

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

Workforce Issuance No. 14-67

☐ Policy ☒ Information

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

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: August 25, 2014

Subject: REMINDER: Unified Workforce Investment System Complaint Log

Purpose: On April 15, 2014, the Department of Career Services revised the Unified Workforce Investment System Complaint Process and issued MassWorkforce Issuance No. 14-36, Unified Workforce Investment System Complaint Process, Revision III, <http://www.mass.gov/massworkforce/issuances/policy/2014-policy/>. This notice is to inform local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the revised edition of the Complaint Log (Attachment C) as referenced in the Mass Workforce Issuance.

Background: The Complaint Log is used for tracking and reporting purposes of complaint activity to the U.S. Department of Labor (U.S. DOL) and U.S. DOL, Civil Rights Center (CRC). All American Job Centers (AJCs) must ensure proper completion of the complaint log for each of the reporting quarters of the Fiscal Year (FY). This includes the proper completion of the form and timely submission of the complaint log to the State Monitor Advocate.

WIBs/OSCCs Complaint/EO officer(s) must make sure that the top section of the “Log” indicating the name of the Career Center (list each office), the Fiscal Year, the Complaint Officer’s Name and the specific Calendar Quarter are completed. Additionally, if the status of a complaint that had been filed in a prior calendar quarter changed during the reporting quarter, the status change must be updated

on the Complaint Log. If a prior or current complaint was resolved during the reporting quarter, the appropriate “Resolution indicator” shall be highlighted on the complaint log as well.

The current edition of the form lists the update date of 04/15/2014.

Please access the Complaint Log by going to the MassWorkforce website at <http://www.mass.gov/massworkforce/>. Click on “Issuances”, then “Policy”, then “2014 Policy”. Scroll down to Issuance No. 14-36 - Unified Workforce Investment System Complaint Process, Revision III”; Attachment C contains the Complaint Log form. Copy and save this file to create a template for local use.

Remember, even if your local area *has not received any formal complaints* during a particular calendar quarter, a “blank” Complaint Log identifying the Career Center must be submitted, within 15 days, at the close of each calendar quarter (1st - Sept 30th, 2nd - Dec. 31st, 3rd - Mar. 31st & 4th - June 30th) to the State Monitor Advocate (SMA).

NOTE: No previous editions of the Complaint Log form will be accepted.

Action

Required: Local areas must submit a Complaint Log every quarter. WIB Directors, One-Stop Career Center Directors and/or Operations Managers must inform all appropriate staff of the contents of this guidance and ensure that a properly completed Complaint Log is submitted to the State Monitor Advocate, Jose V. Ocasio (jocasio@detma.org) no later than the 15th day following the end of each calendar quarter.

Inquiries: Please direct all inquiries to José V. Ocasio jocasio@detma.org.

Attachment: Unified Workforce Investment System Complaint Log