



# Boston WIOA Jobs & Training Information

## Frequently Asked Questions



### **What is WIOA?**

“WIOA” stands for “Workforce Innovation and Opportunity Act.” It is a U.S. Department of Labor program which funds employment services, including training, for those who need assistance in finding a job. Boston residents who are currently underemployed and meet eligibility guidelines may qualify for job services and/or training funds. Eligible individuals are workers who lose their jobs, or people not working and who have little or no work history. Eligible Massachusetts residents may qualify for comprehensive job search services.

### **What are One-Stop Career Centers?**

Career Centers have information about the local job market, employment opportunities, and education and training programs. Their staffs can help you find the best job or training program to match your skills, experience, qualifications and interests. Career Centers provide free workshops and other special programs to help job seekers be successful in their job search.

### **What is my first step to find out more about jobs and training?**

You have to go to one of the two Boston One-Stop Career Centers:

MassHire Boston Career Center, 1010 Harrison Avenue, Roxbury, MA (617-541-1400) or  
MassHire Downtown Boston Career Center, 75 Federal Street, Boston, MA (617-399-3131)

### **What happens at the career center?**

First, you become a member at one of the Boston Career Centers. Membership is free and open to the public. You have to provide some basic information about yourself and attend an orientation where you will learn about the ways the career center can help you.

If you are seeking help finding a job or training funding, you attend an “Employment and Training Briefing” or information session to learn about the choices you have. Training applicants will be given a standard reading and math test to make sure that you meet the requirements of the training programs.

You meet with a counselor who reviews and discusses your work history and the details of your job search. This information is used to see if you need training to get a job. You may be asked to give additional information such as explaining the problems you have had in your job search and reviewing the skills you need to find a job.

There must be jobs available in the field you want to train in. The career center shows you how to get this information. You have to write a statement to support your request for training. Your application will be submitted to the Mayor’s Office of Workforce Development (OWD). OWD makes the final decision on your application. There is an appeals process if you are not approved for training and believe that the decision was unfair. The entire process takes an average of 4-6 weeks. Your counselor will keep you informed about the progress of your application.

### How much funding is there for training?

There's not as much as you might think. Here are some basic facts about the availability of funds and the demand for training in Boston:

- Number of WIOA and related training vouchers (7/1/20 - 6/30/21): 115
- Number of unemployed Boston residents (as of May 2020): 60,143 (16%)
- Number of customers who used career centers (7/1/19 - 6/30/20): 11,459

### How can I get funding for training through WIOA?

You must be either: 1) a low-income or skills deficient Boston resident; 2) a laid-off Boston resident; or 3) laid off from a company in Boston. Because training funding is very limited, you must demonstrate the need for training in order to find a job. If you are unemployed and can get a job based on the skills and experience you have now, or if you are employed and can get a better job with your current skills, you will not be eligible for these funds.

Training funds in Boston are targeted to those “most in need.” The presence of any one of the following characteristics places an individual in this category:

- Lack of a solid work history, with extensive periods of unemployment or underemployment, or of non-participation in the labor market
- Employed, but earning less than 257% of the Lower Living Standard Income Level (this is like the poverty line)
- An English reading and computing achievement at less than a 9th grade level
- A history of involvement with the courts that affects employability
- Dislocated workers (living or last employed in Boston) whose education achievement, or English language ability may affect re-employment
- Other identifiable barriers to employment including a disability

### Can I get funds for training if I have a college degree?

Since labor market information tells us that the best predictor of economic success in the Boston area is educational achievement, persons who have higher educational levels such as a four-year college degree will not meet this priority unless there are “**unusual and compelling**” circumstances. For example, a person with a bachelor's degree, laid off from an accounting job, where for 20 years the computer program used was proprietary and used only by that company, might be appropriate for training in current accounting software. Or someone with a non-English language degree may qualify under the “unusual and compelling” circumstance. If this type of situation applies to you, you may apply for training under WIOA. However, because you do not meet the criteria for those “most in need,” your application will be subject to a more rigorous level of review by the regional funding administrators. **Career Center staff is not responsible for making these decisions.**

# **WIOA COMPLAINTS/GRIEVANCES**

## **WIOA Grievances**

This recipient (EDIC/Boston) is required to comply with provisions of the Workforce Innovation and Opportunity Act (WIOA), its regulations, grants or other agreements. If you have a complaint or grievance about EDIC/Boston, its programs or activities which does not involve questions of equal opportunity or criminal activity, you may file a complaint within one (1) year from the date of the alleged violation with the EDIC/Boston Grievance Officer:

**Grievance Officer  
Boston Private Industry Council  
2 Oliver Street  
Boston, Massachusetts 02109  
(617) 423-3755**

A hearing on the grievance shall be conducted within 30 days after the filing of the grievance, and a decision shall be made no later than 60 days after the grievance is filed. If EDIC/Boston does not provide a decision within 60 days, you may request a review by the state Division of Career Services/Division of Unemployment Assistance (DCS/DUA) within 15 days of the date you were entitled to a decision. If you are dissatisfied with the EDIC/Boston decision, within 10 days of receipt of the decision you may request a review by the DCS/DUA:

**Division of Career Services/Division of Unemployment Assistance  
Charles F. Hurley Building  
19 Staniford Street  
Boston, MA 02114**

If within 30 days you do not receive a decision by the DCS/DUA, within 15 days of the date you were entitled to a decision you may request a review by the US Department of Labor:

**US Department of Labor, Region 1  
Employment & Training Administration  
One Congress Street  
Boston, Massachusetts 02203**

## **Criminal Complaints**

All information and complaints involving fraud, waste, abuse or criminal activity shall be reported directly and immediately to the United States Department of Labor Office of the Inspector General:

**USDOL Office of the Inspector General  
Office of Investigation  
200 Constitution Avenue, Room S5514  
Washington, DC 20210**

**Telephone: 1-800-347-3756  
New England Telephone Relay Service for TDD Users: 1-800-439-0183 (V/TTY)**

**EDIC/Boston is an Affirmative Action/Equal Opportunity Employer.  
Auxiliary and Services are available upon request to individuals with disabilities**



# DEPARTMENT OF CAREER SERVICES

## Find a MassHire Career Center Near You

Visit a MassHire Career Center for:

- Job search assistance;
- Career planning information;
- Workshops on job search techniques including interviewing, networking, and resume writing;
- Data on the current statewide and local job market; and
- Resources to help you find the right training opportunities;
- Tools to help you conduct an effective job search.

