

Mass Workforce Issuance

Workforce Issuance No. 14-35

☐ 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
EO & Complaint Officers

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: April 22, 2014

Subject: **Unified Workforce Investment System Complaint Process Training**

Purpose: DCS General Counsel Timothy Dooling and EOLWD Diversity Director Dennis Johnson will be conducting training sessions at five geographically diverse locations to notify and update Local Workforce Investment Boards, One-Stop Career Center Operators, Complaint Officers, Equal Opportunity Officers and other local workforce investment partners on the Unified Workforce Investment System Complaint Process.

Background: In order to further promote the ideal of a seamless One-Stop Career Center system as envisioned by the Workforce Investment Act (WIA), the Commonwealth has developed a model for a unified complaint system that covers the requirements of both WIA and Wagner-Peyser. This unified process has been reviewed and approved for statewide implementation by the U.S. Department of Labor (DOL). It streamlines state and local processes (including procedures pertaining to the appeal of local determinations to the State level and, if necessary, beyond) into a single, unified complaint system.

The training dates and locations are below

Date	Time	Location
May 5, 2014	9:00am–12:00pm	Employment& Training Resources – Framingham Please see the website for directions: http://www.etrcc.com/directions-framingham.php .
May 12, 2014	9:00am–12:00pm	BerkshireWorks Career Center – Pittsfield Please see the website for directions: http://www.berkshireworks.org/
May 16, 2014	9:00am–12:00pm	Career Center of Lowell Please see the website for directions: http://www.careercenteroflowell.org/
May 21, 2014	9:00am–12:00pm	Plymouth Career Center Please see the website for directions: http://www.plymouthcareercenter.org/
May 23, 2014	9:00am– 2:00pm	North Central Career Center – Leominster Please see the website for directions: http://www.ccncm.com/

It is MANDATORY that all Career Center Equal Opportunity Officers (and alternates), Complaint Officers (and alternates) and DCS Operation Managers attend this training.

Action

Required:

Please disseminate this information and assure that all appropriate staff registers for their choice of training sessions depending on their geographical region.

Please email Maria Caira at MCaira@detma.org with your choice for the training.

Inquiries:

Questions regarding this training should be directed to Timothy Dooling at TDooling@detma.org or (617) 626-6179.