



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

---

100 DCS 14.442

☐ 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  
Department of Career Services

**Date:** March 1, 2022

**Subject:** **MassHire BizWorks Staff Training and Development Committee  
Tiered Business Services Training**

---

**Purpose:** To notify MassHire Workforce Boards, MassHire Center Operators, and other workforce development partners of upcoming training for MassHire BizWorks Staff and partners.

**Background:** As a result of the hiring of new staff and the pandemic changing the way we conduct business, this training module has been modified from the previous training module 5A in order to meet the training needs of all business services staff. The Staff Training and Development Committee will be providing tiered training sessions.

**Module 5B: Introduction and Back to Basics** - will continue the series of business services training and consists of The Business Cycle, Business Services Work Processes, Business Assessments, Performance Reports, Dunn & Bradstreet and more. Staff from all partner agencies working directly with businesses/employers and those who supervise Business Services staff should attend this training. This includes Business Services

Representatives, Market Makers, and optional attendees to include Operations Managers, Career Center Directors, and appropriate Workforce Board staff.

There will be 3 training sessions offering the **SAME TRAINING ON THE THREE DAYS**. Please register for 1 of the 3 sessions which will be held via WebEx on:

<b>Monday, March 14</b>	<b>1:00 pm - 3:00 pm</b>
<b>Tuesday, March 15</b>	<b>9:00 am - 11:00 am</b>
<b>Wednesday, March 16</b>	<b>9:00 am - 11:00 am</b>

**Essentials of Job Referrals** - This training is designed to provide staff with the knowledge and skills to improve their ability to effectively identify qualified candidates (vetting process), make appropriate job referrals, document all services, and conduct follow-up for hires. The training is designed for Career Center Business Services Reps, Counselors, Career Advisors, Job Developers, Recruiters, Managers and other staff associated with job referral activities.

The training will cover the following topics:

- What is the Vetting Process?
- Outreach to Job Seekers
- MOSES data entry of the vetting process, outreach, and referral services
- Generating Reports to track productivity and follow-up

There will be 2 training sessions offering the **SAME TRAINING ON BOTH DAYS**. Please register for 1 of the 2 sessions which will be held via WebEx on:

<b>Wednesday, March 23</b>	<b>9:00 am - 11:00 am</b>
<b>Monday, March 28</b>	<b>1:00 pm - 3:00 pm</b>

**Reconnecting with Partner Programs** - This training is designed to provide staff with the purpose of each of the program, up to date benefits and how we can collaborate to provide referrals for our business customers. The training is for staff from all partner agencies working directly with businesses/employers and those who supervise Business Services staff should attend this training. This includes Business Services Representatives, Market Makers, Operations Managers, Career Center Directors, Workforce Board staff.

There will be 2 training sessions of with three different programs each day. Please register for the sessions which will be held via WebEx on:

**Tuesday, March 29**                      **9:00 am - 11:00 am**  
Workforce Training Fund Program (WTFP CommCorp)  
WorkShare Program (DUA)  
Work Participant Program (WPP Dept. of Transitional Assistance DTA)

**Wednesday, March 30**                      **9:00 am - 11:00 am**  
Massachusetts Office of Business Development (MOBD)  
Massachusetts Growth Capital Corporation (MGCC)  
Massachusetts Development Financing Agency (MassDevelopment)

**Action**

**Requested:** Please disseminate this information and assure that all appropriate staff registers for a training session.

Staff must register for these trainings in advance through Eventbrite (link provided below)\*

<https://www.mass.gov/service-details/masshire-bizworks-training>

**Inquiries:** Questions regarding this training should be directed to  
Norca Disla-Shannon at [ndisla-shannon@detma.org](mailto:ndisla-shannon@detma.org) or 617-438-7897

*\*"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."*