

Unemployment Insurance Services

Unemployment Insurance services are available by calling the Division of Unemployment Assistance (DUA) Unemployment Insurance TeleClaim Center or a location with Walk-In Services.

You can do the following in person or over the telephone:

- file a new claim for Unemployment Insurance,
- reopen a current claim,
- learn about the status of your claim and benefit payment check,
- resolve problems, and
- get information on the Unemployment Insurance program and where to obtain job search assistance.

Dedicated Unemployment Insurance Services

TeleClaim Center

TeleClaim Center Numbers:

1-877-626-6800 from these area codes: 351, 413, 508, 774 and 978.

1-617-626-6800 from any other area code.

1-617-626-5666 for TTY/TDD service.

Extended Business Hours:

Monday to Friday: 8:30 am – 6:30 pm
Saturday: 8:00 am – 1:30 pm

Walk-In Center

Division of Unemployment Assistance:

Charles F. Hurley Building
19 Staniford Street – 1st Floor,
Boston, MA 02114

Regular Business Hours:

Monday to Friday: 8:30 am – 4:30 pm

Limited Walk-In Services available through the Massachusetts One-Stop Career Centers

Unemployment Insurance walk-in services are also available at One-Stop Career Centers listed below.

Please check the center for specific hours of operation or call before visiting, especially during extreme weather conditions.

Business hours and languages spoken may be subject to change.

Greater Boston

JobNet

210 South Street – 1st Floor, Boston, MA 02111
617-338-0809

Monday - Friday (except Wednesday): 8:30 am - 5 pm
Wednesday: 10:30 am - 5:00 pm

* Cantonese, Mandarin and Vietnamese

Career Source

186 Alewife Brook Parkway – Suite 310,
Cambridge, MA 02138

617-661-7867

Tuesday and Friday: 8:30 am - 4:00 pm

Everett Career Source (Satellite)

1935 Revere Beach Parkway, Everett, MA 02149
617-389-8025

Monday - Friday: 8:30 am - 4:00 pm

* Spanish

Employment and Training Resources

201 Boston Post Road West – Suite 200,
Marlborough, MA 01752

508-786-0928

Monday - Thursday: 8:00 am - 4:00 pm

Friday: 9:30 am - 4:00 pm

Employment and Training Resources

449 Newtonville Avenue, Newtonville, MA 02460
617-928-0530

Monday - Thursday: 8:30 am - 4:00 pm

Friday: 9:30 am - 4:00 pm

Employment and Training Resources

275 Prospect Street, Norwood, MA 02062
781-769-4120

Monday - Thursday: 8:30 am - 3:30 pm

(closed during lunch 12:00-1:00)

* Russian upon request

The Career Place

Trade Center Park

100 Sylvan Road – Suite G-100, Woburn, MA 01801

781-932-5500

Wednesday and Thursday: 8:30 am - 4:00 pm

* Spanish, Portuguese and American Sign Language

Northeastern Massachusetts

ValleyWorks Career Center

192 Merrimack Street, Haverhill, MA 01830
978-722-7000

Tuesday, Wednesday, and Thursday: 8:00 am - 4:00 pm

ValleyWorks Career Center

Heritage Place

439 South Union Street – Building #2,
Lawrence, MA 01843

978-722-7000

Monday, Tuesday, Thursday, and Friday: 8:00 am - 4:00 pm

Wednesday: 9:30 am - 4:00 pm

* Spanish

Career Center of Lowell

18 John Street, Lowell, MA 01852

978-458-2503

Monday - Thursday: 8:30 am - 5:00 pm

Friday: 9:30 am - 5:00 pm

* Portuguese, Spanish and Khmer

North Shore Career Center of Lynn

181 Union Street, Lynn, MA 01901

781-593-0585

Monday - Thursday: 8:30 am - 4:30 pm

Friday: 9:30 am - 4:30 pm

* Spanish

North Shore Career Center of Salem

70 Washington Street, Salem, MA 01970
978-825-7200

Monday - Thursday: 8:30 am - 4:30 pm

Friday: 9:30 am - 4:30 pm

Southeastern Massachusetts

Attleboro Career Center

67 Mechanic Street, Attleboro, MA 02703
508-222-1950

Monday - Friday: 8:30 am - 4:30 pm

CareerWorks

34 School Street, Brockton, MA 02301

508-513-3400

Monday, Tuesday, Wednesday, and Friday:

