

MassWorkforce Issuance

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☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 13, 2015

Subject: **Career Center Seminar and Facilitator's Guide UPDATED**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Directors and other local workforce partners that the Career Center Seminar presentation has been updated. In order to maintain a high quality of service delivery, the Career Center Seminar (CCS) has been revised to reflect WIOA and RESEA and a new slide has been added for Section 30. The language in the Facilitator's Guide also reflects these changes.

The new version of the Career Center Seminar presentation is available at <http://www.mass.gov/massworkforce/resources/css-seminar-and-resources/>. 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.

This issuance replaces all prior Career Center Seminar descriptions and instructions.

Background: It is mandatory for new UI claimants to attend a Career Center Seminar to learn about their rights and responsibilities and the array of resources available to help them find a job.

Policy: Local Workforce Boards and Career Center Operators must ensure that all Career Center Seminars conducted within the local workforce 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 affiliate sites will deliver the new seminar presentation as revised. It is important that a consistent service be provided statewide so that all claimants are treated equally as this has the potential to affect their unemployment benefits.

Actions required are as follows:

- Career Centers and affiliate sites will implement the revised version of the Career Center Seminar including the Presentation version, Handout Version and the Facilitator Guide effective immediately. Please replace previous versions.
- Career Center Seminar facilitators are encouraged to use 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 affiliate sites 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 ensure that a sufficient number of seminars is 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.
- Career Centers and affiliate sites will use the updated version of the Trade Adjustment Assistance (TAA) Program and the Work Opportunity Tax Credit (WOTC) Program materials effective immediately. Please replace previous versions.

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 updated material.

The CCS Presentation, CCS Handout Version, Facilitator's Guide, TAA, and WOTC documentation is located at <http://www.mass.gov/massworkforce/>, under the Resources tab.

Career Centers may request CCS training by completing the training request form. Please refer to WIOA Information Issuance #14.111 at <http://www.mass.gov/massworkforce/docs/issuances/wioa-information/14-111.pdf>

Important Information: Please review 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; indicate Issuance number and description.

Slide description:

Slide #	Title	New or Revised	Can be Customized
1	Welcome		Insert Career Center name.
2	Quote		This slide can be customized with any other uplifting positive quote.
3	Agenda		
4	Why Here today		
5	Best Kept Secret		
6	CC Resources		
7-13	Career Center Services (Bubble slide)		Slides 7-13 Order must remain intact.
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)		Order must remain intact
10	Role of LMI (Pyramid slide)		Order must remain intact
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		Order must remain intact.
13	WSA	X	Order must remain intact.
14	Workshops		Customize to show Career Center-specific workshops.
15-21	JobQuest		May be customized if the Career Center utilizes the direct link to Internet/JobQuest. (If no direct link to JobQuest these 6 slides must remain as shown)
22	Veterans		This slide may be customized to meet the needs of the career center and provide Career Center specific information.
23	DUA		Customize by adding additional services
24	TOP Section 30	X	
25	TAA	X	
26	National Dislocated Emergency Grants	X	It is highly recommended that Career Centers customize this slide by providing a list of current statewide NDWGs. Current NDWG listing is published in MassWorkforce Information Issuance #13-64, which will be updated as new grants are added.
27	RESEA	X	
28	WOTC		
29	Community Resources		Customize by adding additional services
30	WIOA	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.
31	Disability		
32	Youth		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.
33	CC Policies		This slide may be customized to meet the needs of the Career Center and provide Career Center-specific information.
34	Feedback		This slide may be customized to meet the needs of the Career Center and provide Career Center-specific information.
35	Summary		
36	Next Steps		
37	Closing		

Inquiries: Questions related to the CCS Training Program should be directed to Donna Gambon at dgambom@detma.org or 617-626-5053