

# Mass Workforce Issuance

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Policy  Information

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**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:** April 12, 2018

**Subject:** **Outreach and Tracking for Hurricane Impacted Individuals: Coordination with the Department of Career Services**

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**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the process for coordination with the Department of Career Services (DCS) on outreach efforts and tracking for hurricane impacted individuals.

**Background:** Hurricane impacted individuals are at risk of benefits becoming exhausted, including the potential to lose temporary housing in Massachusetts hotels. It is critical that these individuals are informed of available Career Center services to assist with job search, training, and education.

The Executive Office of Labor and Workforce Development (EOLWD) and Department of Career Services (DCS) has determined that a coordinated outreach and tracking effort is the approach that will be most effective in communicating information about services and resources to support hurricane impacted individuals.

## **Coordination with DCS on Outreach Efforts**

The Rapid Response team has designated five regional Rapid Response coordinators to be the point of contact to assist local areas in their outreach and tracking efforts to hurricane impacted individuals that are housed in hotels and in need of immediate job search/placement and career services.

Career Center staff should reach out to the designated Rapid Response coordinator in their region to:

- Provide information about local area plans to visit hotels.
- Develop a schedule to visit the hotels if one is not already in place.
- Request assistance with additional staff support.
- Ensure data specific to evacuees is collected.
- Coordinate a team approach to hotel visits with representation from Rapid Response, Family Resource Centers, Career Centers, and other Partners.

REGION	RAPID RESPONSE COORDINATOR	EMAIL ADDRESS
Boston	Chuck Bennett (617) 661-7867 x246	<a href="mailto:Charles.Bennett@MassMail.State.MA.US">Charles.Bennett@MassMail.State.MA.US</a>
Central	Sandra Foley (978) 534-1481 x237	<a href="mailto:Sandra.Foley@MassMail.State.MA.US">Sandra.Foley@MassMail.State.MA.US</a>
Northeast	Norca Disla-Shannon (978) 722-7013	<a href="mailto:Norca.Disla-Shannon@MassMail.State.MA.US">Norca.Disla-Shannon@MassMail.State.MA.US</a>
Southeast	Helder Teixeira (508) 977-1421	<a href="mailto:Helder.Teixeira@MassMail.State.MA.US">Helder.Teixeira@MassMail.State.MA.US</a>
West	Carol Snyder (413) 322-7152	<a href="mailto:Carol.Snyder@MassMail.State.MA.US">Carol.Snyder@MassMail.State.MA.US</a>

### **Coordination with DCS on Tracking Hotel Visits (*Blank Form and Sample*)**

DCS has developed a spreadsheet to track local area outreach efforts to hotels. Career Center staff should record outreach efforts on the attached Hotel Outreach spreadsheet and send the spreadsheet to the local area Rapid Response regional coordinator by **noon on Thursdays**.

### **Rapid Response Registration Form (*Spanish & English*)**

The attached Rapid Response Assessment form should be used as an initial assessment of service needs, skill level, and intention to stay in Massachusetts. The information obtained during the assessment must be entered into MOSES.

### **Flyer to Notify Hurricane Impacted Individuals of Career Center Information Sessions (*Spanish & English*)**

The attached flyer is intended to encourage hurricane impacted individuals to attend Career Center information session to learn of services and resources available at the career centers.

Please customize the attached flyer with the date, time, and location for the Career Center information session. The flyer should be provided to hotel staff for distribution to hurricane impacted individuals at risk of losing their housing at the hotel.

- Attachments:** A: Hotel Outreach Spreadsheet (*Blank Form*)  
A1: Hotel Outreach Spreadsheet (*Sample*)  
B: Rapid Response Assessment Form (*Spanish & English*)  
C: Career Center Information Session Flyer (*Spanish & English*)