



# Workforce Issuance

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**100 DCS 14.270**

☐ Policy ☒ Information

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**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:** February 20, 2019

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

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of upcoming Unemployment Insurance (U.I.) Online Navigation trainings scheduled for MassHire Career Center staff during the spring of 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**

**Requested:** 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. Sessions run from 8:30 – 4:00.

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

**Effective:** Immediately

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