

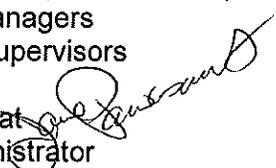
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF EMPLOYMENT AND TRAINING
ADMINISTRATOR'S MEMO SERIES

ACTION: 11-02

ISSUE DATE: 05/02/2011
DISPOSAL DATE: Ongoing

RE: Job Center Complaint
Coordinator System

To: Workforce Development Board (WDB) Directors
Job Center Managers
Job Service Supervisors

From: Jane Pawasarat 
Division Administrator

PURPOSE

Provide updated Information on Wisconsin's Job Center Complaint Coordinator System.

BACKGROUND

Section 121(d) of Title I of the Workforce Investment Act of 1998 (WIA) established the federal requirement that services and benefits under WIA be delivered through a one stop delivery system, known in Wisconsin as Job Centers.

Section 181 of the Act requires that, "Each State and local area receiving an allotment under this title shall establish and maintain a procedure for grievances or complaints alleging violations of the requirements of this title from participants and other interested or affected parties."

Section 188 of the Act provides applicable nondiscrimination statutes and regulations be adjudicated through the procedures that the State and local area establish.

This system is called the Job Center Complaint Coordinator System (JCCCS). Complaint Coordinators refer complaints or act as a conduit to make sure the complainant gets the resources they need, based on the type of complaint or particular program involved. Each Job Center is provided with Complaint Coordinator Posters showing English, Spanish and Hmong translations to display prominently at the site. Since January 1, 2000, periodic updates of the Complaint Coordinators have been done, and the role of the Complaint Coordinator has been reviewed for needed updates. The previous Job Center Complaint Coordinator list was updated on May 20, 2010 (ADM 10-10).

The Department monitors the effectiveness of the JCCCS when conducting on-site visits with the Workforce Development Boards, and can provide training and technical assistance for the coordinators and can provide additional Complaint Coordinator Posters upon request.

POLICY

Wisconsin's JCCCS will be utilized in Job Centers to provide a centralized point of contact for anyone visiting a Job Center with a complaint. The Workforce Development Boards are responsible for assigning a Complaint Coordinator for each Job Center, for assuring that the Complaint Coordinator is knowledgeable of their roles and responsibilities as outlined in the attached document, and for assuring that the Complaint Coordinator Poster is prominently displayed in each Job Center.

ACTION SUMMARY STATEMENT

Workforce Development Boards must ensure the Complaint Coordinators in their Job Centers are appointed and knowledgeable of their role, and that the Job Center Complaint Coordinator Poster is prominently displayed at their Job Centers.

Send your updated Complaint Coordinator list by May 16, 2011 to:

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ATTACHMENTS

- A. Job Center Complaint Coordinator Roles and Responsibilities
- B. Job Center Complaint Coordinator Poster

cc: Gary Denis, DET Deputy Division Administrator
Juan Jose Lopez, Director, Bureau of Program Management and Special Populations
Brian Solomon, Director, Bureau of Job Service
William A. Franks Jr., DET Equal Opportunity Officer
WIA Local Program Liaisons