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?   |  |  | | --- | --- | |  | 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. |  |