

MassHire Department of Career Services (MDCS)

TRAINING COURSE DESCRIPTIONS

Training Title	Description
Building Bridges with Customers	Working with customers can be challenging, but it doesn't always have to be! In this session, we will discuss both proactive and reactive solutions to help guide staff through challenging customer encounters. In this session, we will discuss best customer service practices, such as effective communication and setting expectations, as proactive measures to decrease customer dissatisfaction. Additionally, de-escalation techniques to support customers in challenging moments will be reviewed as well as resources to support both customers and staff.
Complaint System (Module III): The Unified Complaint System Hearings Process	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered, as well as discussion about conflicts of interest.
Complaint System (Module II-A): Training and Individual Service Complaints under the Workforce Innovation and Opportunity Act	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered.
Complaint System (Module II-B): Agency Service, Employer and Employment-law related Complaints under Wagner-Peyser (WP)	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered.
Complaint System (Module II-C): Discrimination, Equal Employment Opportunity (EEOC) and Massachusetts Commission Against Discrimination (MCAD)	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered.
Demystifying Labor Market Information	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered.
Demystifying Labor Market Information	Does your MassHire Career Center have customers who are interested in transitioning careers, are laid off due to a shifting economy, or are curious about local employment? Join us to learn more about how staff can guide customers to new employment opportunities using Labor Market Information (LMI). Labor Market Information is crucial to an effective job search and allows staff to match the specific needs and skills of a customer with relevant employment options. This training will provide an overview of LMI as well as how to use LMI to search for meaningful employment—from the job search process to the interview process. This training will additionally cover local LMI data, LMI job search assessments, and additional LMI resources.
DTA: & MDCS Work Participant Program (WPP) and WPP Expansion Programs	MassHire connects customers with personalized support to overcome employment barriers. Join MDCS and DTA to learn about the Work Participant Program (WPP) and WPP Expansion programs, along with the collaborative work being done to ensure that Transitional Aid to Families with Dependent Children (TAFDC) and Supplemental Nutrition Assistance Program (SNAP) clients receive tailored and appropriate job readiness, job matching, coaching and employment supports, including which customer populations are eligible. In this training, we will review our partnership agreement with the DTA to ensure our low-income customers and families have the support needed to achieve economic self-sufficiency. We will examine WPP best practices to promote individualized assistance for our shared customers' needs, from taking initial assessments to career planning to job placement. Lastly, protocols for data entry and reporting protocols for staff assisting DTA customers will be reviewed to ensure compliance with the DTA. Don't miss the opportunity to sign up for this quarterly training session!
Elevating Business Services	Looking to elevate your approach to employer outreach and engagement? This training will review techniques to foster successful relationships with the businesses you work with-- from locating businesses to crafting an impactful elevator speech, meeting dynamics, and effective follow-up strategies. Learn how thoughtful interactions throughout every stage of the process will allow you to maximize your impact with our business partners.
Elevating Customer Service	MassHire Career Centers serve a large and diverse customer base—from individuals seeking employment to our business and vocational partnerships. In this training, we will discuss the values and characteristics of exceptional customer service as well as methods and strategies to individualize our customer service approach. We will also discuss the role of biases in customer service and ways to overcome them in order to provide the best support to all customers. Come and learn practical skills to make customer service a strength!
Essentials of Career Planning	Career planning is an involved and individualized process for each customer. As MassHire Career Center staff, we guide our customers throughout the entire process. This training gives a deeper dive into the complete career planning process—beginning with initial assessments, to staff triage, and ending with Career Center services we can offer. We will discuss the roles of Wagner Peyser and WIOA funding in determining the type of career planning documentation and services we provide for each population of MassHire's customers, including Priority of Service. We will examine how to use information taken within the initial process steps to develop an Individual Employment Plan (IEP) to best support the needs of the individual customer. Lastly, we will review best practices for documentation in MOSES when providing career planning services.
