



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.342

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: June 5, 2020

Subject: **Best Practices Panel for Delivering Virtual Services**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and workforce partners, of a best practices panel presentation by MassHire leaders across the system on how they developed and currently deliver virtual career center services.

Background: In this environment of the “new normal”, the MassHire Department of Career Services (MDCS) in conjunction with selected MassHire Career Centers from across the state, will convene to present and discuss the development and implementation of virtual career center services relative to assisting career center customers with job search, career planning, training, and business services.

Topics to be discussed will include operationalizing processes, training and motivating staff, individualized remote career planning services, and remote business engagement. As part of this panel, there will be a live Q&A.

Action

Requested: Managers, Directors, Supervisors and appropriate staff are encouraged to participate in this presentation.

The **Best Practices Panel** will take place for approximately 90 minutes:

June 11, 2020 @ 2:00pm – 3:30pm

Staff must register for this training in advance through Eventbrite by clicking on Best Practices Panel located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/mdcs-best-practices-panel-for-delivering-virtual-services>

After registering on Eventbrite, registrants will receive WebEx login details located in the Eventbrite confirmation email.

To check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard - kim.m.leonard@detma.org or Gail Normandin - gail.normandin@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.