



Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

EOLWD

Organizational Overview for New Hires

(10-15 minutes)

To move from slide to slide,
click the arrow buttons below.



1

Goal



The goal of this orientation is to familiarize you with the EOLWD organization, its mission, and the functions of its various agencies and departments.

Your agency and supervisor will provide additional information to help orient you to your new position.

2

2



Introduction

The EOLWD Secretariat is comprised of three main categories of departments:

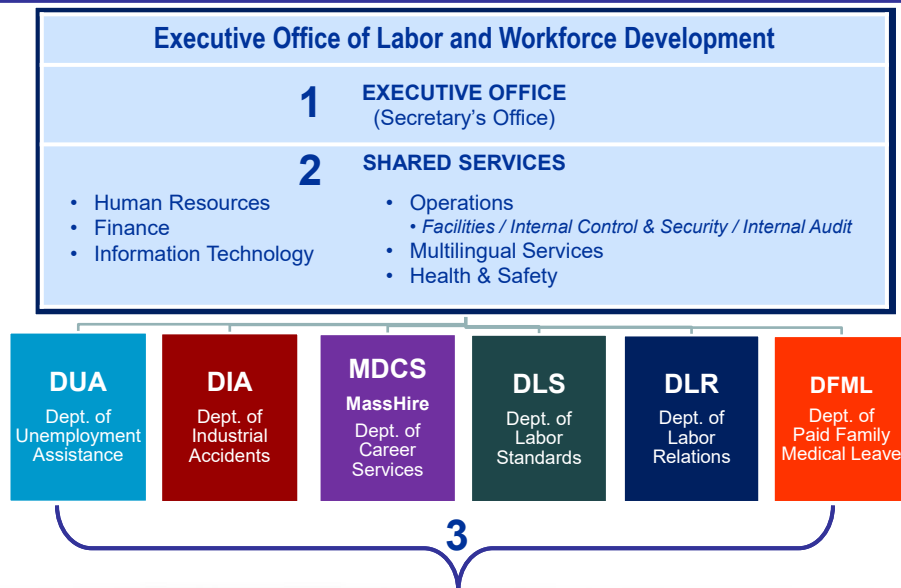
1. Executive Office
2. Shared services
3. Public-facing departments

3

3



EOLWD Organization



4

4

EOLWD Secretariat



Rosalin Acosta, Secretary
 Executive Office of Labor and Workforce Development
 One Ashburton Place
 Suite 2112
 Boston, MA 02108
 (617) 626-7122
 Fax: (617) 727-1090

As Secretary of Labor and Workforce Development in Massachusetts, Secretary Acosta leverages her passion to make the world a better place by ensuring that workers, employers, and the unemployed have the tools and training needed to succeed in the Massachusetts economy.

5

5

EOLWD Mission Statement



EOLWD's mission is to provide effective, innovative statewide services that:

- Protect worker rights, health, safety, wages and working conditions (DLS);
- Insure against job-related injury (DIA);
- Provide individuals and families with economic stability following job loss (DUA);
- Level the playing field for responsible employers (DUA, DLS);
- Develop a pipeline of skilled workers for current, emerging and future employers (MDCS);
- Maintain labor harmony between employees, employers and labor unions (DLR);
- Provide temporary income replacement to eligible workers who are welcoming a new child into their family, struck by a serious illness or injury, need to take care of an ailing relative, and for certain military considerations (DFML)

6

6



EOLWD Offices at the Hurley Building

Most EOLWD offices are located at the Hurley Building, in the Government Center area.

Hurley Building
19 Staniford Street
Boston, MA 02114

- [Hurley Building Directions](#)
- [Access and Parking](#)
- [Safety and Security](#)



Additional field offices are located throughout the state.

