



# **MASSHIRE**

## **SOUTH SHORE CAREER CENTER**

### **WELCOME PACKET**

MassHire Programs & Services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants.  
Additional details furnished upon request.

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## **SUMMARY**

**THIS DOCUMENT IS DESIGNED  
TO BE AN INTRODUCTION AND  
REFERENCE GUIDE FOR  
MASSHIRE SOUTH SHORE  
JOB SEEKERS.**

**IF YOU HAVE ADDITIONAL  
QUESTIONS OR NEED  
ASSISTANCE, PLEASE CALL  
617-745-4000**

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# WHAT IS MASSHIRE SOUTH SHORE?

MassHire South Shore is a local office of the **Massachusetts Department of Career Services (DCS)**. This is one of several State Government Departments under the **Massachusetts Executive Office of Labor and Workforce Development (EOLWD)** that work with the **Department of Unemployment Assistance (DUA)**.

The MassHire Department of Career Services provides physical resources, education, and services to assist job seekers with finding new employment. The Department of Unemployment Assistance provides Unemployment Insurance (UI) funds to eligible job seekers in the Commonwealth.

MassHire South Shore represents the Department of Career Services in the 22 cities and towns that make up the South Shore Service Delivery Area. If you would like to find employment in one of the towns in this area, you can work with MassHire South Shore: *Braintree, Carver, Cohasset, Duxbury, Halifax, Hanover, Hingham, Holbrook, Hull, Kingston, Marshfield, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, Weymouth.*



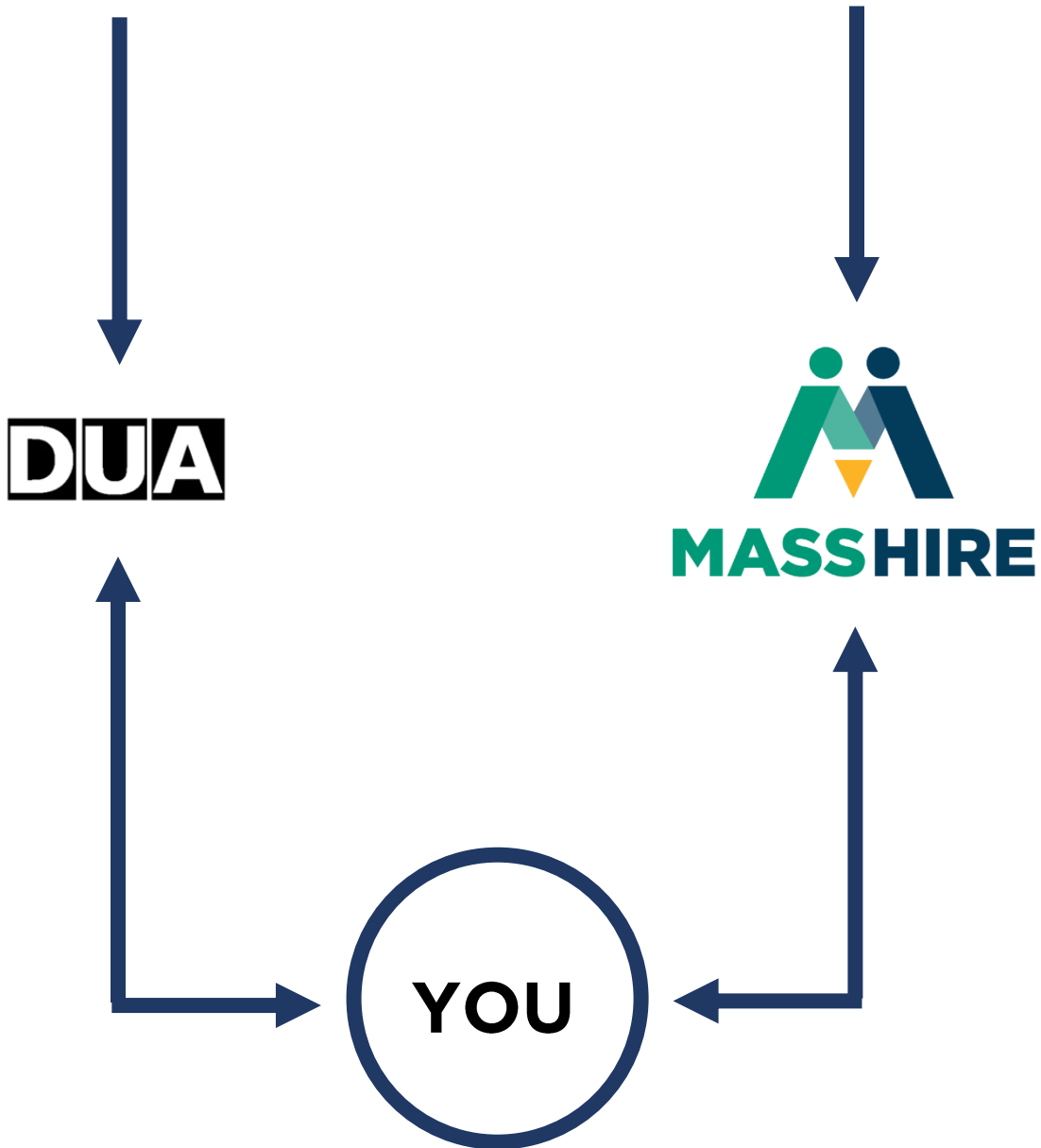
## **MASSHIRE SOUTH SHORE CAREER CENTER ADDRESS:**

