

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

100 DCS 14.191

☐ 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 9, 2017

Subject: **Case Counselor Training – Four Indicators of Effective Service Delivery Webinar**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the WorkforceGPS webinar: [Region 1 Case Counselor Training – Four Indicators of Effective Service Delivery](#) on Friday, May 26th from 1:00pm – 2:00pm.

Background: Designed for front line Case Counselors and their supervisors and managers, this four-part training covers essential indicators of effective service delivery:

- Keeping Precise and Effective Case Notes
- Understanding Basic, Individualized and Follow-Up Career Services
- Improving Time Management
- Knowing What Employers Want

The training modules include teaching aids and quizzes that can be used to measure the case counselor's proficiency level, leading to their certification by the Career Center management. The webinar materials will introduce changes that have occurred during the transition from WIA to WIOA and will recommend some strategies and tips for our evolving service delivery environment.

A WorkforceGPS account is required for registration. WorkforceGPS is the next generation, device-friendly website for peer-to-peer connection and resources. Click [here](#) to create a free account.

Action

Requested: Please share the information with staff and partners as appropriate.