



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 08-137

☒ 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

Date: December 18, 2025

Subject: **Change Notification Process for MassHire Workforce System Situational or Permanent Office Closings**

Purpose: This policy delineates guidance on the process for notification of situational and permanent closings of MassHire facilities relative to:

- Weather conditions
- Other emergency closings
- Holiday office closings
- Office closings for staff training and meeting purposes and,
- Necessary 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.)

Note: This policy replaces policies 100.DCS.08.117.1 (MassHire Career Center Situational Office Closings) and 100 DCS 08.126 (Workforce System Change Notification). These policies have been merged, and all policy requirements

have been addressed within this new Workforce Issuance.

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.

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 as it pertains to ensuring MassHire Department of Career Services (MDCS) employees adhere to the Executive Office of Labor and Workforce Development (EOLWD) time and attendance policies, which are consistent with the Commonwealth's Human Resources Division (HRD) policies.

In addition, MDCS, as the State Workforce Agency, oversees the workforce system, including the Commonwealth's MCCs that serve as a vital link to connect employers and workers. In this regard, it is essential for MDCS not only to ensure consistent public access but also be provided notification of all planned or impending situational or permanent changes that may impact public access, thus enabling MDCS to provide timely support and assistance.

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. At times, certain situations will arise, either statewide or specific to a local region, that will necessitate the closing of MassHire Career Center physical facilities. (**Attachment A** – Types of Situational Closing/Changes).

MassHire Workforce Boards (MWB) and MCC Management ***shall collaborate*** on decisions regarding changes that impact 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 about a change that will affect customer service has been reached, the individual who has been designated by the local board or career center management as an **authorized representative** shall submit notification to the MassHire Department of Career Services:

- **as early as possible** (regarding adverse weather or emergency conditions) (Attachment B) **or**
- **not later than 30 business days** prior to any contemplated or planned change (Attachment B) **or**
- **not later than 60 business days prior** to implementation of a permanent change (Attachment C)

Note: In cases of changes to the Lead Operator and/or Service Provider, MDCS must be ***immediately notified***. (See **Attachment C** – Permanent Change Notification Form).

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

Action

Required: Local areas must follow the policy described herein.

To ensure consistent public access local MassHire Career Centers scheduled closings that exceed two consecutive business days should include a plan, approved by MDCS, to ensure continued public access to services.

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:
DCSChangenotification@mass.gov.

Attachments: A: Types of Situational Closings/Changes
B: Situational Change Notification Form
C: Permanent Change Notification Form

Effective: Immediately

Inquiries: Please email questions to PolicyQA@mass.gov.