

Unemployment Insurance Services

Unemployment insurance services are available by calling the Division of Employment and Training (DET) Unemployment Insurance TeleClaim Center or by visiting an Unemployment Insurance (UI) Walk-In Service Center.

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.

Unemployment Insurance orientation sessions are also held at Walk-In Centers. These sessions include information on your rights and responsibilities while collecting Unemployment Insurance, and on the services available to you, including reemployment assistance and information on retraining. Orientation sessions are open to all claimants — whether you file your claim in person or by telephone.

Unemployment Insurance TeleClaim Services

Call the TeleClaim Center at **1-877-626-6800** if you are calling from the following area codes: **351, 413, 508, 774** and **978**.

Call the TeleClaim Center at **617-626-6800** if you are calling from any other area code.

TeleClaim TTY/TDD* Number

1-888-527-1912

Unemployment Insurance Walk-In Centers

Metropolitan Boston

Division of Employment and Training
Charles F. Hurley Building
19 Staniford Street -1st floor
Boston, MA 02114
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.
Orientation: Wednesday at 9:00 a.m.

JobNet
210 South Street -2nd floor
Boston, MA 02111
Walk-In Hours: Monday, Tuesday,
Thursday, Friday,
8:30 a.m. to 5:00 p.m.
Wednesday,
10:30 to 4:30 p.m.

Career Source
185 Alewife Brook Parkway
Cambridge, MA 02138
Walk-In Hours: Monday, Tuesday
and Thursday,
8:30 a.m. to 4:30 p.m.

Career Source
121 Webster Avenue
Chelsea, MA 02150
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
One-on-one orientation

Employment and Training Resources
201 Boston Post Road West
Suite 200
Marlborough, MA 01752
Walk-In Hours: Monday – Thursday,
8:00 a.m. to 4:30 p.m.
Friday,
9:30 a.m. to 4:30 p.m.
Orientation: Tuesday at 8:30 a.m.

Employment and Training Resources
288 Walnut Street Suite 130
Newtonville, MA 02460
Walk-In Hours: Wednesday and Friday
8:30 a.m. to 4:30 p.m.

Employment and Training Resources
275 Prospect Street
Norwood, MA 02062
Walk-In Hours: Monday, Wednesday,
Thursday, 8:00 a.m. to 3:30 p.m.
Orientation: Wednesday at 9:00 a.m.

Career Place
Trade Center Park
100 Sylvan Road Suite G-100
Woburn, MA 01801
Walk-In Hours: Wednesday and
Thursday, 8:30 a.m. to 4:30 p.m.

Northeastern Massachusetts

North Shore Career Center of Salem
70 Washington Street - 1st Floor
Salem, MA 01970
Walk-In Hours: Monday – Thursday,
8:30 a.m. to 5:00 p.m.
Friday, 9:30 a.m. to 5:00 p.m.
Orientation: Thursday at 9:30 a.m.

ValleyWorks Career Center
80 Merrimack Street
Haverhill, MA 01830
Walk-In Hours: Tuesday and Thursday,
8:00 a.m. to 11:30 a.m.

ValleyWorks Career Center
Heritage Place
439 South Union Street, Building # 2
Lawrence, MA 01843
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.
Orientation: Wednesday at 2:00 p.m.

Career Center of Lowell
18 John Street
Lowell, MA 01852
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: Wednesday at 2:00 p.m.

North Shore Career Center of Lynn
181 Union Street
Lynn, MA 01901
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.
Orientation: Wednesday at 2:00 p.m.

Southeastern Massachusetts

Attleboro Career Center
67 Mechanic Street
Attleboro, MA 02703
Walk-In Hours: Monday and Tuesday,
8:30 a.m. to 4:30 p.m.
Orientation: Wednesday at 9:00 a.m.

CareerWorks
34 School Street
Brockton, MA 02302
Walk-In Hours: Monday and Wednesday,
9:00 a.m. to 4:30 p.m.
Friday, 9:00 a.m. to 12 noon
Orientation: Wednesday at 9:00 a.m.

Fall River Career Center
446 North Main Street
Fall River, MA 02720
Walk-In Hours: Monday – Thursday,
8:30 a.m. to 5:00 p.m.
Orientation: 3rd Wednesday at 3:00 p.m.

