

# Mass Workforce Issuance

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**Workforce Issuance No. 12-58**

Policy  Information

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**To:** Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operation Managers

**cc:** WIA State Partners

**From:** Alice Sweeney, Acting Director  
Department of Career Services

**Date:** November 2, 2012

**Subject:** **Migrant Seasonal Farmworker and Unified Workforce Investment  
Complaint System Training Sessions**

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**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 Migrant Seasonal FarmWorker (MSFW) program and the Commonwealth's Unified Workforce Investment System Complaint Process.

**Background:** **Migrant Seasonal Farm Workers**

Within the framework of the Wagner-Peyser Act (WP), Department of Career Services (DCS); the Massachusetts Workforce Investment System and its' One-Stop Career Centers (OSCCs) are required to provide workforce and labor exchange services to the agricultural community and in particular Migrant Seasonal Farmworkers (MSFWs).

DCS has developed a ½ day training session to assure that all local workforce investment staff has a full understanding of the requirements which govern its' service delivery under the WP and MSFW programs specifically the responsibilities to work with the agricultural community to assist Career Centers to better serve this targeted population.

## **Unified Workforce Investment System Complaint Process**

DCS as oversight agency is responsible for requirements related to the establishment and administration of complaint procedures regarding to services/activities funded under Title I of the Workforce Investment Act of 1998 are promulgated at 20CFR, Ch. V, § 667.600 - § 667.640. Requirements related to services/activities funded under the Wagner-Peyser Act, as Amended (Title III of the Workforce Investment Act) are separately promulgated at 20CFR Ch. V, § 658.400 - § 658.426 both regulations require the establishment of a local process to handle complaints brought forward by consumers of the respective program's services. Local processes and procedures must be established and administered in accordance with MassWorkforce Issuance Policy 11-27.

DCS has developed a ½ day training session to assure that all local workforce investment staff have a full understanding of the requirements which govern the Unified Workforce Investment System Compliance Process.

### **Registration Information:**

Individuals interested in attending should complete the **attached registration form** (Attachment A) and email to Margaret Dixon at [mdixon@detma.org](mailto:mdixon@detma.org) by **December 3, 2012**. Please use only the attached Registration Form.

Please SPECIFY the staff name, title, etc., and which session (or both) he/she will attend. Please ensure the staff('s) email is included (for confirmation purposes).

<b>DATE</b>	<b>SESSION</b>	<b>LOCATION</b>
Wednesday, December 12 <sup>th</sup>	<i>9:30am to 12pm: Migrant Seasonal Farmworker</i>	<i>ValleyWorks Career Center 439 South Union Street</i>
	<i>1:00pm to 3:00pm Unified Workforce Investment System Complaint Process</i>	<i>Heritage Place Building #2 Lawrence, MA 01843</i>

### **Action**

**Required:** Please disseminate this information and assure that all appropriate staff register for the training sessions.

**Inquiries:** Questions related to the training should be directed to Beth Goguen at [BGoguen@detma.org](mailto:BGoguen@detma.org).

**Attachment:** Training Registration Form