MASSHIRE | DEPARTMENT OF CAREER SERVICES

Workforce Issuance

100 DCS 08.119 ☑ **Policy** ☐ **Information**

Non-Active

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: April 24, 2020

Subject: **Remote Career Center Seminar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other MassHire workforce partners of the development of a new remote Career Center Seminar (CCS) for career center customers. This guidance around the use and implementation of the remote Career Center Seminar is to assist all MassHire Career Centers to deliver this CCS at scale, and it will be a living document with updates announced as they are finalized.

Background: All Massachusetts Unemployment Insurance (UI) customers are required to receive an orientation to career center services to assist them in their re-employment efforts.

In order to provide Career Center Seminars remotely during the Coronavirus - COVID-19 emergency, the MassHire Department of Career Services (MDCS),

working in conjunction with the Executive Office of Technology Services & Security (EOTSS), has developed a remote CCS to assist MassHire Career Centers in providing orientations to career center services to career center customers.

The newly developed remote career center seminar is designed to supplement, but not replace, existing remote career center seminar delivery models currently employed throughout the MassHire Career Center system.

Those MassHire Career Centers that are currently not employing remote career center seminars, at scale, are strongly encouraged to utilize the new remote career center seminar and the resources provided within this guidance to assist all UI customers.

Below are the links to the PPT presentation and the video that also includes a OneDrive link to download the final .mp4 video file. The permissions on this link allow anyone who works at the Commonwealth and has a Commonwealth email address to download the file using this link. Where there are issues downloading the file, please see below to send an email for assistance.

Please note that the video and PPT mirror each other:

Updated video: //youtu.be/0vVaCz[illegible]

Download video .mp4 file: https://massgov-my.sharepoint.com/:v:/g/personal/nicole_porter_mass_gov/EepZnPrkz9dFmtxcwKlU_qsB8tXLLAC[illegible]Nt[illegible]yI97LVE08g?e=Kqeo5b

PowerPoint Presentation: https://www.mass.gov/doc/ccs-online-video

Please note that MDCS is currently working on translations in the various required languages. Those translations will be posted, and notice provided as they become available.

As part of administering remote Career Center Seminars, MDCS has created a best practices manual for engaging customers during a CCS or workshop.

Below is the link for the best practices manual for guidance for the presentation of engaging remote Career Center Seminars through the WebEx platform. https://www.mass.gov/doc/webex-best-practices

MDCS is also developing guidance on delivering remote services, training for utilizing WebEx, Zoom and GoToWebinar and training around presentation skills. These training offerings will be announced under separate issuances.

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Policy: MassHire Career Centers are required to offer the Career Center Seminar as a virtual service and "at scale" – sustainably available to large numbers of individuals.

The MassHire CCS described herein may be used, or existing remote career center seminar delivery models currently employed throughout the MassHire Career Center system are acceptable to be used as well.

Those MassHire Career Centers that are currently not employing remote career center seminars at scale are strongly encouraged to utilize the new remote career center seminar and the resources provided within this guidance to assist all UI customers.

MassHire Career Centers must establish local policy that includes parameters for customer engagement to receive credit for participation.

Action Required: Each MassHire Career Center must establish a policy on how long and/or what actions within the seminar a customer must be engaged in, in order to receive credit for participation. Ideas for developing your policy may be assisted by viewing the best practices materials provided.

Customers must be made aware of your career centers' policy prior to the Career Center Seminar event. Please ensure that policies address customer barriers, such as language, cognitive, educational and technological barriers.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard at kim.m.leonard@detma.org or Gail Normandin at gail.normandin@detma.org.

Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

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