

MassHire Department of Career Services (MDCS)
2023 TRAINING COURSE DESCRIPTIONS

Training Title	Description	Additional Information
ARPA Program Roles & Responsibilities	An overview of the ARPA funded training programs, eligibility, and other grant requirements for 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.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.
Best Practices Forum	Continuous improvement is critical to our effectiveness as a service organization. In this forum we will see presentations from two of our peers on ideas they have implemented to that end. First, we'll learn how one MassHire Career Center uses WebEx to auto manage attendance record keeping for customer meetings and workshops, saving administrative time so they can focus on direct client services. Second, another MassHire Career Center will demonstrate how they manage the RESEA process to efficiently channel customers into self-service spaces, thus reducing the number of customers who require direct initial staff contact in scheduling RESEA and other services.	
Complaint System Training	This training will enhance MDCS Complaint Officer and Back-up Complaint Officer confidence by helping them to better understand complaint system basics, informal resolution; proper handling of complaints, recordkeeping, file management, reporting and best practices. It will cover Complaint System Basics, Informal Resolution, Proper Handling of Complaints, Resolution & Recordkeeping, File Management & Reporting, as well as best practices.	
Customer Service Training for the Modern Workplace	In today's modern workplace, customer service is crucial to ensuring success for MassHire Career Center staff and their customers. This training will cover customer service basics; skills and characteristics of customer service; how assumptions and biases effect customer service and creating a customer friendly environment, whether at the Career Center or in the virtual world.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.
Employment & Case Management	This training will discuss the requirements for employment and case management and co-enrollment with WIOA. Requirements and criteria for Waivers from training for customers will also be reviewed.	This training is offered in the morning AND afternoon. You may register to attend EITHER the morning session OR the afternoon session. Please register for only one session, not both.
Essentials of Career Planning	This training will provide an overview of the WIOA career planning process using a customer centric approach, beginning with informational intake, initial and comprehensive assessments, identifying barriers to employment and customer triage. Evaluation, labor market information, and goal setting will also be covered in the context of developing an Individual Employment Plan (IEP), as well as discussion about the importance of documentation in MOSES, an integral element to all aspects of career planning with a customer.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.
Grow with Google Administrator Training	The National Association of State Workforce Agencies (NASWA) has partnered with Google and Coursera to offer the Grow with Google (GwG) Training Scholarship program to prepare customers for a new career in three to six months in high-growth fields with no experience required. This webinar will show new administrators how to navigate the Coursera administrator platform.	
Grow with Google All Staff Training	The National Association of State Workforce Agencies (NASWA) has partnered with Google and Coursera to offer the Grow with Google (GwG) Training Scholarship program. This webinar will show how GwG Career Certificates can help learners gain the skills they need to start careers in high demand career fields AND businesses achieve the workforce training and employee development needed to fuel growth and improve retention.	
Introduction to Occupational Employment & Wage Statistics (OEWS)	The Occupational Employment and Wage Statistics (OEWS) survey program, in conjunction with the Bureau of Labor Statistics, collects and produces employment and wage estimates annually for nearly 800 occupations. These estimates are available for the nation as a whole, for individual states, and for metropolitan and nonmetropolitan areas; national occupational estimates for specific industries are also available. This informational session will explain what the OEWS survey is, how data is collected, processed, and structured, where to locate OEWS results, and how to read an OEWS data table.	
JobQuest Training	With a focus on getting Massachusetts back to work, MassHire JobQuest has undergone many enhancements to make the customers' job search easier and better than ever. As part of these enhancements, jobseekers will experience improvements through JobQuest to guide in their career planning. Updates to the MOSES staff view will also be showcased.	