7

7



EOLWD Human Resources (HR)

Heidi Henson, Ed.D., SPHR, Secretariat Human Resources Officer
Cheryl Stanton, Staffing and Payroll Manager
Stephanie Ross, Labor Relations Director
Dennis Johnson, Diversity Director

HR Main Office:

(617) 626-5109
Fax: (617) 727-5873

Hurley Building, 2nd Floor
19 Staniford Street
Boston, MA 02114

Hours: 8:30 a.m. - 4:30 p.m. weekdays

8

8



EOLWD Human Resources (HR)

HR is here to help you with various aspects of employment at EOLWD, and the services we provide include:

- Hiring, training and evaluation of staff
- Benefits and leaves administration
- Payroll processing
- Diversity management
- Labor Relations and contract administration

9

9



Office of Diversity, Equal Opportunity and Civil Rights

Dennis Johnson, Director of Diversity and EOLWD Sexual Harassment Officer

- Dennis.Johnson@massmail.state.ma.us
- (617) 626-5111

Karen Haynes-Clifton, Deputy Director

- Karen.Haynes-Clifton@massmail.state.ma.us
- (617) 626-5138
- Fax: (617) 626-6238

The mission of the *EOLWD Office of Diversity, Equal Opportunity and Civil Rights* is to facilitate and support a workplace environment that is free from unlawful discrimination and enhances and celebrates the diversity of its workforce and programs.

10

10



Getting to Know Your Diversity Office

What we do:

- Affirmative Action/Equal employment compliance
- Diversity and inclusion initiatives
- ADA (Americans with Disabilities Act) Reasonable accommodations requests
- Diversity/Civil Rights training
- Recruitment and outreach
- Hiring oversight/Monitoring
- Domestic violence resources

11

11



EOLWD Labor Relations

Stephanie Ross, Labor Relations Director

19 Staniford Street

Boston, MA 02114

(617) 626-6681

Fax: (617) 727-0713

The EOLWD Labor Relations Department works to foster a healthy, harmonious working environment, and to facilitate good labor and industrial relations practices.



12

12



EOLWD Finance Department

Sheila Tunney, Chief Financial Officer (CFO)

19 Staniford Street
Boston, MA 02114
(617) 626-7117
Fax: (617) 727-0713

The Finance Department oversees budget, cash and benefits, fiscal reporting, contracts and procurement, and accounts payable for EOLWD.



13

13



Information Technology Department (IT)

Anthony Fantasia, Director

IT Main Number 617-626-6688

The role of IT is to continually improve computer systems and applications through developing, testing and problem-solving.



- Administration staff
- Business applications support
- Internet and intranet development
- Network operations
- Service delivery
- Telecommunication
- Systems applications
- Systems security

14

14



Desktop Support - EOTSS

Desktop Support is centralized and provided by the Executive Office of Technology Services and Security (EOTSS).

Desktop Support:
massgov@service-now.com
 1-866-888-2808



Welcome to EOTSS
 started, login below with your Commonwealth
 users? Watch the video for instructions on first t

If you need technical assistance with MOSES (Massachusetts One-Stop Employment System), call 617-626-5656.

If you need technical assistance with UI Online (Unemployment Insurance Online system), call 617-626-2525.

15

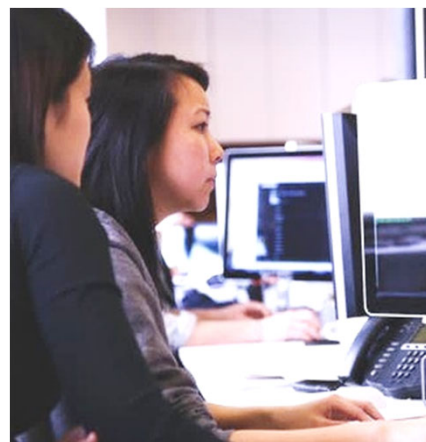
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EOLWD Operations Department

Operations includes the following departments:

- Facilities
- Internal Audit
- Internal Control



16

16



Facilities Department

Sheila Tunney oversees EOLWD Facilities.

The Facilities Department manages:

- Materials and office equipment
- Print shop and mail processing
- Building maintenance, space reconfigurations and relocations
- The Hurley Building and four state-owned buildings
- Coordination with the Division of Capital Asset Management and Maintenance (DCAMM) on building operations



To report anything needing attention:

Hurley Building Facilities:

Business hours - 617-626-6700

After hours - 617-727-1000 (DCAMM)

All Other Locations:

Refer to on-site protocols and phone numbers.

