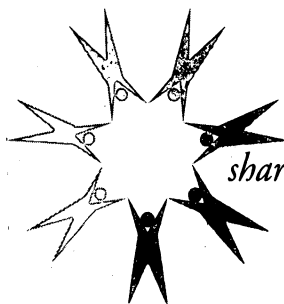


Department of Human Service Programs



sharing resources...building community

To: Robert Healy, City Manager

From: Jill Herold, Assistant City Manager

Subject: Council Order #047, dated 5/19/97, regarding a report on how all citizens will continue to have access to benefits when the Department of Employment and Training closes its offices on Green St.

Date: June 2, 1997

Jill Herold
Assistant City Manager

Childcare

Commission for
Persons with Disabilities

Community and Youth

Community
Learning Center

Coordinating Council for
Children, Youth and Families
(Kids' Council)

Council on Aging;
Elderly Services

Low Income
Fuel Assistance

Multi-Service Center;
Homeless Services

Office of Workforce
Development

Planning & Development

Recreation

The following is offered in response to Council Order #047, dated May 19, 1997, regarding a report on how all citizens will continue to have access to benefits when the Department of Employment and Training closes its offices on Green St.

The Department of Employment and Training (DET) has taken several steps to assure that all citizens will continue to have access to benefits and similar services after the Opportunity Job Center (OJC) located on Green Street closed on May 16, 1997. Since November of 1996, services similar to DET's Employment Services (e.g., job search assistance) have been provided through Career Source. This new One Stop Career Center, located at 185 Alewife Brook Parkway, serves Cambridge residents and others.

Free services available to individuals through Career Source include: job referral, self-directed job and training searches, education/training program listings, basic skills/interests assessment, resume development workshops, networking skills workshops and access to on-line job listings. A range of fee-based services is also available.

The Cambridge Employment Program (CEP), formerly housed at the Green Street office and now located in the Lombardi Building, provides personalized job search assistance to Cambridge residents. Letters announcing the move have been sent to former customers of CEP and a notice placed on CCTV and in the Cambridge Chronicle. The Cambridge Personnel



Department has updated its outreach materials to reflect the change in the Cambridge Employment Program's location.

CEP staff assist residents to develop a "customer action plan" to define their employment goals and determine the steps necessary to meet them. CEP makes referrals to education and training programs when necessary and to Career Source for those customers who can conduct an independent job search and may only need access to career development resources available at the career center.

Both CEP and Career Source have staff fluent in Spanish and regularly reach out to local agencies providing education services to language minority citizens. Both provide services to residents regardless of age and have resource materials to assist the older worker in finding employment opportunities or additional skills training.

Discussions on how to improve referral systems between CEP and Career Source and how to cooperate in serving the Cambridge business community to avoid duplication are underway. A collaborative approach to outreach and service provision and a clear definition of which customers can be served best by which provider will help to avoid gaps in service. Attached, please find a list of relevant phone numbers.

Until May of 1997, the Green Street OJC provided service to individuals filing unemployment insurance (UI) claims. Beginning Monday, May 19, 1997, DET Greater Boston Unemployment Insurance Telephone Claims Center expanded its UI services by telephone to include residents of Arlington, Belmont, Cambridge, Somerville and Watertown. All current customers of the Cambridge DET office have received letters informing them of this change.



CITY OF CAMBRIDGE
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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

June 9, 1997

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 21, regarding how all ~~citizens~~ will continue to have access to benefits when the Department of Employment and Training closes its offices on Green Street, received from Assistant City Manager for Human Services Jill Herold.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
attachment

Consent Agenda #5

S-352

Relative to Awaiting Report Item Number
Twenty-one, regarding how all citizens
will continue to have access to benefits
when the Department of Employment and
Training closes its offices on Green Street.

In City Council June 9, 1997

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