

# MassWorkforce Issuance

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**Workforce Issuance No. 11-70**

**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

**cc:** WIA State Partners

**From:** George Moriarty, Director  
Department of Workforce Development

**Date:** November 17, 2011

**Subject:** **Revised Career Center Seminar, Facilitator's Guide and Related Handouts**

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**Purpose:** To provide notification to Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the revised Career Center Seminar (CCS) presentation, Facilitator's Guide and related handouts. This issuance replaces MassWorkforce Policy Issuance No. 09-76, Revised Career Center Seminar Presentation (10/16/09).

**Background:** As part of the current Massachusetts Reemployment Services (RES) initiative, it has been determined that the current CCS presentation and the Facilitator's Guide required slight revision. The following are the necessary documents for CCS and have all been revised and/or updated:

- Career Center Seminar Power Point Presentation
- Facilitator's Guide for the Career Center Seminar
- A Job Readiness Inventory
- Trade Handout
- WOTC Handout
- UI Policies and Procedures Handout
- Assistance Program for Massachusetts Citizens Handout

**Policy:** Each local Workforce Investment Board will ensure that all Career Center Seminars conducted within the local area will utilize the revised Career Center Seminar presentation and related materials as described herein.

**Action**

**Required:** Please review the content of the new Career Center Seminar, the related documents and current local practice to **ensure that the revised and updated CCS and related documents are now being utilized in each local One-Stop Career Center.**

1) Career Center Seminar Power Point Presentation (Attachment A)

As stated in the Facilitator's Guide, this presentation can be customized to cover specific services offered at the local career center. However, a number of slides and certain other information (as clearly indicated in the Facilitator's Guide) *is mandatory* and must be presented. Additionally, rather than adding significant amounts of locally related information to the CCS presentation (and the commensurate time needed for adequate description detail and discussion), it is strongly recommended that separate informational workshops be offered as a more practical alternative.

*Example:* a distinct *Training Opportunities Workshop* for anyone interested in training services.

2) Facilitator's Guide for the Career Center Seminar (Attachment B)

The Facilitator's Guide includes mandatory slides and a list of mandatory as well as optional handouts.

3) A Job Readiness Inventory (Attachment C)

The Job Readiness Inventory is provided as an example that may be modified to meet the needs of your career center.

4) Handout for Trade (Attachment D)

5) Handout for WOTC (Attachment E)

6) UI Policies and Procedures handout for staff use only related to profiling and CCS participant selection (Attachment F)

7) Assistance Program For Massachusetts Citizens handout for individuals who have either exhausted, or are about to exhaust their U.I claim (Attachment G)

These documents have also been posted on [massworkforce.org](http://www.massworkforce.org) under **Resources:**

<http://www.massworkforce.org/ResourceCenter/Index.htm>

**Effective:** Immediately

**Inquiries:** Inquiries should be directed to [PolicyQA@detma.org](mailto:PolicyQA@detma.org). Please cite this Issuance number with any inquiry.