

Mass Workforce Issuance

Workforce Issuance No. 13-61

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 Operations Managers

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 6, 2013

Subject: **Unemployment Insurance Training**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of UI Training scheduled in November. (see chart below)

Background: DCS Central Programs Unit and DUA will conduct four training sessions in November. These sessions will consist of a review of the UI Online System and triage tips to assist with customer questions and concerns and communicating with DUA.

Required Attendance: Career Center UI Walk-in staffs are required to attend.

Note: Seating is limited per session, and assigned on a first-come first-served basis. Due to limited space, early registration is recommended.

Registration Information: Individuals interested in attending should complete the **attached registration form** (Attachment A) and email to Lisa Caissie at lcaissie@detma.org ASAP.

Reminders:

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

- Photo ID is required for Boston, Hurley Building attendees
- Assure appropriate staff register in advance using the attached Registration Form
- Attendees arrive on time as training sessions will begin promptly
- Refreshments will not be provided

Date	Time	Address
11/12/2013 Cancelled or 11/13/2013	9:30-4:00	Hurley Building 19 Staniford Street Room 612 C & D Training Room, 6 th Floor Boston, MA 02114
11/19/2013 or 11/26/2013	9:30-4:00	Springfield Call Center 88 Industry Avenue Springfield, MA 01104-3296 (note: Enter through Hearings)
11/14/2013 or 11/21/2013	9:30-4:00	Fall River Career Center 446 North Main Street Fall River, MA 02720
11/15/2013 Cancelled or 11/22/2013	9:30-4:00	Workforce Central Career Center Milford 425 Fortune Boulevard, Suite 201 Milford, MA 01757
12/3/2013 or 12/4/2013	9:30-4:00	ValleyWorks Career Center Heritage Place 439 South Union Street – Building #2 Lawrence, MA 01843

Action

Required: Please disseminate this information and assure that all appropriate staff registers for the location and day of their choice.

Inquiries: Questions related to the UI Training should be directed to Beth Goguen at bgoguen@detma.org or 617-626-6053.

Reasonable accommodations for people with disabilities are available upon request. Please include a description of the accommodation needed, including as much detail as possible. Also include contact information in case additional information is needed. Please allow at least two weeks (14 days) advance notice. Last minute requests will be accepted, but may be impossible to fill. Please email the request to Rex Gerlach-Brown, RGerlach-Brown@detma.org, or Dennis Johnson, Djohnson1@detma.org, EOLWD/Diversity/ADA Office or call 617-626-5138 or 617-626-5111.

Attachment: A. Registration Form