



Workforce Issuance

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☐ Policy ☒ Information

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
Department of Career Services

Date: November 24, 2020

Subject: **Panel Discussion: Strategies for Delivering UI Services Under the Level 1 / Level 2 Staffing Model Structure**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of a panel discussion on strategies for Staffing MassHire Career Centers providing meaningful access to UI Services through the Level 1 and Level 2 Service Structure.

Background: The Executive Office of Labor and Workforce Development (EOLWD), the Department of Unemployment Assistance (DUA), the MassHire Department of Career Services (MDCS), and representatives from MassHire Workforce Boards and Career Centers have worked jointly, over several months to understand and define what level of access to UI services can, and should, be provided through MassHire Career Centers.

The purpose of the panel is to discuss strategies implemented for the shift in operations, processes put in place to address these changes, challenges and solutions encountered while integrating meaningful access to UI, and staffing models under the Level 1 and Level 2 unemployment services flow.

The goal is for a panel of MassHire Career Center management to share their experiences and best practices regarding their process and then to collaborate with peers, as MassHire Career Centers are at varying stages of planning and execution. There will be live Q&A and open discussion.

Topics include, but are not limited to:

- What is the flow for escalating issues to Level 2 staff?
- What are the hours for providing unemployment services and balancing that with funding?
- What are the plans for cross-training staff?

Action

Requested: Managers, Directors, Supervisors, and appropriate staff are encouraged to participate in this panel.

December 3, 2020 at 10:00am – 11:30am

Register for this panel in advance through Eventbrite* by clicking on the link below-located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/mdcs-best-practices-panels>

After registering on Eventbrite, registrants will receive WebEx login details located in the Eventbrite confirmation email.

To check if there have been training cancellations, please call the MassHire Department of Career Services Training & Meeting Message Line - 617-626-5250.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard at kim.m.leonard@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

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