**1515 Hancock Street, Suite 101  
Quincy, MA 02169**

**617-745-4000 | Hours: Monday – Friday 8:30am – 4:30pm**

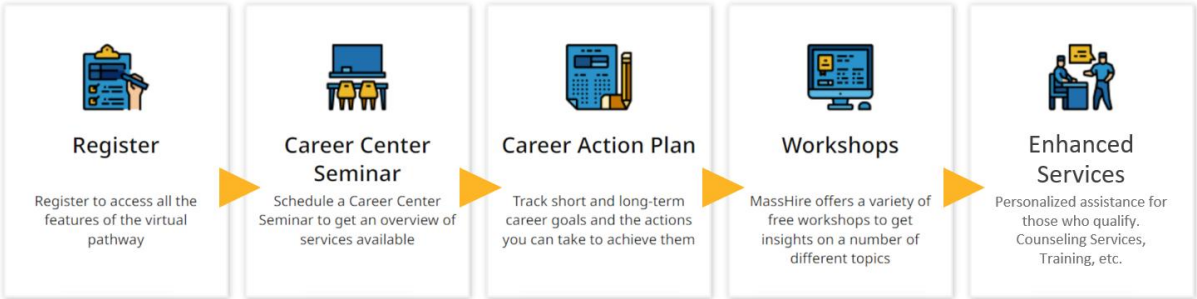


# MASSACHUSETTS EXECUTIVE OFFICE OF **LABOR & WORKFORCE DEVELOPMENT**



# CAREER CENTER ROADMAP

Working with the MassHire South Shore Career Center involves following a series of simple steps that will be laid out one-by-one in this guide.



## 1. Register on JobQuest

Your first step is to register yourself online into the Career Center system. You can do so on your own device or in a MassHire Resource Room. You will need to visit [jobquest.mass.gov](http://jobquest.mass.gov) and create an account using the State’s MyMassGov sign-in system.

## 2. Career Center Seminar

The Career Center Seminar<sup>10</sup>, or CCS, is a short presentation designed to introduce and explain MassHire Career Center functions, resources, and services. It also serves as intake for job seekers interested in Enhanced Services<sup>13</sup>.

## 3. Career Action Plan & Basic Services

Job seekers pursuing Enhanced Services<sup>13</sup> will work with a special Counselor to determine their eligibility. This process involves creating a Career Action Plan and attending several Workshops<sup>15</sup>. Any job seeker can pursue Basic Services<sup>8</sup> at any time.


