



**MERRIMACK VALLEY
WORKFORCE BOARD**



YOUTH EMPLOYMENT PROGRAMS

PARTICIPANT HANDBOOK

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Youth Employment Programs

PARTICIPANT HANDBOOK

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Dear Youth Employment Program Participant:

On behalf of Lawrence Mayor Brian De Peña, the MassHire Merrimack Valley Workforce Board (MassHire MVWB) and MassHire Merrimack Valley Career Center (MassHire MVCC), I would like to welcome you to our Youth Employment Program(s). Our main goal is to encourage you to develop career goals and develop employable skills.

This program will assist you develop strong work habits, positive work attitudes, and work skills necessary in today's workforce. You will have an opportunity to connect with employers who will guide you as mentors to help you achieve your program goals. You will experience the world of work, for many of you for the first time, and might even discover what you would like to do for the rest of your life. I encourage you to take advantage of this great opportunity, work hard, and do your best!

This manual is a general guide to help you understand the Youth Employment Programs. In this handbook you will find important information related to the following:

- Program General Information
- Program Rules and Guidelines
- Payroll and timesheets
- Your Rights – MA Child Labor Laws
- Massachusetts Work Based Learning Plan

It is important that you read this handbook carefully to understand what we are expecting from you as an employee. The MassHire Merrimack Valley Workforce Board and MassHire Merrimack Valley Career Center Youth Employment Programs' staff will be available throughout the program to address any concerns and answer your questions as they arise.

I hope this experience is valuable and may you have a productive employment experience.

Sincerely,

Pedro

Pedro Beato
Interim Executive Director
MassHire Merrimack Valley Workforce Board

Youth Employment Programs

PARTICIPANT HANDBOOK

YOUTH EMPLOYMENT PROGRAMS

Our Youth Employment Programs may be either State or privately funded. They provide work experience to eligible youth who reside in the Merrimack Valley and who are between the ages of 14 and 25. Via these activities, we introduce youth to the workplace, teach valuable employment skills, and provide youth with an income. Youth Employment Programs often provide up to seven weeks of entry-level work experience in a variety of jobs at community-based organizations, government agencies and private sector businesses. Employment assignments vary but are generally entry level positions that expose youth to workforce responsibilities, workplace ethics, and pathways to future careers and employment. Every attempt is made to place participants in employment assignments that both fit their career interest and that are close to their homes.

YouthWorks participants must attend 15 to 25 hours of work-readiness workshops in order to be placed on a job. We use the structured Signal Success curriculum developed by the Commonwealth Corporation. The curriculum is designed to be delivered during live virtual sessions, online modules, and in person. Signal Success focus on Strategies for Life and Work and will teach you about professionalism, dependability, teamwork, taking initiative, and safety at work.

The Massachusetts Work Based Learning Plan (WBLP) will be used as a tool to set and measure the attainment of youth work readiness goals. Our region utilizes the WBLP for 100% of our Youth enrollees. Financial literacy will teach youth positive personal financial habits to help youth maximize their chances of a secure financial future.

Youth will be assigned a MassHire MVWB Youth Services Specialist or a MassHire MVCC Employment Counselor who will help you identify work and career interests and goals. We attempt to provide you with meaningful work experience opportunities that match your career goals. During work experience, you are trained and mentored by your employer and MassHire MVWB Youth Services Specialist or MassHire MVCC Employer Counselor. You will learn about basic work readiness skills needed for successful employment. On-going job coaching and site visits will be provided to ensure your success.

The City of Lawrence, the MassHire Merrimack Valley Workforce Board (MassHire MVWB) and the MassHire Merrimack Valley Career Center (MassHire MVCC) are responsible for the overall planning and administration of Merrimack Valley State and Federally-funded Youth Employment Programs. We ensure that programs function within the guidelines and policy directives issued by our funders and in compliance to applicable Federal, State and Local Laws.