Career Opportunities Hyannis
77 High School Rd. Extension
Hyannis, MA 02601
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: 1st and 3rd Tuesday at
9:30 a.m.

Greater New Bedford Career Center
618 Acushnet Avenue
New Bedford, MA 02740
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: 1st and 3rd Wednesday at
9:00 a.m.

Plymouth Career Center
40 Industrial Park Road
Plymouth, MA 02360
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.

Quincy Career Center
152 Parking Way
Quincy, MA 02169
Walk-In Hours: Monday, Tuesday, Thurs-
day and Friday 8:30 a.m. to 4:30 p.m.
Wednesday, 9:30 a.m. to 4:30 p.m.

Taunton Career Center
72 School Street
Taunton, MA 02780
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: Thursday at 10:00 a.m.

Central Massachusetts

Workforce Central
6 Airport Road
Dudley, MA 01571
Walk-In Hours: Monday – Thursday,
8:30 a.m. to 5:00 p.m.
Friday at 9:30 a.m. to 5:00 p.m.

Career Center of North Central Massachusetts
25 Main Street
Gardner, MA 01440
Walk-In Hours: Monday, Tuesday,
Wednesday, Friday, 8:30 a.m. to 5:00 p.m.
Thursday, 9:30 a.m. to 5:00 p.m.
Orientation: 1st and 3rd Wednesday
at 9:30 a.m.

Career Center of North Central Massachusetts
100 Erdman Way
Leominster, MA 01453
Walk-In Hours: Monday, Tuesday,
Wednesday, Friday, 8:30 a.m. to 5:00 p.m.
Thursday, 9:30 a.m. to 5:00 p.m.
Orientation: 1st and 3rd Wednesday
at 9:30 a.m.

Workforce Central
14 Beach Street
Milford, MA 01757
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: 1st and 3rd Thursday
at 2:00 p.m.

Workforce Central
44 Front Street 6th Floor
Worcester, MA 01608
Walk-In Hours: Monday – Friday,
8:45 a.m. to 5:00 p.m.
Orientation: Wednesday at 1:30 p.m.

Western Massachusetts

Franklin/Hampshire Career Center
One Arch Place
Greenfield, MA 01301
Walk-In Hours: Monday – Thursday,
8:30 a.m. to 5 p.m.
Friday 9:30 a.m. to 5 p.m.
Orientation: Wednesday at 9:00 a.m.

CareerPoint
850 High Street
Holyoke, MA 01040
Walk-In Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Orientation: Friday at 10:30 a.m.

Berkshire Works
37 Main Street
North Adams, MA 01247
Walk-In Hours: Monday and
Wednesday, 8:30 a.m. to 4:30 p.m.
Friday, 9:30 a.m. to 1:00 p.m.
Orientation: 1st and 3rd Tuesday at 9:00
a.m.

Franklin/Hampshire Career Center
243 King Street
Northampton, MA 01060
Walk-In Hours: Monday – Thursday,
8:30 a.m. to 5 p.m.
Friday, 9:30 a.m. to 5 p.m.
Orientation: Tuesday at 9:00 a.m.

Berkshire Works
160 North Street
Pittsfield, MA 01201
Walk-In Hours: Monday and
Wednesday, 8:30 a.m. to 4:30 p.m.
Friday, 9:30 a.m. to 1:00 p.m.
Orientation: Wednesday at 10:00 a.m.

FutureWorks
One Federal Street
Building 103-3
Springfield, MA 01105
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:00 p.m.
Orientation: Friday at 9:00 a.m.



MASSACHUSETTS
DIVISION OF
EMPLOYMENT
AND TRAINING

Commonwealth of Massachusetts
Mitt Romney, Governor
Kerry Murphy Healey, Lt. Governor
Angelo R. Buonopane, Director, Dept. of Labor and Workforce Development
John A. King, Director, Division of Employment and Training
www.mass.gov/det

Job Search Services

One-Stop Career Centers

A wide variety of job search services is available to Massachusetts job seekers and employers at the following One-Stop Career Centers.

