

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# Mass Workforce Issuance

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100 DCS 08.117

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:** November 28, 2017

**Subject:** **Guidance and Resources Available for Hurricane Impacted Individuals**

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**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of guidance and resources for individuals impacted by Hurricanes Irma and Maria.

**Background:** In the wake of the devastating impacts of Hurricanes Irma and Maria, individuals from Puerto Rico and U.S. Virgin Islands who seek refuge within the Commonwealth of Massachusetts may be in need of various services. Resources for assisting individuals are provided below.

**BASIC ASSISTANCE:** Food, clothing, housing, health care, information on accessing schools, etc.

[Family Resource Centers](#) (FRCs) provide customers with valuable resources for basic assistance during this difficult time. The Executive Office of Health and Human Services (EOHHS) has asked Family Resource Centers across the state to provide coordination for individuals and families affected by hurricanes Irma and Maria. FRCs are located in each of the 14 Massachusetts counties to provide easy access to information and assistance related to health care, safety, employment training, education and peer support. A list of the FRCs is provided at <https://www.frcma.org/locations> and in Attachment A to this Issuance.

Mass 2-1-1, (<http://mass211.org>) is an information and referral line that provides free, confidential information to individuals and families seeking child and elder care, emergency food and shelter, substance abuse treatment, and educational and vocational assistance. Individuals in need of any of these services can dial 2-1-1 from any phone in Massachusetts to speak with an information and referral specialist 24 hours a day, 7 days a week. Translation services are available in more than 140 languages.

**UNEMPLOYMENT BENEFITS:** Assistance is available for individuals filing for Unemployment Insurance or Disaster Unemployment Assistance with Puerto Rico.

Individuals inquiring about filing a Disaster Unemployment Assistance claim should be instructed to first file an initial Unemployment Insurance (UI) claim online with Puerto Rico or through the Puerto Rico unemployment call center (787-945-7900) since the individual must first be determined *ineligible for regular unemployment benefits* before it can be determined whether they are eligible for the Disaster benefits.

- Encourage an evacuee to file online at “<http://www.trabajo.pr.gov/>. An initial UI claim can be filed by clicking on the button titled “Reclamacion Inicial” and a continued claim can be filed by clicking on “Reclamacion Semanas Subsiguientes.”
- Individuals who do not have internet access can call Puerto Rico’s unemployment call center at 787-945-7900 to file a regular, initial claim or to file a continued claim.

**MA Department of Unemployment Assistance (DUA)** staff can assist individuals in person or over the phone to access the Puerto Rico system. For help, refer individuals who cannot use the online system to the designated phone number, 877-355-1135, where a Spanish speaking agent will provide assistance in completing the Disaster benefit application.

DUA also offers in-person assistance in Spanish at the following locations:

- CareerPoint, 850 High Street Holyoke, MA 01040
- ValleyWorks Career Center, 255 Essex Street, Lawrence, MA 01840
- The Boston Walk-In Center, 1<sup>st</sup> Floor, 19 Staniford Street, Boston, MA 02114

**EMPLOYMENT AND LICENSING:** Career Centers are the primary resource for employment assistance for individuals impacted by the hurricanes who are relocating to Massachusetts temporarily or permanently.

**NOTE:** Family Resource Centers need assistance from Career Centers to go on-site at the FRC to meet with families to assist with enrollment in the Career

Centers for supportive employment and access to UI. Refer to the list of FRCs in Attachment A.

**Registration in MOSES:** Career Centers serving impacted individuals should register the customer in MOSES and click on *Career Center Specific* tab and enroll the individual under **PR Hurricane Impacted**. Refer to instructions in MassWorkforce Issuances 100 DCS 02-119 and 100 DCS 02-121 (<https://www.mass.gov/files/documents/2017/11/03/02-119.pdf> and <https://www.mass.gov/files/documents/2017/11/16/02-121.pdf>). Provide and record appropriate reemployment program, services, activities and supports in MOSES.

Make sure to identify any valid **professional licenses, certifications or registrations** that the individual may have on the **Education Tab**. This information will be helpful if reciprocal licensing with Massachusetts is being sought. (Refer to MassWorkforce Issuance 100 DCS 02.12 for sample data entry record <https://www.mass.gov/files/documents/2017/11/16/02-121.pdf>.)

**To find out if a professional license from Puerto Rico is valid for working in Massachusetts**, individuals should contact the appropriate Board office through the Division of Professional Licensure (DPL). DPL, through its 39 boards, licenses individuals and regulates businesses in some 167 trades and professions. <https://www.mass.gov/orgs/division-of-professional-licensure>.

**OTHER STATE RESOURCES:** State agencies are prepared to assist individuals impacted by the hurricanes – links to agency sites are provided below.

