

# Mass Workforce Issuance

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**Workforce Issuance No. – 07- 45**

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  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** David W. Mackley, Director  
Department of Workforce Development

**Date:** July 6, 2007

**Subject:** **New Portuguese Career Center Seminar Video**

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**Purpose:** To inform local Workforce Investment Boards, One-Stop Career Center Directors and other workforce investment partners about the new Portuguese version of the Career Center Seminar (CCS) video. Claimants with limited English proficiency whose native language is Portuguese will meet their mandated attendance requirement by viewing this presentation.

This Portuguese version builds on the four earlier CCS videos to help meet the needs of disabled and limited English proficiency claimants.

**Background:** The diversity of our customers requires us to be creative in the way we deliver services. By leveraging video technology and the availability of PC resources at the One-Stop Career Centers, these CCS videos enable more claimants to receive an informative overview of the career center services that can assist them to find a job more quickly.

Claimants can watch the video at a convenient One-Stop Career Center location, receiving the benefit of a “live presentation”. If necessary, a claimant can replay portions of or the entire video.

**Distribution:** The Portuguese CCS video will be mailed to all One-Stop Career Centers.

**Note:** The CD-Rom will play the Career Center Seminar through installed media player software on the computer. For optimal viewing, please copy the video Seminar from the CD-Rom onto a desktop and play the videotaped Seminar from the desktop.

**Action**

**Required:** Please view the Portuguese CCS video with your staff. Once the staff is familiar with the Portuguese version, the video may be used to enhance services for Portuguese speaking customers. It is important to note that CCS videos were developed to augment live presentations and not to replace them. It is recommended that all staff view the CCS videos for familiarity with the different versions.

**Important:** In order for the Career Center Seminar video to be used effectively, a counselor must be available to guide the claimant through the Career Center Seminar video, including filling out the Job Search questionnaire. Additionally, the counselor must provide the claimant with a Career Center Seminar package and answer any questions arising from the seminar.

**Effective:** Immediately

**Inquiries:** If you have any questions, need additional CDs or want to provide feedback about the CCS videos, please contact Yean-Ai Long at [ylong@detma.org](mailto:ylong@detma.org). To learn more about earlier CCS videos, refer to MassWorkforce Issuance No. 06-48 dated August 2, 2006 and MassWorkforce Issuance No. 07-28 dated May 8, 2007.