



DEPARTMENT OF  
CAREER SERVICES

# TRAINING CATALOGUE & RESOURCE GUIDE

# TABLE OF CONTENTS

❖ STAFF TRAINING NEEDS MATRIX	PAGES 5-7
❖ ORIENTATION TO PARTNER AGENCIES	PAGE 8
▪ MDCS / DTA CROSS-TRAINING	
▪ MDCS / SCSEP CROSS-TRAINING	
▪ MDCS / REHABILITATION SERVICES CROSS-TRAINING (MRC, MCB)	
▪ MDCS / ADULT BASIC EDUCATION CROSS-TRAINING	
▪ MDCS / DUA CROSS-TRAINING	
❖ SPECIAL PROGRAMS, SERVICES, AND ACTIVITIES	PAGES 9-11
▪ MASSACHUSETTS OVERVIEW OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)	
▪ MASSHIRE DEPARTMENT OF CAREER SERVICES (MDCS) PROGRAMS OVERVIEW	
▪ WIOA TITLE I – ADULT/DISLOCATED WORKER	
▪ WIOA TITLE I – YOUTH PROGRAM	
▪ RESEA 101	
▪ RESEA CAREER CENTER SPECIFIC TRAINING	
▪ VETERANS SERVICES	
▪ FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING	
▪ TRADE PROGRAMS	
◆ TRADE 101	
◆ TRADE FOR VENDORS	
◆ TRADE PROGRAMS UPDATE	
▪ WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING	
▪ MIGRANT SEASONAL FARMWORKERS TRAINING – OVERVIEW OF MSFW	
▪ NATIONAL DISLOCATED WORKER GRANTS	
▪ UNIFIED COMPLAINT SYSTEM	
• EEO NON-DISCRIMINATION	
▪ LANGUAGE ACCESS TRAINING	

# TABLE OF CONTENTS

- ❖ **EMPLOYER ENGAGEMENT** **PAGES 12-13**
  - **MASSHIRE BIZWORKS – BASIC**
  - **MASSHIRE BIZWORKS – BUSINESS COMPLIANCE**
  
  - **LABOR MARKET INFORMATION FOR BUSINESS SERVICES**
  
- ❖ **CAREER SERVICES (CAREER CENTER STAFF TRAINING)** **PAGES 14-15**
  - **CUSTOMER SERVICE**
  - **PRESENTATION SKILLS**
  - **CAREER CENTER SEMINAR (CCS) INFORMATION SESSION**
  - **CAREER PLANNING**
  - **U.I. NAVIGATION**
  - **LABOR MARKET INFORMATION (LMI) FOR CAREER CENTER STAFF**
  - **LABOR MARKET INFORMATION (LMI) FOR MANAGERS AND SUPERVISORS**
  - **LMI TOOLS**
    - **MASSCIS**
    - **TORQ (TRANSFERRABLE OCCUPATIONAL RELATIONSHIP QUOTIENT)**
    - **JOBQUEST**
    - **LABOR INSIGHT (BURNING GLASS)**
    - **WORKKEYS 2.0 CURRICULUM**
  
- ❖ **TECHNOLOGY TOOLBOX** **PAGES 16-18**
  - **MASSACHUSETTS ONE-STOP EMPLOYMENT SYSTEM (MOSES)**
    - ◆ **MOSES 101- JOB SEEKER BASIC TRAINING**
    - ◆ **MOSES 102 – BUSINESS SERVICES BASIC TRAINING**
    - ◆ **MOSES 103 – CAREER PLANNING (CASE MANAGEMENT) TRAINING**
    - ◆ **MOSES 104 – JOB SEEKER ELIGIBILITY AND ENROLLMENT BASIC (WIOA) TRAINING**
    - ◆ **MOSES FOR WDB STAFF AND MANAGERS (*Technical Assistance*)**

# TABLE OF CONTENTS

❖ TRAINING AND TECHNICAL SUPPORT FOR MANAGERS	PAGE 19
▪ DIVERSITY TRAINING	

*NOTE: Most training offerings are one full day or one half day, unless otherwise indicated*

