

Mass Workforce Issuance

Workforce Issuance No. 10-88

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Michael Taylor, Director
Department of Workforce Development

Date: October 29, 2010

Subject: **Unified Workforce Investment System Complaint Policy Training**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the schedule for upcoming training with regard to the Commonwealth's Unified Workforce Investment System Complaint Policy and its procedural requirements.

Background: The Commonwealth is in the process of updating its Unified Workforce Investment System Complaint Policy [WIA Communication No. 05-89 (12/29/05)] that consolidated separate complaint procedures for the Workforce Investment Act and the Wagner-Peyser Act into a single, unified policy. The policy was reviewed and approved by the U.S. Department of Labor Employment and Training Administration (ETA), prior to being implemented in 2005.

In conjunction with the current update, the Division of Career Services (DCS) has scheduled a series of five (5) regional training sessions to assure that all local workforce investment staff have a full understanding of the requirements and procedures of the Unified Complaint Process.

The training schedule is as follows:

- Monday, Nov. 29th ValleyWorks Career Center, Lawrence
- Thursday, Dec. 2nd Career Source, Cambridge

- Monday, Dec. 6th Workforce Central Career Center, Worcester
- Thursday, Dec. 9th Greater New Bedford Career Center, New Bedford
- Friday, Dec. 10th Franklin/Hampshire Career Center, Northampton

NEW TRAINING DATE ADDED

- Friday, Jan. 21st Career Source, Cambridge

While the training curriculum is primarily targeted to career center managers and locally designated Complaint and EEO Officers, other appropriate staff are also encouraged to attend. It is the Commonwealth's intention that following the scheduled training, attendees will conduct additional training/information sharing sessions in order to assure that all local workforce investment system staff are knowledgeable of the requirements and procedures for dealing with customer complaints in a manner consistent with the Unified Workforce Investment System Complaint Policy.

Each session is scheduled from 10 a.m. to 12 noon. As seating is limited, registration is required. To register, please contact Nikisha Glasgow at:

nglasgow@detma.org.

Full location information, including travel directions to each training site is found in Attachment A.

Meals *will not* be provided.

Inquiries: Please direct all inquiries to Alice Sweeney at Asweeney@detma.org .