## 4. Enhanced Services

If a job seeker is determined eligible, they will begin working with a new, assigned Career Counselor<sup>13</sup> who will assist them individually with their job search, address specific needs or barriers, and pursue potential training.

# REGISTERING ON JOBQUEST

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▼

[Menu](#) 🌐 Select Language 🔑 Login / Register



## Search Events


### JOBQUEST EVENTS NEAR YOU

Search for career center workshops, job fairs and recruitment events by MassHire Career Centers or by region. Find a [MassHire Career Center](#) near you. You can search all events or focus your search by entering any combination of search criteria.

Keywords

Event Type  ▼ Location  ▼



 Login.mass.gov is now **MyMassGov**

**PERSONAL ACCOUNT**

MassHire JobQuest for Job Seekers is using MyMassGov to allow you to sign in to your account safely and securely.


Log in using your MyMassGov credentials, or create an account with MyMassGov.

First time using MyMassGov?

[CREATE AN ACCOUNT](#)

Already have a MyMassGov account?

Email

Password  

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**LOG IN**

[Learn more about MyMassGov](#)

# BASIC SERVICES

There are Basic Services available through any MassHire Career Center. Some are virtual, while others are in-person. Accessibility accommodations are available on request by contacting the hosting Career Center.

## Workshops & Information Sessions

These events are designed to provide basic job search skills or information to job seekers who may be unfamiliar with modern job search practices or would like more targeted assistance.

Workshops are interactive. Information Sessions are designed to share key information with job seekers. You can register for a MassHire event through [jobquest.mass.gov](https://jobquest.mass.gov). You can find more information on Workshops, Information Sessions, and Registering on Page 16.

## Recruitment Events & Job Fairs

MassHire South Shore frequently works directly with local employers to host Recruitment Events and Job Fairs. Recruitment Events feature one employer and, typically, a small number of specialized roles. Job Fairs are more broad and feature multiple employers prepared to answer questions about multiple positions. You can register<sup>16</sup> for MassHire events through [jobquest.mass.gov](https://jobquest.mass.gov).

## Resource Room

Every MassHire Career Center has a free resource room available to job seekers. After signing in at the front desk, you can use the available computers, printers, copiers, and fax machines for job search purposes, including attending MassHire events or Career Center Seminars<sup>10</sup> virtually.

MassHire Career Centers each maintain different hours and resource room policies. Please ask your Career Center about their specific policies.

# WHAT IS RESEA?

RESEA stands for “**Re-Employment Services and Eligibility Assessment**”. This is the process by which some job seekers selected by the **Department of Unemployment Assistance (DUA)**<sup>4</sup> are determined eligible for Enhanced Services<sup>13</sup>.

If you are receiving Unemployment Insurance (UI) funds from the Department of Unemployment Assistance (DUA), you may be randomly selected by the DUA to complete a RESEA with a MassHire Career Center. Completing your RESEA before the deadlines provided by the DUA is essential to continue receiving UI benefits. Even if you return to work before the deadlines provided by DUA, you are still required to complete the RESEA process to remain eligible for future UI claims.

**You are responsible for completing the steps of the RESEA process on time if selected by the DUA. Missing a deadline will result in a DUA sanction on your UI funds until the required steps are completed. MassHire South Shore cannot alter deadlines.**

RESEA begins by completing a Career Center Seminar<sup>10</sup>. Once completed, a RESEA Counselor is assigned to assist in completing the RESEA requirements. The assigned RESEA Counselor will email you to schedule a virtual Initial RESEA Meeting. During the Initial, the RESEA Counselor will provide next steps and schedule a virtual RESEA Review Meeting. Once the RESEA Review Meeting is complete, your eligibility for Enhanced Services<sup>13</sup> will be determined and your obligation is fulfilled. If eligible, you could then be referred to a Career Counselor.

If you have questions about RESEA and have not yet been assigned a counselor, you can call the MassHire South Shore RESEA Help Desk at 617-745-4014.

If you have been assigned a RESEA Counselor, you should reach out to them directly with any related questions.

