



# Workforce Issuance

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☒ **Policy**   ☐ **Information**

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**To:** MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Beth Goguen, Director  
MassHire Department of Career Services

**Date:** October 7, 2025

**Subject:** **Career Center Seminar (CCS) Requirements for MassHire Career Centers**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, Career Center Directors, Operation Managers and other local workforce partners of the MassHire Career Center Seminar (CCS) presentation requirements when presenting virtually or in person.

The purpose of this revision is to provide updates as to how the CCS can be delivered that includes the use of the On-Demand Video (ODV).

The Career Center Seminar (CCS) requirements give flexibility for the arrangement of slides and providing more options for delivery methods.

Career Centers may facilitate CCS presentations for customers through various formats, including in-person sessions, virtual meetings, or a combination of On-Demand Video (ODV) paired with live facilitation—either in person or online. These flexible delivery methods are designed to ensure effective engagement and access to CCS information across different customer needs.

MassHire Career Center (MCC) requirements for facilitated virtual and in person must include the 32 mandatory topics. The exception is the ODV. If MCCs choose to utilize

the ODV for virtual and in person, it must be supplemented with the 32 mandatory topics.

The requirements can be presented as outlined or in the attached PPT and do not have to be presented in any particular order. The PPT includes thirty-two topics, as well as the flexibility for in person, virtual, or a combination of ODV paired with live facilitation. In addition to the 32 mandatory slides, Career Centers may add customizable content that may be specific to their local workforce areas. This includes each Career Center's choice to select images for the customizable and non-customizable slides. It must be ensured that all images are appropriate, accessible, and do not infringe on copyright.

**Background:** It is mandatory for all new, permanently separated UI claimants and strongly recommended for all other customers to attend a Career Center Seminar to learn about their rights and responsibilities and the array of resources available to help them find employment. The CCS is a MassHire Career Center (MCC) core service.

**Policy:** MassHire Workforce Boards and Career Center Operators must ensure that all Career Center Seminars conducted within the local workforce area utilize the Career Center Seminar requirements as described herein.

MassHire Career Centers must establish local policy that includes parameters for customer engagement to receive credit for participation when facilitating the CCS. Local policy should address customer barriers, such as language, cognitive, educational and technological barriers.

#### **Action**

**Required:** All Comprehensive Career Centers must deliver Career Center Seminars using the CCS requirements described herein. At a minimum, affiliate sites must provide access to the ODV.

All MassHire Career Center staff must review the CCS presentation requirements for familiarity.

MassHire Career Centers will be responsible to ensure that customization of the CCS continues to meet programmatic accessibility as defined in WIOA Section 188 non-discrimination provisions and the Americans with Disabilities Act (ADA).

#### **Important**

**Information:** The Language Services presentations for the CCS ODV can be viewed on the customers' JobQuest account and to receive credit, they must watch the video in its entirety.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov); indicate Issuance number and description.

**Attachments:** A: Customizable and non-customizable PowerPoint slide deck