



# Workforce Issuance

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**100 DCS 14.364**

☐ Policy ☒ Information

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

**cc:** WIOA State Partners

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

**Date:** October 16, 2020

**Subject:** **Unemployment Insurance and Unemployment Insurance Online Navigation Training Modules for Level 1 and Level 2 Identified Staff**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce board partners of upcoming Unemployment and Unemployment Insurance (UI) Online Navigation training modules scheduled for assigned MassHire Career Center Level 1 and Level 2 staff during November and December 2020.

**Background:** The Executive Office of Labor and Workforce Development (EOLWD), Department of Unemployment Assistance (DUA), in conjunction with the MassHire Department of Career Services (MDCS) Training and Development Team, will be conducting Level 1 and Level 2 trainings for assigned staff.

For full information on the definition of Level 1 and Level 2 staff, please see MWF Issuance #32-100 **Staffing MassHire Career Centers to Provide Meaningful Access to UI Services – Level 1 and Level 2 Service Provision** – at <https://www.mass.gov/service-details/massworkforce-dua-policy-issuances>

Level 1 staff will learn general, fundamental knowledge of unemployment in order to answer basic unemployment inquiries. Designated Level 2 staff will learn skills that allow more in-depth assistance for customers with questions about their UI claims. Level 2 training sessions will consist of 3 modules, to provide career center staff with more comprehensive knowledge to assist career center customers with navigation of their unemployment claim.

**Note:** *Level 1 staff do not have security access to UI Online. Level 2 staff may experience a change in security level after attending training.*

Level 2 staff will be identified by MassHire Career Center leadership. Level 2 staff are expected to attend every module with the following exception:

- 1) Current UI Navigators who are familiar with *view-only* access are not required to attend the *Level 2: Module 1 Basics* unless a refresher is needed.
- 2) Level 2 staff who are trained as Navigators, received training from DUA in March/April/May of this year, or who have been actively providing UI assistance to customers do not need to attend the Level 1 (UI 101) training.

The Level 2 training modules will each look at unemployment from three major lenses: *View Only* where no changes can be made by staff or the customer; *Staff Assisted* in which some navigation tools can only be viewed and updated by MassHire Career Center staff; and *Customer Capability* which the customer can edit or complete on their own. The Level 2 training modules will each focus on different aspects as follows:

## **LEVEL 2 TRAINING MODULES**

### **Module 1: UI Basics or Basics Refresher**

- Overview of Unemployment Insurance (UI) and UI Online
- How to file a new claim
- How to re-open a claim
- How to request benefits payment
- Explanation of Extended Benefits (Regular, PEUC, EB and LWA)

### **Module 2: Enhanced**

- How to view “UI Records” screen to see customer responses
- Explanation of Extended Benefits (Regular, PEUC, EB and LWA)
- Career Center Staff Assist Queue Line (staff-only)
- Uploading documents related to issues
- When to escalate a claim and how
- Resetting password/Resetting secret question
- Email Verification Link

### **Module 3: Additional UI Online Features**

- Reporting Fraud

- How to view monetary and collections screens
- SAVE Unit
- Predate and late certification issues
- LEP and multilingual assistance
- Appeals/hearings

## **LEVEL 1: All customer-facing staff**

### **Module 1: UI Basics**

Tues/Nov 3 @ 1-2:30pm  
Wed/Nov 4 @ 1-2:30pm

## **LEVEL 2: Designated Level 2 Staff Only**

### **MODULE 1: (Basics Refresher)**

Thurs/Nov 12 @ 10am-11:30am  
Fri/Nov 13 @ 11am-12:30pm  
Mon/Nov 16 @ 1pm-2:30pm

### **MODULE 2: (Enhanced)**

Wed/Nov 18 @ 10am-11:30am  
Thurs/Nov 19 @ 1pm-2:30pm  
Fri/Nov 20 @ 11am-12:30pm

### **MODULE 3: (Add'l Features)**

Mon/Nov 23 @ 1pm-2:30pm  
Tues/Nov 24 @ 10am-11:30pm  
Wed/Dec 2 @ 12:30pm-2pm

## **Action**

**Requested:** Staff must register for these sessions in advance through Eventbrite\* by clicking on the training link located on the Workforce System Staff Training page on Mass.gov: <https://www.mass.gov/service-details/mdcs-ui-online-training>

**Registrants will receive webinar access information after signing up through the confirmation supplied by EventBrite\*. Attendees are encouraged to arrive on time as training sessions will begin promptly.**

**Effective:** Immediately

**Inquiries:** Please direct all questions to Gail Normandin at [gail.normandin@detma.org](mailto:gail.normandin@detma.org).

Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

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