9:00 am - 12:00 pm; 1:00 pm - 4:00 pm

Thursday: 9:00 am - 12:00 pm; 1:00 pm - 6:00 pm

Fall River Career Center

446 North Main Street, Fall River, MA 02720

508-730-5000

Monday - Friday: 8:30 am - 4:30 pm

* Portuguese

Career Opportunities Falmouth

205 Worcester Court Unit B-3 Falmouth, MA 02540

508-548-4828

Tuesday: 8:00 am – 4:00 pm

Career Opportunities Hyannis

372 North Street, Hyannis, MA 02601

508-771-5627

Monday - Friday: 8:00 am - 4:00 pm

Greater New Bedford Career Center

618 Acushnet Avenue, New Bedford, MA 02740

508-990-4000

Monday - Thursday: 8:30 am - 4:00 pm

Friday: 9:30 am - 4:00 pm

* Portuguese and Spanish

Career Opportunities Orleans

77 Finlay Road, Orleans, MA 02653

508-240-1900

Monday, Tuesday, Wednesday and Friday:

8:00 am - 4:00 pm: Problem Resolution only

Thursday 8:00 am – 4:00 pm: New Claims,

Re-open Claims and Problem Resolution

Plymouth Career Center

36 Cordage Park Circle – Suite 200, Plymouth, MA 02360

508-732-5399

Monday, Tuesday, Thursday and Friday: 8:30 am - 4:00 pm

Wednesday: 9:30 am - 4:00 pm

Quincy Career Center

152 Parkingway, Quincy, MA 02169

617-745-4000

Monday, Wednesday, Thursday and Friday:

8:30 am - 4:00 pm

Tuesday: 9:30 am - 4:00 pm

* Chinese and Vietnamese

Taunton Career Center

41 Taunton Green, Taunton, MA 02780

508-977-1400

Monday - Friday, 8:30 am - 4:30 pm

Wareham Career Center

48 Marion Road (Route 6), Wareham, MA 02571

508-291-7062

Monday - Thursday: 8:30 am to 4:30 pm

Friday: 10:00 am - 4:30 pm

* Greek

Central Massachusetts

Workforce Central Career Center

5 Optical Drive – Suite 200, Southbridge, MA 01550
508-765-6430

Monday - Thursday: 8:45 am - 4:30 pm

Friday: 9:30 am - 4:30 pm

* Spanish

North Central Career Centers

25 Main Street, Gardner, MA 01440
978-632-5050

Monday, Tuesday, Wednesday, and Friday: 8:30 am - 4:30 pm

Thursday: 10:00 am - 4:30 pm

North Central Career Centers

100 Erdman Way, Leominster, MA 01453
978-534-1481

Monday, Tuesday, Wednesday, and Friday: 8:30 am - 4:30 pm

Thursday: 9:30 am - 4:30 pm

* Spanish

Workforce Central Career Center

425 Fortune Blvd. – Suite 201, Milford, MA 01757
508-478-4300

Monday – Thursday: 8:30 am – 4:30 pm

Friday: 9:30 am – 4:30 pm

* Hindi, Bengali, Urdu, and Punjabi

Workforce Central Career Center

44 Front Street – 6th Floor, Worcester, MA 01608

508-799-1600

Monday - Thursday: 8:45 am - 4:30 pm

Friday: 9:30 am - 4:30 pm

* Spanish

Western Massachusetts

Franklin/Hampshire Career Center

One Arch Place, Greenfield, MA 01301

413-774-4361

Monday - Thursday: 8:30 am - 5:00 pm

Friday: 9:30 am - 5:00 pm

CareerPoint

850 High Street, Holyoke, MA 01040

413-532-4900

Monday-Friday: 8:30 am - 4:00 pm

* Spanish

BerkshireWorks Career Center

37 Main Street, North Adams, MA 01247

413-663-1111

Monday - Friday: 8:30 am - 4:30 pm

Franklin/Hampshire Career Center

178 Industrial Drive – Suite 1, Northampton, MA 01060

413-586-6506

Monday - Thursday: 8:30 am - 5:00 pm

Friday, 9:30 am - 5:00 pm

BerkshireWorks Career Center

160 North Street, Pittsfield, MA 01201

413-499-2220

Monday - Friday: 8:30 am - 4:30 pm

FutureWorks

One Federal Street Bldg. 103-3, Springfield, MA 01105

413-858-2800

Monday, Tuesday and Friday: 8:30 am - 4:30 pm

Wednesday: 8:30 am - 5:30 pm

Thursday: 8:30 am - 3:00 pm

* Spanish, Polish, Russian

Massachusetts Department of
Workforce
Development

* Other languages spoken, in addition to English.