



Workforce Issuance

100 DCS 28.101

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: Beth Goguen, Director
MassHire Department of Career Services

Date: November 19, 2025

Subject: **Work Opportunity Tax Credit (WOTC) Quick Reference Guide Available**

Purpose: To notify MassHire Workforce Boards, MassHire Center Operators, and other workforce development partners of Training and Employment Notice (TEN) 9-21, [Release and Availability of the Work Opportunity Tax Credit \(WOTC\) Quick Reference Guide](#), announced September 24, 2021.

Background: The WOTC is a federal tax credit available to eligible employers that hire first-time, qualifying members of targeted groups who experience significant challenges to attain employment. The [WOTC Quick Reference Guide for Employers](#) provides information on eligible targeted groups, instructions on how to file a certification request, and explains how employers can receive conditional certifications by coordinating with American Job Centers (AJC) and partnering agencies.

Action Required: Please share this issuance with all appropriate managers, staff, businesses and partners.

Effective: Immediately.