



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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**100 DCS 37.104**

☐ Policy ☒ Information

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**To:** Chief Elected Officials  
MassHire Workforce Boards Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** June 23, 2023

**Subject:** **Upskilling Navigator Bootcamp Training**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff, and partners of a MDCS 2-day Bootcamp for Upskilling Navigators and MassHire staff.

Newly hired staff and Navigators are strongly encouraged to register for all sessions provided in the bootcamp. Other staff may register for one or multiple sessions depending on topics of interest.

**Background:** The MassHire Department of Career Services (MDCS) will be offering training modules for MassHire Career Center Upskilling Navigators. New or seasoned staff, who want to attend or want a refresher on the respective training topics are also welcome.

These modules will include an overview of the Massachusetts Workforce System and the MassHire and FutureSkills brand, ARPA Funded Programs and Upskilling Navigator Role and Responsibilities, MOSES 103: Career Planning Data Entry, and FutureSkills Program and Course Enrollment Data Entry for Job Seekers.

There will be a live Q&A for all modules. The format for the bootcamp is as follows:

**Day 1: Thursday, July 13**

9:00am-10:15am

**Module 1: Overview of Massachusetts Workforce System & Customer Flow / MassHire & FutureSkills Brand**

This training is designed to provide an overview of the Massachusetts Workforce System and the framework for customer flow using a customer-centered approach. Participants will also learn about the MassHire and FutureSkills brand.

10:45am-12:00pm

**Module 2: ARPA Funded Programs and Upskilling Navigator Role and Responsibilities**

An overview of the ARPA funded training programs, eligibility, and other grant requirements, connecting customers to training opportunities and engaging internal stakeholders with navigating resources. This training will also provide an overview of the Upskilling Navigator role and responsibilities.

**Day 2: Friday, July 14**

9:00am-12:00pm

**Module 1: MOSES 103: Career Planning Data Entry**

A basic course in using the MOSES Career Planning (formerly MOSES Case Management) tab in the Job Seeker record. Covers the simplified basics of the Goals & Tasks tab, Assessment tab, Training Justification tab and the Barriers tab. Notes are discussed and suggested best practices are reviewed.

1:00pm-2:30pm

**Module 2: FutureSkills Program and Course enrollment Data Entry for Job Seekers**

Learn how to effectively enter Job Seekers into MOSES FutureSkills program and enrollment into FutureSkills Funded training Courses.

Please note this registration has been consolidated into a single-step process using WebEx.

The link below will enable staff to register for one or all the modules in the Upskilling Navigator Bootcamp series.

**Webinar series registration link:**

<https://eolwdma.webex.com/webappng/sites/eolwdma/webinar/webinarSeries/register/3225d94afb234183a8f878c1d237efd5>

Additional trainings such as, Labor Market Information (LMI) & Tools, Resume Writing, Customer Service for the Modern Workplace, Presentation Skills, and others are available through the MDCS Training Calendar link [All MDCS Staff Training | Mass.gov](#)

**Action**

**Requested:** Please share this issuance with all Upskilling Navigators, appropriate MassHire Career Center staff, managers, and directors to ensure that everyone working with customers have the ability to register for these trainings.

**Effective:** Immediately

**Inquiries:** Please direct all questions to [Ashley.terrill@mass.gov](mailto:Ashley.terrill@mass.gov) or [kim.m.leonard@mass.gov](mailto:kim.m.leonard@mass.gov). Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.