# CAREER CENTER SEMINAR

A Career Center Seminar (CCS) is a short presentation designed to introduce job seekers to MassHire Career Center functions, resources, and services. There are three ways to complete a CCS:

## 1. In-Person Career Center Seminar

Through your JobQuest Profile, you can register<sup>16</sup> for a CCS at a MassHire Career Center. The CCS will be led by Career Center staff. **After completing an In-Person CCS, you will be automatically registered to complete a RESEA with that Career Center.**

## 2. Virtual Career Center Seminar

Like an In-Person CCS, you can schedule a Virtual CCS through JobQuest<sup>16</sup> to attend online. The CCS will be moderated virtually by MassHire Career Center staff. **After completing a Virtual CCS, you will be automatically registered to complete a RESEA with the Career Center that hosted it.**

## 3. On Demand Career Center Seminar

This CCS is completed in the form of a video that can be found by selecting the “On Demand Videos” option from your JobQuest Dashboard<sup>11</sup> and then selecting the first available option. This video can be watched at any time. After completing the video, it is recommended that you call the MassHire South Shore RESEA Help Desk at 617-745-4014 to confirm the CCS was registered as completed by JobQuest. You can also complete an On Demand CCS in a Career Center Resource Room. **Once you have completed an On Demand CCS, you will be automatically directed to complete a RESEA with a Career Center in the Service Delivery Area in which you reside. This is not necessarily the Career Center closest to you.**

***\*Completing a Career Center Seminar (CCS) fulfills your deadline requirement to schedule an Initial RESEA Meeting.***

# LOCATING ON DEMAND CCS

The screenshot shows the MassHire JobQuest website interface. At the top, there is a green header with the text "An official website of the Commonwealth of Massachusetts" and "Here's how you know". Below this is a blue navigation bar with a "Menu" button and a "Logout" link. The main content area features the "Path to Reemployment" section, which consists of five steps: Register, Career Center Seminar, Career Action Plan, Workshops, and Career Coach. Each step includes an icon, a title, a brief description, and a button. The "Register" step is marked as "COMPLETED" and has a "MANAGE ACCOUNT" button. The "Career Center Seminar" step has a "SCHEDULE" button. The "Career Action Plan" step has a "START YOUR CAP" button. The "Workshops" step has a "FIND WORKSHOPS" button. The "Career Coach" step has a "CONNECT" button. Below this is the "MY DASHBOARD" section, which includes several widgets: "Your Career Action Plan" with a "START YOUR CAREER ACTION PLAN" button; "Saved Jobs" with a "SEARCH FOR JOBS" button; "Job Matches" with a "VIEW MY JOB MATCHES" button; and "Update Your Job Status" with a "I GOT A JOB!" button. In the bottom left of the dashboard, there are four buttons: "Find an Event or Workshop", "Find Training Courses", "View On-demand Videos" (circled in red), and "View Past Events".

► Then Click “[Welcome to the MassHire Career Center Seminar](#)”

# RESEA MEETINGS

*\*All RESEA Meetings are held virtually unless a physical accommodation is required.*

Once you have completed a Career Center Seminar (CCS)<sup>10</sup>, MassHire will automatically assign you a RESEA Counselor. This RESEA Counselor will email you at the address you use to access MyMassGov to set up your virtual Initial RESEA Meeting.

## Initial RESEA Meeting

At the virtual Initial RESEA Meeting, you will verify your identity and provide details and documentation regarding your job search. You and the assigned RESEA Counselor will discuss your job search strategy. Your RESEA Counselor will then provide you with a list of documents to complete/provide and schedule your virtual RESEA Review Meeting.

## RESEA Review Meeting

At the virtual RESEA Review Meeting, you and your assigned RESEA Counselor will review the documents that you have completed and provided to determine next steps. Once the RESEA Review Meeting is complete, your eligibility for Enhanced Services<sup>13</sup> will be determined and your completion will be reported to the Executive Office of Labor and Workforce Development to be relayed to the Department of Unemployment Assistance, if applicable.

