

Welcome to the Career Center

*...introduction and overview to MassHire Career
Center programs, resources and services*



MassHire Locations

A proud partner of the
americanjobcenter
 network

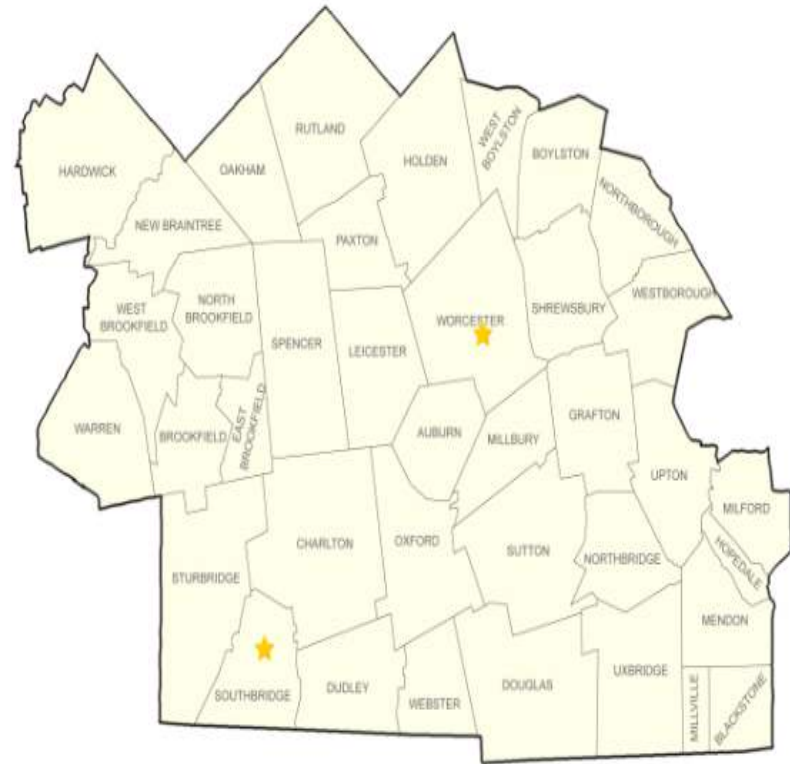


MassHire Central SDA

SERVICE DELIVERY AREA

MassHire Worcester Career Center covers the cities and towns of: Blackstone, Boylston, Grafton, Holden, Hopedale, Leicester, Mendon, Milford, Millville, Northborough, Northbridge, Paxton, Rutland, Shrewsbury, Upton, Uxbridge, West Boylston, Westborough, and Worcester.

MassHire Southbridge Career Center covers the cities and towns of: Auburn, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Hardwick, Millbury, New Braintree, North Brookfield, Oakham, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Warren, Webster, and West Brookfield.



Central Region



OPEN

MON - THU

8:45 to 4:30

FRI

9:45 – 4:30



554 Main Street, Suite 300
Worcester, MA 01608
(508) 799-1600

14 Mechanic Street, Suite 330
Southbridge, MA 01550
(508) 765-6430

www.MassHireCentralCC.com

MassHire Central Career Centers



MassHire Central Career Centers are a partnership between the City of Worcester, Division of Workforce Development



and the MassHire Department of Career Services (DCS)



MassHire Central Career Centers are overseen by the MASSHIRE CENTRAL REGION WORKFORCE BOARD

MassHire Funding

MassHire Programs and Services are funded in part by US Department of Labor (USDOL) Employment and Training Administration grants as well as non-federal funded grants.

We are a public service, hence our services are free to access.

Source: Stevens Amendment (Public Law 101-166), as it pertains to transparency of federal grant funds awarded to EOLWD/MassHire Department of Career Services and the workforce system

Additional details furnished upon request

Who we serve:

We serve everyone!

We serve anyone looking for work or to enhance their careers!

We have Specialized Services for certain demographic groups including: Mature Workers, Youth and Young Adults, Immigrants and Refugees, Veterans, individuals with Disabilities, those in Substance Use Recovery, those experiencing hardships and other barriers, and more!

You do not have to be a MA State resident to access our services except for those services related to receiving funding.

How MassHire can help you

Specialized Services

Job Seeker Services

Training Opportunities

Supportive Services & Resources

SPECIALIZED SERVICES

...employment and training services for specific targeted populations (eligibility requirements may apply)

- ✓ **Veterans**
- ✓ Youth / Young Adults
- ✓ “Mature” Workers
- ✓ Immigrants and Migrant Seasonal Farmworkers
- ✓ Those with a Disability
- ✓ Those in Recovery
- ✓ Those with Housing Subsidies
- ✓ Those with Other Public Assistance Benefits
- ✓ Those on Unemployment Insurance
- ✓ Work Opportunity Tax Credit Eligible Job Seekers



JOB SEEKER SERVICES

...employment and training services for ALL individuals seeking employment or re-employment opportunities

