



Workforce Issuance

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Policy



Information

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

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Date: March 28, 2025

Subject: **New MassHire Department of Career Services (MDCS) Training Protocols**

Purpose: To notify local MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the attendance, registration and protocols for MassHire Department of Career Services (MDCS) training delivered to staff.

Background: The MassHire Department of Career Services has customarily offered a range of training classes for MassHire Career Center and our partner agency staffs. Staff are invited to register for and attend training classes delivered by MDCS trainers.

As of April 2025, training is transitioning from utilizing WebEx to Microsoft Teams (less MOSES training), allowing for better reporting functionality and greater connection reliability and flexibility.

During July-December 2024, 938 (67%) of the 1,395 who registered for training attended. For better efficiency, preparation and delivery of MDCS training classes, MDCS is requesting the following:

- If MCC staff have registered for training and find they cannot attend, they can immediately cancel their registration for the class using one of the following methods:
 - ✓ Retaining the original email confirmation of their registration in the class and using the “Cancel your registration” link found in the email.
 - ✓ Emailing MDCSTraining@mass.gov with a message detailing the class for which they registered (including date and time) and a brief note saying they cannot attend.
- During training, it is highly recommended and encouraged for all staff to turn their cameras on to foster a sense of presence and promote increased engagement.
- As of April 1, 2025, MDCS will send training class attendance reports to MCC Directors and Operations Managers.

As a reminder, training classes with less than 5 registrants will be cancelled and registrants will be notified of the next training available. This notice will be provided at least two (2) business days prior to the class.

MDCS is hoping to provide more transparency, accountability, and recognition of staff’s professional development initiatives.

Action

Required: Please share this Issuance with all appropriate staff.

Effective: Immediately

Inquiries: Please direct all questions to MDCSTraining@mass.gov. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.