



# Workforce Issuance

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100 DCS 10.100.6

☒ Policy ☐ Information

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**To:** MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**Cc:** WIOA State Partners

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

**Date:** April 1, 2024

**Subject:** **Required Posters for Display in MassHire Career Centers and Sub-Recipient Offices**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce development partners of updated posters required to be displayed at each comprehensive and affiliate MassHire Career Center (inclusive of dedicated Youth-serving centers) and sub-recipient offices.

This policy replaces 100 DCS 10.100.5 and updates Attachment A, posters A1 and A1a.

The U.S. Department of Labor, Employment and Training Administration published an updated Complaint System poster.

- **Employment Service and Employment-related Law Complaint System poster** - updates and replaces prior versions of the "Job Service Complaint System" poster in English and Spanish to assist State Workforce Agencies (SWAs) in complying with language access requirements for customers at [29 CFR 38 \(9g\)](#).

**Background:** Federal and State statutes and regulations governing services under the Workforce Innovation and Opportunity Act (WIOA) and employment related law require that certain posters or notices informing the public and employees

about their employment rights be displayed at MassHire Career Centers (MCC), affiliate sites, and sub-recipient offices.

**Policy:** The following regulations/laws require a prominent display of an ETA approved complaint system poster and certain employment related law posters at each MassHire Career Center location.

### **Poster Groups**

MassHire Career Centers (MCCs) must allocate sufficient space in a designated area at the Career Center, affiliate, or sub-recipient sites to provide high-visibility accommodation for all required posters and guaranteed access by all customers.

**Group 1 – Employment Law Posters for Customers** - The appropriate WIOA or employment related law posters listed under this category are to be prominently displayed in all MassHire Career Centers (MCCs), affiliate and/or subrecipients' offices where they may be read by customers. Please note that MCCs and/or subrecipients administering WIOA programs are required to display the appropriate posters in their facilities where they can be viewed by customers and that posters must be displayed in their specific size.

**Group 2 – MassHire Department of Career Services (MDCS) Required Posters** - include MDCS customer information posters about specific programs or activities.

**Group 3 – Special interest labor law posters** - include Federal and State posters and notices on several employment related laws.

**Group 4 – Required MCC staff posters/notices** - includes required MCC staff posters must be displayed in a clearly visible place where employees can regularly see them. MCCs with more than one work location are required to display these posters at all locations.

### **Online Postings**

MCCs may post required employment related law notices or posters online; in most cases electronic postings supplement physical postings, but an electronic poster does not by itself fulfill the obligation of physically displaying the required information at all locations. Furthermore, certain federal workplace posters must be displayed or posted in prominent places where they are easily visible to all customers or employees - the intended audience.

Posting in an obscure website location has the same effect as hiding the poster or notice. Likewise, if the customers or staff members cannot easily determine which electronic posting is applicable to them, the posting is inadequate.

### **Teleworking/Online Services**

As MassHire Career Centers (MCCs) allow telework and offer remote services, they must modify their practices to support these arrangements. This includes the appropriate posting of Federal and State employment related law posters or notices for those employees who work off-site and customers that access online services.

### **ADA Compliance**

The Americans with Disabilities Act (ADA) requires that notices of Federal laws prohibiting job discrimination must be made available in a location that is accessible to applicants and employees with disabilities that limit mobility. Printed notices must be made available in an accessible format for visually impaired persons. Notices can be recorded on an audio file, provided in an electronic format that can be utilized by screen-reading technology or can be read to applicants or employees that are visually impaired.

### **Obtaining Current Posters**

Updated and current posters can be obtained from the AJC Posters page ([AJC posters | Mass.gov](#)). This page brings the posters addressed in this policy together in an easy and convenient place but may not be comprehensive as some must be obtained from MDCS. Posters must be replaced with new ones if they are revised and/or have become worn, tattered, or soiled. In addition, posting requirements may change from time to time, therefore, MCCs must have a standard procedure to review regularly for any updates.

To request copies of the Veterans roll-up poster, contact the MDCS State Complaint Officer ([DCSUnifiedComplaint@mass.gov](mailto:DCSUnifiedComplaint@mass.gov)).

The Trade Programs poster can be ordered by contacting Chris Quan at [christopher.quan@mass.gov](mailto:christopher.quan@mass.gov).

### **Action**

**Required:** MassHire Career Center (MCC) Directors and Operations Managers must verify that all required posters are appropriately displayed at each location under their jurisdiction. Labor law posters must be "conspicuously" displayed in area(s) that are frequented by all customers and employees on a regular basis.

**Effective:** Immediately.

**Inquiries:** Please direct all inquiries to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov). Also, indicate Issuance number and description.

**Attachment:** A: Required Poster List