



Workforce Issuance

100 DCS 08.117

☒ 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: November 29, 2018

Subject: **MassHire Career Center Situational Office Closings**

Purpose: This policy is intended to provide guidance regarding situational Career Center office closings relative to: adverse weather conditions, Career Center-specific emergency closings, holiday office closings and office closings for staff training and meeting purposes.

Background: The MassHire Career Centers throughout the Commonwealth are staffed by employees from various employers of record; this policy is intended to provide consistent guidance to Career Center management by the Commonwealth as it pertains to ensuring MassHire Department of Career Services (MDCS) employees are in compliance with the Massachusetts Executive Office of Administration and Finance, Human Resources Division (HRD) policies regarding time and attendance. Along with all factors taken into consideration, common sense should prevail.

Policy: The Commonwealth must ensure that services are readily available to MassHire Career Center customers and the public in general while ensuring the safety and well-being of its employees. It is evident that certain situations will arise, either statewide or specific to a local region that will necessitate the closing of some or all of the Career Center facilities.

ADVERSE WEATHER CLOSINGS

The closing of a MassHire Career Center or Centers may result from extreme weather conditions, including but not limited to extreme heat, extreme cold, ice and severe storms (rain, snow, sleet).

Weather-related closings may be authorized by the state or at the local level, as follows:

COMMONWEALTH ISSUED ADVERSE WEATHER CLOSINGS

If the Governor has made a decision requiring the closure of some or all of State facilities and operations:

- Non-essential State employees will be directed to early release, late start or not report to work depending on the circumstances and details within the Governor's declaration.
- The Executive Office of Labor and Workforce Development (EOLWD) Adverse Weather/Emergency line 1-617-626-6277 will be updated to reflect the office closures.
- Mass.gov will post the announcement on the main page.
- MDCS will post information on its website.
- The Human Resources Division (HRD) will inform State employees regarding the appropriate protocols for recording staff time and attendance.
- If meetings or training sessions have been scheduled, attendees should check the Training and Meeting Message line at 617-626-5250 to determine the status of training classes or meetings.

LOCALLY ISSUED ADVERSE WEATHER CLOSINGS

The protocols below should be followed in the event that a MassHire Career Center is closed by the local Chief Elected Official (CEO), MassHire Workforce Board or local MassHire Career Center Management Team as a result of adverse weather conditions or emergencies.

- MassHire Board or Career Center Director must notify MDCS of the closing and the compelling reason for the closing - DCSChangeNotification@detma.org.
- The MassHire Career Center should notify the MassHire Workforce Board and CEO (in cases where the CEO or Board did not make the decision) as well as local partners with co-located staff.
- The MassHire Career Center must post signs, in highly visible locations on-site at the Career Center, including but not limited to the front door, notifying customers of the closing and also post closure information on the Career Center website.
- MDCS will post information on its website.
- MDCS will inform the local management teams of the appropriate protocols for recording staff time and attendance.
- If meetings or training sessions have been scheduled, attendees should check the Training and Meeting Message line at 17-621-5250 to determine the status of training classes or meetings.

LOCAL SITUATIONAL CLOSINGS

In cases of locally-determined situational closings that are related to an emergency condition(s) (for example, burst pipes, HVAC failures etc.). The protocols outlined above for locally issued adverse weather closings apply.

- MassHire Board or Career Center Director must notify MDCS of the closing and the compelling reason for the closing - DCSChangeNotification@detma.org.
 - The MassHire Career Center should notify the MassHire Workforce Board and CEO (in cases where the CEO or Board did not make the decision) as well as local partners with co-located staff.
- The MassHire Career Center must post signs on-site at the Career Center in highly visible locations, including but not limited to the front door, notifying customers of the closing and also post closure information on the Career Center website.
- MDCS will post information on its website.
 - MDCS will inform the local management teams of the appropriate protocols for recording staff time and attendance.

- If determined that situational closing will persist, local management teams will apprise local MDCS staff of the appropriate options:
 - a. Managers may assist staff to identify an alternate MassHire Career Center at which to report to work or,
 - b. MDCS will inform the local management teams and staff of the appropriate protocols for recording staff time.

HOLIDAY OFFICE CLOSINGS

A MassHire Career Center may have holiday office closings that differ from the Commonwealth's holiday office closings. In those instances:

- MassHire Career Center holiday office closure decisions should be made in consultation with the MassHire Workforce Board and CCM as appropriate.
- Career Center Management should notify MDCS of the holiday hours of operation using the Workforce System Change Notification Form that is located in MDCS Policy [DCS 100 05.101.1](#).
- Partners with co-located staff should be provided advance notice of the planned closure.
- At a minimum of 1 week prior to the closure, the Career Center must post signs on-site at the Career Center notifying customers of the closing and also post closure information (a minimum of 1 week prior) on the Career Center website.
- MDCS will post information on its website.
- Local management teams will apprise local MDCS staff of the appropriate options:
 - a. Managers may assist staff to identify an alternate MassHire Career Center at which to report to work.
 - b. MDCS will inform the local management teams and staff of the appropriate protocols for recording staff time.

LOCAL STAFF MEETINGS/TRAININGS

For local MassHire Career Center meetings/trainings that require the closure of the Center for the purpose of a full staff meeting or training:

- Career Center Management should notify MDCS of the planned closure using the Workforce System Change Notification Form that is located in MDCS Policy [DCS 100 05.101.1](#).

- Partners with co-located staff should be provided advance notice of the planned closure.
- At a minimum of 1 week prior to the closure, the Career Center must post signs on-site at the Career Center notifying customers of the closing and also post closure information (a minimum of 1 week prior) on the Career Center website.
- MDCS will post information on its website.
- MDCS staff will record regular time as MDCS staff is expected to participate in all required meetings and trainings.
- DUA and Partners will be informed in advance of the meetings/trainings and management will determine whether it is appropriate for their staff to attend. In cases where the meeting/training is not applicable to DUA or other Partner staff, those staff will be able to report to their regularly scheduled workstations.
- For every local training, the organizers should create a contact list that includes all planned attendees for the purpose of notification in cases of emergency cancellation.
- Attendees should check the MDCS Training and Meeting Message line at 617-626-5250 to determine the status of training classes or meetings.

MDCS SPONSORED MEETINGS/TRAININGS

For MDCS sponsored meetings/trainings that occur throughout the year - the Workforce Partners meeting, held bi-monthly on the first Wednesday of the month, the MDCS Partner Cross-Training, etc. that require the cancellation of the meeting or training due to weather, emergency closing of the space where the event is occurring:

- MDCS will post information on its website
- Attendees should check the MDCS Training and Meeting Message line at 617-626-5250 to determine the status of training classes or meetings.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@MassMail.State.MA.US. Please include the Issuance number and title.