**You are responsible for completing the steps of the RESEA process on time if selected by the DUA. Missing a deadline will result in a DUA sanction on your UI funds until the required steps are completed. MassHire South Shore cannot alter deadlines.**

**RESEA HELP DESK CONTACT:**

**617-745-4014**

# ENHANCED SERVICES

If a job seeker is determined eligible during the RESEA process<sup>9</sup>, they can be referred to a Career Counselor to receive Enhanced Services.

## Job Search

A Career Counselor will work one-on-one with a job seeker to assist them with finding a career-oriented job in Massachusetts. They can provide feedback on resumes and cover letters, recommend strategies or companies to pursue, assist with interview preparation, report on current trends, and provide referral to workshops and other Career Center departments, events, and programs.

## Individual Training Assistance (ITA)

Career Counselors can also assist with securing training funds to support career-focused education targeted at closing skill gaps. *Please see the following page for more information.*

Enhanced Services do not cover job search activities that extend beyond Massachusetts; a Career Counselor cannot provide direct assistance to pursue a role outside of the Commonwealth. Enhanced Services also cannot be used to pursue a career change.

# ITA AND TRAINING

Job seekers who need occupational skills training in order to successfully re-enter the workforce can apply for funded training through a MassHire Career Center after completing the RESEA process<sup>9</sup> and being determined eligible to work with a Career Counselor.

*Working with a Career Counselor does not automatically qualify a job seeker to receive training funds. Additional criteria must be met and the job seeker's application must pass a review board.*

*If you intend to pursue training, please make that clear as early as possible when working with a MassHire Career Center. The timing of an application can affect the available funding and benefits.*

## Approved Training Providers

Training providers and programs must have prior approval from both the Commonwealth of Massachusetts and MassHire South Shore. Approved courses can be found at [jobquest.mass.gov](http://jobquest.mass.gov).

## Application Process

Job Seekers who are working with a Career Counselor<sup>13</sup> and are interested in training must apply for funding through the MassHire Department of Career Services by completing an **Individual Training Program (ITA)** application which must then be reviewed by a board for approval. Ask your Career Counselor<sup>13</sup> how to begin this process.

Job Seekers who are also receiving Unemployment Insurance benefits may additionally apply for a **Training Opportunities Program (TOP)** extension to their benefits through the **Department of Unemployment Assistance**<sup>5</sup>.

*\*Approval of either an ITA or TOP application does not guarantee the approval of the other.*

# WORKSHOPS AND EVENTS

MassHire Career Centers provide an extensive selection of free workshops, information sessions, and recruitment events designed to increase the chances that attendees will successfully reenter the workforce. Events are offered both in-person and virtually, so please be sure to confirm registration and format before attending.

## Registration

Massachusetts residents or workers can register for MassHire events through [jobquest.mass.gov](https://jobquest.mass.gov) using their JobQuest profile.

*\*Registration is required for virtual events in order to receive a link.*

## Workshops

These interactive events are moderated by Career Center staff or approved vendors and are designed to provide feedback to attendees on specific subjects. Participants are encouraged to ask questions and seek guidance within the set timeframe using resources provided. Many workshops are also offered 1:1.

