

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# MassWorkforce Issuance

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**100 DCS 14.197**

☐ Policy

☒ Information

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**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development 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:** June 15, 2017

**Subject:** **Unemployment Insurance (U.I.) Online Navigation Training**

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**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators, and other local workforce partners of Unemployment Insurance (U.I.) Online Navigation Trainings scheduled for career center staff. Training sessions are being offered in July and August of 2017.

**Background:** The Department of Unemployment Assistance (DUA), in conjunction with the Department of Career Services' Training and Development Team, will be conducting training sessions in July and August relative to navigating the U.I. Online system. These trainings will provide career center staff with fundamental knowledge on how to navigate the U.I. Online system for assisting career center customers with navigation of the U.I. Online system. The training will cover:

- Navigating the U.I. Online system
- Filing a new claim for unemployment insurance
- Reopening an existing claim
- Requesting weekly benefits
- Accessing communications and information regarding their claim

<b>Date/Time</b>	<b>Location</b>
July 12, 2017 9:00 am – 4:00 pm	<b>Charles F. Hurley Building</b> Training Room B 19 Staniford Street – 5 <sup>th</sup> Floor Boston, MA 02114
July 19, 2017 9:00 am – 4:00 pm	<b>Lawrence U.I.T.C.C.</b> Building 9 – 3 <sup>rd</sup> Floor 360 Merrimack Street Lawrence, MA 01843
July 26, 2017 9:00 am – 4:00 pm	<b>Charles F. Hurley Building</b> Training Room B 19 Staniford Street – 5 <sup>th</sup> Floor Boston, MA 02114
August 2, 2017 9:00 am – 4:00 pm	<b>Lawrence U.I.T.C.C.</b> Building 9 – 3 <sup>rd</sup> Floor 360 Merrimack Street Lawrence, MA 01843
August 9, 2017 9:00 am – 4:00 pm	<b>Charles F. Hurley Building</b> Training Room B 19 Staniford Street – 5 <sup>th</sup> Floor Boston, MA 02114

#### **Action**

**Requested:** Please disseminate this information and assure that all appropriate staff register for their choice of training session.

Due to limited seating capacity in each computer lab, ***please limit registration to 2 staff per career center.***

Staff must register for the appropriate Unemployment Insurance (U.I.) Online Navigation Training session through the [DCS Training and Development Calendar](#), which will redirect them to Eventbrite to register.

Please assure that all staff arrive on time as training sessions will begin promptly.

**Inquiries:** Please direct all questions to David Ledonne at [David.Ledonne@MassMail.State.MA.US](mailto:David.Ledonne@MassMail.State.MA.US). Reference this Mass Workforce Issuance number in your inquiry.