This checklist is designed to guide you through the Career Center Seminar (CCS)\* observation process. Use it to ensure proper documentation of your observation and for subsequent sharing with MassHire Career Center (MCC) staff.

**\*The Career Center Seminar can be conducted in-person, virtually, or both (i.e., in-person and virtual) in accordance with applicable MassHire Department of Career Services (MDCS) guidelines.**

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| **Form Instructions**This Career Center Seminar – Observation Checklist is a fill-in form. To complete the form, perform the following:1. Position your mouse pointer/cursor over the first form field. 2. Enter text or check/uncheck a box (e.g., form fields are highlighted). 3. Press Tab to accept the field change and go to the next field (or Shift+Tab to go to the previous field). 4. Complete all form fields, sign, and date the document. 5. Resave the file with a new name (e.g., Save As), location, and file type – for example, Word document or PDF. |

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| Observation Date & Time |
| Click or tap here to enter text. |
| MCC Location | RESEA Reviewer (WDB) |
| Click or tap here to enter text. | Click or tap here to enter text. |
| CCS Presenter | RESEA Reviewer (FMO) |
| Click or tap here to enter text. | Click or tap here to enter text. |

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| **Career Center Seminar Requirements** |
| Method used for this CCS observation? | Guidelines followed for this CCS observation? |
|[ ]  In-Person |[ ]  Policy Issuance: 100 DCS 08.107; Issued May 16, 2017 |
|[ ]  Virtual |[ ]  Policy Issuance: 100 DCS 08.119; Issued April 24, 2020 |
|[ ]  In-Person & Virtual |[ ]  Other – If checking this option, describe below |
|  |  |  | Click or tap here to enter text. |

Complete this Career Center Seminar Observation Checklist to verify mandatory CCS service components/requirements are met in accordance with applicable guidelines. **Note: as indicated below and on the previous page under *Career Center Seminar Requirements*.**

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|[ ]  **Policy Issuance: 100 DCS 08.107 issued May 16, 2017 | MassHire Career Centers MUST complete the following service components (32 topics)** |
|[ ]  (15) Customizable PowerPoint Slides **Note: Delivery format to be determined by Career Center.** |
|[ ]  Resource Room |[ ]  Individual Career Guidance |
|[ ]  Job Search Process |[ ]  Training |
|[ ]  Assessments |[ ]  Business Services |
|[ ]  Labor Market Information (LMI) |[ ]  Customer Feedback |
|[ ]  LMI Worksheet |[ ]  Customer Reporting |
|[ ]  Benefits of Job Search Tracking |[ ]  Post-CCS Next Steps |
|[ ]  Work Search Log |[ ]  Career Action Plan (CAP) |
|[ ]  Career Center Workshop |  |  |
|[ ]  (8) Customizable PowerPoint Slides |
|[ ]  Getting to Know Us |[ ]  Young Adults |
|[ ]  How can your MassHire Career Center Help You? |[ ]  Career Center Partnerships |
|[ ]  Individual Needs Assessments |[ ]  Community Resources |
|[ ]  Customers with Disabilities |[ ]  JobQuest |
|[ ]  (9) Non-customizable PowerPoint Slides **Note: Content/format cannot be altered.** |
|[ ]  Training Opportunities Program (TOP) Section 30 |[ ]  Department of Unemployment Assistance (DUA) |
|[ ]  Migrant Seasonal Farmworkers (MSFWs) |[ ]  Veterans |
|[ ]  Work Opportunity Tax Credit (WOTC) |[ ]  Multilingual Services |
|[ ]  Re-employment Services & Eligibility Assessment (RESEA) |[ ]  National Dislocated Workers Grants (NDWGs) |
|[ ]  Trade Program |  |  |

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|[ ]  **Policy Issuance: 100 DCS 08.119 issued April 4, 2020 | MassHire Career Centers MUST ensure local policies and protocols meet the following requirements.** |
| Yes | No |  |
|[ ] [ ]  Was established protocol used to ensure the Career Center utilized video and/or PPT content as outlined in this policy? |
|[ ] [ ]  Relative to the following, was established local policy reviewed and complied with?

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|[ ]  Established local policy included parameters (e.g., length of time, specific actions, etc.) for Career Center Seminar customer engagement to receive credit for participation. |
|[ ]  Established local policy addressed potential customer barriers including language, cognitive, educational, and technological barriers. |
|[ ]  Established protocol ensured customers were informed about local policies PRIOR to the scheduled Career Center Seminar event. |

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|[ ]  **Other | No specific Policy Issuance employed (e.g., 100 DC 08.107 or 100 DCS 08.119)** |
| If checking this option, describe below |
| Click or tap here to enter text. |

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|[ ]  **Observation Summary – All MassHire Career Centers** |
| Yes | No |  |
|[ ] [ ]  Is established Standard Operating Procedure (SOP) being followed for Career Center Seminars? |
|[ ] [ ]  In accordance with local Workforce Development Board (WDB) policy, does the presentation cover the required essence of the Career Center Seminar’s intent\*? |
| **Although it is mandatory for new, permanently separated UI claimants to attend a Career Center Seminar (“CCS”) to learn about their rights and responsibilities and the array of resources available to help jobseekers find employment, the CCS is a MassHire Career Center core service.** |
|[ ] [ ]  Does the Career Center Seminar (CCS) align to all services posted in MOSES as associated with a CCS event? |

**Verification that Career Center has standard operating procedures in place for documenting attendance upon completion of CCS.**

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| Workforce Development Board (WBD)Designee Name | Workforce Development Board Designee Digital Signature |
| Click or tap here to enter text. | Click or tap here to enter text. |
| Date Signed | Workforce Development Board Designee Signature (if required) |
| Click or tap here to enter text. |  |