

Mass Workforce Issuance

Workforce Issuance No. 09-01

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: January 8, 2009

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

Purpose: To update the contact designation for notifying the Division of Career Services (DCS) of any changes in One-Stop Career Center location and contact information. This issuance replaces MassWorkforce Issuances No. 07-15 (3/27/07).

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 who seek job assistance services, or who may be required to participate in career center events, such as the Career Center Seminar that may affect their benefit eligibility.

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: Tom Cartier is now, the sole designated contact for all One-Stop Career Center information changes. To assure timely notification, all changes (as described below) should be promptly forwarded to both of the following email addresses:

tcartier@detma.org and Moses@detma.org

All One-Stop Career Center information changes should be provided to Tom Cartier *as soon as the changes are known* and, whenever possible, at least sixty (60) days before the change is scheduled to occur. 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 Tom of any needed 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 on a regular basis. 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 Tom Cartier at tcartier@detma.org.