



Workforce Issuance

100 DCS 34.100

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
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: March 31, 2020

Subject: **COVID-19 Links and Resources**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of links and resources available regarding COVID-19.

Background: A number of resources have been compiled to assist the Commonwealth and workforce development system information regarding the COVID-19 pandemic. Important links include:

USDOL FAQs and Fact Sheets on sick/paid family leave

<https://www.wvlp.com/news/health/coronavirus-local-impact/u-s-department-of-labor-release-info-on-paid-sick-leave-expanded-family-and-medical-leave/>

Alerts MA

The new messaging tool called “AlertsMA” will allow residents to subscribe to real-time notifications by texting the keyword **COVIDMA** to **888-777**. After signing up, state and public health officials can send short messages and links to information directly to a resident’s cell phone or other mobile device.

DUA Contact Request Form

Customers - Business and employees alike - can complete and submit the form online and a DUA staff member will return their calls.

<https://www.mass.gov/resource/information-on-unemployment-and-coronavirus-covid-19>

DUA Employer questions

UIEmployerHelp@detma.org

MassHire DCS – will field any/all questions through this mailbox, which is monitored daily. Submitter will receive a direct response; general questions and responses will inform a Q & A that will be posted.

WorkforceSystemquestions@Mass.gov

Action

Requested: Please share this issuance with all managers, staff, partners and customers as appropriate.

Effective: Immediately