Numerous resources, specific to hurricane relief have been added to [Mass.gov](https://www.mass.gov): <https://www.mass.gov/service-details/hurricane-relief-resources>

The Mass.gov link above allows individuals to connect to additional services and resources such as:

- [Division of Professional Licensure Contacts](#)
- Federal Emergency Management Agency ([FEMA](#))
  - [Critical Needs Assistance](#)
  - [How to Register with FEMA](#)
  - [How to Register with FEMA \(Spanish\)](#)
  - [Individuals and Households Program \(IHP\) Fact Sheet](#)
- Housing Assistance
  - [Housing Summary](#)
  - [PHN 2017-23 Housing Inquiries Due to Recent Hurricanes](#)
- Local Community Organizations
  - [Agency listing](#) (please scroll down to Local Community Organizations)
  - [Programs offered by CENTRO](#)
  - [Children's Services of Roxbury](#)

- Local Emergency Response Plans
  - [Merrimack Valley Coordinated Emergency Response Plan](#)
- MA Department of Elementary and Secondary Education
  - [School Enrollment FAQ](#)
- MassHealth Guidance
  - [Communication for Hurricane Evacuee Applications](#)
  - [Self Attestation Form](#) (please scroll to the bottom of the site for forms in English and Spanish)
  - [Hurricane Evacuees applying for MassHealth](#)
- [MOSES Data Entry for Job Seekers From Puerto Rico Impacted by Hurricanes \(https://www.mass.gov/files/documents/2017/11/03/02-119.pdf\)](#)
- Unemployment Benefits
  - [Disaster Unemployment Assistance Benefits](#)

This Issuance will be updated as additional information on services and resources becomes available.

**Action**

**Requested:** Please share the information with staff, partners and customers as appropriate

**Attachment:** A. Massachusetts Family Resource Centers

**Attachment A: Massachusetts Family Resource Centers**

**Amherst**

**[The Bridge Family Resource Center](#)**

**101 University Avenue, Suite A3**

**Amherst, MA 01002**

**Athol/North Quabbin**

**[North Quabbin Family Resource Center](#)**

**423 Main Street**

**Athol, MA 01331**

**Boston**

**[Boston-Suffolk County Family Resource Center](#)**

**780 American Legion Highway**

**Roslindale, MA 02131**

**Brockton**

**[The Family Center- Community Connections of Brockton](#)**

**1367 Main Street**

**Brockton, MA 02301**

**Fall River**

**[Family Service Association](#)**

**45 Rock Street**

**Fall River, MA 02720**

**Fitchburg**

**[MOC Fitchburg Family Resource Center](#)**

**356B Broad Street, 4th Floor**

**Fitchburg, MA 01420**

**Framingham**

**[Wayside Framingham Family Resource Center](#)**

**88 Lincoln Street**

**Framingham, MA 01702**

**Greenfield**

**[Community Action Family Center](#)**

**90 Federal Street**

**Greenfield, MA 01301**

**Holyoke**  
**[Enlace Family Resource Center](#)**  
299 Main Street  
Holyoke, MA 01040  
Massachusetts Family Resource Centers

**Hyannis/Barnstable**  
**[Cape Cod Family Resource Center](#)**  
29 Bassett Lane  
Hyannis, MA 02601

**Lawrence**  
**[Family & Community Resource Center](#)**  
530 Broadway  
3rd Floor, Suite 301  
Lawrence, MA 01841

**Lowell**  
**[NFI Family Resource Center of Greater Lowell](#)**  
27 Prescott Street  
Lowell, MA 01852

**Lynn**  
**[Lynn Family Forward Resource Center](#)**  
16 City Hall Square  
Lynn, MA 01901

**Nantucket**  
**[Nantucket Family Resource Center](#)**  
20 Vesper Lane  
L-1 Gouin Village  
Nantucket, MA 02554

**New Bedford**  
**[The Family Resource and Development Center](#)**  
128 Union Street  
3rd Floor  
New Bedford, MA 02740

**North Adams**  
**[The Family Place](#)**  
61 Main Street  
2nd Floor, Suite 218  
North Adams, MA 01247

**Oak Bluffs/Martha's Vineyard**

**[Island Wide Youth Collaborative: A Massachusetts Family Resource Center](#)**

**111 Edgartown Road**

**Oak Bluffs, MA 02557**

**Pittsfield**

**[Family Resource Center, Berkshire Children and Families](#)**

**480 West Street**

**Pittsfield, MA 01201**

**Quincy**

**[Quincy Family Resource Center](#)**

**1120 Hancock Street**

**Quincy, MA 02169**

**Springfield**

**[The Springfield Family Support Programs Family Resource Center](#)**

**18 Gaucher Street**

**Springfield, MA 01109**

**Worcester**

**[Worcester Connections Family Resource Center of YOU, Inc.](#)**

**484 Main Street**

**Suite 460 4th Floor**

**Worcester, MA 01608**