

Mass Workforce Issuance

Workforce Issuance No. 11-76

Policy Information

To: Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers

cc: WIA State Partners

From: George Moriarty, Director
Department of Career Services

Date: December 9, 2011

Subject: **UI Walk-in UI On-Line Training**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of upcoming UI-Online training for Career Center UI-Walk-in staff.

Background: DUA Quest Management Institute (QMI) staff will be conducting training sessions in January 2012 and February 2012 (see attached chart). This training is intended to introduce experienced claimstakers to the new UI-Online System. Training sessions are two full days in length and are scheduled in Boston, Fall River, Milford and Lawrence. Training will also be scheduled in Springfield at a date to be determined.

The training content will cover navigating the new UI-Online system. The training will cover navigating through the following segments of the claims process: Initial Claims, Continued Claims, Reopens, Customer Service, IVER and Issues on Claims.

All staff attending training must complete the following 3 prerequisites prior to attending training.

Introduction & Overview of UI-Online

Initial Claims Demo (3 parts)

File a Claim as a Claimant

The attached word document has the links to these training components.

NOTE: Register early seating capacity is limited at each site. Primary UI –Walk-in staff and Train-the-Trainers need to be given priority in registration. Back-up staff may register based upon seating capacity.

Registration Information: Please refer to the attached training schedule and registration form. Complete the registration form (use only the attached form) and email to Donna Gambon: dgambon@detma.org by **Monday December 19, 2011**.

Refreshments are not provided.

Action

Required: Please disseminate this information and assure that all appropriate staff registers for their choice of training sessions.

Inquiries: Questions related to this training should be directed to Donna Gambon at dgambon@detma.org or 617-626-5053.

Attachments: Training Schedule
Registration Form
Word Document with links to pre-requisites