

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

ACTION 14-04
 NOTICE

ISSUE DATE: 11/17/2014
DISPOSAL DATE: Ongoing

*PROGRAM CATEGORIES

AS FM LM TC
 CR IT ML TR
 FL JC TA WIA
 YA

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

From: Scott Jansen 
Division Administrator

Re: **Job Center Complaint Coordinator System**

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, Hmong, and other language translations to display prominently at the site.

DET periodically reviews and updates the JC CS to ensure customer complaints are directed, processed and resolved timely and efficiently. The previous JCCCS updated request was issued on May 02, 2011 (ADM 11-02). The JCCCS effectiveness is monitored at the time on-site monitoring reviews are conducted to local Workforce Development Areas and local Job Center operations. Training and technical assistance is provided during site visits, upon request, and webinars.

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(s) are 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(s) are prominently displayed at their Job Centers. To ensure we have the most up-to-date contact information for each Complaint Coordinator at each Job Center, please send your updated Complaint Coordinator list by November 21, 2014 to:

David Durán, Equal Opportunity Officer
Division of Employment and Training
Department of Workforce Development
201 East Washington Avenue, Room G100
P.O. Box 7972
Madison, WI 53707-7972
(608) 266-6889 (Voice)
(866) 275-1165 (TTY)
(608) 261-8506 (Fax)
David2.Duran@dwd.wisconsin.gov

ATTACHMENTS

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

cc: DeWayne Street, DET Deputy Division Administrator
Juan José López, Director, Bureau of Program Management and Special Populations
Bruce Paizkill, Director, Bureau of Job Service
David Durán, DET Equal Opportunity Officer
WIA Local Program Liaisons

Attachment A

Department of Workforce Development Division of Employment and Training Roles and Responsibilities of the Job Center Complaint Coordinator

1. What is the Complaint Coordinator's (CC) role?

The CC serves as a centralized point for anyone visiting or working at the Job Center to go to with any kind of complaint. Complaints could range from serious harassment to potholes in the parking lot. The CC will listen to the complaint and refer the complaint to the proper resource. The CC's will not be expected to do anything beyond referral; they will not be the person who resolves the complaint. Many complaints need to follow existing formal complaint/appeal procedures. The CC is the conduit to make sure the complainant gets to the resource they need based on the type of complaint or the particular program involved.

2. Why is the Complaint Coordinator important?

The CC provides a single point of contact regarding complaints so that customers are not referred back and forth. This is an important key in providing good customer service.

The CC helps customers navigate a process that could otherwise be confusing, mishandled, or ignored and consequently lead to bigger problems. The CC provides easy customer access to information and ensures coordination between partner agencies of the Job Center when customers have concerns about the services available.

3. How does a Partner Agency Employee in a Job Center Learn Who the Complaint Coordinator is at the Site and their Role?

The CC needs to inform all Partner Agency Staff in the Job Center of their role as the CC. The CC needs to establish a method for orienting new Partner Agency Staff working at the Job Center on the role of the CC so that all Partner Agency Staff in the Job Center are knowledgeable of in the event a customer comes to them with a complaint.

4. What if the Complaint Coordinator is not in the Job Center at the time a complaint arises?

The CC needs to inform all Partner Agency Staff in the Job Center of their role as the CC and brief all the Partner Agency Staff on how to handle a complaint if the CC is not at the site.

One person may be the CC for more than one Job Center; therefore, Partner Agency Staff must be knowledgeable of the process.

5. What impact would the additional duty have on the Complaint Coordinator's job duties and position description?

It is not expected that the CC role would be a major portion of an individual's position. Depending on the volume of activity or the circumstances, there could be a need to include the duty in the CC's position description. DWD has not developed standardized language or position time percentages for the CC function. Job Centers can develop their own language and percentages as necessary.

6. Would the CC be involved in formal complaint, appeal or hearing procedures?

It is not expected that the CC would participate in formal procedures; instead, the persons designated to handle the formal process for their agency/program would continue to do so. The CC function is to direct customers with complaints to the appropriate contact. It is possible that information obtained by the CC may be relevant to a subsequent formal procedure and the CC may be asked to provide information. Persons acting as CC's who are also responsible for formal procedures for specific agencies/programs should take care not to compromise their ability to render decisions if the complaint is one in which they are or may be involved as a decision maker.

7. Does having a Coordinated Complaint system mean that Job Centers will need a standardized complaint process for all agencies/programs?

Each agency/program has its own specific statutory or contractual requirements that it must follow. Job Centers do not have to use a single process for all agencies/programs nor should they implement procedures that interfere with the timely resolution of formal procedures.

Job Centers are encouraged to look at their formal procedures from the customer's viewpoint and identify ways to ensure that customer complaints are handled effectively. As targeted programs become more integrated into Job Centers, the State will be increasingly looking at civil rights compliance and equal employment opportunity issues.

8. Who needs to be informed if a Complaint Coordinator Changes?

The Workforce Development Board Equal Opportunity Coordinator of the newly assigned CC must inform all Partner Agency Staff in the Job Center as well as the Equal Opportunity Officer in Bureau of Program Management and Special Populations, Division of Employment and Training of the new CC for a site.

David Durán, Equal Opportunity Officer
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Department of Workforce Development
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P.O. Box 7972
Madison, Wisconsin 53707
Telephone: (608) 266-6889
TTY: (608) 275-1165
Fax: (608) 261-8506
David2.Duran@dwd.wisconsin.gov

COMPLAINTS?

If You Have a Complaint About:

- ◆ a program in which you are enrolled
- ◆ an employment-related complaint
- ◆ any Job Center services

Contact your Complaint Coordinator in this Job Center

DWD is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 266-6889.

For civil rights questions, call (608) 266-6889 or (866) 275-1165 (TTY).

¿QUEJAS?

Si Ud. Tiene Una Queja Acerca de:

- ◆ una programma donde Ud. esta registrado(a)
- ◆ queja relacionada a su empleo
- ◆ cualquier otros servicios del Centro de Trabajos

Pongase en contacto con su Coordinador de Quejas en este Centro de Trabajos

DWD es un empleador y proveedor de servicios que ofrece igualdad de oportunidades. Si usted tiene alguna incapacidad y necesita tener acceso a esta información en un formato alternativo o necesita la traducción de esta información a otro idioma, por favor llame al (608) 266-6889 ó al (866) 275-1165 TTY.

Si usted tiene alguna pregunta relacionada con los derechos civiles llame al (608) 266-6889 ó al (866) 275-1165.

TSIS TXAUS SIAB?

Yog Koj Muaj Lus Tsis Txaus Siab Txog:

- ◆ ib qho kev pab uas koj muaj feem nrog
- ◆ kev tsis txaus siab txog ib txoj hauj lwmm
- ◆ keb pab hauv Chaw Nrhiav Hauj Lwmm

Hu rau koj Tus Neeg Saib Xyuas Kev Tsis Txaus Siab Nyob Hauv Lub Chaw Nrhiav Hauj Lwmm No.

Department of Workforce Development (DWD) yog ib tug tsuv hauj lum thiab muab kev pab cuam muaj vaj huam sib luag rau sawv danws. Yog hais tias koj yog ib tug neeg xiam-oob-qhab es xav tau cov txheej lus no ua tej yam kom koj thiab nyeem tau, los sis xav kom muab txhais ua lum havi neeg cov lus, thov hu rau (608) 266-6889 los sis (866) 275-1165 TTY.

Muaj lus nug txog neeg cov cai (civil rights) hu rau (608) 266-6889 los sis (866) 275-1165 TTY.