

MassWorkforce Issuance

100 DCS 08.107

☒ 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: May 16, 2017

Subject: **Career Center Seminar (CCS) requirements for Massachusetts One Stop Career Centers 2017**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Directors and other local workforce partners of the 2017 Career Center Seminar presentation requirements. With assistance and feedback from the field, the Career Center Seminar (CCS) has been revised to provide the opportunity for Career Centers to customize the presentation.

The 2017 Career Center Seminar requirements let your team creatively approach the topics covered in the CCS by cutting down the number of required slides, giving flexibility for the arrangement of slides, and providing more options for delivery methods to present information to CCS customers.

The requirements include **thirty-two mandatory topics**, which can be presented to customers in a variety of delivery methods explained in the attached Information Packet. The packet includes three documents (listed below) that describe the thirty-two topics and list the required talking points, as well as their required method of delivery to customers:

- ***At A Glance:*** Lists the 32 mandatory topics to be covered in the CCS and the required/optional delivery methods.
- ***Explanation Guide:*** Describes the 32 *mandatory topics* to be covered in the Career Center Seminar and the required talking points. The topics are grouped into *required* and *customizable delivery methods*.
- ***Customizable and non-customizable PowerPoint slide deck:*** Includes slides for **17** (of the 32) mandatory topics requiring presentation to customers via PowerPoint. ***These slides do not have to be presented in any particular order.***

Background: It is mandatory for new, permanently separated 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 employment. The CCS is a One-Stop Career Center (OSCC) core service.

Policy: Local Workforce Boards and Career Center Operators must ensure that all Career Center Seminars conducted within the local workforce area utilize the 2017 Career Center Seminar requirements as described herein.

Action

Required: Actions required are as follows:

- All Career Centers and affiliate sites must deliver Career Center Seminars using the 2017 CCS requirements.
- All appropriate One-Stop Career Center staff must review the 2017 CCS presentation requirements for familiarity with the updated material.
- Local Career Centers will be responsible to ensure that customization of the CCS continues to meet programmatic accessibility as defined in WIOA Section 188 non-discrimination provisions and the Americans with Disabilities Act (ADA).

**Important
Information:**

- The ADA compatible presentation and the Language Services presentations are located online at: <http://www.mass.gov/massworkforce/resources/ccs-seminars-and-resea/>
- Please review all three of the enclosed documents in the Information Package.
- Information sessions for the 2017 CCS requirements will be conducted in select locations. *To register for these sessions, please visit the training calendar [HERE](#).*

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<http://www.mass.gov/massworkforce/docs/issuances/wioa-information/14-190.pdf>

Effective: June 2017

Inquiries: Please email all questions to PolicyQA@detma.org; indicate Issuance number and description.

Attachments: A: At A Glance and Explanation Guide

B: Customizable and non-customizable PowerPoint slide deck

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