

Mass Workforce Issuance

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☐ 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: January 19, 2016

Subject: **One Stop Career Center Customer Special Service Reference Guide**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners about the new One Stop Career Center Customer Special Service Reference Guide that identifies additional services that may be available to customers.

Background: This guide has been developed to assist career center staff to identify additional benefits and resources that may be available for customers coming into the Career Center. The guide was developed to assist with timely triage and awareness of services by providing a quick summary description about various programs and identifying Massachusetts companies of potential **training funds, benefits** and/or **specialized services**, through federal funding, to laid-off employees.

This guide will be updated the first business day of each month and available on <http://www.mass.gov/massworkforce/resources/oscc-operations/>.

Action

Required: **All Career Center staff should be familiar with this guide** and have it readily available at the front desk and in the resource room. Staff should regularly cross-check dislocated worker customers past employment against the company-specific funding list to ensure timely triage to potentially eligible individuals.

Inquiries: Questions related to the guide should be directed to Jason Albert at jalbert@detma.org or 617-626-5190.

Attachment: OSCC Customer Special Services Reference Guide