

Mass Workforce Issuance

Workforce Issuance No. 12-18

Policy Information

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

cc: WIA State Partners

From: George Moriarty, Director
Department of Career Services

Date: April 9, 2012

Subject: **Worker Profiling & Reemployment Services (WPRS) and Reemployment Eligibility Assessment (REA) Customer Notification Changes**

Purpose: To inform Local Workforce Investment Boards, One-Stop Career Center Operators and other local Workforce Investment Partners of the changes to the process of notifying Worker Profiling & Reemployment Services (WPRS) and Reemployment Eligibility Assessment (REA) customers of their requirement to attend a Career Center Seminar.

Background: UI claimants receiving a notification letter to schedule and attend a Career Center Seminar will now be required to do so within three weeks of the mailing of the Career Center Seminar Invitation letter.

In addition the reminder letter will be replaced with an automated “Robocall”. The “Robocall” will be made to UI claimants notified and who fail to attend a Career Center Seminar within ten days of their notification date. Claimants who do not have a phone number in MOSES or do not speak English or Spanish as a primary language will continue to receive a reminder letter if they fail to attend within 10 days of their notification date.

The language in the Career Center Seminar Invitation letters has been modified accordingly.

Please note: An issue will be generated and submitted to the Department of Unemployment Assistance (DUA) regarding any WPRS customer who does not schedule and attend within the three week period.

Action Required: Inform all Career Center staff of these changes.

Effective: Immediately

Inquiries: Please email all questions to dgambon@detma.org . Please reference this MassWorkforce Issuance number in your inquiry.