

Mass Workforce Issuance

Workforce Issuance No. 11-19

☐ Policy ☒ Information

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

cc: WIA State Partners

From: George Moriarty, Director
Department of Career Services

Date: March 23, 2011

Subject: **New Call Center Hours of Operation**

Purpose: To notify local Workforce Investment Boards (LWIBs), One-Stop Career Center Operators and other local workforce investment partners of new operating hours for the Commonwealth's DUA Call Centers. The new schedule will go into effect on Monday, April 4, 2011.

Background: Monday – Thursday: 8 AM to 6 PM (last customer call).

Friday: 8 AM to 4:30 PM (last customer call).

Saturday: 8 AM to Noon (last customer call).

To better assist local career center customers, please assure that all LWIB and One-Stop Career Center staff are aware of this schedule change.

Inquiries: Inquiries should be directed to Mark Wigler, DUA Field Operations Director at mwigler@detma.org.