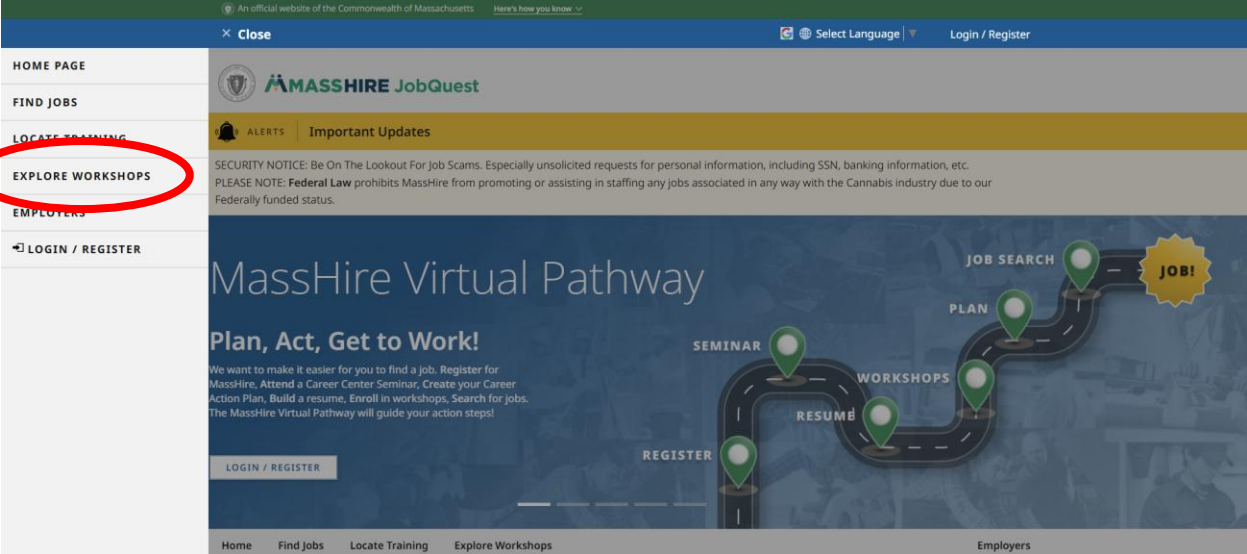
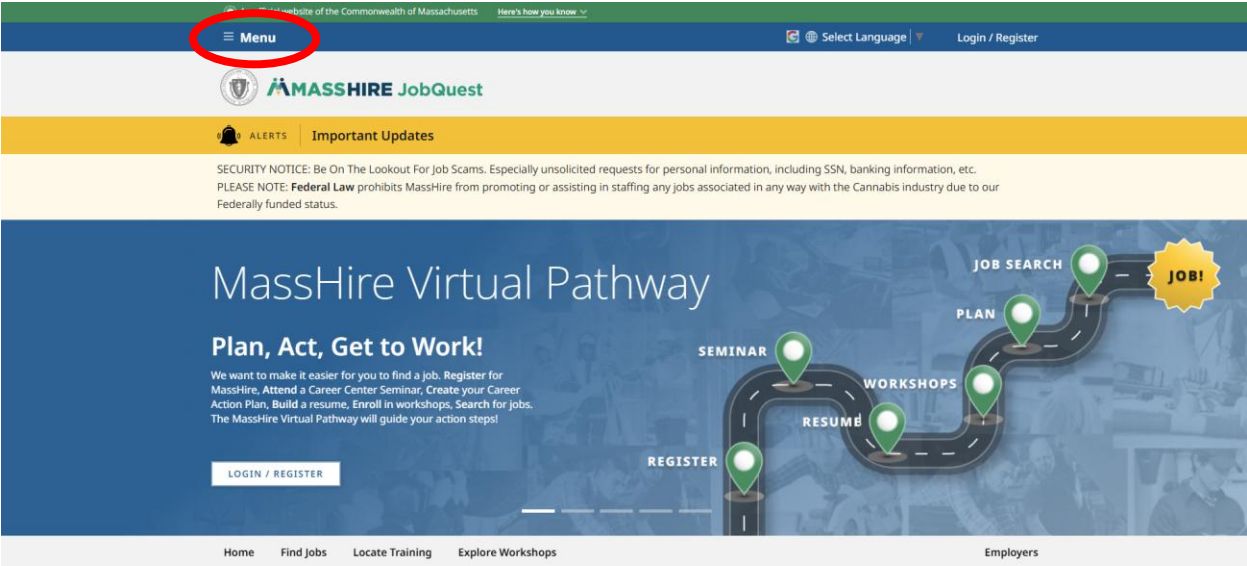
## Information Sessions

Presentations provided by MassHire or facilitated through third parties are advertised as Information Sessions. These events are not designed to be interactive, though relevant questions may be permitted depending on the event and host preference.

