

MDCS Training Schedule: Sept - Dec 2021

Issuance DCS 14.401

Updated: 10-1-21

| Date | Time | Training | Trainers | Eventbrite Links |
|-------------|---------------|---|---|---|
| | | | | <i>Please copy and paste into your browser</i> |
| SEPT | | | | |
| 8th | 10-11am | RESEA Q & A Chat Session | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-167091470085 |
| 9th | 12:30-1:30pm | RESEA Q & A Chat Session | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-167091470085 |
| 14th | 10-11:30am | TAA Reversion 2021 | Chris Quan | https://www.eventbrite.com/e/taa-reversion-2021-training-tickets-167110846039 |
| 16th | 9-10am | TORQ Monthly Tutorials (872) 240-3412; Access Code: 356-393-693 | Katie Kasper | https://www.eventbrite.com/e/monthly-torq-tutorials-tickets-135487618113 |
| 20th | 1-2:30pm | RESEA Program Training (Session 1) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-program-training-tickets-167101588349 |
| 21st | 9-10:30am | RESEA Program Training (Session 2) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-program-training-tickets-167101588349 |
| 23rd | 1-2pm | UI Level II Chat Session | Beth Goguen John Saulnier | Link emailed to Level II Staff |
| 28th | 1-2:30pm | TAA Reversion 2021 | Chris Quan | https://www.eventbrite.com/e/taa-reversion-2021-training-tickets-167110846039 |
| OCT | | | | |
| 5th | 2-3:30pm | Using LMI data for Career Counseling | Erica Dickinson | https://www.eventbrite.com/e/emsi-burning-glass-training-tickets-168715114449 |
| 7th | 10-11:00am | Trade Program Introduction | Chris Quan | https://www.eventbrite.com/e/taa-brief-introduction-to-trade-tickets-167113467881 |
| 12th | 1-2:00pm | Trade Program Introduction | Chris Quan | https://www.eventbrite.com/e/taa-brief-introduction-to-trade-tickets-167113467881 |
| 13th | 10:30-12:30pm | JobQuest Enhancements Training | Les Abramowitz Beth Goguen Kim Leonard | https://www.eventbrite.com/e/jobquest-enhancements-training-tickets-183505418647 |
| 14th | 2-4pm | JobQuest Enhancements Training | Les Abramowitz Beth Goguen Kim Leonard | https://www.eventbrite.com/e/jobquest-enhancements-training-tickets-183505418647 |
| 18th | 10-11:30am | Presentation Skills | Kim Leonard Grant Keith | https://www.eventbrite.com/e/presentation-skills-training-tickets-167093770967 |
| 19th | 10-11:30am | Training for ETPL Providers on New TrainingPro Portal | Marilyn Boyle Beth Goguen Les Abramowitz Brian Morrissey | https://www.eventbrite.com/x/trainingpro-enhancements-updates-tickets-173731253857 |
| 19th | 10-11am | Title I Youth Program | Les Abramowitz Sacha Stadhard | https://www.eventbrite.com/e/title-i-youth-program-tickets-165255681191 |
| 19th | 10-11:30am | Migrant Seasonal Farm Workers (MSFW) training | Erick Gonzalez | https://www.eventbrite.com/e/services-to-msfw-tickets-135995557373 |
| 19th | 1-2:30pm | Training for ETPL Providers on New TrainingPro Portal | Marilyn Boyle Beth Goguen Les Abramowitz Brian Morrissey | https://www.eventbrite.com/x/trainingpro-enhancements-updates-tickets-173731253857 |
| 20th | 10-11am | Title I Adult/DW Program | Les Abramowitz Sacha Stadhard | https://www.eventbrite.com/e/title-i-adultdislocated-worker-program-tickets-165256734341 |
| 21st | 10-11:30am | Title I Performance | Les Abramowitz Sacha Stadhard | https://www.eventbrite.com/e/title-i-performance-tickets-165257271949 |
| 21st | 1-2:30pm | Migrant Seasonal Farm Workers (MSFW) training | Erick Gonzalez | https://www.eventbrite.com/e/services-to-msfw-tickets-135995557373 |
| 21st | 1-2pm | UI Level II Chat Session | Beth Goguen John Saulnier | Link emailed to Level II staff |
| 22nd | 10-11:30am | Training for ETPL Providers on New TrainingPro Portal | Marilyn Boyle Beth Goguen Les Abramowitz Brian Morrissey | https://www.eventbrite.com/x/trainingpro-enhancements-updates-tickets-173731253857 |
| 22nd | 1-2:30pm | Training for ETPL Providers on New TrainingPro Portal | Marilyn Boyle Beth Goguen Les Abramowitz Brian Morrissey | https://www.eventbrite.com/x/trainingpro-enhancements-updates-tickets-173731253857 |