17

17



Internal Audit

Temporarily reporting to Migdalia Diaz

Hurley Building

617-626-6680

ICID@detma.org

- Audit Liaison with external auditors for all financial and operational compliance and operational audits
- Examines and evaluates the adequacy and effectiveness of EOLWD'S internal financial, compliance and operational control system(s)
- Evaluates the accuracy and completeness of assessments paid by insurance companies to the Department of Industrial Accidents (DIA)

18

18



Office of Internal Control and Security (ICS)

Temporarily reporting to Migdalia Diaz
Hurley Building
617-626-6680
ICID@detma.org



Roles of Internal Control:

- Workplace safety and security
- Identification of vulnerabilities and risks within agencies
- Monitoring of employee compliance with agency policies, laws and regulations
- Information Security training and awareness initiatives
- Financial and compliance auditing of agency functions

19

19



What is considered a "Security Incident"?

The following security incidents should always be reported:

- Assault
- Domestic dispute
- Workplace injury
- Medical incident or emergency
- Theft
- Threats - verbal or physical
- Health and safety issues and concerns
- Data breach
- Improper use of employee ID badge
- Any other incident that you feel needs attention

20

20





What should you do?

If you suspect or know of an Information Security incident or violation:

1. Talk to your supervisor.
2. Notify the EOTSS Help Desk:
 - Email: massgov@service-now.com
 - Phone: (844) 435-7629
 - Online: massgov.service-now.com.

Quick Links

-  Security Incident Report
-  EOTSS ServiceNow

3. Fill out an Incident Report Form.

Both EOTSS ServiceNow and the Incident Report form can be found on the [EOLWD SharePoint intranet](#), in Quick Links.

Note: If unable to access the online Incident Form, send security incident details to the EOLWD Help Desk via email or telephone.

21



21



ICS Incident Report Form

The Incident Report form can be found on the EOLWD SharePoint intranet, in the Quick Links section (right side).

Quick Links

-  Security Incident Report
-  EOTSS ServiceNow

Security Incident Report			
Today's date	Report type <input type="checkbox"/> Original <input type="checkbox"/> Supplement or Follow		
Type of incident	Report completed by		
Building name	Address		
Agency	Department	Office loc	
Department phone	Email	Incident date	
Date Reported	Time Reported	Number of parties ii	

22

22



Department of Unemployment Assistance (DUA)



Richard Jeffers, Director

Hurley Building
(617) 626-6500

DUA serves Massachusetts residents who are unemployed and looking for work and employers that are legally required to contribute to the State's unemployment insurance (UI) program.

- Process and pay UI claims timely and accurately
- Determine and collect employer contributions
- Protect the integrity of the UI trust fund
- Promote safeguards to ensure privacy and customer satisfaction
- Improve re-employment efforts
- Calculate UI rates and deposit contributions
- Develop advanced methods and systems for managing data
- Expedite UI payments
- Provide online services
- Prevent, detect, and recover fraudulent UI payments.

23

23



Department of Industrial Accidents (DIA)

Sheri Bowles, Interim Director

1 Congress St., Suite 100
Boston, MA 02114
(617) 727-4900

As the court system for Workers' Compensation cases, DIA helps injured workers, employers, attorneys, and insurers, among others. IT resolves disputes as to whether benefits are due or should be stopped. It is also responsible for making sure employers in Massachusetts have Workers' Compensation insurance.

24

24

MassHire Department of Career Services (MDCS)



Alice Sweeney
Director

Alice Sweeney, Director
Hurley Building, 1st Floor
(617) 626-5300



The MassHire Department of Career Services oversees the Massachusetts network of career centers and provides the following services:

For Job Seekers:

- Career counseling
- Workshops and short-term training
- Up-to-date job listings
- Resumes, cover letters

For Employers:

- Recruitment and hiring
- Job matching
- Tax credit programs
- Labor market information

25

25

MassHire Career Centers and Service Delivery Areas



[Printable MassHire Career Center List](#)



26

26



Department of Family and Medical Leave (DFML)

William Alpine, Director
617-626-6565

The Department of Family and Medical Leave's mission is to implement and run a program that provides income support to Massachusetts workers and their families during significant life events while serving as a partner to employers to deliver program integrity. DFML's vision is to ensure a Massachusetts workforce that is healthier, more productive, and enjoys a better quality of life.