Excel: Module I	If you've never used Excel before, you're in the right place! This training is intended for beginners of Excel and will walk through the basic features step-by-step—from understanding a spreadsheet to inserting charts. Topics reviewed include creating a workbook, basic data entry, formatting, sorting information, auto functions, inserting charts, and saving your workbooks. At the end of this hands-on training, you will understand the basics of Excel and be able to apply them in your daily work. Please note: If possible, two screens are recommended as this training incorporates hands-on practice in Excel. If several colleagues are attending within the same Career Center, you may use a projector as a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally.

Excel: Module II	<p>Already familiar with Excel and want to use it to increase your productivity? Excel Module II explores the essential Excel skills that can make everyday tasks faster and more efficient. Topics reviewed include intermediate functions (including Count and IF), data validation, conditional formatting, and protecting and securing worksheets. Excel features to increase useability and ease of working with large spreadsheets will also be covered such as freezing panes, naming ranges, and grouping data. Guided Excel practice is central to this training, ensuring that new skills stick. Register to learn how to organize and manage data more efficiently to save time and reduce errors.</p> <p>Please note: A basic understanding of Excel data entry is needed for this training. Please join Module I if you need prior experience in this area. If possible, two screens are recommended as this training incorporates hands-on practice in Excel. If several colleagues are attending within the same Career Center, you may use a projector as a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally.</p>
Excel: Module III	<p>Unlock the power of PivotTables to share data and make informed decisions in a matter of minutes! This module will review how to organize and analyze large spreadsheets using Excel's PivotTable tools. Learn how to create PivotTables, step by step, including how to use filters, slicers, and timelines to summarize data, make connections, and spot trends. Hands on practice is the focus, allowing you to apply what you learn right away. This module is intended for intermediate Excel users. No advanced skills are necessary, just a willingness to explore and learn!</p> <p>Please note: A basic understanding of Excel data entry is needed for this training. Please join Module I and II if you need prior experience in this area. If possible, two screens are recommended as this training incorporates hands-on practice in Excel. If several colleagues are attending within the same Career Center, you may use a projector as a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally.</p>
Fields to Fairgrounds: Recruitment for Seasonal and Temporary Jobs	The Agricultural Recruitment System (ARS) is MassHire JobQuest in Massachusetts. ARS provides agricultural employers a mechanism to recruit qualified U.S. workers for temporary or seasonal agricultural work. ARS includes a process for handling local, intrastate and interstate seasonal and temporary agricultural job orders. This training will provide an overview of ARS including H2A, H2B, and the roles and responsibilities of MassHire Department of Career Services (MDCS) and MassHire Career Center (MCC) staff.
Intro to MassHire JobQuest	MassHire's JobQuest (MJQ) continues to undergo enhancements to improve the customer experience. Come learn more about MJQ most updated enhancements that enables customers to easily navigate the job search process. The training will include an in-depth review of MJQ features such as the on-demand videos (ODVs), including the CCS video, job searching, creating a profile, and the Career Action Plan (CAP). We will also discuss the integrated features between MJQ and MOSES which grant MassHire Career Center staff a more encompassing view of their customers' job search journey. Through MJQ and MOSES integration, staff will also learn how to refer candidates directly to employers seeking employee candidates.
Introduction to Trauma & Resilience	In this training, participants will learn how trauma affects the brain, how trauma may show up when working with customers or colleagues and how it can impact success in education, training, and work. The training will also cover trauma-informed concepts and practices, along with ways to focus on healing and techniques to build resilience. Participant interaction is encouraged; sensitive topics will be discussed, so please make arrangements to attend in a private setting, if possible, and the use of headphones is highly advised.
