



Workforce Issuance

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☒ Policy ☐ Information

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

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: March 7, 2023

Subject: **Workforce System Change Notification**

Purpose: To provide guidance to MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners regarding the process for notification to the Commonwealth of service delivery or local infrastructure changes within the local workforce system (MassHire Career Center, affiliate sites, and/or other service locations, MassHire Workforce Board, fiscal agent, etc.).

Background: The MassHire Department of Career Services (MDCS) supports and promotes the continued vitality of the Commonwealth's workforce and economic development efforts through the delivery of quality employment, education, and training services that are highly responsive to the needs of employers and job seekers.

MDCS, as the state workforce agency, oversees the workforce system, including the Commonwealth's Career Centers that serve as a vital link to connect employers and workers. In this regard, it is essential for MDCS to be notified of any planned or impending changes that may impact public access as early on as possible, which will enable MDCS to provide maximum support and assistance.

Policy: Workforce boards and career center operators shall collaborate on decisions regarding changes that affect MassHire customers. In an instance where an ad-hoc decision is made due to an emergency, the party responsible for the decision shall ensure notice is provided to all local managers and staff, as appropriate, in addition to informing MDCS.

Once a decision with regard to a change that will affect customer service has been reached, an individual who has been designated by board or career center leadership as an **authorized representative** shall submit notification to the MassHire Department of Career Services **as early as possible** of any contemplated or planned change.

The authorized representative may be the workforce board director or staff, career center director or managers or other individuals as designated by board or career leadership, depending on the nature of the change.

Changes that require this notification include but are not limited to:

- Temporary closure due to weather conditions or physical building issues.
- Service delivery interruption or suspension (e.g., closure for staff training).
- Career Center re-location, consolidation, closing or other (e.g., potential layoffs).
- Other matters that may disrupt the continuum of services to the public.

Note: Local areas are requested to designate in advance the persons responsible for timely submission of this form to MDCS.

Action

Required: In the event of any contemplated or planned change in workforce system structure, staffing, service delivery or any other activity with the potential to impact services, MDCS is to be notified as early as possible, using the Workforce System Change Notification Form (Attachment A).

Please provide as much information as is known at the time of submission, and plan to send updates as additional information becomes available.

Please submit the Workforce System Change Notification Form to **both:**

Diane Hurley Diane.L.Hurley@mass.gov and

Lisa Caissie Lisa.J.Caissie@mass.gov

Attachment: A. Workforce System Change Notification Form (Revised)

Effective: Immediately

Inquiries: Please email questions to PolicyQA@mass.gov