

Mass Workforce Issuance

100 DCS 14.153

☐ 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: October 28, 2016

Subject: **Case Note Management for Workforce Professionals Webinars**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the Master Class for Case Note Management for Workforce Professionals offered through the National Association of Workforce Development Professionals ([NAWDP](#)).

Background: Implementing the Workforce Innovation and Opportunity Act (WIOA) brings additional opportunities to improve data collection and intake procedures. NAWDP is pleased to work with Dynamic Works Institute to offer to strengthen skills and improve effectiveness through this five part webinar series. The series covers basic fundamentals of quality case note management, as well as tested systems for oversight and management.

Topics Covered:

Capitalizing Intake Processes	Interviewing Techniques
Time Management	Strategic Organization
Elements of Effective Case Noting	Creating/Maintaining Case Notes
Problem Solving	Superior Customer Service
Developing/Measuring/Monitoring Key Performance Indicators and More!	

Who Should Participate? Anyone who works with job seekers including intake coordinators, career facilitators, career agents and coaches, employment representatives, case managers, and supervisors.

Each Participant Receives:

- 5 one hour webinars
- Final Exam
- Certificate of Completion

The fee is \$300 for NAWDP Members and \$375 Non-Members

Please Note: Each participant must [register](#) separately

Webinar Dates:

- November 30, 2016
- December 7, 2016
- December 14, 2016
- December 21, 2016
- January 4, 2017

All webinars begin at 2:00 ET and will be recorded for later viewing.

Action

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