

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 - 4:30 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
877-626-3800
Monday - Friday: 8:30 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 and Wednesday: 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
Tuesday and Wednesday: 8:00 am - 4:00 pm
Problem Resolution only
Monday, Thursday, and Friday 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 - 4:00 pm
Wednesday: 8:30 am - 4:00 pm
Thursday: 8:30 am - 3:00 pm
* Spanish, Polish

* Other languages spoken, in addition to English.

Massachusetts Department of
Workforce
Development