Metropolitan Boston

JobNet

210 South Street – 2nd floor
Boston, MA 02111
(617) 338-0809, (800) 5JOBNET
TTY #: 711 (statewide relay number)
Hours: Monday, Tuesday, Thursday,
Friday, 8:30 a.m. to 5:00 p.m.
Wednesday, 10:30 a.m. to 7:00 p.m.

Boston Career Link

1010 Harrison Avenue
Boston, MA 02119
(617) 536-1888, TTY #: (617) 867-4687
Hours: Monday and Friday,
9:00 a.m. to 5:00 p.m.
Tuesday and Thursday, 9:00 a.m. to
7:30 p.m.
Wednesday, 9:00 a.m. to 2:00 p.m.

The Work Place

99 Chauncy Street
Boston, MA 02111
(617) 737-0093, 1-800-436-WORK (9675)
TTY #: (617) 428-0390
Hours: Monday and Wednesday,
8:30 a.m. – 7:30 p.m.
Tuesday and Friday, 8:30 a.m. to
5:00 p.m.
Thursday, 10:00 a.m. to 5:00 p.m.
Saturday, 9:00 a.m. to 12 noon

Career Source

185 Alewife Brook Parkway
Cambridge, MA 02138
(617) 661-7867, (888) 454-9675
TTY #: (800) 439-2370
Hours: Monday, Tuesday, Thursday,
and Friday, 8:30 a.m. to 5:00 p.m.
Wednesday, 8:30 a.m. to 8:30 p.m.
Saturday, 9:00 a.m. to 12 noon

Chelsea Career Source (Satellite)

121 Webster Avenue, Chelsea, MA 02150
(617) 887-1222
Hours: Monday, Tuesday, Thursday,
and Friday, 8:30 a.m. to 5:00 p.m.
Wednesday, 8:30 a.m. to 8:30 p.m.

Employment and Training Resources

201 Boston Post Road West
Suite 200
Marlborough, MA 01752
(508) 786-0928
Hours: Monday – Thursday,
8:00 a.m. to 5:00 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

Employment and Training Resources

288 Walnut Street Suite 130
Newtonville, MA 02460
(617) 928-0530
Hours: Monday – Friday,
8:00 a.m. to 5:00 p.m.

Employment and Training Resources

275 Prospect Street
Norwood, MA 02062
(781) 769-4120
Hours: Monday – Friday,
8:00 a.m. to 5:00 p.m.

The Career Place

Trade Center Park
100 Sylvan Road Suite G-100
Woburn, MA 01801
(781) 932-5500, (888) 273-WORK
Hours: Monday, Wednesday, Thursday,
Friday, 8:30 a.m. to 5:30 p.m.
Tuesday, 8:30 a.m. to 7:30 p.m.
Saturday, 9:00 a.m. to 1:00 p.m.

Northeastern Massachusetts

North Shore Career Center of Salem

70 Washington Street - 1st Floor
Salem, MA 01970
(978) 825-7200
Hours: Monday, Tuesday, Wednesday,
8:30 a.m. to 5:00 p.m.
Thursday, 8:30 a.m. to 7:30 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

North Shore Career Center of Gloucester

11-15 Parker Street
Gloucester, MA 01930
(978) 283-4772
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
(Closed from 12 noon to 1:00 p.m.)

ValleyWorks Career Center

80 Merrimack Street
Haverhill, MA 01830
(978) 722-7000
Hours: Monday – Friday,
8:00 a.m. to 4:30 p.m.

ValleyWorks Career Center

Heritage Place
439 South Union Street, Building # 2
Lawrence, MA 01843
(978) 722-7000
Walk-In Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.

Career Center of Lowell

18 John Street, Lowell, MA 01852
(978) 458-2503
Monday – Friday,
8:30 a.m. to 5:00 p.m.

North Shore Career Center of Lynn

181 Union Street, Lynn, MA 01901
(781) 593-0585
Hours: Monday, Wednesday, Thursday,
8:30 a.m. to 5:00 p.m.
Tuesday, 8:30 a.m. to 7:30 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

Southeastern Massachusetts

Attleboro Career Center

67 Mechanic Street
Attleboro, MA 02703
(508) 222-1950
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

CareerWorks

34 School Street
Brockton, MA 02302
(508) 513-3400
Hours: Monday, Tuesday, Wednesday,
Friday, 9:00 a.m. to 5:00 p.m.
Thursday, 9:00 a.m. to 7:00 p.m.

