The checklist below is designed to guide you through the Career Center Seminar (CCS)\* observation process. Use of this checklist will ensure proper documentation of the Career Center Seminar (CCS) observation that can be used for subsequent sharing with MassWorkforce Boards and MassHire Career Center (MCC) staff.

**\*The Career Center Seminar (CCS) can be conducted in-person or virtually in accordance with applicable MassHire Department of Career Services (MDCS) guidelines at the time of review. For virtual appointments, cameras MUST be turned on for both MCC staff and the job seeker. Staff MUST verify the job seeker’s identification during virtual or in-person “Career Center Seminar” appointments. Telephone meetings should be conducted SOLELY as a means of last resort.**

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| **Form Instructions**  This Career Center Seminar – Observation Checklist is a printable form. To complete the form, perform the following:   1. Print the “Observation Date & Time”, “MOSES ID”, “MCC Location”, “RESEA Specialist”, and “RESEA Reviewer” where indicated, in ink, on the first page of this document. 2. Answer all the questions in this document completely and accurately by checking the appropriate box or printing the response in ink where indicated. 3. Print the “Workforce Development Board (WBD) Designee Name” and “Date” where indicated, in ink, on the final page of this document. 4. Sign the final page of this document, in ink, where indicated. 5. Scan the completed document to create a PDF copy for filing and reporting purposes. |

|  |  |
| --- | --- |
| Observation Date & Time | |
|  | |
| MCC Location | RESEA Reviewer (WDB) |
|  |  |
| CCS Presenter | RESEA Reviewer (FMO) |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  | Other – If checking this option, describe below |
|  | In-Person & Virtual |  | |

Complete this Career Center Seminar (CCS) Observation Checklist to verify current mandatory RESEA program requirements are met by MassHire Career Center (MCC) staff and the job seeker. The use of electronic signatures or email is allowable when services are delivered electronically (virtually). MCC staff shall not sign required forms on behalf of the job seeker(s).

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **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 the MassHire 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: Slide deck content and 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 MassHire Career Center utilized video and/or PowerPoint content as outlined in this policy? |
|  | |  | Relative to the following, was established local policy reviewed and complied with?   |  |  | | --- | --- | |  | Established local policy included parameters (e.g., length of time, specific actions, etc.) for Career Center Seminar (CCS) 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 (CCS) event. | |

|  |  |
| --- | --- |
|  | **Other | No specific Policy Issuance employed (e.g., 100 DC 08.107 or 100 DCS 08.119)** |
| If checking this option, describe below | |
|  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **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 (MCC) core service.** | | | |
|  | |  | Does the Career Center Seminar (CCS) align to all services posted in the Massachusetts One-Stop Employment System (MOSES) associated with a CCS event? |

**Verification that the MassHire Career Center (MCC) has standard operating procedures in place for documenting attendance upon completion of the Career Center Seminar (CCS).**

|  |  |
| --- | --- |
| Workforce Development Board (WBD) Designee Name | Workforce Development Board (WBD) Designee Digital Signature |
|  |  |
| Date Signed | Workforce Development Board (WBD) Designee Signature (if required) |
|  |  |