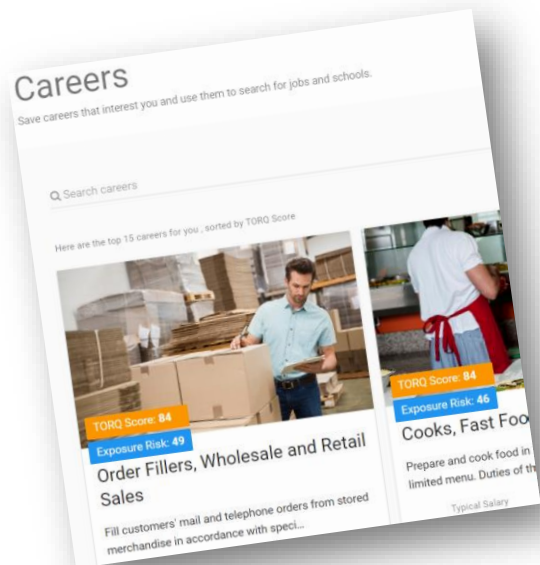
- ✓ Individual employment counseling
- ✓ Assessment Tools
- ✓ Labor market information
- ✓ JobQuest – job search / job matching
- ✓ Workshops
- ✓ Job referrals, recruiting events & job fairs
- ✓ Access to training opportunities

Individual Employment Counseling

- One on one assistance from a Career Counselor based on your individual job search and / or training needs
 - Career Action Plan
 - Labor market information
 - Skills assessment
 - Resume assistance / critique
 - Interview coaching
 - Job search assistance
 - Job leads
 - Referrals to training and supportive services
 - More...

Assessment Tools

Assessments can help you determine if you have the skills and credentials to compete in the job market OR if you need training to become more marketable



Labor Market Information (LMI)

LMI can help answer these questions:

- Are there any jobs in my field?
- Are my skills in demand?
- Is my job / field in a growth or decline?
- Are my wage expectations realistic?
- What other job opportunities might be out there for me?
- Where are the jobs? How far am I willing to travel?
- What are the current hiring trends?
- Do I have a skill gap?
- What jobs require certification?
- Do I need training before I get my next job?



O*NET OnLine



Career
Information
System
Previously MassCIS

MassHire JobQuest www.mass.gov/jobquest

MassHire JobQuest is a free online service that allows you to search jobs. You can simply search jobs, or you can create an account and register with MassHire JobQuest to save your job searches and more.

After registering on MassHire JobQuest you will be able to:

- Match your skills and experience to current job openings
- Create a MassHire JobMatch profile that's visible to hiring employers
- Find recruitments and job fairs near you
- Search for MassHire Career Center events
- Locate job training programs in your region

Workshops

Job readiness workshops, such as Navigating Career Choices, Résumé Writing, Interviewing Techniques, Bounce, etc.

- Currently held in person and virtually
- Locally – MassHireCentralCC.com > Events
 - Register on JobQuest or call the career center
- Statewide – JobQuest > Search Events

Job Referrals, Recruiting Events & Job Fairs

- **Business Engagement Solutions Team (BEST)**
 - **Business Service Representatives**
 - Connection with local employers
 - Job postings / JobQuest
 - Recruiting events & job fairs (in person and virtual)
 - » Monthly, quarterly and annual job fairs
 - » Industry specific or other specialized events
 - » Ongoing recruiting events
 - **Recruiters**
 - Job referrals
 - Job matching
 - Marketing

SUPPORTIVE SERVICES & RESOURCES

- Community Resources
- Multi-lingual Services
- UI Online Self Service
- Resource Room



Resource Room

Equipment

- PC's with internet
- Fax
- Copier
- Printer
- Flash drives
- Résumé paper

Information

- Industry & labor market
- Workshops
- Job listings
- Recruiting events & job fairs
- Training providers
- Community resources

TRAINING OPPORTUNITIES

...training programs and resources (eligibility requirements and deadlines may apply)

- ✓ WIOA (*Workforce Innovation Opportunity Act*)
- ✓ Worcester Jobs Funds, FutureSkills and more
- ✓ GED/HiSET & ESOL
- ✓ Higher Ed / Certification Programs
- ✓ Online Training & Resources



WIOA Adult / Dislocated Worker Training

For job seekers who need occupational skills training in order to successfully re-enter the workforce.

“Funds of last resort.”

Training is funded by WIOA Individual Training Accounts (ITA).

Eligibility requirements apply:

- Over 18yo
- Authorized to Work
- HS Dip. or GED/HiSET
- Live or work in our SDA (local policy applies to each unique Center)
- Selective Services Compliant for males

Adult - Must be “economically disadvantaged.”

Dislocated Worker – Must be attached to the workforce but recently unemployed. Completing a TOP application is required for those on UI.

Types of Trainings in WIOA ITAs

- In 2023, MassHire Central supported 250 candidates in WIOA funded ITAs
- Nearly 40% of WIOA participants entered healthcare industry trainings, while the next highest group entered IT at about 25%
 - Healthcare (CNA, LPN, CMA, PCA/Phlebotomy)
 - IT (Data Analytics, Cyber Security, Network Admin., Digital Media and Marketing...*AI Technologies is the top IT training so far in 2024*)
- Other major focuses include HVAC, CDL truck driving, Accounting and Project Management
- WIOA ITA providers are eligible training providers as approved by the Commonwealth of Massachusetts including community and state colleges and private training programs.
- All trainings must lead to a certificate and must end within one year.
- The end goal is fulltime, gainful employment.