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| 26th | 10-11:00am | Training under Trade | Chris Quan | https://www.eventbrite.com/e/training-benefits-under-the-trade-program-tickets-167115441785 |
| 26th | 2:30-4pm | UI Level I Training (all staff) | MDCS and DUA | https://www.eventbrite.com/x/ui-training-for-level-1-for-all-career-center-staff-tickets-185138292617 |
| 27th | 1-2:30pm | Essentials of Career Planning (Session 1) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/essentials-of-career-planning-session-1-tickets-167081610595 |
| 28th | 10-11:30am | Essentials of Career Planning (Session 2) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/essentials-of-career-planning-session-2-tickets-167089815135 |
| 29th | 9-10:30am | UI Level II - Module I | Emmy Patronik John Saulnier | https://www.eventbrite.com/e/ui-training-for-level-ii-modules-1-2-and-3-tickets-186232294807 |
| NOV | | | | |
| 1st | 1-2:30pm | To Mute or Not to Mute: Handling Difficult Customers and Situations | Kim Leonard Grant Keith | https://www.eventbrite.com/e/to-mute-or-not-to-mute-handling-difficult-customers-and-situations-tickets-167099975525 |
| 2nd | 2-3:30pm | TORQ Basics | Katie Kasper | https://www.eventbrite.com/e/torq-training-tickets-168715977029 |
| 4th | 1-2:00pm | Training under Trade | Chris Quan | https://www.eventbrite.com/e/training-benefits-under-the-trade-program-tickets-167115441785 |
| 5th | 9-10:30am | UI Level II - Module II | Emmy Patronik John Saulnier | https://www.eventbrite.com/e/ui-training-for-level-ii-modules-1-2-and-3-tickets-186232294807 |
| 8th | 10-11:30am | Customer Service Training | Kim Leonard Grant Keith | https://www.eventbrite.com/e/customer-service-training-tickets-167097078861 |
| 10th | 2-3:30pm | UI Level II - Module III | Emmy Patronik John Saulnier | https://www.eventbrite.com/e/ui-training-for-level-ii-modules-1-2-and-3-tickets-186232294807 |
| 16th | 1-3pm | JobQuest Enhancements Training | Les Abramowitz Beth Goguen Kim Leonard | https://www.eventbrite.com/e/additional-jobquest-enhancements-training-tickets-207899040627 |
| 18th | 10-11:00am | Additional Benefits under the Trade Program | Chris Quan | https://www.eventbrite.com/e/additional-benefits-under-the-trade-program-tickets-167115931249 |
| 18th | 1-2pm | UI Level II Chat Session | Beth Goguen John Saulnier | Link emailed to Level II staff |
| 23rd | 1-2:00pm | Additional Benefits under the Trade Program | Chris Quan | https://www.eventbrite.com/e/additional-benefits-under-the-trade-program-tickets-167115931249 |
| 23rd | 11-12:30pm | UI Level II, Module I Training | Beth Goguen John Saulnier | https://www.eventbrite.com/e/ui-training-for-level-ii-modules-1-2-and-3-tickets-186232294807 |
| 30th | 2-3:00pm | Labor Insight: Employer Engagement | Erica Dickinson | https://www.eventbrite.com/e/emsi-burning-glass-training-tickets-168715114449 |
| DEC | | | | |
| 6th | 10-12:00pm | JobQuest Enhancements Training | Les Abramowitz Beth Goguen Kim Leonard | https://www.eventbrite.com/e/additional-jobquest-enhancements-training-tickets-207899040627 |
| 7th | 10-11am | Trade Readjustment Allowances (TRA) | Chris Quan Susan Zebrak | https://www.eventbrite.com/e/tra-trade-readjustment-allowance-benefits-tickets-167116434755 |
| 8th | 1-2:30pm | RESEA Program Training (Session 1) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-program-training-tickets-167101588349 |
| 9th | 10:30-12pm | RESEA Program Training (Session 2) | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-program-training-tickets-167101588349 |
| 13th | 9-10:00am | RESEA Q & A Chat Session | Kim Leonard Grant Keith | https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-208140051497 |
| 14th | 10-12:00pm | Complaint Training | Jose Ocasio | https://www.eventbrite.com/e/virtual-unified-complaint-system-training-tickets-119482526453 |
| 14th | 1-2:00pm | Trade Readjustment Allowances (TRA) | Chris Quan Susan Zebrak | https://www.eventbrite.com/e/tra-trade-readjustment-allowance-benefits-tickets-167116434755 |
| 15th | 1-2:30pm | Presentation Skills | Grant Keith Kim Leonard | https://www.eventbrite.com/e/presentation-skills-training-tickets-167093770967 |
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MDCS Training Descriptions