### Greater Boston

#### **MassHire Boston Career Center**

1010 Harrison Avenue  
Boston, MA 02119  
(617) 541-1400, TTY#: (617) 442-3610

#### **MassHire Downtown Boston Career Center**

75 Federal Street, 3rd Floor  
Boston, MA 02110  
(617) 399-3100, 800-436-WORK (9675)

#### **MassHire Metro North Career Centers**

186 Alewife Brook Parkway, Suite 310  
Cambridge, MA 02138  
(617) 661-7867, (888) 454-9675  
TTY#: (800) 439-2370

(affiliated limited services)\*

4 Gerrish Avenue  
Chelsea, MA 02150  
(617) 884-4333

100 TradeCenter  
Suite G-100  
Woburn, MA 01801  
(781) 932-5500, (888) 273-WORK

#### **MassHire Framingham Career Center**

1671 Worcester Road  
Framingham, MA 01701  
(508) 861-7993

#### **MassHire Norwood Career Center**

32 Day Street  
Norwood, MA 02062  
(781) 269-5494

### Northeastern Massachusetts

#### **MassHire Merrimack Valley Career Centers**

Haverhill Opportunity Works  
(HOW Building)  
671 Kenoza Street,  
Haverhill, MA 01830  
(978) 241-4730

255 Essex Street  
Lawrence, MA 01840  
(978) 722-7000

#### **MassHire Lowell Career Center**

107 Merrimack Street  
Lowell, MA 01852  
(978) 458-2503, TTY#: (978) 805-4915

### MassHire North Shore Career Centers

70 Washington Street  
Salem, Massachusetts 01970  
(978) 825-7200

(affiliated limited services)\*

5 Pleasant Street  
Gloucester, MA 01930  
(978) 283-4772

(affiliated limited services)\*

North Shore Community College  
300 Broad Street, LE-102  
Lynn, MA 01901  
(781) 691-7450

#### **MassHire North Shore Youth Career Center\*\***

117 Franklin Street  
Lynn, MA 01902  
(781) 691-7430

### Southeastern Massachusetts

#### **MassHire Attleboro Career Center**

95 Pine Street  
Attleboro, MA 02703  
(508) 222-1950

#### **MassHire Cape & Islands Career Center**

372 North Street  
Hyannis, MA 02601  
(508) 771-JOBS (5627),  
TTY#: (508) 862-6102

#### **MassHire Greater Brockton Career Center**

34 School Street,  
Brockton, MA 02301  
(508) 513-3400

#### **MassHire Greater Brockton YouthWorks\*\***

34 School Street, lower level  
Brockton, MA 02301  
(508) 584-9800

#### **MassHire Fall River Career Center**

446 North Main Street  
Fall River, MA 02720  
(508) 730-5000

#### **MassHire Youth Connections\*\***

139 South Main Street  
Fall River, MA 02720  
(508) 675-9245

#### **MassHire Greater New Bedford Career Center**

618 Acushnet Avenue  
New Bedford, MA 02740  
(508) 990-4000

### MassHire Taunton Career Center

72 School Street  
Taunton, MA 02780  
(508) 977-1400

### MassHire South Shore Career Centers

36 Cordage Park Circle, Suite 214B  
Plymouth, MA 02360  
(617) 376-5170

1515 Hancock Street  
Quincy, MA 02169  
(617) 745-4000

### Central Massachusetts

#### **MassHire North Central Career Center**

100 Erdman Way  
Leominster, MA 01453  
(978) 534-1481, TTY#: (978) 534-1657

#### **MassHire Southbridge Career Center**

5 Optical Drive, Suite 200  
Southbridge, MA 01550  
(508) 765-6430, TTY#: (508) 765-6437

#### **MassHire Worcester Career Center**

340 Main Street, Suite 400  
Worcester, MA 01608  
(508) 799-1600

### Western Massachusetts

#### **MassHire Franklin Hampshire Career Centers**

One Arch Place  
Greenfield, MA 01301  
(413) 774-4361, TTY#: 413-772-2174

(Affiliated limited services)\*

20 West Street  
Northampton, MA 01060  
(413) 774-4361

#### **MassHire Holyoke Career Center**

850 High Street  
Holyoke, MA 01040  
(413) 532-4900, TTY#: (413) 535-3098

#### **MassHire Berkshire Career Center**

160 North Street  
Pittsfield, MA 01201  
(413) 499-2220, TTY#: (413) 499-7306

#### **MassHire Springfield Career Center**

95 Liberty Street, Third Floor  
Springfield, MA 01103  
(413) 858-2800, TTY#: (413) 858-2800

For more information about MassHire Career Centers, visit [www.mass.gov/careercenters](http://www.mass.gov/careercenters)

\* Affiliated limited services - Contact the career center for hours of operation and services available.

\*\* Youth-specific Career Center.