

**HOUSE . . . . . No. 19**

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**The Commonwealth of Massachusetts**

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**In the Year Two Thousand Nine**  
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An Act to improve the efficiency of the delivery of benefits to unemployed workers.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           Section 62 of chapter 151A of the General Laws, as most recently appearing in the 2006  
2 Official Edition, is amended by striking out subsection (a) and inserting in place thereof the  
3 following subsection:—

4           (a) The director of the department of workforce development shall promulgate  
5 regulations prescribing the circumstances in which the division will provide in-person assistance  
6 to unemployment claimants. In making these determinations, the director shall consider the  
7 current and projected usage of in-person assistance, geographic necessity, long-term regional  
8 unemployment rates, call center capacity, and other data deemed appropriate by the director.