- **Essentials of Career Planning (Session 1 & 2)** – This training is split into 2 Sessions and is designed to provide an overview of the WIOA career planning process using the customer-centered approach, beginning with Informational Intake, initial and comprehensive assessments, identifying barriers to employment and triage of a customer. Also covered is evaluation, labor market information, and goal setting in the context of developing an Individual Employment Plan (IEP) to create a roadmap for customers. Discussion on the importance of documentation in MOSES, as it is an integral element to all aspects of career planning with a customer.
- **Handling Difficult Customers and Situations/To Mute or Not To Mute** – This session will discuss how to handle difficult customers in a virtual world and in-person; maintaining control of the session; dealing with potentially challenging situations and tips for de-escalation.
- **Customer Service in a Virtual World** – A focus on customer service is critical to ensuring success of MassHire Career Centers and their customers. This session will cover customer service basics; skills and characteristics of customer service; how assumptions and biases effect customer service and creating a customer friendly environment in a virtual world.
- **Re-Employment Services and Eligibility Assessment (RESEA)** – This 2-session training is comprehensive and designed for MassHire staff providing RESEA services to customers virtually and in-person. Session 1 will cover what is RESEA. Detailed discussion on RESEA program requirements; mandatory components of CCS, Initial RESEA meeting and the RESEA Review; how to conduct and collect required, fillable documents and data entry requirements in MOSES documentation. Session 2 will discuss the various special circumstances regarding RESEA, such as potential issues, return to work requirements, left state documentation, as well as other important aspects of RESEA.
- **Trade Adjustment Assistance Introduction** - We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The session will discuss a Brief History of the Trade Adjustment Assistance Program, Requirements and tips for filing a Petition on behalf of workers and Filing a customer's individual Trade Adjustment Assistance (MA Form 1666) application. This session will also review the rules and processes for applying for Extensions and waivers. We will also go over the requirements of Co-Enrollment due to the Final Rule.
- **Employment and Case Management** - you may choose to attend the morning or afternoon session. This session 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.

MDCS Training Descriptions

- **Training Under the Trade Program** – We are offering a morning and afternoon session, please only attend one, as it is the same presentation. The 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 in order to have a training plan approved for customers under the Trade Program.
- **Trade Readjustment Allowance (TRA)**- you may choose to attend the morning or afternoon session. The Trade Readjustment Allowance session will go over requirements for qualifying for TRA, including the rules for Basic, Additional and Completion TRA.
- **Re-Employment Trade Adjustment Assistance (RTAA) and the Health Coverage Tax Credit (HCTC)**- you may choose to attend the morning or afternoon session. RTAA is a wage supplement for older workers that are eligible. RTAA qualifying criteria will be reviewed. The HCTC Program is a health insurance tax credit that can be accessed through the IRS.
- **Travel while in Training, Job Search and Relocation Allowances** - you may choose to attend the morning or afternoon session. When a TAA approved customer needs to travel outside of their commuting area while attending Trade approved training, they may apply for these benefits to help offset costs while traveling to school. If a customer needs to job search or move after job searching outside their commuting area, then there are Job Search and Relocation Allowances available as well. Meals, lodging, travel, moving costs, and other associated costs can be partially reimbursed for.
- **WIOA Title I – Youth Program** 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.
- **WIOA Title I – Adult/Dislocated Worker Program** 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 Federal Performance Measurement Basics** – 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.

MDCS Training Descriptions

- **Virtual Unified Complaint System** – To comply with regulations set forth at 20 CFR, Ch. V, § 683.600(a), 29 CFR 38 and 658.410(a) & (g) MassHire Workforce Board and Career Center Directors are requested to allow Complaint, EO Officers and other staff involved with complaint resolution to attend the 2020 Virtual Unified Complaint System Training.

This training will enhance and build confidence for complaint officers and back-up complaint officers as they understand complaint system basics, informal resolution; proper handling of complaints, recordkeeping, file management, reporting and best practices.

The Virtual Unified Complaint System training sessions will cover:

- * Complaint System basics/Informal Resolution
- * Proper handling of complaint
- * Resolution and recordkeeping
- * File management and reporting
- * Best practices

- **Migrant Seasonal Farm Worker (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 One-Stop Career Centers (OSCCS) 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 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.

- **TORQ (Transferable Occupational Relationship Quotient)** – TORQWorks will conduct training sessions relative to learning how to use **TORQ** with job seekers. This valuable labor market tool provides career centers with the ability to interact with job seekers to increase their job search prospects based on knowledge, skills, transferable skills, and abilities from previous jobs and education. Staff users can also generate special reports for career planning and job training.

- **UI and UI Online Navigation Training Modules for Level 1 and Level 2 Identified Staff**

- Level 1 staff will learn general, fundamental knowledge of unemployment in order to answer basic unemployment inquiries.
- Designated Level 2 staff will learn skills that allow more in-depth assistance for customers with questions about their UI Claim.

Level 2 training sessions will consist of 3 modules, to provide career center staff with more comprehensive knowledge to assist career center customers with navigation of their unemployment claim

MDCS Training Descriptions

- **Labor Insight** Trainings from Burning Glass Technologies will offer stackable training sessions starting with the basics and moving to additional advanced topics throughout the year. Labor Insight offers real-time job postings and traditional LMI to better inform career service centers, employer engagement, training program investment, and track labor market changes.
- **Emsi Burning Glass / Labor Insight** – Burning Glass will conduct webinars to familiarize workforce development staff and management with the features of the product including tools that analyze online job postings data and accessing reports on the most in demand job roles and credentials in their region.