

Mass Workforce Issuance

Workforce Issuance No. 07-15

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 Associate Directors
DCS Field Managers

cc: WIA State Partners

From: Susan V. Lawler, Director
Division of Career Services

Date: March 27, 2007

Subject: **New DCS Contact for One-Stop Career Center Location and Information Changes**

Purpose: To inform Local Workforce Investment Boards, One-Stop Career Center Operators and other workforce investment partners of the addition of Tom Cartier as a designated DCS staff contact for notifying the State and other interested parties of any changes in One-Stop Career Center location and contact information. This issuance replaces MassWorkforce Issuance No. 06-65 (10/12/2006).

Background: It is important to ensure that our job seeker and employer customers (and our partners and colleagues) have the correct One-Stop Career Center contact information at all times. It is imperative that notification of any change of address (with directions), telephone numbers, etc. is immediately communicated to the appropriate DCS administrative unit in a timely manner to assure that all customers have the correct location information, including directions. Having correct location information is particularly critical for the Commonwealth's unemployment insurance claimants as significant sanctions related to their continuing benefit eligibility may result should any permanently separated claimant fail to schedule and attend (as a result of having incorrect information) the mandatory Career Center Seminar within the allowable 3 week window. Such failure may lead to *a one-week disqualification of the claimant's unemployment benefits.*

Since information is provided to all job seekers, employers and other prospective One-Stop Career Center customers on the mass.gov web site, it is also important that the web site always provide current information about the One-Stop Career Centers.

Action

Required: To assure the timely updating of One-Stop Career Center information DCS has designated two contacts for information changes:

Tom Cartier tcartier@detma.org

Peggy Colligan mcolligan@detma.org

All One-Stop Career Center information changes should be provided to *both* Peggy Colligan and Tom Cartier (one of the two should be “copied” on each notification) as soon as the changes are known and, whenever possible, at least sixty (60) days before the change is scheduled to occur. Peggy or Tom will distribute the new information to all DWD divisions for system and mailing list updating.

Changes to the following information must be provided immediately:

- Name of One-Stop Career Center
- Complete One-Stop Career Center address, including any room and/or floor number(s) and zip code
- Directions to the One-Stop Career Center if the change is a new address – please be sure that directions include all approach options and parking instructions, if any
- Telephone and fax numbers and website addresses
- Hours of Operation*
- Changes in Management Personnel including titles

A **Contact Information Update Form** (found on the Massworkforce.org site by clicking on the “Resources” tab) will be utilized by all partners to notify DCS of changes to their basic contact information.

One-Stop Career Center operators are also requested to review the information on the mass.gov web site pertaining to their career Center(s) and inform Ms. Colligan and Mr. Cartier of any changes. Please pay particular attention to the items on the lower portion of your One-Stop Career Center page that often are not reviewed and updated. One-Stop Career Center operators are responsible for changing their MOSES information through Administration, Career Center Management.

*Please note that this communication supersedes any prior instructions regarding notification of changes in hours of operation presented in any previously issued WIA Communication or MassWorkforce Issuance.

As a reminder, One-Stop Career Centers should also assure their own website information is also updated in a timely manner to reflect any changes.

Effective: Immediately

Inquiries: Questions should be directed to either Peggy Colligan at mcolligan@detma.org, or Tom at tcartier@detma.org.