



Workforce Issuance

100 DCS 14.313

☐ 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
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: January 22, 2020

Subject: Unemployment Insurance (UI) Online Navigation Trainings

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local partners of upcoming Unemployment Insurance (UI) Online Navigation trainings.

Background: The Department of Unemployment Assistance (DUA), in conjunction with the MassHire Department of Career Services' (MDCS) Training and Development Team, will be conducting monthly training sessions relative to navigating the UI Online system. These training sessions have been recently revised and will provide career center staff with fundamental knowledge to assist MassHire Career Center customers with navigation of their unemployment claim. The training sessions will cover navigation assistance topics such as:

- Navigating the UI Online system
- Filing a new claim for unemployment insurance
- Reopening an existing claim
- Requesting weekly benefits
- Communicating with DUA regarding UI claims

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.

Training sessions will be held at the Charles F. Hurley Building in Boston on the following dates and times:

- February 12, 2020 – 8:30 a.m. to 2:00 p.m.
- March 12, 2020 – 8:30 a.m. to 2:00 p.m.
- April 16, 2020 – 8:30 a.m. to 2:00 p.m.
- May 14, 2020 – 8:30 a.m. to 2:00 p.m.
- June 18, 2020 – 8:30 a.m. to 2:00 p.m.

Staff must register for this training in advance through EventBrite by clicking on the appropriate UI Online Navigation Training link located on the Workforce System Staff Training page on Mass.gov:

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

Attendees are encouraged to arrive on time as training sessions will begin promptly.

In case of inclement weather, or to check if there have been any training cancellations, 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. Please reference this Issuance number in your inquiry.