

# Mass Workforce Issuance

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**Workforce Issuance No. 11-62**

☐ Policy   ☒ Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers

**cc:** WIA State Partners

**From:** George Moriarty, Director  
Department of Career Services

**Date:** September 23, 2011

**Subject:** **Training on Transferable Occupational Relationship Quotient (TORQ) Software**

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**Purpose:** To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of TORQ training sessions scheduled for October, 2011.

**Background:** The Reemployment Eligibility Assessment (REA) grant allowed the Department of Career Services to purchase Transferable Occupational Relationship Quotient (TORQ), a product of Workforce Associates, Inc. software for use by all One-Stop Career Centers. TORQ will allow counselors to analyze transferability of job skills based on an analysis of previous work history in light of current labor market conditions. The software assists workers to move between occupations efficiently and to identify potential new employment options, based on the transferability of their knowledge, skills and abilities. The analysis provides a fit to compatible jobs based on O\*NET skill sets and allows real-time matches to several internet job search engines. Massachusetts specific labor market information has already been uploaded to TORQ and the state job bank will be made accessible.

Bill Johnston and Brian Hartz from TORQworks will conduct 10 training sessions, throughout the state, over five days in October (see chart, below). TORQ, a product of Workforce Associates, Inc., is software for use by all One-Stop Career Centers.

With only 128 seats available statewide in the five centers there is a maximum of 3 people per Career Center. All three should be staff members who work with REA and/or RES customers. One Career Center staff person should identify themselves as the local TORQ administrator. The administrator should be someone who will be using the TORQ system – it does not have to be an IT person. DCS has been told that it will not be time consuming as most of the work is done at TORQworks. There will be training for the local TORQ administrators in between the morning and afternoon sessions.

### TORQ October Training Schedule

DATE	SESSION	LOCATION
Tuesday, Oct 11	9:30 a.m. to 12:00 p.m. <b>OR</b> 2:00 p.m. to 4:30	Workforce Central CC, Worcester
Wednesday, Oct 12	9:30 a.m. to 12:00 p.m. <b>OR</b> 2:00 p.m. to 4:30	ValleyWorks CC, Lawrence
Thursday, Oct 13	9:30 a.m. to 12:00 p.m. <b>OR</b> 2:00 p.m. to 4:30	Career Center of Lowell
Friday, Oct 14	9:30 a.m. to 12:00 p.m. <b>OR</b> 2:00 p.m. to 4:30	Career Point CC, Holyoke
Thursday, Oct 20	9:30 a.m. to 12:00 p.m. <b>OR</b> 2:00 p.m. to 4:30	Fall River Career Center

Training location addresses and directions are attached.

**Registration Information:** Registrations will be first come first serve and only 3 per Career Center. Individuals interested in attending should forward registration information to Nykky Glasgow at [NGlasgow@detma.org](mailto:NGlasgow@detma.org):

Name

Work Location

First choice of date **and** time (session beginning at 9:30 or 2:00)

Contact information (telephone number and email address)

Seating is limited. Lunch will not be provided.

**Action**

**Required:** Please disseminate this information and assure that all appropriate staff registers for their choice of training sessions. **The deadline for scheduling is Friday, September 30<sup>th</sup>.**

**Inquiries:**

Questions related to the RES program should be directed to Alice Sweeney at [ASweeney@detma.org](mailto:ASweeney@detma.org) or 617-626-6449. Questions regarding the specific training should be directed to Nykky Glasgow at [NGlasgow@detma.org](mailto:NGlasgow@detma.org) or 617-626-5361.