, will they get job alerts to their personal email?

A. Yes, emails will be sent weekly to those customers opting in for emails and will give the top 10 best job matches.

Q: Is this CAP research only appearing if they do their research through JQ?

A. Yes, the CAP Research tab will be available once a job seeker has started and/or completed their CAP.

Q: Can any/all Career Center staff view just anyone's profile or CAP? Or does the customer control the privacy/access options?

A. The CAP can be viewed by Career Center staff just as any other component currently can be viewed in MOSES.

Q: Can all customers use CAP in MOSES even if they're not RESEA customers?

A. Yes, the CAP is for all customers.

Q: Are those goals actual workshops? Or just what they want to gain access to?

A. The goals are set based on their needs they identified, and needs are not all addressed by workshops. The goals are the action steps that the customer has decided they need to take. Counselors, upon working with the customer, can add, delete, and help manage the customers' goals with the customer.

Q: How long is this CCS?

A. When available, the On-Demand CCS video is 23 minutes long.

Q: Will customers still have to sign up for a CCS? Or will it register their attendance once they complete it?

A. Customers can choose to attend the on-demand video of the CCS and upon completion will receive automatic credit for attending. They must watch the video in full to receive credit.

A. Customers can also choose to attend a specific MassHire Career Center's CCS virtually or in person (as MassHire Career Centers make available). Registration occurs like it always

has, except if the MCC would like attendance to be automated they must follow the instructions per Informational Issuance: **100 DCS 02.139 Issued: 10/19/2021.**

Q: Will there be a new CCS video for Career Center use?

A. MDCS has no intentions, at this time, to update the CCS video. The on-demand video will take its place.

Q: Does completion of the CAP include the legal sign-off acknowledgment regarding Section 30, TAA, and other customer authorizations that are normally part of our career center registration forms?

A. No, to complete the S30 and Trade signoffs that would take a conversation with a counselor during their Initial RESEA. Just as it has always been, S30 and Trade signoffs must be obtained through an actual electronic or hardcopy signature by the customer.

Q: If a RESEA customer does the LMI on paper, do the LMI fields in the CAP form have to be filled in to complete the RESEA Review?

A. No. Also, no one is REQUIRED to use the online CAP, however, we STRONGLY ENCOURAGE IT though, then you can use the data to case manage.

Q: If someone makes a new CAP, does that remove the old CAP from MOSES?

A. Only 1 CAP per customer is available. Any changes made will MODIFY the existing CAP.

Q: Is there anything on the CAP that the customer can manipulate that can interfere with our Case Plan for them, e.g. Career Objective?

A. Both the customer and the Career Center staff person can modify the CAP. The Career Objective may be modified by the customer through their Profile on page 4 - Experience Summary.

Q: On the page where MJQ shows the occupations selected, I think I remember that the titles included can be edited. Can Rosa delete manufacturing from her search?

A. Targeted Occupations can be edited in the Profile, not in the CAP.

Q: No more shift options available for job search? I can't see either? F/T or P/T?

A. Correct.

Q: If you use MassCIS will it populate answers?

Attachment A

A. No, it will not populate from MassCIS.

Q: Do the dates to the right on their CAP reflect their deadline date with UI?

A. For RESEA customers, the dates reflect RESEA deadline dates and are non-editable. For non-RESEA customers, the dates are defaulted to 15 days out and are editable.

Q: Will career centers have more licenses for WebEx?

A. MDCS has provided each Career Center with one license.

Q: We have used WebEx Training vs. WebEx Meetings. Which did you mean?

A. WebEx Meetings; MDCS created a "cheat sheet" for WebEx meetings. See Informational Issuance: **100 DCS 02.139 Issued: 10/19/2021.**

Q: What about WebEx Events not training and meetings, is there automatic scheduling and attendance for Events?

A. Just WebEx MEETINGS for now.

Q: When I enter Job Orders, I can no longer see the salary range. Jobseekers are only seeing 1 number. Is this something I am doing incorrectly? Or will this be corrected going forward?

A. Salary information will appear as the employer posted the job.

Q: Does this mean that they will get credit for attending the workshop by their email?

