

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.228

☐ **Policy**

☒ **Information**

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

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: May 15, 2018

Subject: Unified Workforce Development System Complaint Policy Training

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the schedule for upcoming mandatory training with regard to the Commonwealth's Unified Workforce Development System Complaint Policy and its procedural requirements. Managers, supervisors, reception staff and other appropriate staff are strongly encouraged to attend.

Background: WIOA Federal Regulations requires each State Workforce Agency and One-Stop Career Center (American Job Center) to establish and maintain a uniform system for accepting, investigating, resolving, and referring complaints and apparent violations.

In addition, State agencies and Career Centers must ensure that information pertaining to the use of the complaint/grievance system is publicized. This includes the prominent display of an ETA approved complaint system and EEO posters in each local One-Stop.

In order to continue compliance, DCS has revised and updated its Unified Workforce Development System Complaint Policy to include regulatory basis, implementation procedures, timelines, monitoring and resources and contacts.

The Department of Career Services (DCS) has scheduled three (3) training sessions to ensure that all local workforce management and staff have a full understanding of the requirements and procedures of the Unified Complaint System Process.

Each session is scheduled from 9:30 am to 1:00 pm. Since seating is limited registration is required. The training schedule is as follows:

1. FutureWorks, 1 Federal Street, Bldg. 103-3, Springfield
Federal Room - Tuesday, May 22nd – Register here:
<https://www.eventbrite.com/e/unified-workforce-development-system-complaint-policy-training-futureworks-career-center-tickets-45067173128>
2. Workforce Central Career Center, 340 Main Street, Suite 400, Worcester
Coughlin Room - Thursday, May 24th - Register here:
<https://www.eventbrite.com/e/unified-workforce-development-system-complaint-policy-training-central-mass-workforce-investment-tickets-45068327581>
3. DCS/DUA Hurley Building, 19 Staniford Street, Boston
Robert T. Cunningham Conference Room (3rd Floor) - Wednesday, May 30th:
<https://www.eventbrite.com/e/unified-workforce-development-system-complaint-policy-training-dcsdua-hurley-building-boston-tickets-45069333590>

The main drivers for this training are the updates to the policy and the nature of issues identified over the last few months. It is the Commonwealth's expectation that following the scheduled training, attendees will conduct additional training/information sharing sessions with their staff in order to ensure that all local workforce staff, including partners are knowledgeable of the requirements and procedures for dealing with customer complaints in a manner consistent with the Unified Workforce Development System Complaint Policy.

Career Center designated Complaint and EOO Officers are required to participate in this mandatory and essential-to-function training to ensure that the One-Stop Career Center not only complies with the State's policy but also to ensure that their knowledge, skills and understanding of the requirements are kept up to date.

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