



Workforce Issuance

100 DCS 14.259

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: December 3, 2018

Subject: Unemployment Insurance (U.I.) Online Navigation Training

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of Unemployment Insurance (U.I.) Online Navigation training scheduled for MassHire Career Center staff in December 2018 and January 2019.

Background: The Department of Unemployment Assistance (DUA), in conjunction with the MassHire Department of Career Services Training and Development Team, will be conducting training sessions relative to navigating the U.I. Online system. These trainings will provide career center staff with fundamental knowledge on how to navigate the U.I. Online system to assist career center customers with navigation of U.I. Online. The training will cover:

- Navigating the U.I. Online system
- Filing a new claim for unemployment insurance
- Reopening an existing claim

- Requesting weekly benefits
- Accessing communications and information regarding their claim

Action

Required: Please share this issuance with all appropriate MassHire Career Center staff and ensure that staff assigned to providing U.I. navigation assistance to customers register for this training.

Staff must register in advance through EventBrite by clicking on the appropriate Unemployment Insurance (U.I.) Online Navigation training link located at:

<https://www.mass.gov/service-details/mdcs-ui-online-training>

Please ensure attendees arrive on time as training sessions will begin promptly.

In case of inclement weather, please call the MassHire Department of Career Services Training and Meeting Message Line at **617-626-5250**.

- If the MassHire Department of Career Services is closed, then the training will be canceled.
- If public schools in the city or town where the training is being held are canceled, then the training is canceled. In that instance, please report to your regularly assigned MassHire Career Center unless otherwise directed by the Training and Meeting Message Line.

Effective: Immediately

Inquiries: Please direct all questions to David Ledonne at David.Ledonne@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.