<b>TYPE OF STAFF TRAINING</b>	FRONT DESK STAFF	CASE COUNSELORS	BUSINESS SERVICE REPS.	VETERAN REPS	SUPERVISORS	MANAGERS / DIRECTORS	WB DIRECTORS	WB SUPPORT STAFF
-------------------------------	------------------	-----------------	------------------------	--------------	-------------	----------------------	--------------	------------------

**ORIENTATION TO PARTNER AGENCIES:**

MDCS / DTA CROSS-TRAINING	X	X	X	X	X	X	X	X
MDCS / SCSEP CROSS-TRAINING	X	X	X	X	X	X	X	X
MDCS / REHABILITATION SERVICES CROSS-TRAINING (MRC, MCB)	X	X	X	X	X	X	X	X
MDCS / ADULT BASIC EDUCATION CROSS-TRAINING	X	X	X	X	X	X	X	X
MDCS / DUA CROSS-TRAINING	X	X	X	X	X	X	X	X

**SPECIAL PROGRAMS, SERVICES, AND ACTIVITIES**

MASSACHUSETTS OVERVIEW OF WIOA	X	X	X	X	X	X	X	X
MASSHIRE DEPARTMENT OF CAREER SERVICES (MDCS) PROGRAMS OVERVIEW	X	X	X	X	X	X	X	X
WIOA TITLE I - ADULT/DISLOCATED WORKER PROGRAMS	X	X	X	X	X	X	X	X
WIOA TITLE I – YOUTH PROGRAMS	X	X	X	X	X	X	X	X
RESEA 101	X	X		X	X	X	X	X
RESEA CAREER CENTER SPECIFIC TRAINING	X	X		X	X	X	X	X
VETERANS SERVICES	X			X	X	X		
FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING	X	X		X	X	X		
TRADE 101	X	X		X	X			
TRADE FOR VENDORS	X	X		X	X			
TRADE PROGRAMS UPDATE	X	X		X	X			
WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING (WOTC)	X	X	X	X	X	X	X	
MIGRANT SEASONAL FARMWORKERS TRAINING (MFSW)	X	X			X	X		
UNIFIED COMPLAINT SYSTEM – EEO NON-DISCRIMINATION	X	X	X	X	X	X	X	X
LANGUAGE ACCESS TRAINING	X	X	X	X	X	X	X	X

<b>TYPE OF STAFF TRAINING</b>	FRONT DESK STAFF	CASE COUNSELORS	BUSINESS SERVICE REPS.	VETERAN REPS	SUPERVISORS	MANAGERS / DIRECTORS	WB DIRECTORS	WB SUPPORT STAFF
-------------------------------	------------------	-----------------	------------------------	--------------	-------------	----------------------	--------------	------------------

<b>EMPLOYER ENGAGEMENT</b>								
MASSHIRE BIZWORKS - BASIC		X	X	X				
MASSHIRE BIZWORKS – BUSINESS COMPLIANCE		X	X	X				
LABOR MARKET INFORMATION FOR BUSINESS SERVICES			X					

<b>CAREER CENTER STAFF TRAINING</b>								
CUSTOMER SERVICE	X	X	X	X	X	X	X	X
PRESENTATION SKILLS		X	X	X	X	X	X	X
CAREER CENTER SEMINAR (CCS) INFORMATION SESSION	X	X	X	X	X	X	X	X
CAREER PLANNING		X	X	X	X	X	X	X
UI NAVIGATION		X		X	X			
RESUME WRITING		X	X					
ASSESSMENT SKILLS DEVELOPMENT		X	X	X	X			

TYPE OF STAFF TRAINING	FRONT DESK STAFF	CASE COUNSELORS	BUSINESS SERVICE REPS.	VETERAN REPS	SUPERVISORS	MANAGERS / DIRECTORS	WB DIRECTORS	WB SUPPORT STAFF
------------------------	------------------	-----------------	------------------------	--------------	-------------	----------------------	--------------	------------------

