## **Welcome**

## Welcome to the Boston Re-Employment Center (REC). We are an appointment-only center providing specific unemployment and MassHire Program Services.

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## **Checking in**

After you check-in for your appointment, you will get a card with an REC number. Don't lose this card. The REC number will help you find the various Stations you may need to visit during your time in the Center.

We might ask you to give us personal and financial information for us to figure out which services you need. This information is confidential, and staff are trained to keep your information private. They might ask you for your Social Security number. You can write this information on a piece of paper. We can give the paper back to you or we can destroy it to protect your information. Do not say your Social Security number out loud inside the Re-Employment Center.

After you check-in for your appointment, we will ask you to stand in the Welcome Station line or go to the waiting area.

## **Welcome Stations and Program Stations**

At a Welcome Station, we will ask you questions to understand your needs. We may be able to help you get what you need at the Welcome Stations.

ONLY FOR NON-ENGLISH VERSION: You will receive a printed questionnaire sheet in your preferred language. This will help us assess your situation and determine which Center services you need.

If we can't help you at the Welcome Station, you will need to visit a Program Station to meet with a staff member. A Center staff member will take you to a station behind the Welcome Stations if there is a Program Station available.

If a station is not available, we will ask you to wait in the waiting area. A staff member will call your number when the next station becomes available. If you can't wait for a Program Station to become available, please tell the Center staff so we can give your appointment to another guest.

## **MassHire resources**

You can find staff from the MassHire Department of Career Services (MDCS) at the Re-Employment Center (REC). These staff can connect you to MassHire Career Centers close to you so you can start your “Road to Re-Employment.” You can go to a MassHire orientation to learn about programs and services that can help you.

MASSHIRE CAREER CENTER SERVICES

* Access to job openings and referrals to businesses
* Job skills training & training exploration
* Job search and job placement services
* Career counseling and planning
* Access to a network of partners and their programs
* Access to customized Labor Market Information about jobs in your industry and region

You can use the computers at the Center to register for the MassHire JobQuest. The [MassHire Jobquest website](https://jobquest.dcs.eol.mass.gov/jobquest/) is where you will begin your membership with MassHire. After you register, you can schedule yourself for any of the services offered at a Career Center near you. To find a Career Center near you go to: <https://www.mass.gov/how-to/find-a-masshire-career-center>.

The Welcome Station staff member may ask you to go to an orientation on MassHire in the MassHire Orientation Room. You can visit the MassHire Orientation Room first if you have time while you wait.

**If we ask you to go to a UI or PUA Program Station**

After you sit down at a Program Station, you will get a clean headset to speak with a staff member on the computer. When you get to the Program Station, select “Join” on the touch screen. Please ask for help if you have any technical problems or the virtual staff member asks you to do so.

ONLY FOR NON-ENGLISH VERSION: The virtual staff member sessions will allow a translator to join the session to support your language need.

After you finish at the UI or PUA Program Station:

* If you need to meet with a DUA staff member in person, you will go to the waiting area until a DUA staff member calls you.
* If you need job search services, you will go to the MassHire Orientation Room. Please take your headset with you.
* If you need to reset your PIN, you will go to an Interview Room or the MassHire Resource Room. You can pick up a phone, select the button that says “PIN” next to it and follow the instructions from the person on the phone.

Please use the wipes to clean the desk for the next customer before you leave the Station. You do not need to wipe the computer monitor.

When you are finished, please put your headset in the bin located in the hallway going back to the waiting area next to the Storage and Staff rooms. We will disinfect the headset for the next user.

We thank you for your visit and hope that you have a great rest of your day.