



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 (i.e., in-person and virtual) in accordance with applicable MassHire Department of Career Services (MDCS) guidelines.**

Form Instructions

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

1. Print the “Observation Date & Time”, “MOSES ID”, “MCC Location”, “CCS Presenter”, and “RESEA Reviewer” in ink where indicated on the first page of this document.
2. Answer all questions completely and accurately by checking the appropriate box or printing the response in ink where indicated.
3. Print the Workforce Development Board (WDB) Designee Name, Date, and Sign where indicated on the final page of the document.
4. 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?

- ☐ 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
Click or tap here to enter text.



CAREER CENTER SEMINAR – OBSERVATION CHECKLIST



CAREER CENTER SEMINAR – OBSERVATION CHECKLIST

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*.**

☐ **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.***

- | | |
|----------------------------------------------------------|-----------------------------------------------------|
| <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 Slides**

- | | |
|------------------------------------------------------------------------|-----------------------------------------------------|
| <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) Non-customizable PowerPoint Slides *Note: Content/format cannot be altered.***

- | | |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <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 (RESEA) | <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"/> | Was established protocol used to ensure the Career Center utilized video and/or PPT content as outlined in this policy? |
| <input type="checkbox"/> | <input type="checkbox"/> | Relative to the following, was established local policy reviewed and complied with? |
| | <input type="checkbox"/> | Established local policy included parameters (e.g., length of time, specific actions, etc.) for Career Center Seminar customer engagement to receive credit for participation. |
| | <input type="checkbox"/> | Established local policy addressed potential customer barriers including language, cognitive, educational, and technological barriers. |
| | <input type="checkbox"/> | Established protocol ensured customers were informed about local policies PRIOR to the scheduled Career Center Seminar event. |

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

If checking this option, describe below



CAREER CENTER SEMINAR – OBSERVATION CHECKLIST

☐ 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.

Workforce Development Board (WDB) Designee
Name

Workforce Development Board Designee Digital
Signature

Date Signed

Workforce Development Board Designee
Signature (if required)