## Recruitment Events/Job Fairs

MassHire Career Centers host regular Recruitment Events and Job Fairs on-site, off-site, and virtually. Both involve employer representatives participating and interacting directly with attendees. Recruitment Events focus on one or two employers and a limited set of roles, while Job Fairs feature three or more employers and have a much broader focus.

# REGISTERING FOR EVENTS ON JOBQUEST



# VETERANS SERVICES



MassHire offers career support and training programs for U.S. Armed Forces Veterans transitioning to civilian careers in Massachusetts.

## Priority of Service

U.S. Military Veterans and other covered persons receive Priority of Service (POS) in all employment, training, and placement programs. If you served in the U.S. Military, please identify yourself as such to your local MassHire Career Center staff.

## Disabled Veterans' Outreach Program

Disabled Veterans' Outreach Program (DVOP) specialists help Veterans, especially those with service-connected disabilities, find jobs and training opportunities. They also provide a full range of employment services, including comprehensive assessments, individual employment plans, job referrals, referrals to training and support services, and resume and interview preparation assistance.

## Other Job Search Resources for Veterans

- USDOL Veterans' Employment and Training Service
- My Next Move for Veterans
- Off-Base Transition Training (OBTT)
- CareerOneStop Veteran and Military Transition Center
- Veterans' Employment Representatives



# YOUTH SERVICES

MassHire Youth programs support youth and young adults ages 14-24. The overarching goal of these programs is to ensure that low-income and disconnected youth are able to access critical education, training, and career development services so that they are able to enter the labor force and ultimately build economic self-sufficiency.

## Connecting Activities

Connecting Activities is an initiative that is central to the Career and College Readiness goals set by the Commonwealth. Participating high school youth engage in career exploration, work readiness and job search activities and are guided towards placement in unpaid and paid work opportunities supported through the use of the Massachusetts Work-Based Learning Plan.

## YouthWorks

YouthWorks is a state-funded, subsidized employment program designed to provide paid employment and work readiness training to in-school and out-of-school low-income youth ages 14-21 who live in state targeted cities/towns. These programs run during the school year. Size, scope, and location vary depending on funding allocations.

## **MASSHIRE SOUTH SHORE YOUTH SERVICES CONTACT:**



[\(or Click Here!\)](#)

# FAQS

This is a list of Frequently Asked Questions. Answers here will be brief and will direct to specific pages of the Welcome Packet.

## Can you help me with my Unemployment claim?

While many job seekers are referred to MassHire through the Department of Unemployment Assistance (DUA)<sup>4</sup>, we are separate State Departments. MassHire South Shore can provide referral to some DUA services. Call 617-745-4000 Ext. 0 for more information.

## How do I schedule a RESEA meeting?

A RESEA Counselor will email you to schedule a virtual meeting 1-2 weeks after completing your Career Center Seminar. See Page [9](#)

## Should I to register for a MassHire event that I want to attend?

Yes. For virtual events, registration is necessary to receive a link. If a virtual or in-person event approaches capacity, preference will be given to registered attendees, beginning with US Armed Forces veterans. See Page [15](#)

## Can I get individual assistance with my resume/job search?

Yes. Individual assistance is available through specified Workshops or through Enhanced Services. In both cases, individualized services must be scheduled and are not available on demand. See Pages [15](#) and [13](#)

## What if I want to work with a different MassHire Career Center?

Basic Services<sup>8</sup> are available to any Massachusetts job seeker at any MassHire Career Center. Enhanced Services<sup>13</sup> are only available from one Career Center at a time. See Page [6](#)

# CONTACT INFORMATION

MASSHIRE SOUTH SHORE CAREER CENTER  
1515 HANCOCK STREET, SUITE 101  
QUINCY, MA 02169

[WWW.MASSHIRESS.COM](http://WWW.MASSHIRESS.COM)

HOURS: MONDAY - FRIDAY 8:30AM - 4:30PM

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## CAREER CENTER MAIN LINE

[617-745-4000](tel:617-745-4000)

## RESEA HELP DESK

[617-745-4014](tel:617-745-4014)