

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 05.113

☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: July 21, 2016

Subject: **Employment and Training Administration's Toll Free Help Line**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the ETA's Toll Free Help Line (TFHL) through Training and Employment Notice (TEN) [No. 03-16](#). The information in this TEN is provided in order to increase awareness about the free resources available through the TFHL (1-877-US2 JOBS / 1-877-872-5627), and to encourage increased usage by American Job Centers and state and local governments. The TFHL resource is intended to give the public and the workforce development community universal access to employment and training information, programs and services. The service is available in over 140 languages and provides ease of access to a wide range of Department of Labor (DOL) specific programs and resources.

Background: In 1999, the Secretary of Labor created the TFHL as a national resource for dislocated workers, employers and workforce professionals. The TFHL is easily accessed by phone and acts as a "front door" to an information-rich database of DOL services and resources. It provides a consistent, accurate, and current message to customers. The TFHL uses over 3,000 scripts and has the ability to react swiftly to create and activate scripts to assist in state, local and federal emergencies. It connects individuals to employment and training opportunities and answers frequently asked questions and will initiate research requests if additional information is needed.

The TFHL is part of the DOL National Contact Center. It is available 8:00 am to 11:00 pm EST, Monday through Friday, except Federal holidays. The line has TTY capabilities for the hearing impaired. The National Contact Center is an integral part of the DOL's emergency preparedness plans in the event of a significant national emergency.

Career Center staff and state and local workforce professionals can direct customers with questions to the TFHL. Workforce system professionals are encouraged to use the TFHL as a resource to provide information to the public. The TFHL can create and update scripts quickly to react to specific situations, including state emergencies, temporary closures, or employment announcements.

Action

Required: Please share the information with management, staff, and partners as appropriate.