



Workforce Issuance

100 DCS 14.423

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: October 7, 2021

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

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of upcoming Unemployment Insurance Level I and Level II training modules scheduled for MassHire Career Center staff during October and November 2021.

Background: The Department of Unemployment Assistance (DUA), in conjunction with the MassHire Department of Career Services (MDCS) Training and Development Team, will be conducting Level I training for all MassHire Career Center staff and then the 3 modules of trainings for MDCS UI Level II designated staff, relative to having an overall understanding of Unemployment Insurance (UI) and navigating the UI Online system to assist unemployment claimants.

These training sessions will provide career center staff with fundamental knowledge to assist career center customers with information and navigation of their unemployment claim.

Level I: this informational session is for any and all MassHire Career Center staff.

Level II (specific) staff: The training session modules will each look at unemployment from three major components:

➤ **Module 1 (Basics):**

- 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

➤ **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
- Resetting password/Resetting secret question

➤ **Module 3 (Miscellaneous Topics)**

- Reporting Fraud
- How to view monetary and collections screens
- When to escalate a claim and how
- SAVE Unit
- Predate and late certification issues
- Appeals/hearings

Action

Required: Please share this issuance with all MassHire Career Center staff. Training sessions will be through WebEx on the following dates and times:

Level I:	Oct 26	2:30pm-4:00pm
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Level II:

Module I (Basics)	Oct 29	9:00am-10:30am
Module II (Enhanced)	Nov 5	9:00am-10:30am
Module III (Misc. Topics)	Nov 10	2:00pm-3:30pm

Staff must register for this training in advance through EventBrite* by clicking on the appropriate Unemployment Insurance and Unemployment Insurance Online

Navigation Training Modules 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.

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Effective: Immediately.

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