



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.353

☐ 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: August 11, 2020

Subject: **Follow-up Panel to Customer Flow Dialogue**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire career center staff and workforce partners, of a follow-up dialogue from the last panel discussion on challenges and solutions of the customer flow process since the restart of RESEA enrollments. This follow-up panel discussion will include dialogue around sharing solutions of what is working and what are the challenges encountered since implementation. In addition, Multilingual Services will be available for questions regarding LEP and Language Access, and a presentation on the use of a Customer Activity Tracking System (CATS) and the development of a Global Idea Sharing Program to improve communication amongst internal career center staff.

Background: The MassHire Department of Career Services (MDCS) in conjunction with selected MassHire Career Centers from across the state, will follow up on the July 30th open dialogue on remote customer flow processes for all customers.

This open discussion will also include presentations on customer activity tracking as a means to follow with customers throughout the career process, question and answer regarding LEP and Language Access, and the development of an internal communication mechanism to promote idea sharing amongst career center staff to work collaboratively and effectively while providing virtual services to all customers. 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.

Follow up Panel to Customer Flow Dialogue; in conjunction with presentations on Customer Activity Tracking Systems and Internal Communication Processes will take place for approximately 90 minutes on the following date:

August 20, 2020 @ 1:00pm – 2:30pm

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

<https://www.mass.gov/service-details/mdcs-best-practices-panels>

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.