

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

100 DCS 14.231

☐ 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 17, 2018

Subject: **Career Planning Training**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other workforce development partners that the Department of Career Services (DCS) Training and Development Team will be conducting Career Planning Trainings in May and June of 2018.

Background: Career Planning, as defined by the Workforce Innovation and Opportunity Act (WIOA), is a customer-centered, goal-oriented process in which an individual staff person, or a team of career center staff, assists a job seeker customer with the development and coordinated delivery of a structured program of planned, interconnected services in order to achieve a specific employment goal. WIOA requires that formal Career Planning be the standard service delivery model for job seeker customers. A MassWorkforce policy issuance outlining Career Planning requirements was issued on February 23, 2018 (Issuance 100 DCS 08.112). The Career Planning for WIOA Job Seeker Customers policy replaced the WIA Case Management Policy (Issuance #04-34).

The Career Planning Training is designed to provide management and career center staff with an overview of the Career Planning process. The Career Planning service delivery model discussed will include:

- Differences between WIOA Career Planning and WIA Case Management
- The customer-centered approach in the delivery of career planning services
- Informational intake and assessment process
- Goal setting
- The development of an Individual Employment Plan (IEP)
- Service delivery coordination (partner agencies/career centers)
- Monitoring the progress of the customer (Case Management)
- The MOSES Career Planning component
- Case closure

Staff may register for the following Career Planning trainings through each training's respective EventBrite registration link:

DATE	TIME	LOCATION	EVENTBRITE REGISTRATION
May 31	9am – 3pm	Charles F. Hurley Building Gazda Room – 4 th Floor 19 Staniford Street Boston, MA 02114	https://www.eventbrite.com/e/career-planning-training-boston-tickets-46076445890
June 5	9:30am – 3:30pm	FutureWorks One Federal Street Building 103-3 Springfield, MA 01105	https://www.eventbrite.com/e/career-planning-training-springfield-tickets-46081131906
June 8	9am – 3pm	Quincy Career Center 1515 Hancock Street Quincy, MA 02169	https://www.eventbrite.com/e/career-planning-training-quincy-tickets-46079971435
June 12	9am – 3pm	Fall River Career Center 446 North Main Street Fall River, MA 02720	https://www.eventbrite.com/e/career-planning-training-fall-river-tickets-46073455947
June 14	9am – 3pm	Career Center of Lowell 107 Merrimack Street Lowell, MA 01852	https://www.eventbrite.com/e/career-planning-training-lowell-tickets-46081458884
June 20	9am – 3pm	Workforce Central Career Center 340 Main Street, Suite 400 Worcester, MA 01608	https://www.eventbrite.com/e/career-planning-training-worcester-tickets-46080676544
June 22	9am – 3pm	North Shore Career Center 70 Washington Street Salem, MA 01970	https://www.eventbrite.com/e/career-planning-salem-tickets-46080381662

Action

Requested: Please disseminate this information to appropriate managers, staff, and partners.

Inquiries: Please email all questions to REALMI@MassMail.State.MA.US. Please include the issuance number and title.