

ATTACHMENT B

Career Center Certification for Local Workforce Boards

Career Center Certification Optional Ideas

The following are options/ideas that may be incorporated into the local certification process. Any such options must be documented as part of the MassHire Workforce Board's Career Center Certification Policy

Where in person is mentioned, virtual services may be utilized.

- ✓ A presentation
- ✓ A review of the system's social distance protocols. This includes:
 - Process for implementation;
 - Training for staff.
- A review of the systems virtual customer service flow, This includes:
 - The availability of the core set of virtual services;
 - Core set of virtual service delivery methods, i.e., Zoom, Webex, YouTube, etc.;
 - Process for staff to contact job seekers after completion of the CCS with next steps for participation in the core set of virtual services.
 - Goals to scale up the delivery of high-quality virtual services that ensure the core set of virtual services are accessible for target populations.
 - A plan of action of addressing gaps in virtual service offerings and delivery.
- ✓ A minimally disruptive on-site visit may be requested. An on-site review will be as minimally disruptive to system operations as possible and, if feasible, will take place in one full day (but could require more than one day). The on-site review may include:
 - ✓ A walk-through of various parts of the system, as a customer might experience the service delivery flow and referrals;
 - ✓ Interviews with system staff, including all system partners (personnel from the management level to the front-line service delivery level);
 - ✓ Interviews with a sample of employer and job seeker customers;
 - ✓ The reviewer(s) must conduct a debrief/exit interview with key system management and staff to share findings and any preliminary recommendations, either in person or virtually, as quickly as possible following the on-site visit;
 - ✓ If it is determined that additional information or follow-up questions are needed, a reviewer will contact the area by phone or email as quickly as possible following the on-site visit.
- ✓ A review of the system's general materials (i.e.: outreach and orientation materials, media, activities; workshop and meeting offerings; and system and Center calendars, as appropriate);

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- ✓ A review of the system's facilities, layout, and infrastructure, with a goal of customer accessibility and customer flow; and
- ✓ Any additional on-site review needed to validate status against the certification standards (i.e.: review of system governance policies and practices, training and professional development plans and activities, customer feedback mechanisms).

The certification reviewer(s) must collaboratively prepare a formal written determination within 45 days following the receipt of all certification materials, or following the on-site visit or presentation if required, whichever is later.