Introduction to Trauma & Resilience (Action Lab #1)	<p>An action lab allows a safe space for participants to practice applying the tools and strategies learned at the Introduction to Trauma and Resilience. The format will include facilitated breakout groups and group discussions. Participant interaction is encouraged; sensitive topics will be discussed, so please make arrangements to attend in a private setting, if possible, and the use of headphones is highly advised.</p> <p>Prerequisite Options:</p> <p>Option 1 - Attend Introduction to Trauma & Resilience live training on 3/5/26 Option 2 - Review the CSW Training & Resilience at Work Quick Guides</p>
Language Access Training	MassHire customers are diverse, including the languages they speak. Join Marisa de la Paz, Director of the Multilingual Services Unit, as she facilitates MassHire's Language access Training for customers with Limited English Proficiency (LEP). She will review the Language Access services that staff have at their disposal to support LEP customers throughout the MassHire system. In this training, topics will include a review of Language Access Laws and Executive Orders which ensure non-discrimination and equal access opportunities for all MassHire Career Center customers. The Multilingual Services Unit, responsible for providing translation and interpretation services for the EOLWD, will be discussed as well as the support they provide to promote effective communication between our MassHire staff and customers. Best practices to support LEP and American Sign Language (ASL) customers will also be examined, including for both virtual and in person services. Don't miss the opportunity to sign up for this quarterly training session!
Lightcast Fundamentals	Lightcast (formerly Emsi Burning Glass) is a leading market analytics firm committed to providing businesses, learning providers, and governments with comprehensive, real time labor market data, clear analysis, and expert insight into the complexities of today's global workforce. This webinar will introduce MassHire Career Center staff to Lightcast through demonstration of its products and services.
MassHire Career Centers and the Migrant Seasonal Farm Worker (MSFW)	This training will provide an overview of the Wagner-Peyser Act relative to Migrant Seasonal Farm Workers (MSFWs) and the regulations implemented to ensure they have access to and receive services "qualitatively equivalent and quantitatively proportional" to the services provided to non-MSFWs in compliance with Federal and State laws, policies, rules, and guidelines. Attendees will also learn about recent system changes to MOSES and MassHire JobQuest that ensure proper identification of MSFWs and compliance with Equity Ratio Indicators (ERIs).
MassHire Career Centers and the State Monitor Advocate: Supporting Agricultural Workers and Employers Across Massachusetts	This training is intended to help staff better understand how to support agricultural workers and employers, ensure compliance with federal and state requirements, and promote inclusive service delivery. This session will introduce staff to the Monitor Advocate System (MAS)—a federal and state oversight framework designed to ensure Migrant and Seasonal Farm Workers (MSFWs) have equitable access to career services, training opportunities, and workforce protections through the MassHire system. Participants will learn about the role of the State Monitor Advocate, the responsibilities of MassHire Career Centers in serving MSFWs, and the updated MassHire SMA Monitoring Policy.

MassHire Career Information System 360	The MassHire Career Information System 360 (MassHire CIS 360) is a comprehensive, internet-based career information delivery system and labor market tool. It is designed to be an invaluable tool for career counselors, job seekers, students and educators, MassHire CIS provides information on: career assessment and planning, occupations, the labor market, wages, outlook, and educational options. Tools that are needed to help people make better-informed career and school choices. MassHire Career Information Systems is purchase with grants by the US Department of Labor (USDOL) Employment and Training Administration, it is primarily procured for the use of the Department of Career Services Career Centers, it's partners and Massachusetts constituents. As such the trainings primary focus is for career center staff usage. It will cover a specific component of the MassHire Career Information System 360. In addition, there will be a brief instructional PPT on how to use Google Translate with the MassHire CIS 360 site.
Microsoft TEAMS: Getting Started	If you are not sure what the difference is between a "Team" and a "Channel" or when to use a "Post" or a "Chat", this class is designed for you. Microsoft Teams is a collaboration platform used for chat, video calls, file sharing, and team management. This class will begin at the beginning, defining basic Teams terms before enrolling each participant into a training "Team" and walking through the basic functions. You will all get an opportunity to send a chat, post a message, save a file, and at the end of the class be able to navigate Teams with a new confidence! Please Note: Registrants in this class must have Microsoft Teams access in order to participate in real-time activities.
MOSES 101: Jobseeker Basics (Session 1 of 3, Day 1)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.
MOSES 101: Jobseeker Basics (Session 2 of 3, Day 2)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.
MOSES 101: Jobseeker Basics (Session 3 of 3, Day 3)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.
