

# 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 – 1<sup>st</sup> 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 – 1<sup>st</sup> 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 - 12:00 pm & 1:00 pm - 3:30 pm  
Friday: 9:30 am - 12:30 pm & 1:00 pm - 4:00 pm  
\* 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

107 Merrimack 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 - Friday: 9:00 am - 4:00 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 – 6<sup>th</sup> 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

\* Other languages spoken, in addition to English.

Massachusetts Department of  
**Workforce**  
Development