TECHNOLOGY TOOLBOX								
MOSES 101 – JOB SEEKER BASIC TRAINING	X	X	X	X	X	X	X	X
MOSES 102 – BUSINESS SERVICES BASIC TRAINING		X	X	X	X	X	X	X
MOSES 103 – CAREER PLANNING (CASE MANAGEMENT) TRAINING			X					
MOSES 104 – JOB SEEKER ELIGIBILITY & ENROLLMENT BASIC (WIOA)	X	X		X				
MOSES FOR WDB STAFF AND MANAGERS					X	X	X	X
LABOR MARKET INFORMATION FOR CAREER CENTER STAFF	X	X	X	X	X			
LABOR MARKET INFORMATION FOR MANAGERS & SUPERVISORS					X	X	X	X
MASSCIS	X	X	X	X	X	X		
TORQ (TRANSFERRABLE OCCUPATIONAL RELATIONSHIP QUOTIENT)		X	X	X	X			
JOBQUEST	X	X	X	X	X	X	X	X
LABOR INSIGHT (BURNING GLASS)		X	X	X	X			
WORKKEYS 2.0 CURRICULUM		X	X	X	X			

TRAINING AND TECHNICAL SUPPORT FOR MANAGERS								
DIVERSITY TRAINING	X	X	X	X	X	X		

## ORIENTATION TO PARTNER AGENCIES

### **MDCS / DTA CROSS-TRAINING:**

This orientation training session is designed for dedicated Career Center staff and DTA Full Engagement Workers (FEWs) to become familiar with primary DTA programs and basic Career Center services available to DTA clients as they are referred to Career Centers for engagement in job search activities. Each attendee will learn about job search and training services available at Career Centers and about DTA programs and work search requirements for TANF and SNAP program participants. This training is designed to prepare Career Center staff and Full Engagement Workers to work cooperatively, on-site at Career Centers or DTA offices to provide services to DTA clients.

### **MDCS / SCSEP CROSS-TRAINING:**

This orientation training session is designed for dedicated Career Center staff and Senior Community Services Employment Program (SCSEP) workers to become familiar with primary SCSEP programs and basic Career Center services available to SCSEP clients as they are referred to Career Centers for engagement in job search activities. Each attendee will learn about job search and training services available at Career Centers and about SCSEP programs and work search requirements. This training is designed to prepare Career Center staff and SCSEP workers to work cooperatively, on-site at Career Centers to provide services to older/mature jobseekers.

### **MDCS / REHABILITATION SERVICES CROSS-TRAINING (MRC, MCB):**

This orientation training session is designed for dedicated Career Center staff and Massachusetts Rehabilitation Commission (MRC) staff to become familiar with primary MRC programs and basic Career Center services available to MRC clients as they are referred to Career Centers for engagement in job search activities. Each attendee will learn about job search and training services available at Career Centers and about MRC programs and work search requirements. This training is designed to prepare Career Center staff and MRC staff to work cooperatively, on-site at Career Centers to provide services to persons with disabilities.

### **MDCS / ADULT BASIC EDUCATION CROSS-TRAINING:** *Currently under development*



## SPECIAL PROGRAMS, SERVICES, AND ACTIVITIES

Special Programs includes training on topics such as WIOA, RESEA, Veterans Services, Trade, Section 30, Work Opportunity Tax Credit (WOTC), Migrant & Seasonal Farmworkers (MFSW) and National Dislocated Worker Grants (NDWG).

### **MASSACHUSETTS OVERVIEW OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA):**

This training provides an overview of the Workforce Innovation and Opportunity Act of 2014 and its implementation throughout the Massachusetts Workforce Development System.

### **MASSHIRE DEPARTMENT OF CAREER SERVICES (MDCS) PROGRAMS OVERVIEW:**

This training provides staff with an overview of the various programs administered throughout the Department of Career Services.

### **WIOA TITLE I – ADULT/DISLOCATED WORKER PROGRAMS:**

This training provides information and technical assistance on eligibility criteria for adults and dislocated workers; source documentation; career services/training; coordination with WIOA Core programs; performance measures and MOSES data entry related to providing services to Career Center customers under the WIOA Title I legislation. This training provides detailed information about the required WIOA federal performance measures for Title I Adult, Dislocated Workers, and Youth as well as the impact of MOSES data entry on the measurement outcomes.

