

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.236

☐ 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: June 13, 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 an additional 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 EOO posters in each local One-Stop.

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

DCS has scheduled an additional training session to ensure that all local workforce management and staff have a full understanding of the requirements and procedures of the Unified Complaint System Process.

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

Fall River Career Center, 446 North Main Street, Fall River, MA

Wednesday, June 27th, 2018

Register via:

<https://www.eventbrite.com/e/additional-unified-workforce-development-system-complaint-policy-training-tickets-47017322076>

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 EO 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.

Inquiries: Please direct all inquiries to Jose Ocasio or Beth Goguen at Jose.Ocasio@MassMail.State.MA.US or Elizabeth.M.Goguen@MassMail.State.MA.US