27

27



Department of Labor Standards (DLS)

Michael Flanagan, Director
Hurley Building, 2nd Floor
(617) 626-6975
DLSfeedback@state.ma.us

The Department of Labor Standards (DLS) promotes and protects workers' safety/health, wages, and working conditions, and supports the use of apprenticeship as a tool for workforce development.

28

28



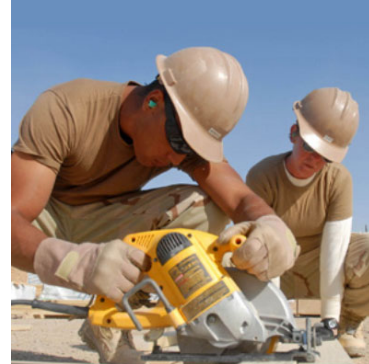
Division of Apprentice Standards (DAS)

Patrick Mitchell, Director

Contact:

- (617) 626-5409
- apprenticeship@mass.gov

The Division of Apprentice Standards is responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts.



29

29



Department of Labor Relations (DLR)

Philip Roberts, Director

Boston Office Hurley Building, 1st Floor

Boston/Main (617) 626-7132

Springfield (413) 784-1230

The Department of Labor Relations (DLR) is responsible for promoting stable, productive and cooperative relationships between public employers and their represented employees by administering and enforcing the Commonwealth's collective bargaining laws.

Primary functions:

1. Adjudication of prohibited practice charges;
2. Processing representation cases and bargaining unit clarification cases;
3. Prevention and termination of strikes by public employees;
4. The provision of conciliation, arbitration and mediation services

30

30



EOLWD Partners

Commonwealth Corporation (CommCorp) - 617-727-8158

CommCorp is a quasi-public workforce development agency that strengthens the skills of Massachusetts youth and adults by:

- Investing in innovative partnerships with industry, education and workforce organizations
- Preparing youth and unemployed workers for jobs in demand that lead to higher rates of employment
- Upgrading the skills of underemployed workers to meet specific employer skill demands leading to job retention, upgrades and wage gains

Council on the Underground Economy (CUE) - 877-965-2267

The CUE serves business owners and taxpayers of the Commonwealth by providing:

- Coordinated investigations
- Pursuit of anonymous tips in order to bring businesses into compliance with Massachusetts laws and tax requirements
- Enforcement actions between state and federal agencies

31

31



ACRONYMS

Information about organizations listed below can be found on Mass.gov and/or the EOL SharePoint Intranet.

EOLWD and Related Organizations

EOL, EOLWD, LWD	Executive Office of Labor and Workforce Development
• DAS	Division of Apprenticeship Standards
• DFML	Department of Family and Medical Leave
• DIA	Department of Industrial Accidents
• DLR	Department of Labor Relations
• DLS	Department of Labor Standards
• DUA	Department of Unemployment Assistance
• MDCS (MassHire DCS)	MassHire Department of Career Services
DCAMM	Division of Capital Assets Management and Maintenance
DOR	Department of Revenue
EOTSS	Executive Office of Technology Services and Security
ESC	Employee Service Center, also known as MassHR
GIC	Group Insurance Commission
HR	Human Resources Department (EOLWD)
HRD	Human Resources Division (Serves all secretariats/agencies of the Commonwealth of Massachusetts)
ICS	Internal Control and Security
M.G.L.	Massachusetts General Law
OMS	Office of Multilingual Services

32

32



ACRONYMS

Systems and Technology

EOTSS	Executive Office of Technology Services and Security
ESC	Employee Service Center, also known as MassHR
HRIS	Human Resources and Finance Information Processing System
HR/CMS	Human Resources/Compensation Management System
IT	Information Technology
LMS	Learning Management System
MassAchieve	The LMS for Massachusetts State workers
MassPerform	The system that administers managers' performance evaluations
MOSES	Massachusetts One-Stop Employment System
PACE (LMS)	Performance and Career Enhancement (Learning Management System)
PCRS	Payroll Cost Reporting System
SP365	Sharepoint365
SSTA	Self Service Time and Attendance
UI	Unemployment Insurance
UI Online	Unemployment Insurance Online (claim system for UI claimants and employers)

33

33



ACRONYMS

Employment (Benefits, Services, etc.)