OUR YOUTH EMPLOYMENT PROGRAMS PROVIDE WORK EXPERIENCE TO INCOME ELIGIBLE YOUTH WHO RESIDES IN THE MERRIMACK VALLEY AND ARE BETWEEN THE AGES OF 14 AND 25. THE YOUTH EMPLOYMENT PROGRAMS EXPERIENCE INTRODUCES YOUTH TO THE WORKPLACE, TEACHES VALUABLE EMPLOYMENT SKILLS, AND PROVIDES YOUTH WITH INCOME.

OBJECTIVES OF THE YOUTH EMPLOYMENT PROGRAMS ARE:

The primary objective of the Merrimack Valley Youth Employment programs is to provide an employment experience for eligible area youth between the ages of 14-25. Employment opportunities will be provided by private, public and non-profit entities throughout the region and may be privately funded, partially subsidized or fully subsidized.

The second program objective is preparing young people for employment through the acquisition of employability skills and preparation through job readiness training workshops and on-going job coaching by employers and program staff.

The third program objective is designed to reinforce the connection between academic achievement in school and a successful future. All participants will be encouraged to attain their high school diploma, take the HiSet formerly GED, and pursue secondary education or training.

In keeping with these objectives, the MassHire MVWB and its partners will seek to design program activities that will focus on three categories of program participant. For younger youth, youth in need of a structured employment environment, or youth with no previous employment experience the focus will be on providing career awareness and exploration activities and group projects appropriate for the “first” job. For youth who may have been engaged in previous programs or other workforce related activities (Connecting Activities, Workforce Innovation and Opportunity Act (WIOA), and YouthWorks programs) we will seek to reinforce and expand employment opportunities and career readiness activities more targeted toward career exploration and skill acquisition and for youth who are ready to move to a higher level of employment through subsidized or unsubsidized employment, and provide guidance and assistance in self marketing, obtaining employment and more focused counseling on future plans, educational expectations and the opportunities present in the current labor market.

WORK READINESS SKILLS DEVELOPMENT

Additionally, a goal of the Youth Employment Programs is to teach participants work readiness skills. The Host/Worksite Supervisor, through supervision and observation, will document participant’s skill attainment in the work readiness areas as outlined on their time sheet and the Massachusetts Work-based Learning Plan.

Work competencies that participants may develop as a result of their employment include the following:

- **Work Maturity Skills:** Working independently, punctuality, dressing professionally, and taking initiative to learn new skills
- **Personal Skills:** Teamwork, effective communication, teaching others, and exercising leadership

HOST/WORKSITES ARE TO BE MEANINGFUL. THE HOST/WORKSITE SUPERVISOR WILL HELP PARTICIPANT UNDERSTAND THE MEANING AND USE OF THE TASKS YOUTH WILL PERFORM.

- **Work-Related Hard Skills:** Use of work-related equipment, use of computers/internet, office procedures, supervision of children, and/or customer service.

ROLE OF THE HOST/WORKSITE SUPERVISOR

Host/Worksite Supervisors are regular employees of our partner worksites and will directly supervise participants on the job. Supervisors will explain what is expected of the participants and will orient them on various features of their work experience such as:

- Hours of work
- Organization's rules (as they apply to the participant)
- Time and length of breaks
- Name and telephone number of person's to notify when the participant will be late or absent
- Safety procedures and person's to whom accidents are to be reported
- A clear explanation of exactly what responsibilities will be expected from the participant
- Timesheet reporting system

WORKSITE SUPERVISOR RESPONSIBILITIES

The Host/Worksite Supervisor will have the following responsibilities:

- Ensure that youth will perform only the duties that are described in the worksite agreement.
- Ensure that the work activities will be sufficient to keep the youth busy.
- If the workday goes beyond 6 hours, ensure that the youth receive a 30 minute break.
- Provide an orientation and/or all training necessary for youth participants to perform their job duties/assigned tasks.
- Ensure compliance with governing state laws and policy including but not limited to child labor laws.
- Ensure that work activities are in compliance with the Fair Labor Standards Act, and that the building(s), surroundings, and work conditions at the location(s) where the youth participants are to be assigned are in compliance with all applicable Federal, State, and local laws, codes and standards of health and safety. Regarding youth safety, be advised of the following: Ladder usage is restricted to participant 16 years old and older; Power equipment usage restricted to participant 18 years old and older.

