



Workforce Issuance

100 DCS 08.118

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 24, 2020

Subject: **MassHire Staff Protocols and Messaging Amid COVID-19**

Purpose: To ensure consistent and comprehensive staff protocols and messaging with regard to COVID-19 and services available through the Commonwealth's workforce system, including MassHire Career Centers.

Background: Due to the ever changing situation related to the Coronavirus (COVID-19) and to ensure the health and safety of our customers and employees, the Executive Office of Labor and Workforce Development has determined that until further notice, Department of Unemployment Assistance (DUA) and MassHire Career Center Services (MCC) will temporarily suspend walk-in traffic to the public until further notice, **but will remain open via online or telephone.**

Governor Baker issued a COVID – 19 State of Emergency on March 10, 2020. On March 23, 2020 the Governor subsequently issued an [Essential Services And Revised Gatherings Order](#) requiring all businesses and organizations that do not provide “COVID-19 Essential Services” to close their physical workplaces and facilities to workers, customers, and the public as of Tuesday, March 24th at noon until Tuesday, April 7th at noon.

All MassHire Workforce Board and Career Center websites MUST contain clear messaging that directs their customers to needed services. At present, there is a wide array of COVID-19 related messaging on the career center websites, from no messaging to excellent, comprehensive messaging

Please visit the [MassHire Central Career Center website](#) for an example website that displays comprehensive information regarding COVID-19 and Career Center services.

Policy: MassHire meets the criteria of an essential business and will continue to provide services including career and unemployment insurance assistance virtually online or via telephone. Managers must also re-assign staff duties to assist with the increased volume of unemployment insurance claims submitted as a result of the impact of the COVID-19.

MassHire staff must follow the protocols listed below related to providing services to customers:

- Staff must practice **social distancing** while at a MassHire Career Center. Social distancing includes staff remaining at least 6 feet apart and following COVID-19 protocols regarding personal hygiene.
- Managers must identify and temporarily **re-assign staff** to support DUA claims takers.
- Staff physically at a MassHire Career Center are to set out of office messages (email and phone) to ask customers to leave a message and inform them that someone will **respond to the message within 48 hours** and staff must either respond or forward the email or phone message to another staff who will follow up within the 48 hour time frame.

Action Required: MassHire Career Center Managers and staff are required to implement these protocols immediately.

Please display the COVID- 19 posters provided or emulate the information provided within them in your posted information.

Websites are to be updated related to COVID-19 to include clear

Instruction on how to access services. Please review the MassHire Central website for excellent content ideas: <https://masshirecentral.com/>.

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

Effective: Immediately

Attachment: A. COVID-19 Walk-in Service Poster, English
B. COVID-19 Walk-in Service Poster, Spanish