### **WIOA TITLE I - YOUTH PROGRAMS**

This training provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, coordination with WIOA Core programs, performance measures, tracking youth progress in MOSES, and data entry required for state and federal reporting. This training provides detailed information about the required WIOA federal performance measures for Title I Adult, Dislocated Workers, and Youth as well as the impact of MOSES data entry on the measurement outcomes.

**RESEA 101:**

RESEA training sessions prepare staff to be RESEA Specialists. The RESEA Program requirements are discussed in detail, including the mandatory components of the Career Center Seminar, Initial RESEA Review and the follow-up RESEA review. Also covered are the consequences of not meeting program requirements, the sanction process and communicating with DUA. MOSES data entry and the requirements for documentation and the importance of timely data entry are also covered. Participants are introduced to the RESEA Program Policy and Procedure Manual. Common errors and best practices are also discussed.

**RESEA CAREER CENTER SPECIFIC TRAINING:**

The RESEA/LMI team is available to provide on-site technical assistance, staff development, coaching, and individual RESEA and LMI training to meet the needs of the career center.

**VETERANS SERVICES:**

This training is designed to provide information on the governing and operational processes of the Jobs for Veteran Service Grant (JVSG) Program to Career Center Directors, Managers and general staff Veteran Representative staff. *Being Revised*

**FOREIGN LABOR CERTIFICATION PROGRAMS TRAINING:**

This training gives an overview of the provisions of the Immigration and Nationality Act (INA) and the implementing regulations as they relate to the H-2A and H-2B. The H-2A and B Programs allow for the admission of non-immigrants to the U.S. to perform agricultural and non-agricultural labor or services of a temporary or seasonal nature. This training module will provide participants with general information concerning the State Workforce Agency (SWA) / One-Stop Career Center (OSCC) roles and responsibilities in the processing of job orders filed in connection to a future H-2A and / or B petition.

**TRADE PROGRAMS:**

- **TRADE 101:** An in depth introduction to the Trade program which goes into detail regarding the benefits of the Trade Adjustment Assistance (TAA) and Trade Readjustment Allowance (TRA) program and the differences between the 2002, 2009, 2011, and 2015 rules. *(A hands-on training with the MOSES portion can be requested.)*
- **TRADE FOR VENDORS:** An introduction to vendors describing what the Trade Adjustment Assistance Program is, what benefits the TAA participants would receive, and the contracting and invoicing process of how to do business with the Trade Programs.
- **TRADE PROGRAMS UPDATE:** An update on the most current law and the differences it has from previous amendments to the Trade program.

**WORK OPPORTUNITY TAX CREDIT PROGRAM TRAINING (WOTC):**

This training will provide a brief history of the WOTC program and its present status. It will also review the categories, filing/documentation requirements and the Massachusetts on-line system.

**MIGRANT SEASONAL FARMWORKERS TRAINING - OVERVIEW OF MSFW:**

This training gives an overview of the Wagner-Peyser Act and the implementing regulations requiring that the services provided to Migrant Seasonal Farmworkers (MSFWs) by the MassHirer Career Centers (MCC) be "qualitatively equivalent and quantitatively proportionate" to the services provided to other jobseekers. The regulations also mandate that the State Monitor Advocate (SMA) ensure continued compliance with the program requirements, and to assist and improve the State Workforce Agency (SWA) capacity to deliver services to farmworkers through the One-Stop Career Centers (OSCCs) on an equitable and non-discriminatory manner.

**UNIFIED COMPLAINT SYSTEM – EEO NON-DISTRIMINATION**

**Multilingual Services - LANGUAGE ACCESS TRAINING:**

The Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: Department of Unemployment Assistance (DUA), MassHire Department of Career Services (MDCS) including MassHire Career Centers, Department of Industrial Accidents (DIA) and Department of Labor Standards (DLS) programs, services, and activities for all Limited English Proficiency (LEP) customers. For more information click the link below:

<https://www.mass.gov/orgs/office-of-multilingual-services>

## EMPLOYER ENGAGEMENT

*These training sessions are designed to provide Local Workforce Development Boards, Managers, Supervisors, front line staff and local office Business Service Representatives (BSR) with the information, best practices, tools and techniques for developing and maintaining constructive relationships with area businesses.*

