

# **Career Center Seminar Information Package**

**Welcome to the 2017 Career Center Seminar Information package!**

**Thank you** to everyone in the field and within the Department of Career Services (DCS) for their hard work, input, time and feedback as we've worked to create a product that provides Career Centers the opportunity to customize their Career Center Seminar (CCS) to better reflect the incredible array of services you each provide at your centers.

The CCS is the opportunity to market your center's programs, services and staff expertise to Career Center customers attending the seminar voluntarily or to meet Department of Unemployment Assistance (DUA) requirements.

With the above in mind, the 2017 CCS lets your team creatively approach the topics covered in the CCS, cutting down the number of required slides and giving flexibility for arrangement of slides and delivery methods to present information to your customers.

The 2017 CCS requirements include thirty-two mandatory topics, which can be presented to customers in a variety of delivery methods (please see details below).

The DCS guidelines for delivery of the mandatory topics are as follows:

- **Seventeen** mandatory topics are to be presented via PowerPoint
- **Fifteen** mandatory topics can be presented in the way that your center feels best delivers the information to the customer, including but not limited to handouts, role-plays, talking points, case studies, videos, pictures, PowerPoint slides, etc.

In addition, Career Centers may place slides and present mandatory topics in whatever order best suits their presentation and delivery method.

**This package includes the following:**

- **At A Glance:** Lists the 32 mandatory topics to be covered in the CCS and the required/optional delivery methods.
- **Explanation Guide:** Highlights the 32 mandatory topics to be covered in the Career Center Seminar. The topics are grouped into required and customizable delivery methods and the guide includes the information Career Centers are required to cover for each topic.
- **Customizable and non-customizable PowerPoint slide decks:** Includes PowerPoint slides (both customizable and non-customizable) for 17 (of the 32) topics requiring presentation to customers via PowerPoint (PPT). ***These slides do not have to be presented in any particular order.***

**All mandatory topics are numbered similarly on  
all three documents**

## **Career Center Seminar Requirements**

### **At A Glance**

Below are the 32 mandatory topics for the 2017 Career Center Seminar (CCS), as well as the requirements for the method of delivery listed beside each. Those delivery methods include required and customizable PowerPoint slides, as well as your center's preferred tools and resources for delivery (customizable delivery method).

#### **Mandatory Topics:**

1. **Getting to Know Us:** *Customizable PPT Slide*
2. **How the Career Center can help you:** *Customizable PPT Slide*
3. **Individual Needs Assessment(s):** *Customizable PPT Slide*
4. **Customers with Disabilities:** *Customizable PPT Slide*
5. **Young Adults:** *Customizable PPT Slide*
6. **Career Center Partnerships:** *Customizable PPT Slide*
7. **Community Resources:** *Customizable PPT Slide*
8. **JobQuest:** *Customizable PPT Slide*
  
9. **Training Opportunities Program Section 30:** *Non-Customizable PPT Slide*
10. **Veterans:** *Non-Customizable PPT Slide*
11. **Seasonal Farmworkers/Agricultural Employers (MSFWs):** *Non-Customizable PPT Slide*
12. **Work Opportunity Tax Credit (WOTC):** *Non-Customizable PPT Slide*
13. **Trade Program:** *Non-Customizable PPT Slide*
14. **National Dislocated Worker Grants:** *Non-Customizable PPT Slide*
15. **Department of Unemployment Assistance:** *Non-Customizable PPT Slide*
16. **ReEmployment Services and Eligibility Assessment:** *Non-Customizable PPT Slide*
17. **Multilingual Services:** *Non-Customizable PPT Slide*
  
18. **Resource Room:** *Customizable Delivery Method*
19. **Job Search Process:** *Customizable Delivery Method*
20. **Assessments:** *Customizable Delivery Method*
21. **Labor Market Information (LMI):** *Customizable Delivery Method*
22. **LMI Worksheet:** *Customizable Delivery Method*
23. **Benefits of Tracking Job Search:** *Customizable Delivery Method*
24. **Work Search Logs:** *Customizable Delivery Method*
25. **Career Center Workshops:** *Customizable Delivery Method*
26. **Individual Career Guidance:** *Customizable Delivery Method*
27. **Training:** *Customizable Delivery Method*
28. **Business Services:** *Customizable Delivery Method*
29. **Customer Feedback:** *Customizable Delivery Method*
30. **Customers reporting Return to Work:** *Customizable Delivery Method*
31. **Next Steps after CCS:** *Customizable Delivery Method*
32. **Career Action Plan:** *Customizable Delivery Method*

# **2017 Career Center Seminar Explanation Guide**

The 2017 Career Center Seminar (CCS) includes thirty-two mandatory topics, which can be presented to customers in a variety of delivery methods, including both required and customizable delivery methods.

This Explanation Guide lists the 32 mandatory topics in three sections as follows:

- A. Customizable PowerPoint Slides** - Career Centers can deliver 8 (of the 32) mandatory topics using PowerPoint *slides created by you and placed anywhere in the presentation.*
- B. Non-Customizable PowerPoint Slides** - Career Centers need to deliver 9 (of the 32) mandatory topics via a PowerPoint slide which cannot be altered from the slide provided by DCS and enclosed in this package. *These slides can be placed anywhere in the presentation.*
- C. Customizable Method of Delivery** – Career Centers can deliver 15 (of the 32) mandatory topics in whatever way the center feels best delivers the information to the customer, including but not limited to: handouts, talking points, role-plays, case studies, videos, pictures, PowerPoint slides, etc. *Whatever delivery method you select, these topics can be placed anywhere in the presentation.*

## **In each section below:**

- Mandatory topics are numbered and listed in **BOLD**
- Method of Delivery is listed in *ITALICS* next to each topic
- Below each topic name is the required talking point (also listed in notes of PPT slides)
- Topics are numbered similarly in all documents



**A. Customizable PowerPoint Slides:**

The following eight mandatory topics can be incorporated into your Career Center Seminar using PowerPoint slides created by you.

