

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.156

☐ 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: November 2, 2016

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 training with regard to the Commonwealth's Unified Workforce Development System Complaint Policy and its procedural requirements.

Background: The Commonwealth has updated its Unified Workforce Development System Complaint Policy (Issuance: 100 DCS 03.101.1 issued: 09/21/2016 <http://www.mass.gov/massworkforce/issuances/wioa-policy/03-legal-regulatory>) that updated and clarified procedures based on the Workforce Innovation and Opportunity Act (WIOA).

The Department of Career Services (DCS) has scheduled two (2) training sessions to ensure that all local workforce management and staff have a full understanding of the requirements and procedures of the Unified Complaint 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:

- Wednesday, January 18th (snow day Friday, January 20th)
Central MA Workforce Development Board, Worcester - [Register here](#).
- Tuesday, January 24th (snow day Thursday, January 26th)
Department of Career Services, Minihan Hall, Boston – [Register here](#).

Career Center locally designated Complaint and EEO Officers are required to attend. Other appropriate staff and managers are encouraged to attend.

The main drivers for this training are the updates to the policy and the nature of the issues identified in the last few months.

It is the Commonwealth's intention that following the scheduled training, attendees will conduct additional training/information sharing sessions 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.

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