

# Mass Workforce Issuance

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**Workforce Issuance No. 13-19**

Policy  Information

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

**cc:** WIA State Partners

**From:** Alice Sweeney, Acting Director  
Department of Career Services

**Date:** March 27, 2013

**Subject:** **UI Online Navigation Training**

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**Purpose:** To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local Workforce Investment Partners of UI Online Navigation Training scheduled for Career Center staff. Training sessions have been scheduled in May and June 2013. (See schedule below)

**Background:** DCS Central Programs Unit and DUA will conduct training sessions in May/June related to navigating the new UI Online system. Training will cover how to navigate the new UI Online system including how to assist customers: to navigate the system, file a claim, reopen a claim, request weekly benefits and access communication and information about their claim. No claims taking experience is necessary and staff will not have security rights to access the system as a staff/claims taker.

Training sessions are a half day in length – two sessions per day. Staff needs to attend only one of these half day sessions.

**Requirements: All DCS Operations Managers and at least one designee to act as Train the Trainer are required to attend this training.**

**NOTE:** All career center staff is welcome to attend this training. In order to ensure preferred date and time, register early because of limited seat capacity in each computer lab.

## UI Online 2013 Training Schedule

Date	Time	Training Location
May 7, 2013	9:00 - 12:00 1:00 - 4:00	Fall River Career Center 446 North Main Street Fall River, MA. 02720
May 8, 2013	9:00 - 12:00 1:00 - 4:00	Fall River Career Center 446 North Main Street Fall River, MA. 02720
May 13, 2013	9:00 - 12:00 1:00 - 4:00	Springfield Call Center Springfield UITCC 88 Industry Ave. Springfield, MA. 01105
May 14, 2013	9:00 - 12:00 1:00 - 4:00	ValleyWorks Career Center Heritage Place 439 South Union Street – BLDG. #2 Lawrence, MA. 01843
May 20, 2013	9:00 - 12:00 1:00 - 4:00	Springfield Call Center Springfield UITCC 88 Industry Ave. Springfield, MA. 01105
May 21, 2013	9:00 - 12:00 1:00 - 4:00	ValleyWorks Career Center Heritage Place 439 South Union Street – BLDG. #2 Lawrence, MA. 01843
May 22, 2013	9:00 - 12:00 1:00 - 4:00	Fall River Career Center 446 North Main Street Fall River, MA. 02720
May 28, 2013	9:00 - 12:00 1:00 - 4:00	ValleyWorks Career Center Heritage Place 439 South Union Street – BLDG. #2 Lawrence, MA. 01843
June 3, 2013	9:00 - 12:00 1:00 - 4:00	Workforce Central Milford 425 Fortune Blvd. – Suite 201 Milford, MA. 01757
June 4, 2013	9:00 - 12:00 1:00 - 4:00	Workforce Central Milford 425 Fortune Blvd. – Suite 201 Milford, MA. 01757

**Registration Information:** Individuals interested in attending any of the training sessions must complete the **attached registration form** and forward to **Linda Waite at [lwaite@detma.org](mailto:lwaite@detma.org) by April 12, 2013**. Register early as there is limited capacity for each session.

**Action**

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

**Inquiries:** Questions related to the UI Online training should be directed to Donna Gambon at [dgambon@detma.org](mailto:dgambon@detma.org), (617-626-5053) or Linda Waite at [lwaite@detma.org](mailto:lwaite@detma.org), (617-626-6372).