

MassWorkforce Issuance

Workforce Issuance No. 09-76

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Michael Taylor, Director
Department of Workforce Development

Date: November 6, 2009

Subject: **New Career Center Seminar, Facilitator's Guide and Related Handouts**

Purpose: To provide notification to Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the new Career Center Seminar (CCS) presentation, Facilitator's Guide and related handouts. This issuance replaces MassWorkforce Policy Issuance No. 07-43, Revised Career Center Seminar Presentation (7/3/07).

Background: As part of the new Massachusetts Reemployment Services (RES) initiative, it was determined that a new, customer friendly CCS should be developed. A workgroup comprised of WIB personnel, career center managers and front line staff collaborated over a four month period to develop the new design and curriculum. Staff training sessions conducted during September and October included:

- an overview of RES;
- an overview of the new CCS and the Facilitator's Guide;
- a review of UI Policies and Procedures related to profiling and selection for the CCS; and
- a review of MOSES procedures as related to RES and the CCS.

Policy: Each local Workforce Investment Board will ensure that all Career Center Seminars conducted within the local area will utilize the new Career Center Seminar presentation and related materials as described herein.

Action

Required: Please review the content of the new Career Center Seminar, the related documents and current local practice to **ensure that the new CCS and related documents are now being utilized in each local One-Stop Career Center.**

1) Career Center Seminar Power Point Presentation (Attachment A)

As stated in the Facilitator's Guide, this presentation can be customized to cover specific services of the local career center. However, a number of slides, and certain information (as clearly indicated in the Facilitator's Guide) *is mandatory* and must be presented. Additionally, rather than adding significant amounts of locally related information to the CCS presentation (and the commensurate time needed for adequate description detail and discussion), it is strongly recommended that separate informational workshops be offered as a more practical alternative.

Example: a distinct *Training Opportunities Workshop* for anyone interested in training services.

2) Facilitator's Guide for the Career Center Seminar (Attachment B)

Please note: the Facilitator's Guide includes mandatory slides and a list of mandatory handouts as well as optional ones.

3) A Job Readiness Inventory (Attachment C)

Please note: This is an example that may be modified to meet the needs of your career center.

4) Newly designed handout for Trade (Attachment D)

5) Newly designed handout for WOTC (Attachment E)

6) UI Policies and Procedures handout for staff use only related to profiling and CCS participant selection (Attachment F)

7) Assistance Program For Massachusetts Citizens handout for individuals who have either exhausted, or are about to exhaust their U.I claim (Attachment G)

These documents have also been posted on [massworkforce.org](http://www.massworkforce.org) under **Resources** for ease of updating and downloading:

<http://www.massworkforce.org/ResourceCenter/Index.htm>

Effective: Immediately

Additional

Information: The next staff training session is scheduled for Tuesday, December 1st from 10:00 - 12:00 p.m., and will be held at Employment & Training Resources in Norwood. Please contact Nikisha Glasgow at nglasgow@detma.org for staff registration. Click on the following link for directions:

<http://www.etrcc.com/directions.html#norwood>

Inquiries: Inquiries should be directed to PolicyQA@detma.org. Please cite this Issuance number with any inquiry.