

MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 05-53

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Directors for Workforce Integration
DCS Associate Directors
DCS Field Managers

cc: WIA State Partners

From: Susan V. Lawler, Commissioner
Division of Career Services

Date: July 20, 2005

Subject: Timely Notification of Changes in One-Stop Career Center Location and Contact Information

Purpose: To inform Local Workforce Investment Boards, One-Stop Career Center Directors and other workforce investment partners of the procedure for notifying the State and other interested parties of any changes in One-Stop Career Center location and contact information.

Background: It is important to ensure that our job seeker and employer customers (and our partners and colleagues) have the correct One-Stop Career Center contact information at all times. Several recent incidents related to “profiled” UI claimants missing scheduled Career Center Seminars (CCS) has prompted the need to remind local Workforce Investment Boards and One-Stop Career Center Operators of the importance of notifying all appropriate entities of any change in One-Stop Career Center information in a timely manner.

The example offered regarding CCS scheduling is illustrative of the broad reaching and unintended affect that a change made by a One-Stop Career Center can present when information about the change does not reach the appropriate parties. As you are aware, each new permanently separated “profiled” claimant receives a letter requiring that they schedule and attend a mandatory Career

Center Seminar (CCS) within a 3 week period from the date that the letter is sent. An automated telephone scheduling system is used by the claimant to schedule seminar attendance at the One-Stop Career Center of their choice. One-Stop Career Center contact information, including address and directions, is included in both the letter sent to each profiled claimant and the automated telephone scheduling system.

Since the initial implementation of the Connecting Claimants initiative, several One-Stop Career Centers have moved to new locations. It is absolutely imperative that notification of any change of address (with directions), telephone numbers, etc. is immediately made to the appropriate DCS administrative unit in a timely manner to assure that claimants have the correct location information (including directions) when they schedule attendance at a CCS. Consequences for any permanently separated claimant who fails to schedule and attend (as a result of having incorrect information) the mandatory seminar within the allowable 3 week window *may receive a one-week disqualification of his/her unemployment benefits.*

Since information is provided to all job seekers, employers and other prospective One-Stop Career Center customers on the mass.gov/dcs web site (sometimes referred to as detma.org), it is also important that this web site always present only current and correct information about the One-Stop Career Centers

Action

Required: To assure that all pertinent One-Stop Career Center information is updated in a timely manner, a single point of contact at the DCS Central Office has been designated. The designated contact is:

Paul Anderson
617-626-5299
panderson@detma.org

One-Stop Career Center information changes should be provided to Paul Anderson as soon as they are known and, whenever possible, at least sixty (60) days before the change is scheduled to occur. Paul will distribute the new information to all appropriate DCS, IOG and DUA departments and DWD for system and mailing list updating.

Changes to the following information must be provided immediately:

- Name of One-Stop Career Center
- Complete One-Stop Career Center address, including any room and/or floor number(s) and zip code
- Directions to the One-Stop Career Center if the change is a new address – please be sure that directions include all approach options and parking instructions, if any
- Telephone and fax numbers and website addresses
- Hours of Operation*
- Changes in Management Personnel

A **Contact Information Update Form** on Massworkforce.org – Resources will be utilized by all partners to notify DCS of changes to their basic contact information.

One-Stop Career Center operators are also requested to review the information on the mass.gov/dcs web site (detma.org) pertaining to their career Center(s) and inform Mr. Anderson of any changes. Please pay particular attention to the items on the lower portion of your One-Stop Career Center page that often are not reviewed and updated.

*Please note that this communication revises the instructions regarding notification of changes in hours of operation presented in WIA Communication 04-70 Career Center Hours of Operation (9/13/04) and WIA Communication 05-27 Annual Business Plan Instructions (4/22/05).

As a reminder, One-Stop Career Centers should also assure their own website information is also updated in a timely manner to reflect any changes.

Effective: Immediately

Inquiries: Questions should be directed to Frank Barros at 617-626-6424 or fbarros@detma.org.

Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #05-53.