**1) Getting to Know Us**

Brief explanation of the One-Stop Career Center system; communities served; WIOA Overview - inform customers that job search services such as career planning, training and support services are the result of funding from the WIOA program

**2) The Career Center Can Help You**

Overview of how staff and Career Center services help customers with the job search process and how to connect with employers; opportunity to promote workshops

**3) Individual Needs Assessment (INA)**

Explain and have customers complete the INA in preparation for filling out the Career Action Plan (CAP) form and/or triaging for services

**4) Customers with Disabilities**

Highlight disability services, including services for customers with physical, learning and/or psychiatric disabilities and related partnership referrals

**5) Young Adults**

Highlight services for young adults, including partner agency referrals that your Career Center works with to assist youth

**6) Career Center Partnerships**

Inform customers of your center's partnerships with local, state and federal agencies, and highlight services and referrals. Talking points will be based on the Career Center's individual MOU that include: MCR, MCB, ACLS, SCSEP

**7) Community Resources**

Highlight community resources local to your Career Center, including at a minimum, 211

**8) JobQuest**

Highlight the features and benefits of JobQuest and how it can be useful in the job search; My JobQuest

## **B. Non-Customizable PowerPoint Slides**

Career Centers need to deliver 9 (*of the 32*) mandatory topics via a PowerPoint slide, which cannot be altered from the slide provided by DCS and enclosed in this package.

### **9) Training Opportunities Program Section 30**

Inform customers of Section 30 (TOPS) program for training; stress the 20th payable week deadline

### **10) Veterans**

Highlight Veteran's Services and assure that Veterans and eligible spouses are aware of priority of service at the Career Center; thank Veterans for their service; offer introduction to DVOP or Vet Rep

### **11) Seasonal Farmworkers/Agricultural Employers (MSFWs)**

Highlight that Career Center staff provide a full-range of workforce development services to agricultural and food processing workers and employers; applicants may have to meet certain program requirements

### **12) Work Opportunity Tax Credit (WOTC)**

Inform customers that employers may get a tax credit for hiring individuals from specific target groups who have consistently faced significant barriers to employment

### **13) Trade Program**

Inform customers of the Trade Program and how it provides for reemployment services and benefits for eligible customers whose job has been adversely affected by foreign competition and who may have worked for a Trade certified company; inform customers of the strict deadlines that apply

### **14) National Dislocated Worker Grants**

Highlight the benefits of these grants and related services. Assure customers are aware of the companies that have National Dislocated Worker Grants

### **15) Department of Unemployment Assistance**

Highlight services available at your Career Center related to UI claims assistance, including the days and hours staff are available to assist; inform customers that the Teleclaims Center may have long wait times and that UI online or the call back option is the best method to contact UI

### **16) ReEmployment Services and Eligibility Assessment**

Highlight the RESEA Program and overview; inform customers that RESEA is a DUA program that is administered by career centers across the state and offers customers a chance to access a full array of Career services

### **17) Multilingual Services**

Highlight multilingual services, resources and benefits

### **C. Customizable Delivery Method**

The following fifteen mandatory topics can be incorporated into your Career Center Seminar using the method that works best for your presentation to convey the information to your customers (including but not limited to PPT slides, handouts, case studies, role plays, etc.)

**18) Resource Room:**

Opportunity to promote resource room, services, and staff assistance

**19) Job Search Process:**

Explanation of the various elements of a job search process

**20) Assessments:**

Introduction of assessment as the foundation of the job search process, highlighting assessment tools HWOL, TORQ and CR101 at a minimum

**21) Labor Market Information (LMI):**

Explanation of the role of labor market information in the job search process and the questions LMI can answer for job seekers

**22) LMI Worksheet:**

Reiterate importance of recording labor market research to inform the job search

**23) Benefits of Tracking Job Search:**

Review the Unemployment Insurance eligibility requirement of tracking work search and how tracking helps to organize and inform the job search process

**24) Work Search Logs:**

- Explanation of how to complete work search logs
- Suggestions for alternative ways customers may track their job search for their personal record keeping (i.e.; Excel, Word, etc.)

**25) Career Center Workshops:**

Promotion and marketing of Career Center specific workshops

**26) Individual Career Guidance**

Demonstrate ways that Career Center staff can assist customers through one-on-one job search and career planning; relate to Demand 2.0

**27) Training:**

- Demonstrate career pathways for customers who need training and/or skill development
- Inform customers how they can request to work with a Career Counselor for training exploration
- Inform customers of the various sources of funding available for training opportunities

**28) Business Services:**

Highlight the services and the employer relationships of the Business Service Representatives (BSRs) and how it translates to helping customers, including, at a minimum, *On the Job Training & Apprenticeship*

### **C. Customizable Delivery Method (continued)**

**29) Customer Feedback:**

Inform customers of the complaint policy, local complaint officer(s), and local procedures for customer feedback

**30) Customers reporting Return to Work:**

Stress the importance of reporting return to work details to Career Centers (in addition to DUA), and how not reporting a Return to Work to the Career Center can impact a customer's benefits in the future

**31) Next Steps after CCS:**

- Inform RESEA customers of possible next steps related to RESEA program (i.e., Initial RESEA, workshops, etc.)
- Inform non-RESEA customers of options and next steps to continue using the Career Center

**32) Career Action Plan:**

Explain the purpose of the career action plan (and the form) in relationship to program requirements and creating a roadmap to employment