Labor Market Information (LMI) & Tools	Labor Market Information (LMI) and related tools form the foundation of an effective job search. They support all aspects of your job search by providing a wealth of information to help you formulate an actionable plan. This training will cover LMI data, visuals, and additional resources for those seeking employment or career changes, as well as job site for job postings and employers that match individual skills and experience.	
Language Access Training	Providing complete access to our Agency programs, services, and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance ensures that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected. This training will review Language Access services relative to MassHire Career Centers, Language Access Laws and Executive Orders, translation vs. interpretation, and best practices. The Multilingual Services Unit will also be discussed in detail.	
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.	This training is hosted by Lightcases on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Mass Workforce, Customer Flow, MassHire, & FutureSkills	This session will focus on best practices and challenges to support colleagues and MassHire Career Centers throughout the MassHire workforce system. Topics to be discussed will include how to assist customers with no or limited technology, limited English proficient customers, and acceptable ways to receive documentation.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.
MassHire BizWorks: Essentials of Job Referrals	This training is designed to provide staff with knowledge and skills to improve their ability to effectively identify qualified candidates (vetting process) make appropriate job referrals, document all services, and conduct follow-up for hires. Training will cover the vetting process, outreach to job seekers, MOSES data entry of the vetting process, outreach, referral services, and generating reports to track productivity and follow-up.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
MassHire BizWorks: Module 5B - Intro & Back to Basics	This MassHire BizWorks Business Services training will cover the business cycle, business services work processes, business assessments, performance reports, and how pandemics change the way we do business.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
MassHire BizWorks: Reconnecting with Partner Programs	This training is designed to provide staff with the purpose of each the program, up to date benefits and how we can collaborate to provide referrals for our business customers. The training is for staff from all partner agencies working directly with businesses/employers and those who supervise Business Services staff should attend this training. This includes Business Services Representatives, Market Makers, Operations Managers, Career Center Directors, Workforce Board staff.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
Migrant Seasonal Farm Worker (MSFW) Training	This session will provide an overview of the Wagner Peyser Act and implementing regulations that require services provided to MSFWs by MassHire Career Centers (OSCCS) be "qualitatively equivalent and quantitatively proportionate" to those services provided to other jobseekers. Regulations also mandate that the State Monitor Advocate (SMA) ensure continued compliance with program requirements, and assist with improvement of the State Workforce Agency's (SWA's) capacity to deliver services to farmworkers through MassHire Career Centers in an equitable and non-discriminatory manner.	
MOSES 101: Jobseeker Basics (3 Sessions)	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 MOSES and how to navigate 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 and the job match process is learned.	This training is conducted over three days with varying hours. It is required for staff accessing the MOSES database. Certification is awarded upon satisfactory completion of mandatory homework assignments and tests.
MOSES 102: Business Services Data Entry (3 Sessions)	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.	This optional training is conducted over three days from 9:00 am to 1:00 pm. Certification is awarded upon satisfactory completion of mandatory homework assignments and tests.
MOSES 103: Career Planning Data Entry	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.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.
Presentation Skills for the Modern Workplace	This informative session will prepare MassHire Career Center staff to deliver effective seminars, improve their communication skills, and facilitate job search workshops in virtual environments. Topics of discussion include online etiquette, preparing for your online session, overcoming anxiety and fear, understanding your role and audience. Effective virtual presentation skills will also be covered.	This training is also included as a component of "Upskill Navigator Bootcamp", a series of related training sessions designed to provide Upskill Navigators (UNs) with basic tools and information necessary to perform their responsibilities.

