

Mass Workforce Issuance

Workforce Issuance No. 14-19

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Manager

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: March 6, 2014

Subject: **Enhanced Security Measures in the JobQuest Application**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of changes to the JobQuest application to protect the contact information of job seekers

Background: We recently learned that someone fraudulently posed as a legitimate employer in our JobQuest application in an attempt to scam job seekers. Several job seekers registered in JobQuest received emails telling them to go on Yahoo Instant Messenger for a job interview. This is similar to a scam we encountered back in 2010. We have had a security alert on JobQuest warning our job seekers of this type of scam since that time.

While there is no indication that any job seeker actually followed through with the fraudulent interview we are no longer allowing employers to access job seekers' contact information. Employers will still be able to browse the profiles of potential job candidates on JobQuest. However, if they are interested in contacting a particular job seeker they are currently instructed to contact their nearest One-Stop Career Center.

We will be changing the text that will display to employers. This change will be made some time next week. Below is the new text that will be displayed.

You can contact this candidate through a Business Service Representative at a [Career Center](#). Refer to the 8-digit Job Seeker ID number located at the top of the screen.

Also, If you are interested in a Candidate, you can click the 'I am Interested' link in the **Save this Candidate** section at the bottom of this page. The job seeker will receive an alert and apply if interested.

Action

Required: All One-Stop Career Center staff should be prepared to facilitate contact between job seekers and the employers that are interested in hiring them. Calls from employers should not be referred to the MOSES Help Desk.

Inquiries: Questions regarding this issuance should be directed to Marilyn Boyle at <mailto:mboyle@detma.org>.