MOSES 102: MOSES Business Services Data Entry (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will provide an introduction to the MOSES database for Employer Services. Attendees will learn the Searching for Employers, adding and editing Employer records, Job Order data entry (e.g., three Job Order varieties), and Employer Services. Creating Job Fair / Recruitment events is covered, as well as Job Development referrals.
MOSES 103: MOSES Career Planning Data Entry (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will provide an introduction to the MOSES Career Planning (formerly MOSES Case Management) tab in the Job Seeker record. Attendees will learn the basics of the Goals & Tasks tab, Assessment tab, Training Justification tab, and the Barriers tab. Notes are discussed and Best Practices are reviewed.
MOSES 104: MOSES Eligibility , Course Enrollment and Course Registration (1 day)	A basic MOSES course in data entry on the basic Program Eligibility, Program Enrollment and Training registration fields.
MOSES 105: MOSES for Partners w/ Read Only Access	A basic overview/mini-clinic in understanding the MOSES database for DUA, DTA and Partners staff with read only access. Attendees will be shown the basic components of the Job Seeker record. Sections covered include the Job Seeker Basic tab, the Full tab, the Education tab, the Work History tab, the Events tab, the Services tab and the Notes area. Basic data entry interpretation and comprehension is also covered.
MOSES for Managers	Offered as a Mini Clinics by topic. A walk through of the Managerial functions in MOSES and an open question-and-answer discussion. Topics can include: The Administration tab will be reviewed with Career Center functions highlighted and reviewed; A review of Career Planning / Closing Career Plans / Transferring Career Plan Customers; Event / Workshop maintenance and management discussion. How to unlock MOSES staff accounts and provide a new MOSES password; MOSES access levels and options are reviewed. AWS / AppStream / MOSES application is gone over.
MOSES Mini Clinics	Monthly quick trainings that will provided guidance and best practices on various MOSES topics. These sessions are open training sessions to help clarify a stronger understanding of MOSES areas and issues.
On the Job (OJT) Training	Join us to hear more about On-the-job training, also known as OJT for your jobseekers. This is a hands-on method of teaching the skills, knowledge, and competencies needed for employees to perform a specific job within the workplace. Jobseekers earn while they learn!
Overview of Unemployment Services for Workers (EMT Basics)	The Unemployment Services for Workers (E-Services for Workers) is the first of forthcoming enhancements created by the Employment Modernization Transformation (EMT) system. Launched in May '25, Unemployment Services for Workers replaced Unemployment Insurance online (UIO) and is integral to supporting our customers receiving unemployment benefits. This training will help staff better understand UI protocols and services such as UI eligibility, work search requirements, and the Re-Employment Center (REC), improving assistance to customers with unemployment questions. We will also review protocols on how to address suspected UI fraud.
PCA Directory Informational Sessions	Personal Care Attendant Info Session
Personal and Home Care Aide Training (PHCAST)	PHCAST is an online training program to prepare jobseekers for a meaningful career as a home care aide. The trainings are FREE and offered in 8 different languages.