RESEA (Re-Employment Services & Eligibility Assessment) Program Training (2 days)	This comprehensive training consists of two sessions designed for MassHire staff providing RESEA services. The first session will explain what RESEA is, including a detailed discussion on RESEA program requirements, mandatory CCS components, initial RESEA meeting and RESEA review, as well as how to conduct and collect required, fillable documents and data entry requirements in MOSES documentation. The second session will discuss various special RESEA circumstances, including potential issues, return to work requirements, and state documentation, as well as other important aspects of the program.	
RESEA Q&A Chat	This chat session will provide a forum for discussion, interaction, and information exchange between staff about current RESEA news, concerns, perspectives, and best practices.	
Resumes & Career Readiness	Learn how to work with your customer's in developing a resume that will transform it into a powerful tool and help get interviews. This course will introduce you to different formats, enveloping labor market information and key words making the most of your work with your customers.	
Section 30 Training Opportunities Program (TOP)	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.	
Substance Use Disorders, Part 1: Overview of Addictions	When working with individuals with SUDs, it is important to understand how substances affect the body and brain. In this training you will learn that as well as more on overdose response and access to Naloxone (Narcan®), and how to provide support through trauma-informed practices. Those who complete all four sessions in this series will receive a certificate of completion.	This training is offered in conjunction with Advocates for Human Potential (AHP) and works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Substance Use Disorders, Part 2: Understanding the Continuum of Care	Effective interventions exist and you can help someone understand what they are. We will explore the multiple pathways to recovery and what an individual's recovery journey could look like, and how to access services.	This training is offered in conjunction with Advocates for Human Potential (AHP) and works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Substance Use Disorders, Part 3: Recovery is Possible	In this training, you will learn the guiding principles of recovery and various supports available for individuals with SUDs including: recovery coaches, recovery support services (RSS), and a recovery oriented system of care (ROSC).	This training is offered in conjunction with Advocates for Human Potential (AHP) and works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Substance Use Disorders, Part 4: Communication Skills	Our language is our most important tool. This training is designed to help you build effective communication skills to work most effectively with people in recovery using non-stigmatizing language and techniques like motivational interviewing.	This training is offered in conjunction with Advocates for Human Potential (AHP) and works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Take a Deep Breath, Count to Ten: How to Handle Difficult Customers	We've all had to deal with difficult customers, in varying degrees, at some point in our professional careers. In this session, you'll learn how to handle difficult customers and challenging situations. Topics of discussion include elements of effective communication, maintaining control of the situation, and techniques for de-escalating an angry customer.	
TORQ Tutorial: TORQ Basics in Action	TORQ is the acronym for Transferable Occupational Relationship Quotient. Essentially, it is an analytical tool that links occupations based on the knowledge, skills, and abilities (KSAs) required by workers to be successful in those occupations. This training session will explore what TORQ is and how it works. Basic TORQ features will be demonstrated.	This training is hosted by TORQ Works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
TORQ Tutorial: Tools & Strategies	TORQ is the acronym for Transferable Occupational Relationship Quotient. Essentially, it is an analytical tool that links occupations based on the knowledge, skills, and abilities (KSAs) required by workers to be successful in those occupations. for a vast number of occupations. This training session will cover TORQ tools and strategies, including assessing customer (job seeker) skills, identifying skills gaps for certain careers, and evaluating possible new careers, education, and/or jobs.	This training is hosted by TORQ Works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
TORQ Tutorial: TORQ for Special Populations	TORQ is the acronym for Transferable Occupational Relationship Quotient. Essentially, it is an analytical tool that links occupations based on the knowledge, skills, and abilities (KSAs) required by workers to be successful in those occupations. This training session will cover how TORQ is used with special populations (e.g., people with disabilities or experiencing other barriers to employment).	This training is hosted by TORQ Works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.

TORQ Tutorial: Using TORQ with Employers	TORQ is the acronym for Transferable Occupational Relationship Quotient. Essentially, it is an analytical tool that links occupations based on the knowledge, skills, and abilities (KSAs) required by workers to be successful in those occupations. This training session will demonstrate how Career Center staff can use TORQ to assist employers with identifying potential, qualified candidates.	This training is hosted by TORQ Works on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
Trade Adjustment Assistance (TAA) Introduction	This session will discuss a brief history of the Trade Adjustment Assistance Program, requirements, and tips for filing a petition and individual Trade Adjustment Assistance (MA Form 1666) application on behalf of the worker. This session also reviews the rules and processes for applying for extensions and waivers, as well as co-enrollment requirements due to the Final Rule.	This training is offered in the morning AND afternoon. You may register to attend EITHER the morning session OR the afternoon session. Please register for only one session, not both.
Trade Readjustment Allowance (TRA)	The Trade Readjustment Allowance session will review the qualifying requirements for TRA, including rules for Basic, Additional, and Completion TRA. NOTE: You may choose to attend the morning OR the afternoon session. Please register for and attend only one.	This training is offered in the morning AND afternoon. You may register to attend EITHER the morning session OR the afternoon session. Please register for only one session, not both.
Training Benefits Under the Trade Program	This session will discuss training benefits under the Trade Program. Training benefits help customers get the skills they need to re-enter the work force. There are requirements that must be met to have a training plan approved for customers under the Trade Program.	This training is offered in the morning AND afternoon. You may register to attend EITHER the morning session OR the afternoon session. Please register for only one session, not both.
UI (Unemployment Insurance) & UI Online Navigation Training Modules	Level I staff will learn general, fundamental knowledge of UI to answer basic unemployment inquiries. Designated Level II staff will learn skills that allow more in-depth assistance for customers with questions about their UI Claim. Level II training will consist of 3 sessions, to provide career center staff with more comprehensive knowledge to assist career center customers with navigation of their unemployment claim.	This training is designed and intended for designated Level I and II staff only.
UI Level II Chat	This monthly chat session provides a forum for discussion, interaction, and information exchange between Level I and II staff about current UI issues, trends, and perspectives.	This training is designed and intended for designated Level I and II staff only.
WIOA Title I: Adult/Dislocated Worker Program Training (WIOA Program & Performance series)	This 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 (WIOA Program & Performance series)	This session provides an overview of 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 (WIOA Program & Performance series)	This session 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.	