

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
16th	1-2pm	UI Level II Chat Session	Beth Goguen John Saulnier	Link emailed to Level II staff

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20th	1-2:00pm	RESEA Q & A Chat Session	Kim Leonard Grant Keith	https://www.eventbrite.com/e/resea-q-a-chat-session-tickets-208140051497

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.