Fall River Career Center

446 North Main Street
Fall River, MA 02720
(508) 730-5000
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Career Opportunities Hyannis

77 High School Road Extension
Hyannis, MA 02601
(508) 862-6601
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Greater New Bedford Career Center

618 Acushnet Avenue
New Bedford, MA 02740
(508) 990-4000
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.
Tuesday Evening – By Appointment

Plymouth Career Center

40 Industrial Park Road
Plymouth, MA 02360
(508) 732-5300
Hours: Monday – Friday,
8:30 a.m. to 4:30 p.m.

Quincy Career Center

152 Parking Way
Quincy, MA 02169
(617) 745-4050
Hours: Monday, Tuesday, Thursday
and Friday, 8:30 a.m. to 4:30 p.m.
Wednesday, 9:30 a.m. to 4:30 p.m.

Taunton Career Center

72 School Street
Taunton, MA 02780
(508) 977-1400
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Wareham Career Center

3088 Cranberry Highway
Wareham, MA 02538
(508) 295-6170
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Central Massachusetts

Workforce Central

6 Airport Road
Dudley, MA 01571
(508) 943-1240
TTY #: (508) 943-4910
Hours: Monday, Tuesday, Thursday,
8:30 a.m. to 5:00 p.m.
Wednesday, 8:30 a.m. to 7:00 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

Career Center of North Central Massachusetts

25 Main Street
Gardner, MA 01440
(978) 632-5050
Hours: Monday, Tuesday, Wednesday,
Friday, 8:30 a.m. to 5:00 p.m.
Thursday, 9:30 a.m. to 5:00 p.m.

Career Center of North Central Massachusetts

100 Erdman Way
Leominster, MA 01453
(978) 534-1481
Hours: Monday, Tuesday, Wednesday,
Friday, 8:30 a.m. to 5:00 p.m.
Thursday, 9:30 a.m. to 5:00 p.m.

Workforce Central

14 Beach Street
Milford, MA 01757
(508) 478-4300
TTY #: (508) 478-1887
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Workforce Central

44 Front Street 6th Floor
Worcester, MA 01608
(508) 799-1600
Hours: Monday – Friday,
8:45 a.m. 5:00 p.m.

Western Massachusetts

Franklin/Hampshire Career Center

One Arch Place
Greenfield, MA 01301
(413) 774-4361
Hours: Monday – Thursday,
8:30 a.m. to 5:00 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

CareerPoint

850 High Street
Holyoke, MA 01040
(413) 532-4900
Hours: Monday, Wednesday, Friday,
9:00 a.m. to 5:00 p.m.
Tuesday, 10 a.m. to 5:00 p.m.
Thursday, 9:00 a.m. to 8:00 p.m.
Saturday, 9:00 a.m. to 1:00 p.m.

BerkshireWorks

37 Main Street
North Adams, MA 01247
(413) 663-1111
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

Franklin/Hampshire Career Center

243 King Street
Northampton, MA 01060
(413) 586-6506
Hours: Monday – Thursday,
8:30 a.m. to 5:00 p.m.
Friday, 9:30 a.m. to 5:00 p.m.

BerkshireWorks

160 North Street
Pittsfield, MA 01201
(413) 499-2220
Hours: Monday – Friday,
8:30 a.m. to 5:00 p.m.

FutureWorks

One Federal Street
Building 103-3
Springfield, MA 01105
(413) 858-2800, TTY #: (413) 858-2800
Hours: Monday, Tuesday, Thursday,
Friday, 8:30 a.m. to 4:30 p.m.
Wednesday, 8:30 a.m. to 4:00 p.m.
Saturday, 8:45 a.m. to 1:00 p.m.

FutureWorks (Satellite)

Palmer Public Library
1455 North Main Street
Palmer, MA 01069
(413) 283-3330
Hours: Monday – Thursday,
10:00 a.m. to 8:00 p.m.
Friday and Saturday, 10:00 a.m. to
5:00 p.m.
Sunday 12:00 noon to 4:00 p.m.