Current Training Opportunities

(FutureSkills & other grants)



[Resources/FutureSkills - MassHire Central Career Centers](#)

FutureSkills at a Glance

- Funded through the American Rescue Plan Act (ARPA), the Commonwealth of Massachusetts invested over \$200 million into workforce investment programs statewide.
- This includes the Career Technical Initiative, a program that opens vocational high schools to adults during off hours for them to utilize the equipment and training at those schools to learn skills trades such as:
 - HVAC, Culinary Arts, Advanced Manufacturing, Carpentry, Diesel Mechanics, and many others
- These trainings follow a typical school year, are near fulltime and completed within 9 months
- Applicants must be a MA State resident and have an individual income under \$53,000 a year

**This grant is set to “sunset” in 2025*

Current Training Opportunities (Worcester Jobs Fund & other grants)

Worcester Jobs Fund | Job Training Eligibility Information

SCHOOL BUS DRIVER'S LICENSE TRAINING

Applicants must:

- Live in the City of Worcester
- Be 21+ years of age
- Be Low to Moderate Income
- Be authorized to work in the U.S.
- Complete Drug Testing
- Have a MA Valid Driver's License
- Have Driver's License for at least 3 years
- Have a High School Diploma, HISET, G.E.D. or Equivalent
- Complete a CORI/SORI
- Complete Driving Record Check

Preference given to applicants with commercial driver's license permits.

CLINICAL MEDICAL ASSISTANT TRAINING

Applicants must:

- Live in Central MA
- Be 18 + Years of Age
- Be Authorized to Work in the U.S.
- Complete Drug Testing
- Have a High School Diploma, HISET, G.E.D. or Equivalent
- Must be able to provide medical records to secure medical clearance
- Must be able to provide proof of insurance

Preference given to applicants with customer service or medical experience.

DIESEL TECHNOLOGY TRAINING

Applicants must:

- Live in Massachusetts
- Be 18+ years of age
- Be authorized to work in the U.S
- Complete Drug Testing
- Have a Valid MA Driver's License
- Have a High School Diploma, HISET, G.E.D. or Equivalent

***\$500 deposit required upon enrollment that is refunded upon graduation. Limited scholarships for this deposit are available.**

Preference given to female, minority, and veterans applicants.

Are you interested in applying to one of the above programs?
Contact Theodora at (508)373-7608 or AppiahT@masshirecentral.com

Funded through the City of Worcester's Jobs Fund, Department of Elementary and Secondary Education, and the Commonwealth of Massachusetts Workforce Competitiveness Training Fund FY20 Appropriation, Healthcare HUB in partnership with:

[Resources - MassHire Central Workforce Development Board](#)

GED/HiSET/ ESOL/Higher Ed

WORCESTER
PUBLIC SCHOOLS

Worcester Adult Basic Education [Adult Education – Worcester Public Schools, Massachusetts \(worcesterschools.org\)](#)



Webster Adult Basic Education
[websterabelinkages.org \(google.com\)](#)



Plus other community organizations

Training Opportunities

Online Training & Resources

- ✓ **Professor Teaches** self-paced e-Learning
 - MS Word, Excel, PowerPoint, Access, Publisher & Outlook, Accounting Fundamentals & QuickBooks
- ✓ **Mavis Beacon Typing Tutor**
- ✓ **Digital Literacy Resource Guide** -*collection of links to websites with free resources*
 - [Digital-Literacy-Reference-Guide-Feb2021.pdf \(masshirecentralcc.com\)](#)

Online Training & Resources

- ✓ **Alison** – Workforce Skills Development – *courses matched with current industry demand*
 - [MassHire Central Region Workforce Skills Development \(alison.com\)](http://alison.com)
- ✓ **Skillbase** - Career skills - *hundreds of free tools to help you find a job and succeed at it*
 - <https://skillbase.hks.harvard.edu>
- ✓ **Grow with Google** – IT focused trainings ranging from Cyber Security to Data Analytics

How to Become a Member

– Join a Seminar

- Call our main line, and request to register for a Career Center Seminar
 - [508-799-1600](tel:5087991600)
- Email us, and request to register for a Career Center Seminar at - info@masshirecentralcc.com
- Visit [MassGov/JobQuest](https://www.mass.gov/jobquest), create a profile and register for a Career Center Seminar
- Career Center Seminars are offered in-person and virtually through both of our Career Centers, as well as all others across the Commonwealth.
- In Central, we offer them most mornings at 9:00am.
- Job seekers will immediately meet with an Employment Counselor, one-on-one, at the conclusion of the seminar

Parting Thoughts and Observable Trends

- Fastest growing industries in central MA are healthcare, transportation/logistics, and manufacturing. IT/Computer Sciences and bio-manufacturing are also growing.
- Entry-level “squeeze”
- Things could change...they always do.
- As our society becomes more complex, our jobs and workforce development needs become more complex and often times specialized.
- If you have the chance to advance your credentials, take it.

Thank you! Q & A

