



Workforce Issuance

100 DCS 32.112

☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Katie Dishnica, Director
Department of Unemployment Assurance

Date: August 8, 2025

Subject: **DUA In Person Services at MassHire Career Centers**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of the implementation of in person unemployment assistance at MassHire Career Centers.

Background: Per Chapter 151A of the General Laws of Massachusetts, Section X, Section 62A(a) "The Department of Unemployment Assistance shall provide in-person services at all MassHire Career Centers ensuring the availability of walk-in assistance, which must include general information regarding unemployment benefits, help with completing applications and guidance on claims and benefits..."

Effective Monday, July 28, 2025, representatives from the Department of Unemployment Assistance (DUA) were regionally assigned to MassHire Career Centers **one day per week**. DUA leadership will provide each Career Center with notice of the weekly deployment schedule.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
Lawrence	Leominster	Holyoke*	Brockton	Cambridge	Framingham	Hyannis
Lowell	Southbridge	Greenfield	Fall River	Chelsea	Norwood	New Bedford
Salem	Worcester	Pittsfield	Taunton	Woburn		Quincy
		Springfield*				

***Will alternate each week**

Note: Regions 1, 2, 3 and 4 in-person services began the week of July 28, 2025. As of the date of this issuance, DUA is still in the hiring process for regions 5, 6 and 7. DUA and MDCS will notify and coordinate with MassHire Career Centers of deployment to those centers as DUA Representatives are onboard and trained.

In-person services offered by DUA Representative

Help with claims:

- File a new claim or reopen a claim
- Drop off documents and/or turn in paperwork related to claims
- Print paperwork for unemployment benefits
- Certify work search every week after opening claim
- Assistance with completing questionnaires
- Understand paperwork sent from DUA regarding claim
- Understand how to file an appeal
- Understand overpayments connected to claim

Help with Unemployment Benefits account

- Reset password
- Reset PIN
- Update personal information.
- Change bank information and family information
- Change email address and mailing address.

In-Person services **not offered by DUA Representative**

- Filing appeals, scheduling hearings, or getting a hearing status
- Overpayments Transactions (e.g. accept payments)
- Department of Revenue Child Support services
- Employer services
- Payments on hold because of Identity Verification requests
- Reporting fraud
- Housing verifications
- Filing complaints with the Mass Commission Against Discrimination
- Social Security services (new filings or requesting a duplicate card)

In addition, the MDCS UI Level II staffing models will continue to ensure support to our MassHire customers, including the Career Center staff queue line and problem resolution email to escalate claimant issues.

The Department of Unemployment Assistance (DUA) is currently working to update its online appointment system to include MassHire Career Center locations, allowing customers to schedule appointments directly.

In the interim, MDCS strongly recommends for MassHire Career Centers to implement the attached temporary scheduling plan (Attachment A: Creating a DUA EMT Claims Assistance Event), effective through September 2025, using the MOSES event system. This approach will help manage claimant volume and ensure accurate tracking of the services provided. MCCs should coordinate with DUA on-site staff to provide registration information and work collaboratively on the overall process to meet the needs of customers.

DUA and the Massachusetts Department of Career Services (MDCS) will convene at the end of August to assess progress on the appointment system. If necessary, the temporary scheduling plan will be extended on a month-to-month basis.

All communications for changes in DUA staff scheduling and coverage procedures should be sent to John Saulnier, John.Saulnier@mass.gov and Jason Veiga, Jason.Veiga@mass.gov. Please cc: Dawn Beati, dawn.beati@mass.gov.

EOLWD, MDCS and DUA are all working together and want to ensure all stakeholders are informed.

Action

Required: Please share this information with all managers, staff and partners as appropriate.

Effective: Immediately.

Inquiries: Please direct questions to Dawn Beati, dawn.beati@mass.gov. Questions and responses will be coordinated with DUA. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

Attachment: Creating a DUA EMT Claims Assistance Event