

MassHire Department of Career Services WIOA State Plan Modification Public Session



DEPARTMENT OF
CAREER SERVICES

MassHire Workforce Development System

- MDCS primary responsibility is oversight of the MassHire Workforce Development system comprised of 16 MassHire Workforce Boards operating 29 MassHire Career Centers.
- MassHire connects employers with talent, and job seekers with tools, services and connection to achieve meaningful and sustained employment



MASSHIRE CAREER CENTER SERVICES



- Access to job openings and referral to businesses
- Job Skills Training & Training Exploration
- Job Search and Job Placement Services
- Career Counseling and Planning
- Access to our Network of Partners and their programs
- Access to customized Labor Market Information about jobs in your industry and region
- Employers can receive assistance with recruitment and hiring, job matching with potential hires, tax credit programs, and labor market information.

SOLUTIONS

- MassHire Career Centers shifted to offer job seekers and business access to a variety of virtual and hybrid services.
- MDCS implemented IT solutions to support new service models.
- Collaborated with partners to provide access to internet connectivity to underserved communities.
- MDCS has engaged with a consultant to assist with diversity, equity, and inclusion efforts.

OPPORTUNITIES

- **Modernization of MassHire Job Quest**
 - Launched with a fresh new look and enhancements for ease of navigation, increased job search capabilities, and plans in place to expand virtual services that will connect businesses to job seekers.
- **Virtual Pathway to Re-employment**
 - Created to streamline online service delivery and provide MassHire customers with new tools to guide and assist their journey from job loss to job gain.
- **Boston Re-Employment Center**
 - The Department of Unemployment Assistance in partnership with MDCS opened a new Walk-In Re-Employment Center to assist customers filing for UI connect to immediate Access to the MassHire System.

MassHire JobQuest – Here's What's New



MassHire JobQuest

- ✓ MassHire JobQuest Enhancements: Job Search
- ✓ MassHire JobQuest Enhancements: Home Page and Dashboard
- ✓ MassHire JobQuest Enhancements: Creating Your Profile
- ✓ MassHire JobQuest Enhancements Career Action Plan (CAP)

Path to Reemployment



Your Career Action Plan Summary

Now, using the labor market research you have done, along with the action steps you have identified and the resources suggested, you can enhance your resume and start a more effective job search! Always remember, you can Connect with a Career Coach to review with a professional!



Find a Job

167,565 TOTAL JOB OPENINGS

Start looking for jobs by matching your skills in your MassHire profile or resume. Register and then check out the [Job Search](#) page for more filters to refine your job search.

Start Searching for Jobs



SEARCH

If you're an employer looking to post a job, search for candidates, or set up a free virtual job fair - check out our [Employer Portal](#)

Check Out Our Services



View jobs with immediate openings and featured companies across Massachusetts



Discover workshops that can help you craft your best resume, find job fairs, and more



Access skills development to boost your certifications and open up new opportunities



Research current job trends to leverage in your job search and interviewing



Find your MassHire Career Center and connect with trained professionals ready to help

Upcoming Events

August
16-20

MassHire Virtual Job Fair →
Online
10AM - 2PM

August
9-13

Metro North Virtual Events →
Online

August
25

Job Fair on Leominster Common →
Leominster Common (directly across from City Hall)
10AM - 12:30PM

September
14

Nashoba Valley Job Fair →
Devens Common Center
10AM - 2PM

[View more Events →](#)

PRINT

EXPORT

The Next Phase for MassHire JobQuest

Coming
Soon

Employer Set Up	Registration	Registration process where PII data points are turned off. Vetting Employers
	On the Job Training	Allow employer to mark their job Considered as On-the Job- Training job
Dashboard	Dashboard	Review Resumes received from Career Center Events calendar
	Dashboard Links	External links for employer dashboard
	Events	Learn about, sign up, and attend events & programs (job fair, training programs, <u>MassHire / Bizworks etc.</u>)
Jobseeker	Profile for Jobseeker	Ability to upload and store multiple resumes/documents per profile.
	Job Match	Job Matching (<u>including Veterans</u>)
	Job Referral	Customer tracking system and interface with CC to coordinate meeting with referred Jobseeker
CAP	CAP for Employers	Needs Assessment and Resources for Business Complete a Needs Assessment / Workforce needs/ cultural assessment
Feedback	<u>JobQuest Access</u>	Template and a new workflow that captures needs, and is followed up on the other side - Jobseeker and employer
	Feedback	Build a workflow/process for the feedback to be received and acted upon
	Triggers and Notifications	Develop triggers and notifications for staff in regards to jobseeker activity, OJT application, and warn
	Integrate BG for Employer	Integration of Burning Glass candidate matching for employer

RE-EMPLOYMENT CENTER

WELCOME STATION

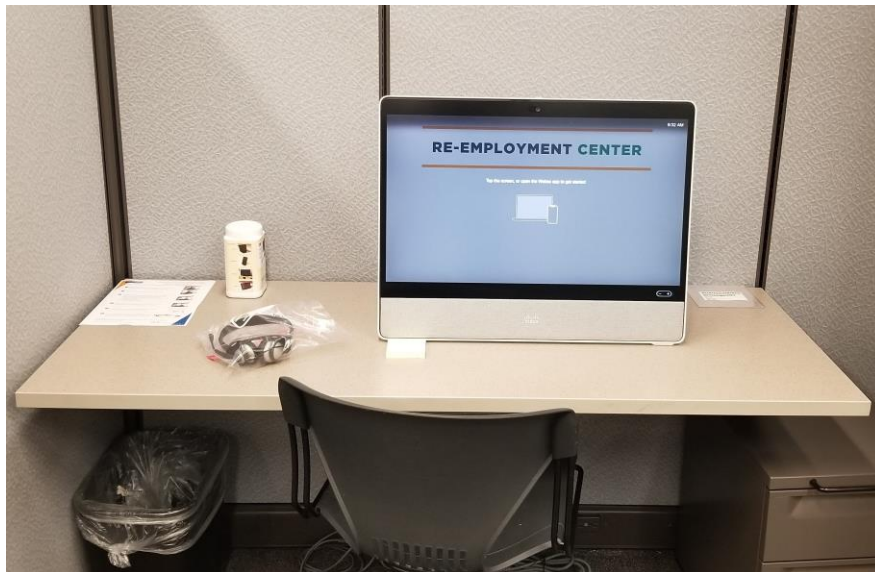


- **Greeter** meets first with customer:
 - Licensing and Hearings customers directed accordingly.
 - All else provided a customer number, translated guidance (if applicable) and proceed to the Welcome Station where needs will be assessed
- **Welcome Station** meets with customer to determine:
 - Issue can be resolved at Welcome Station or Program Station and potential referral to MDCS
 - Claimant needs require referral to interview room with potential referral to MDCS

RE-EMPLOYMENT CENTER

RE-EMPLOYMENT CENTER

PROGRAM STATIONS



- Welcome Station Identifies the need to be referred to agent
- Claimant connects with agent with one touch
- Sanitized Headsets provided to ensure privacy

RE-EMPLOYMENT CENTER

ACCESS TO MASSHIRE

- Customers referred to MDCS from DUA



- Orientation Room – “Welcome to MassHire” Presentation

- 20-minute presentation on Career Center Services
- Q & A



- Resource Room

- Customers register on MassHire JobQuest
- Customers referred to Career Center
- Q & A



RE-EMPLOYMENT CENTER