HOST/WORKSITE SUPERVISOR RESPONSIBILITIES (CONTINUED)

- Provide information on any safety regulations that apply to the worksite, and report any injury of participants within twenty-four (24) hours [contact Lynda Buote at MassHire MVWB bu calling (978) 551-7286 or email her at lbuote@masshiremvwb.org. See attached City of Lawrence/Department of Training & Development Accident Reporting Procedure.
- Provide supervision while youth are present.
- Account for and maintain records on participant's time and attendance, which will be collected each week via internet, email, or fax. Ensure that hours reported reflect the actual hours worked.
- Ensure that no portion of this program will in any way discriminate against any person on the grounds of race, color, national origin, religion, gender, age, sexual orientation, gender identity, disabilities, family status, or political affiliation or belief.
- Ensure that no youth participant will be involved in any sectarian or political activities.

THE HOST/WORKSITE SUPERVISOR WILL BE RESPONSIBLE FOR THE DAY TO DAY ON-SITE SUPERVISION OF THE YOUTH PARTICIPANT ENROLLED IN ANY OF OUR YOUTH EMPLOYMENT PROGRAM.

THE CITY OF LAWRENCE, THE MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD (MASSHIRE MVWB), AND THE MASSHIRE MERRIMACK VALLEY CAREER CENTER (MASSHIRE MVCC) ARE RESPONSIBLE FOR THE OVERALL PLANNING AND ADMINISTRATION OF THE YOUTH EMPLOYMENT PROGRAMS. WE ENSURE THAT PROGRAMS FUNCTION WITHIN THE GUIDELINES AND POLICY DIRECTIVES ISSUED BY OUR FUNDERS AND ALL OTHER APPLICABLE FEDERAL, STATE AND LOCAL LAWS.

MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD (MASSHIRE MVWB) AND MASSHIRE MERRIMACK VALLEY CAREER CENTER (MASSHIRE MVCC) CERTIFIES THE FOLLOWING:

1. We will adhere to all applicable Federal, State, and local Child Labor Laws and the City of Lawrence/MassHire MVWB requirements.
2. We will orient at least one worksite supervisor of program requirements, payroll procedures, and other City of Lawrence/MassHire MVWB's policies and procedures prior to the referral of participant(s).
3. We will provide support and counseling to the participant(s) during the program period.
4. We will inform worksite of procedure to account for participants' time and attendance.
5. We will review stipend/payroll timesheets for accuracy and will only pay the actual hours attended/worked. Youth Employment is a subsidized employment program; therefore, no pay will be given for holidays, sick, and personal time off. Overtime work is not allowed.
6. We will provide Workmen's Compensation Insurance to the participants as City of Lawrence employees.
7. Our program staff will monitor and support the progress of participant(s).
8. We will provide host/worksite with concise instructions for completing and implementing the Massachusetts Work Based Learning Plan.

General Provisions:

- a. We may recommend termination or transfer of a participant or may terminate a participant upon consultation with the worksite representative.
- b. We shall not be liable for stolen or damaged property.

SUPPLEMENTAL SCREENINGS

As a participant, if an employer requires Criminal Offender Record Information (CORI), Sex Offender Registry Information (SORI), health related (such as a TB PPD test), drug or any other sort of supplemental screening for you to work at their organization as part of the Youth Employment Program, the employer is responsible for arranging for the screenings, covering screening expenses and receiving screening results. The MassHire MVWB, the City of Lawrence, and the MassHire MVCC are not responsible for the mentioned screenings/assessments/tests, nor receive their results. Consequently, employers must assume those responsibilities if necessary at their job sites.