RESEA Module I	<p>Are you new to MassHire or want a refresher of the RESEA program? Join us to learn about the ReEmployment Services and Eligibility Assessment program. This introductory training will provide an overview of the RESEA program including: the customer selection process, eligibility requirements, the enrollment and notification process, deadline requirements (with a focus on the CCS), and the program's relationship to UI benefits. We will also discuss how JobQuest can be leveraged for customers enrolled in the RESEA program, including its integration with MOSES for documentation purposes.</p> <p><i>*It is advised that newly hired staff take all RESEA Modules (I-III). Staff can sign up for any of the Modules that are most applicable to their needs*</i></p>
RESEA Module II	<p>Are you new to MOSES or want a refresher on best practices for RESEA customer documentation? Come join us for RESEA: Module II training. This session closely examines staff's role as an administrator of the RESEA program for the customer and how to document the services provided in MOSES. Topics covered include: conducting an Initial Review, Interim Service Goals, and completing a RESEA Review within the deadline requirements. This module focuses heavily on MOSES data entry and Crystal Reports, documentation tools that can be used to best support MassHire customers.</p> <p><i>*It is advised that newly hired staff also take RESEA: Module I and RESEA: Module III classes. Staff can sign up for any of the Modules that are most applicable to their needs*</i></p>
RESEA Module III	<p>This training builds on RESEA: Modules I-II. During the RESEA process, special situations can arise based upon circumstance—we refer to these as 'Special Circumstances'. This training provides explanation for those Special Circumstances as it relates to the RESEA program. The Special Circumstances we will cover include: the 60 Day Process, RESEA Sanctions, DUA communication, Return to Work, Section 30/TOP Training, RESEA Program Exits, and RESEA recipients who left the state. A strong emphasis on MOSES documentation for these situations is also addressed.</p> <p><i>*It is advised that newly hired staff also take RESEA: Module I and RESEA: Module II classes. Staff can sign up for any of the Modules that are most applicable to their needs*</i></p>
RESEA Q&A Chat	<p>Curious about the latest RESEA news? Have questions or concerns about the RESEA program? Join us for the RESEA Q & A session! This session will provide a forum to discuss and exchange information between staff regarding the RESEA program. The session will begin with a review of any pertinent news or updates about the program. After, we will open the discussion to MassHire Career Center staff to share ideas, best practices, concerns, and perspectives about the current program. This is an opportunity to have staff questions answered and provide feedback on RESEA program improvements.</p>
Resume Rehab	<p>The hiring process shifted with the advent of online application systems. Our customers must adapt their job search and resume writing to reflect today's working world. Resume writing strategies to compete in the modern application process is the focus of this training. In this training, we will discuss the best resume types and formats for a customer's experience and skills, the online job search and application process, the Applicant Tracking System (ATS), and the iterative resume building process. Online job search and resume building resources will also be reviewed—tools staff can immediately use when assisting customers in their resume writing. Sign up to learn ways to give our customers a modern edge in the application process when creating their resumes.</p>
Secondary/Vicarious Trauma, Self-Care & Collective Care	<p>In this training, participants will learn about vicarious or secondary trauma and how it can affect workforce development professionals. Participants will also discover self-care and collective-care strategies to reduce and prevent vicarious trauma. Participant interaction is encouraged; sensitive topics will be discussed, so please make arrangements to attend in a private setting, if possible, and the use of headphones is highly advised.</p> <p>Note: It is recommended to attend both Introduction to Trauma and Resilience on 3/5 and Introduction to Trauma and Resilience (Action Lab #1) on 3/26 to have a basic understanding of the topic</p>
Secondary/Vicarious Trauma, Self-Care & Collective Care (Action Lab #2)	<p>This action lab allows a safe space for participants to practice applying the tools and strategies learned at the Secondary/Vicarious Trauma, Self Care & Collective Care training. Format will include facilitated breakout groups and group discussions. Participant interaction is encouraged; sensitive topics will be discussed, so please make arrangements to attend in a private setting, if possible, and the use of headphones is highly advised.</p> <p>Required prerequisites: Option 1 - Attend Secondary/Vicarious Trauma, Self-Care, & Collective Care live training on 4/16/26 Option 2 - Review the CSW Training & Resilience at Work Quick Guides</p>
Section 30 Training Opportunities Program (TOP)	<p>This training will introduce participants to the Section 30/Training Opportunities Program (TOP). This is a special program within the Department of Unemployment Assistance (DUA) that allows approved UI claimants to attend school or training without interrupting their Unemployment Insurance (UI) benefits. In addition, approved TOP claims may be eligible for up to an additional 26 weeks of UI benefits beyond their normal UI credit.</p>
