



# Workforce Issuance

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**100 DCS 29.108**

☐ Policy ☒ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MassHire DCS Operations Managers

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** June 13, 2023

**Subject:** **MOD Resources for Public-Serving Entities and Service Animals**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of resources available through MOD, the Massachusetts Office on Disability, regarding public-serving entities and service animals.

**Background:** The Massachusetts Office on Disability (MOD) provides information, guidance, and training on disability-related civil rights and obligations. Using their expert knowledge, MOD helps people with disabilities understand their rights and opportunities to improve access. MOD also help cities, towns, places that serve the public, and state government agencies understand their accessibility obligations.

A presentation was held June 7<sup>th</sup> for public-serving entities to build confidence about obligations around service animals. Materials available from the

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

presentation were distributed to increase awareness and provide guidance for public-serving entities and service animals.

**Action**

**Requested:** Please share managers, staff, and partners as appropriate.

**Effective:** Immediately

**Attachments:** A. Handout - Quarterly Tea Training/Service Animals for Public-Serving Entities  
B. PowerPoint Slide Presentation/Service Animals in Public Settings