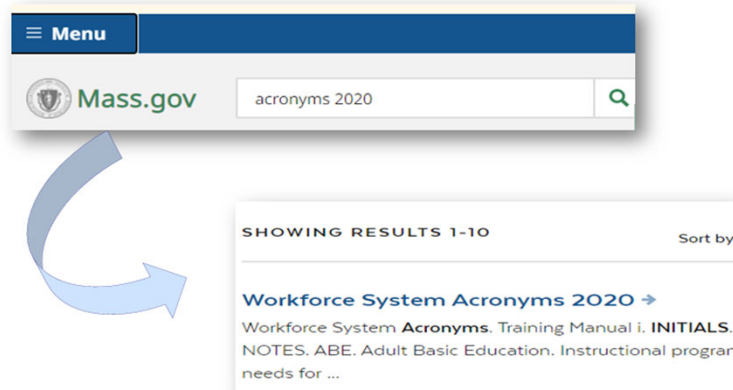
DOR	Department of Revenue
EAP	Employee Assistance Program
EILB	Extended Illness Leave Bank
EPRS	Employee Performance Review System (for non-managers)
ESC	MassHR Employee Service Center
FMLA	Family and Medical Leave Act
FSA	Flexible Spending Accounts (AsiFlex)
FTI	Federal Tax Information
GIC	Group Insurance Commission
HR	EOLWD Human Resources Department
HR/CMS	Human Resources Compensation Management System
HRD	Human Resources Division
M.G.L.	Massachusetts General Law
MassHR	Also known as ESC "Employee Service Center"
NAGE	National Association of Government Employees
PRP	Performance Recognition Program
SEIU	Service Employees International Union
SSTA	Self Service Time and Attendance

34

34



For MassHire workforce system acronyms, search Mass.gov



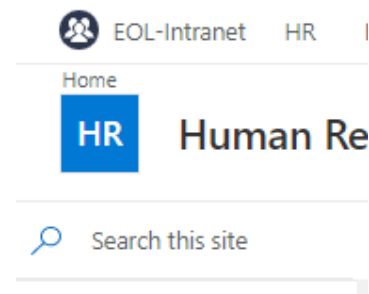
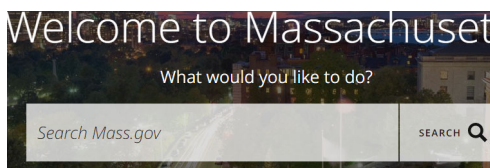
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35



Additional Information

More information about EOLWD agencies and resources may be found by using the Search tool on Mass.gov or on the new EOLWD Intranet:



36

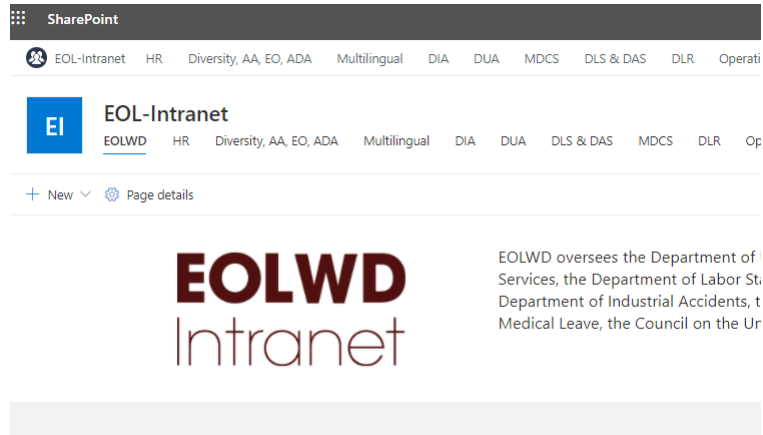
36

EOLWD Intranet



<https://massgov.sharepoint.com/sites/EOL>

Site access requires a valid employee email address.



37

37



Thank you for taking the time to view this presentation.
We look forward to working with **you** at EOLWD!



38

38