



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: July 24, 2020

Subject: **Panel: Best Practices, Challenges and Dialogue for the Customer Flow Process**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, specifically, directors, managers/supervisors of a panel discussion by peer leaders throughout the state regarding best practices and challenges around virtual customer flow.

Background: The MassHire Department of Career Services (MDCS) recognizes that almost all MassHire Career Centers have a customer flow process in various stages of progress. In preparation for August 3, 2020, MDCS, in conjunction with selected MassHire Career Center Managers and Directors from across the state, will be hosting a panel discussion for an open exchange of ideas on the implementation of remote services for the customer flow. There will be a focus on best practices and challenges in order to support colleagues and MassHire Career Centers throughout the MassHire workforce system.

Topics to be discussed will include how to assist customers with no or limited technology, limited English proficient customers, and acceptable ways to receive documentation. The goal is to promote what is working, identify resolution for challenges, and to strengthen collaboration between MassHire Career Centers and MDCS; thereby providing consistent services to customers.

Action

Required: Managers and Supervisors are encouraged to participate in this presentation.

Best Practices, Challenges and Dialogue for the Customer Flow Process will take place for approximately 90 minutes on the following date:

Thursday, July 30, 2020 @ 10:00am – 11:30am

Please register for this panel in advance through Eventbrite by clicking on the **Best Practices, Challenges and Dialogue for the Customer Flow Process** 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.