Staying Safe at Work	<p>Harassment is not part of the job description. Join this session to learn strategies which promote a safe working environment when working with challenging customers. The training will review the importance of workplace safety, warning signs of disruptive behaviors, utilizing the progressive discipline policy issuance, and de-escalation techniques. We will model strategies presented in the training using examples drawn from MassHire staff experiences. At the end of this session, staff will have practical steps to promote a culture of safety in their workplace as well as proactive solutions when working with challenging customers.</p>
Strategies for Stress	<p>At MassHire, you juggle your customers' job seeking needs, Career Center demands, state and federal policies, coordination with partner agencies and businesses, state and DCS initiatives, staff shortages, etc. Stress is not only common—it's inevitable. The good news . . . Stress can be managed and if managed productively, it can even churn growth and improve your workflow! Come join us to better understand how to identify signs of stress, the effects of unchecked stress, and how to turn negative stress into positive stress! We will also discuss stress management techniques to use in the workplace as well as strategies to help create a better work-life balance.</p>
The Polished Presenter	<p>Presentations have shifted to virtual environments. Have you shifted your skills to match? Join our Presentation Skills for the Modern Workplace training to learn methods for delivering an effective online seminar with customers. In this training, staff will learn methods to improve both online and in-person communication skills, steps to prepare online training materials, and tools to facilitate a training to engage an audience. Strategies to manage unexpected technical difficulties or difficult situations with an audience will also be reviewed. Come join us and improve your presentation skills today!</p>

The Business Cycle in Motion	Understanding the overall business cycle is vital to providing solutions which meet the unique needs of each business that partners with MassHire. This training will review MassHire, state, and federal resources available to businesses within the Commonwealth, highlighting those most relevant at each stage of the business cycle. Learn how to identify and determine best practices for each stage by working through scenario-based examples.
Time-Management Fundamentals	Managing time effectively can be easier with the right tool kit at your disposal. Come join the Time Management Fundamentals training to learn strategies and tools to help achieve greater productivity in the same, or less, amount of time. In this training, staff will learn fundamentals for staying organized—a key to successful time management. Topics will cover how to manage emails, files, and workloads in a stream-lined manner, reducing wasted time. Budgeting time in order to yield the greatest results is the focus of this training.
Trade Adjustment Assistance (TAA) Introduction	The Trade Adjustment Assistance program continues to assist customers who have lost their jobs as a result of foreign trade to quickly rejoin the workforce by providing them with the means to attain competitive and marketable skills for today's increasingly competitive work environment. This training will be a brief overview of the program while waiting for reauthorization. Please visit us at Mass.gov to learn more.
UI Level II Chat	Our partnership with the DUA is integral to the success of our customers receiving UI Benefits. In the UI Level II Chat, MassHire Career Center staff will have the opportunity to directly address any experiences, questions, or challenges relating to the new EMT Unemployment Services for Workers system. A DUA representative will be present to provide updates on the EMT system and respond to staff questions and concerns.
Wage Transparency Act: An Info Session w/ Trini Gao	Previously on 10/29/25, an Act Relative to Salary Range Transparency took effect in the Commonwealth. The Act requires employers with 25 or more employees to disclose wage ranges in job postings, to applicants, and current employees upon request. Come join us for this info session with Trini Gao, Assistant Attorney General (Fair Labor Division), as she provides an overview of the Act and how to best discuss it with our job seekers. A Q&A session will follow her brief presentation. During registration, staff will be prompted to submit questions ahead of time.
WIOA Career Center Performance Report Review	A review of the latest quarterly WIOA performance report. How to read / interpret the latest report, understand the CCPR and review for year-to-date performance. This report can provide timely information to manage WIOA results and data entry.
WIOA Title I: Adult/Dislocated Worker Program Training	Provides information and technical assistance on eligibility criteria for adults and dislocated workers, source documentation, career services/training, career planning, coordination with WIOA Core programs, and serving shared customers.
WIOA Title I: Performance Training	This training will provide an overview of the federally required WIOA performance measures for the Title I Adult, Dislocated Worker, and Youth programs. In addition, attendees will learn how MOSES data entry impacts local area performance outcomes and review several scenarios that will help solidify their understanding of the measurement's guidelines.
WIOA Title I: Youth Program Training	Provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, the Individual Service Strategy (ISS) plan, and coordination with WIOA Core programs.