A. Yes, the email is the link back to MOSES from a WebEx event for attendance.

Q: Is attendance for CCS automatic?

A. Attendance for watching in full, the on-demand video or a WebEx scheduled CCS will be automatic. Please follow Informational Issuance: **100 DCS 02.139 Issued: 10/19/2021.**

Q: When will automated attendance start?

A. MDCS plans on having it available when the next build is implemented, hopefully sometime in November 2021.

Q: Will MOSES still create the two separate icons? JQ icon for basic registration and the smiley face icon when they complete a full profile

A. Yes.

Q: Can a customer update a resume? If yes, how?

- A. Yes. The customer can update their resume at any time via the Job Quest Profile. The resume/profile process is very different now and any change will be reflected in the profile/resume.

Q: Are those the only 3 LMI choices? Many customers like O*NET. Will it be added in the future?

- A. These resources use O*Net. Also, customers are not precluded from using O*Net directly. It is just not one we utilized/featured on the CAP.

Q: Many of our customers are Spanish speaking. Will they be able to choose language like it's done on our website?

- A. At the top of the bar there is a language button that translates the page into multiple languages. The information is captured in MOSES in the language selected.

Q: If the customer chose Spanish for MJQ and then types everything in Spanish, is that how it would get populated into MOSES?

- A. Yes, the information would get populated in Spanish.

Q: What is a training workshop?

- A. It will be whatever is available from Career Centers. That is just the key word search to bring up training workshops. Customers would need to read descriptions.

Q: When the customer chooses a career coach, can it only populate the customer's designated career center? As a career coach, I had quite a few customers who I could not assess because their needs were not in our area. For example, I could not tell the customer to go to DTA because she wasn't in our area.

- A. All services except training services (funding for an ITA if local policy indicates) are allowable to be given to any customer. In this case of a DTA referral, if someone is outside of your local area you can refer them to their local DTA Office by googling the information or going to DTA's website.

Q: Can a RESEA customer reschedule themselves for a CCS?

- A. Not yet, but soon.

Q: Should we assume the RESEA tile will populate for 60 days?

A. Yes

Q: Upon customer SELF registering for CCS, is there a bulletin type notice advising them to use JobQuest email address to track attendance and must be logged in for appropriate time to receive credit?

A. Not at this time.

Q: Does "Your Resume" appear once a customer has completed steps 1 - 7?

A. Yes....they need to complete the Profile (Steps 1-7).

Q: Can a customer choose more than one targeted occupation?

A. While a customer may have multiple targeted occupations in their Profile (page 4) they must choose only one targeted occupation in the CAP.

Q: How does a customer request to remove / delete their JQ account?

A. They cannot. However, they can turn off notifications.

Q: The JQ process will be more difficult for customers with digital literacy issues and these customers will need more support with in-person services.

A. We are in the business to assist people with finding and assisting with those resources.

Q: Can you clarify where the resume appears after a customer completes their profile?

A. The resume will appear on the right-hand side of their individual dashboard and on the summary page of the Profile.

Q: Will there be a check box in the future for interim activity and post review activity?

A. Good idea.

Q: How is the career center staff able to see exactly what the customer filled out on their CAP in JQ?

A. Please see the CAP and CAP Research tabs under Special Programs tab in MOSES.

Q: Can you give the exact web address to the descriptions of the different funding?

- A. <https://www.mass.gov/service-details/mdcs-grant-programs>

Q: When we are working with a RESEA customer, will it be acceptable to have just one of the many goals established by the customer determined to be the interim activity and for us to verify and attain as completed this one goal prior to the date of the RESEA Review, while leaving the remaining goals as Set, But Attainment Pending?

- A. The only requirement for RESEA is an appropriate reemployment **service**. If one of those goals is a service then yes, it would be appropriate to verify as attained prior to the RESEA review. The goal / service must be different from the standard RESEA goals of LMI, Work search, MJQ registration, Resume, and UI Eligibility.

Q: Secondly, if a goal set by the customer in their Needs Assessment has a Scheduled/Target Date of completion later than their RESEA Review deadline, does that automatically count as the Future Goal required for us to be able to Attain the RESEA Review?

- A. It may, as long as it is an appropriate reemployment **service**.