

# Mass Workforce Issuance

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Policy

Information

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**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** March 28, 2018

**Subject:** **Psych Armor and Veterans Program Training Partnership**

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**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators and partner staff of a new training partnership between Psych Armor and the Veterans Program.

**Background:** As a part of promoting the Veterans Program and generating additional training to support Career Center's understanding of military culture, we have created a partnership with the non-profit organization [Psych Armor](#). Psych Armor offers multi-course programs designed to help a wide range of organizations better understand military culture and Veterans programs.

The Psych Armor trainings are baseline-g geared toward the Veteran population; much of the information provided can be used on a universal basis to understand the different Veteran groups within the career centers. With this new partnership, we will be able to accomplish the following:

- Conduct a 1.5-hour baseline training with all employees of the Career Centers in a group setting, at each individual Career Center. This training will provide a baseline for other trainings and with 100% participation from Career Center Staff will make the Department of Career Services the first State Agency to become a "Veteran Certified Organization" through Psych Armor.
- All career centers will receive login credentials for employees to access the Massachusetts Psych Armor site, (being designed by Psych Armor specifically

for Massachusetts) to access additional training based on their current job title (BSR, Employment Counselor).

Psych Armor will build a customized metric system for tracking training. Most training videos run between 15 and 20 minutes and are quite entertaining and informative.

Next steps are to coordinate training dates and conduct training with all of the Career Centers and coordinate login information with the Operations Managers. Any further questions please feel free to contact Chris Mills, LVER at [Chris.Mills@MassMail.State.MA.US](mailto:Chris.Mills@MassMail.State.MA.US) or call (508) 513-3424.

**Action**

**Requested:** In order to gain access to the Psych Armor site login credentials will be needed. It is being asked of all Career Centers to please supply a list of all staff to include email addresses so that Psych Armor can create their login credentials. The list should be emailed to Chris Mills no later than April 6, 2018.

**Attachments:** A. Spreadsheet example