

Mass Workforce Issuance

Workforce Issuance No. 07-43

Policy **Information**

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 3, 2007

Subject: **Revised Career Center Seminar Presentation**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Directors and other local workforce investment partners that a revised Career Center Seminar presentation has been developed for use. In order to maintain a high quality of service delivery the Career Center Seminar (CCS) has been edited to include current programmatic information, a number of new slides have been added and the order in which several slides are viewed has been adjusted. The new version of the Career Center Seminar presentation is available on MassWorkforce.org. (see the link below).

This issuance updates the Career Center Seminar description included in WIA Communication No. 04-08 [Connecting Claimants to Career Centers \(2/12/04\)](#).

<http://www.massworkforce.org/Downloads/Issuances/Policy/Policy2004/Adobe2004/04-08.pdf>

Background: It is mandatory for new UI claimants to attend a Career Center Seminar to learn more about their rights and responsibilities, and about the resources available to help them find a job. Three slides in the CCS presentation have been updated with current information.

- “UI Benefits Info” (now slide #6)
- “Hiring Incentive Training Grant Information” (now slide #23)
- “Web Resources in Massachusetts” (now slide #25)

In addition, as a result of information garnered from Career Center and Department of Workforce Development representatives the following slides have been added to the presentation:

Slide # 7 - Medical Security Program

Slide # 18 - Do You Need Training?

Slide # 19 - Federal and State Tuition Assistance – WIA Title I, Education Rewards Grant Program

Slide # 20 - Trade Adjustment Assistance/Trade Readjustment Allowances

Slide # 21 - Training Opportunities Program (TOP)/Section 30

Slide # 22 - Division of Apprenticeship Training

Slide # 23 - Hiring Incentive Training Grant (revised from current presentation)

Slide # 24 - Work Opportunity Tax Credit (WOTC)

Policy: Each Local Workforce Investment Board will ensure that all Career Center Seminars conducted within the local area will utilize the new Career Center Seminar presentation as described herein.

Action

Required: The Career Center Seminar is the entry-point for all permanently separated claimants and as such is a required One-Stop Career Center core service. All Career Centers and satellites will deliver the new seminar presentation as revised. It is important that a consistent statewide service be provided so that all claimants are treated equally since this could affect their unemployment benefits. Actions required are as follows:

- Career Centers and satellites will implement the newly revised version of the Career Center Seminar.
- Career Centers and satellites must continue to offer sufficient numbers of seminars to accommodate the permanently separated claimants from their area within the required 3 week timeframe.
- Career Center staff should review weekly capacity reports indicating the number of seminar slots available and the number of claimants receiving letters to insure that a sufficient number of seminars are being offered.
- Accurate and timely information must be documented in MOSES, such as Career Center Seminar scheduling, rescheduling, attendance, non-attendance etc. A total of 1.5 hours of service will be automatically entered into the record of every customer who attends the Career Center seminar. No additional services may be added to the customer’s MOSES record as a result of attendance at a Career Center seminar without prior approval from DCS.

NOTE: It is recommended that all One-Stop Career Center staff review the revised presentation for familiarity with the new version. To access the revised Career Center Seminar presentation click on the following link:

<http://www.massworkforce.org/PowerPointWeb/CcsHITGMEFA/CCS%20Presentation%205-30-07.ppt>

The facilitator guide is available in two parts:

part 1

[http://www.massworkforce.org/PowerPointWeb/CcsHITGMEFA/Fac.%20Guide%201%20of%202%20\(5-07\).doc](http://www.massworkforce.org/PowerPointWeb/CcsHITGMEFA/Fac.%20Guide%201%20of%202%20(5-07).doc)

part 2

[http://www.massworkforce.org/PowerPointWeb/CcsHITGMEFA/Fac.%20Guide%202%20of%202%20\(5-07\).doc](http://www.massworkforce.org/PowerPointWeb/CcsHITGMEFA/Fac.%20Guide%202%20of%202%20(5-07).doc)

NOTE: A supply of hard copy Career Center Seminar handouts (Non-stock Form 1995) may be ordered from Jeff Cappello at jcappello@detma.org .

Effective: Immediately

Inquiries: Please email policy questions to PolicyQA@detma.org; indicating the Issuance Number and description. Questions regarding the Career Center Seminar and presentation content may be directed to Peg Ryan pryan@detma.org or John McCarthy jmccarthy@detma.org