**MASSHIRE BIZWORKS:**

Overview of services and resources available to businesses; training on hiring and recruiting; layoff aversion and management; business relationship development and managing partnerships:

- **Basic:** An overview of the Biz Works program, Business Services Roles and Relationships, Building Relationships with the Business Community, Business Outreach (tips, tools and tactics); Target Marketing and Business Account Management Strategies, Marketing Best Practices, Business Services, Goals, and Measurements, Collecting Information and Ensuring Business Satisfaction, Business Systems Development and Metrics, and BizWorks Resource Guide and Cards.
- **Business Compliance Programs:** An overview of the variety of agencies, programs and services that Massachusetts businesses must be in compliance with regarding Massachusetts workers' rights and protections. These include:
  - The Office of the Attorney General- Fair Labor Division and Civil Rights Division

- Massachusetts Department of Revenue
- The Employer Medical Assistance Contribution Act
- Paid Family and Medical Leave Program

**LABOR MARKET INFORMATION FOR BUSINESS SERVICES:** *To be developed*

## CAREER SERVICES

### CAREER CENTER STAFF TRAINING

These training sessions will provide Career Center staff, who are providing direct services to job seekers, with specific information and guidelines for delivering comprehensive services to job seekers.

#### **CUSTOMER SERVICE:**

Exceptional customer service is critical to ensure the success of Career Center customers. This training session includes customer service basics, including value of services, tools to increase customer retention and satisfaction, strategies for addressing challenging customer situations, dealing with bias, stress management and coping techniques for staff.

#### **PRESENTATION SKILLS:**

Presenting information clearly and effectively is a key skill to clearly relaying information to a group or individual. This session will cover basic presentation skills, including building rapport with and engaging an audience, non-verbal cues, inclusive language, presentation preparation and organization, as well as managing unexpected challenges and difficulties.

#### **CAREER CENTER SEMINAR (CCS) INFORMATION SESSION:**

These sessions are designed to help management and staff identify mandatory topics for the CCS and highlight new options for how centers deliver the information to customers. The session will also discuss how Career Centers can use the CCS as a marketing tool for their Career Center.

**CAREER PLANNING:**

Career Planning is essential to a customer-centered workforce system under WIOA. This training session focuses on strategies for developing structured exercises to identify one's objectives for returning to work or advancing in their job. As a part of career management, the end goal is self-sufficiency through sustained employment. Effective Career Planning includes the development of an Individual Employment Plan (IEP) that consists of identification of barriers and skills, utilization of assessments, labor market research (LMI), goal setting and accountability. Additionally, an overview of MOSES notes, reportable services and customer follow-up are incorporated throughout the training session.

**UI NAVIGATION:**

The Department of Unemployment Assistance (DUA), in conjunction with the Department of Career Services' Training and Development Team, will be conducting training sessions relative to navigating the U.I. Online system. These trainings will provide career center staff with fundamental knowledge on how to navigate the U.I. Online system for the purpose of assisting career center customers with navigation of the U.I. Online system. The training will cover:

- Navigating the U.I. Online system
- Filing a new claim for unemployment insurance
- Reopening an existing claim
- Requesting weekly benefits
- Accessing communications and information regarding their claim

## TECHNOLOGY TOOLBOX

*These training sessions provide staff and supervisors with specific information on using these tools to deliver services to Business and Job Seeker customers. In addition, these tools will be useful to our workforce partners and other community entities to assist our shared customers in developing career pathways.*

### **MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM (MOSES):**

These training sessions provide staff, Managers and workforce Partner staff with specific skills to navigate and utilize the statewide data bank/information system.

