

# Mass Workforce Issuance

**Workforce Issuance No. 14-29**

**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 Operations Managers

**cc:** WIA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** April 4, 2014

**Subject:** **Career Center Seminar, Facilitator's Guide, & Related Handouts REVISED**

**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, new slides, and the order in which several slides are viewed has been adjusted. Updates were recently completed on these slides, handouts, and the CCS Facilitator's Guide based on feedback received from Career Center management teams. The slide that describes the *Role of LMI* was revised such that the word 'unemployment', which was originally found at the bottom of the slide, now reads 'career transition'. The language for the pages associated with this slide in the Facilitator's Guide reflect this change.

The new version of the Career Center Seminar presentation is available at <http://www.massworkforce.org/ResourceCenter/Index.htm>. In order for the new version to display please click on the refresh icon. The Career Center Seminar has also been translated into 12 languages to accommodate career center customers.

This issuance replaces the Career Center Seminar description included in WIA Communication No. 13-65 *Updated Career Center Seminar*.

**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.

**Policy:** Each Local Workforce Investment Board will ensure that all Career Center Seminars conducted within the local area utilize the updated Career Center Seminar presentation as described herein. All earlier versions of the CCS are considered obsolete.

### **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 as 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 effective immediately. Please replace previous versions.
- Career Center Seminar facilitators are encouraged to use refer to the Facilitator's Guide talking points and notes as these provide essential points of emphasis that should be covered for each slide. This document also facilitates the proper training of new seminar facilitators.
- Career Centers and satellites will continue to offer sufficient numbers of seminars to accommodate the permanently separated claimants.
- Career Center staff is to 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 is to 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:** In addition to providing important and informative talking points the **Facilitator's Guide** also identifies which slides can be customized. Please ensure that all CCS Presenters use this helpful tool when conducting the CCS.

It is recommended that all One-Stop Career Center staff review the revised CCS presentation and Facilitator's Guide for familiarity with the new version.

The CCS Presentation and Facilitator's Guide can be found at [www.MassWorkforce.Org](http://www.MassWorkforce.Org), under the Resources tab.

In October 2013, training sessions were delivered to Career Center staff and their supervisors who are currently responsible for facilitating the Career Center Seminar.

**Important Information:** Please see the table below as it identifies mandatory slides and slides that may be customized, as well as a slide which provides Career Center specific information.

All slides must be delivered in the order shown to provide a consistent message to Job Seekers attending any CCS across the State.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@detma.org](mailto:PolicyQA@detma.org). Also indicate Issuance number and description.

Inactive

**Slide description:**

| Slide # | Title                                 | New or Revised | Can be Customized   |
|---------|---------------------------------------|----------------|---|
| 1       | Welcome                               | X              | Insert Career Center name.  |
| 2       | Quote                                 |                | This slide can be customized with any other uplifting positive quote.   |
| 3       | Agenda                                | X              |   |
| 4       | Why Here today                        | X              |   |
| 5       | Best Kept Secret                      | X              |   |
| 6       | CC Resources                          | X              |   |
| 7       | Career Center Services (Bubble slide) | X              | <b>Slides 7-13 Order must remain intact.</b>  |
| 8       | Individual Needs Assessment           |                | INA form must be included and completed during the CCS. This slide may be customized with a Career Center-specific INA form.  |
| 9       | What Is LMI (Arrow slide)             | X              | <b>Order must remain intact</b>   |
| 10      | Role of LMI (Pyramid slide)           | X              | <b>Order must remain intact</b>   |
| 11      | Labor Market Worksheet                |                | LMI Research Worksheet must be included - Career Center may customize LMI Research Worksheet here as long as it includes links to LMI resources/websites.   |
| 12      | Benefits of Job Search                | X              | <b>Order must remain intact.</b>  |
| 13      | WSA                                   | X              | <b>Order must remain intact.</b>  |
| 14      | Workshops                             | X              | Customize to show Career Center-specific work   |
| 15-21   | JobQuest                              | X              | <b>May be customized if the Career Center utilizes the direct link to Internet/JobQuest.</b> (If no direct link to JobQuest these slides must remain as shown)  |
| 22      | Veterans                              | X              | This slide may be customized to meet the needs of the career center and provide Career Center specific information.   |
| 23      | DUA                                   | X              | Customize by adding additional services   |
| 24 & 25 | REA Tax Credit                        |                |   |
| 26      | Community Resources                   |                | Customize by adding additional services   |
| 27      | WIA                                   | X              | May be new to some career centers, This slide may be customized to meet the needs of the Career Center and provide Career Center specific information.  |
| 28      | TAA                                   |                |   |
| 29      | National Emergency Grants             |                | It is highly recommended that Career Centers customize this slide by providing a list of current statewide NEG's. Current NEG listing is published in MassWorkforce Information Issuance #13-64, which will be updated as new grants are added. |
| 30      | Disability                            |                |   |
| 31      | Youth                                 | X              | May be new to some Career Centers. This slide may be customized to meet the needs of the Career Center and provide Career Center-specific information.  |
| 32      | CC Policies                           |                | This slide may be customized to meet the needs of the Career Center and provide Career Center-specific information.   |
| 33      | Feedback                              | X              | This slide may be customized to meet the needs of the Career Center and provide Career Center-specific information.   |
| 34      | Summary                               | X              |   |
| 35      | Next Steps                            | X              |   |
| 36      | Closing                               | X              |   |

**Inquiries:** Questions related to the CCS Training Program should be directed to Kathy Mack at [kmack@detma.org](mailto:kmack@detma.org) or 617-626-6803