



Workforce Issuance

100 DCS 14.608

☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: February 10, 2025

Subject: Employment Modernization and Transformation (EMT) Training

Purpose: To notify MassHire Workforce Boards and MassHire Career Center Operators of staff training for Employment Modernization and Transformation (EMT) Rollout 2 (Benefits) that will train MassHire Level II staff on the fundamentals of the Employment Modernization Transformation system scheduled to Go Live in May 2025.

Background: MassHire Career Centers are required to provide “meaningful access to unemployment services” for customers through WIOA. The WIOA Final Rules discuss career services provided by the employment services (ES) program in 20 CFR 652.206, 208 through 210. Staff also have specific obligations in serving unemployment insurance (UI) claimants and carrying out components of the state’s UI program, which include:

- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals (including

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

individuals with language or other program access barriers) seeking assistance in filing a claim.

Meaningful assistance means providing assistance:

- In the American Job Center(s) (MassHire Career Centers) using staff who are well trained in UI claims filing activities and, on the rights and responsibilities of claimants and information necessary to file a claim, or
- By phone or via other technology, such as live web chat and video conference, as long as the assistance is provided by appropriately trained and available staff and within a reasonable time.
- Technology-based approaches to providing meaningful assistance must ensure American Job Center customers have access to appropriately trained staff within a reasonable time.

Per US Department of Labor (USDOL), the referral of American Job Center customers to the state UI agency's self-service website or public phone line where the individual is placed into a queue with all other claimants is not meaningful assistance.

Training on topic areas related to UI Benefits will begin in March and progress through early May. Training will roll out in three (3) tiers and will comprise several learning modalities: live virtual training, in person training and practice opportunities.

Tiers are outlined as:

- Basics
- Specifics
- Application

Basics:

The **Basics** tier of training will cover concepts including navigation, searching, and where key claim and claimant information is stored. ***This tier will include a virtual session via MS Teams with a trainer.*** This will be a half-day session and will be offered in 3 sessions, in the morning and afternoon. Each session will accommodate a maximum of 30 staff. The proposed schedule of these dates/times is below.

Training Dates	9:00AM to 12:30PM	12:30PM to 4:00PM
Wednesday, March 19, 2025	Session 1 (up to 30 seats)	Session 2 (up to 30 seats)
Thursday, March 20, 2025	Session 3 (up to 30 seats)	

Specifics:

The **Specifics tier** will cover job-specific training to help prepare Level II staff for Day 1 of Go-Live. This tier will focus on the job duties that are most utilized when working with claimants. ***This tier will be conducted in person, with staff having a choice of attending one session in Brockton or Boston.*** The proposed schedule of these dates/times/locations is below.

Training Dates	9:00AM to 4:00PM 226 Main Street Brockton, MA 2nd floor, Lab #1 (up to 18 seats)	9:00AM to 4:00PM 226 Main Street Brockton, MA 2nd floor, Lab #2 (up to 12 seats)	9:00AM to 4:00PM 1 Winter Street Boston, MA 4th floor (up to 24 seats)
Friday, March 28, 2025	Session 1		Session 2
Wednesday, April 2, 2025		Session 3	Session 4
Thursday, April 3, 2025	Session 5		

Application:

Once MassHire Level II staff have attended their in-person *Specifics* training, they will get access to a practice environment to practice viewing claim information on their own. This is required for at least one hour per week.

In addition, between April 7 and May 2, staff must attend a half-day in person practice session in Boston or Brockton. The proposed schedule of these dates/times/locations is below.

Training Dates	9:00AM to 12:30PM 226 Main Street Brockton, MA, 2nd floor Lab #1 & Lab #2 (up to 30 seats)	9:00AM to 12:30PM 1 Winter Street Boston, MA, 4th floor (up to 24 seats)
Thursday, April 10, 2025	Session 1	
Tuesday, April 15, 2025		Session 2
Wednesday, April 16, 2025		Session 3
Thursday, April 17, 2025	Session 4	
Thursday, April 24, 2025	Session 5	

To summarize the training for staff:

1. Staff will attend **one** live virtual class for *Basics* training. There will be half-day sessions offered on the dates and times above. Each session will accommodate a maximum of 30 staff.
2. Staff will attend **one** in person class for *Specifics* training. Once staff have completed *Specifics*, they will be given access to a test environment to practice on their own for at least one hour per week, which will be monitored, tracked, and followed up by MDCS training staff to ensure progress.
3. MCC Staff will also be scheduled for **one** in person, half-day session from 9:00am – 12:30pm between April 7 and May 2, 2025.

The **EMT training team** will be responsible for registering staff for the *Basics* tier and **MDCS designated staff** will be responsible for registering all Level II staff in the EMT Learning Manager for the classes in the *Specifics* and *Application* tier.

The EMT training team and MDCS will make every effort to accommodate your selected preferences. Upon final assignments, you will receive an email with additional details. Please update your calendars accordingly.

Action

Required: Please share this information with all appropriate managers and Level II staff.

Effective: Immediately

Inquires: Please email all inquiries to AskEMT@mass.gov.