#### **MOSES 101: JOB SEEKER BASIC TRAINING**

A basic course in navigating the MOSES (Massachusetts One Stop Employment System) database. Participants will learn the Job Seeker Basic tab, Full tab, Education tab, Work Experience tab, Services tab, and Notes area. Job seeker workshop registration is covered. The job matching process is presented. Students will be able to add and edit the basic job seeker record upon completion. The class is two (2) days. *Classroom training (Computer Lab)*

#### **MOSES 102: BUSINESS SERVICES BASIC TRAINING**

A basic course in using the MOSES database for Employer Services. It includes searching for employers, adding and editing employer records, job order data entry and entering employer services into the system. Creating job fair/recruitment events is included in the training. A review of how to enter job development referrals is included. This class is one (1) day. *(Pre-requisite: MOSES 101: Job Seeker Basics)*

#### **MOSES 103: MOSES CAREER PLANNING (FORMERLY CASE MANAGEMENT) TRAINING**

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 and Tasks tab, Assessment tab, Training Justification tab and the Barriers tab. Notes are discussed and suggested best practices are reviewed. This is a basic course, as specific programs and/or career centers may have varying program requirements. These variations are not covered. This class is one (1) day. *(Pre-requisite: MOSES 101: Job Seeker Basics)*

---

**MOSES 104: MOSES JOB SEEKER ELIGIBILITY & ENROLLMENT BASIC (WIOA) TRAINING**

A course in data entry on the basic MOSES program eligibility fields. This is a general data entry course on eligibility, as specific programs and/or career centers may have varying eligibility requirements. These variations are not covered. This is a 1-day class. *(Pre-requisite: MOSES 101: Job Seeker Basics)*

**MOSES 105: MOSES VETERANS SERVICES BASIC DATA ENTRY – *To be developed*****MOSES FOR WDB STAFF AND MANAGERS:**

A general overview of the MOSES system to assist with regional planning; monitoring performance; and accessing, reviewing and generating reports. Provides technical support, best data entry practices, and policy information to WB staff and management. *(This course is offered on request.)*

**LABOR MARKET INFORMATION (LMI) FOR CAREER CENTER STAFF:**

Used effectively, Labor Market Information (LMI) can be key to successful career planning and job search. Helping jobseekers understand and apply LMI to their job search is a core skill for career center staff. This workshop is designed to give career center staff a solid, workable understanding of LMI and to develop practical strategies to guide customers in using LMI fundamentals for all aspects of their job search.

**LABOR MARKET INFORMATION FOR MANAGERS AND SUPERVISORS:**

This training is designed to help managers and supervisors of One-Stop Career Center staff to develop a better understanding and practical application of Labor Market Information (LMI). Training covers the fundamentals of Labor Market Information, how to utilize LMI tools and strategies to integrate the use of LMI with daily operations as well as best practices to disseminate LMI to career center customers and workforce partners. *(Classroom)*

**MASSCIS:**

MassCIS is a comprehensive, interactive system designed to provide occupational and educational information to help customers make better-informed career and school choices. This training will cover assessment tools. Attendees will create a



career plan, explore occupation descriptions, learn about industries and create a resume.

**TORQ (TRANSFERRABLE OCCUPATIONAL RELATIONSHIP QUOTIENT):**

TORQ allows career center customers to explore the transferability of their skills, knowledge, and ability from one occupation to others by analyzing previous work history in light of current labor market conditions. This LMI tool is based on O\*NET skill sets and allows real-time matches to several internet job search engines. Massachusetts specific labor market information has been uploaded to TORQ. Emphasis in this workshop is on helping career center staff evaluate how TORQ can be integrated into career counseling services provided to jobseekers.

**JOBQUEST:** *Currently being piloted*

**LABOR INSIGHT (BURNING GLASS):**

This hands-on training will provide you with working knowledge of Labor Insight, a tool that analyzes online job postings data. Labor Insight allows users to access and report on the most in demand job roles and valuable credentials in your region. The data in Labor Insight can provide actionable information for workforce board, career center management and staff to better service business and job seeking customers. Labor Insight is a labor market information tool.

**WORKKEYS 2.0 CURRICULUM:**

**WorkKeys** is a system of assessments and curriculum that build and measure essential workplace skills that can affect your job performance and increase opportunities for career changes and advancement.

# TRAINING AND TECHNICAL SUPPORT FOR MANAGERS

## DIVERSITY OFFICE

- **DIVERSITY TRAINING** (At this time Diversity Training is provided only by HRD).