



# CAREER CENTER SEMINAR – OBSERVATION CHECKLIST

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 (e.g., combination of in-person and virtual) in accordance with applicable Unemployment Insurance (“UI”) eligibility rules at time of review. For virtual appointments, cameras should be turned on. Telephone meetings should be a last resort (e.g., identity verification can be problematic).**

## Form Instructions

This Career Center Seminar–Observation Checklist is a manual form. To complete the form, perform the following:

1. Print and complete the form in ink.
2. Review the completed form to ensure that all requested information is provided, and applicable boxes checked.
3. Sign and date the document.

Observation Date & Time

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MCC Location

RESEA Reviewer (WDB)

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CCS Presenter

RESEA Reviewer (FMO)

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## Career Center Seminar Requirements

Method used for this CCS observation?

- ☐ In-Person
- ☐ Virtual
- ☐ In-Person & Virtual

Guidelines followed for this CCS observation?

- ☐ Policy Issuance: 100 DCS 08.107; Issued May 16, 2017
- ☐ Policy Issuance: 100 DCS 08.119; Issued April 24, 2020
- ☐ Other – If checking this option, describe below

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

- ☐ Policy Issuance: 100 DCS 08.107 issued May 16, 2017 | MassHire Career Centers MUST complete the following service components | 32 topics

- ☐ (15) Customizable Delivery PowerPoint Slide Decks

- |   |   |
|---|---|
| <input type="checkbox"/> Resource Room                    | <input type="checkbox"/> Individual Career Guidance |
| <input type="checkbox"/> Job Search Process               | <input type="checkbox"/> Training                   |
| <input type="checkbox"/> Assessments                      | <input type="checkbox"/> Business Services          |
| <input type="checkbox"/> Labor Market Information (“LMI”) | <input type="checkbox"/> Customer Feedback          |
| <input type="checkbox"/> LMI Worksheet                    | <input type="checkbox"/> Customer Reporting         |
| <input type="checkbox"/> Benefits of Job Search Tracking  | <input type="checkbox"/> Post CCS Next Steps        |
| <input type="checkbox"/> Work Search Log                  | <input type="checkbox"/> Career Action Plan (CAP)   |
| <input type="checkbox"/> Career Center Workshop           |   |

- ☐ (8) Customizable PowerPoint Slide Decks

- |  |   |
|--|---|
| <input type="checkbox"/> Getting to Know Us                            | <input type="checkbox"/> Young Adults               |
| <input type="checkbox"/> How can your MassHire Career Center Help You? | <input type="checkbox"/> Career Center Partnerships |
| <input type="checkbox"/> Individual Needs Assessments                  | <input type="checkbox"/> Community Resources        |
| <input type="checkbox"/> Customers with Disabilities                   | <input type="checkbox"/> JobQuest                   |

- ☐ (9) Customizable Delivery PowerPoint Slide Decks

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|--|--|
| <input type="checkbox"/> Training Opportunities Program (“TOP”) Section 30 | <input type="checkbox"/> Department of Unemployment Assistance (“DUA”) |
| <input type="checkbox"/> Migrant Seasonal Farmworkers (“MSFWs”)            | <input type="checkbox"/> Veterans                                      |
| <input type="checkbox"/> Work Opportunity Tax Credit (“WOTC”)              | <input type="checkbox"/> Multilingual Services                         |
| <input type="checkbox"/> Re-Employment Services & Eligibility Assessment   | <input type="checkbox"/> National Dislocated Workers Grants (“NDWGs”)  |
| <input type="checkbox"/> Trade Program                                     |  |



## CAREER CENTER SEMINAR – OBSERVATION CHECKLIST

- ☐ 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

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Established local policy includes parameters (e.g., length of time, specific actions, etc.) for Career Center Seminar customer engagement to receive credit for participation. |
| <input type="checkbox"/> | <input type="checkbox"/> | Established local policy addresses potential customer barriers including language, cognitive, educational, and technological barriers.   |
| <input type="checkbox"/> | <input type="checkbox"/> | Established protocol ensures customers are informed about local policies PRIOR to the scheduled Career Center Seminar event.   |

**IMPORTANT: It is essential that Workforce Development Boards verify Career Center Seminar participant attendance as documented in MOSES.**

- ☐ Other | No specific Policy Issuance employed (e.g., 100 DC 08.107 or 100 DCS 08.119)

If checking this option, describe below



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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?

Workforce Development Board (WBD) Designee

Name

Date Signed

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