PROGRAM RULES AND GUIDELINES APPLY TO ALL PARTICIPANTS. AS A PARTICIPANT IN OUR YOUTH EMPLOYMENT PROGRAMS, YOU MUST OBEY THE RULES AND GUIDELINES OF THE PROGRAM. THE WORKSITE MAY HAVE ADDITIONAL RULES AND GUIDELINES THAT PARTICIPANTS WILL BE EXPECTED TO FOLLOW. BE SURE TO DISCUSS ANY SITE-SPECIFIC RULES AND GUIDELINES WITH YOUR SUPERVISOR DURING THE INTERVIEW OR FIRST DAY ON THE JOB.

YOUTH PARTICIPANTS RULES AND GUIDELINES

All participants are expected to adhere to the following rules and guidelines:

Appropriate Attire-

- ▣ Dress appropriately for your work environment. Participants will be expected to be clean, well-groomed, and aware of the importance of their appearance.
- ▣ Adhere to the dress code policy provided by your Supervisor.

If participant's attire is inappropriate and not in compliance with the worksite dress code, supervisor must address it with participant and contact MassHire MVWB or MassHire MVCC staff. If participant is asked to leave, he/she will not be paid for the time participant is not working.

Work Ethic-

- ▣ Participants are expected to be working while they are on the job. Remain actively engaged in assigned tasks. Ask your Supervisor for additional instructions when you have completed an assignment or need assistance.
- ▣ Be respectful, courteous, polite, and professional while on the job.
- ▣ Listen, pay attention, and follow directions. **Do your best at all times and when in doubt, ask questions.**
- ▣ Know your assigned work hours and stick to them. Report to work on time and sign in and out each day on the timesheet provided by your Supervisor. You are required to give advance notice of your intent to be absent or late from work, regardless of the reason. If you are going to be late or absent, please contact your supervisor an hour prior to your set start time.

If you are absent for more than three (3) consecutive days without letting your Supervisor know, you will be terminated from the program. Excessive absenteeism (even if not consecutive) could still be considered grounds for termination. You will not be paid for any absences even if they are excused.

- ▣ Participants should avoid socializing during work time, including using inappropriate language, having loud conversations, or engaging in gossip with their co-workers.

Use of Office Phones and Office Equipment-

- ▣ Participants must obtain permission before making any phone calls from their worksite telephones or using office equipment.
- ▣ Phone calls from worksite telephones or cell phones must be limited to emergency use only.

Improper use of the phones and office equipment may be grounds for termination.

Visitors at your Worksite-

- ▣ Relatives, boyfriends, girlfriends, and friends will not be permitted to visit participant while he/she is working.

Personal Belongings-

- ▣ iPods, iPads, cell phones, or other personal belongings may not be used during working hours. All valuable personal belongings should be left at home.

Our Youth Employment Programs are not responsible for any lost or stolen items.

No Smoking-

- ▣ Smoking is not permitted while at the worksite.

Working with Children-

- ▣ If participant is supervising children as a part of their work experience, he/she must bring disciplinary issues to their Worksite Supervisor's attention.
- ▣ Participants are NOT allowed to discipline children. **That is the responsibility of the professional staff at the worksite.**

Lunch Break-

- ▣ Participants are permitted to take lunch break each day. *Massachusetts law requires workers to be given a thirty (30) minutes unpaid break after six (6) hours of work.* Your Supervisor will let you know when you may leave for lunch.
- ▣ Do not leave your worksite without permission from your Supervisor. Remember, your lunch break includes the time it takes you to get your lunch AND eat it. Please use your break time wisely.

PARTICIPANT TRANSFER, SUSPENSION AND/OR TERMINATION

Transfer: The MassHire MVWB and MassHire MVCC staff will not transfer participants unless one of the following circumstances applies:

- ▣ **Health concerns** – documentation must be submitted to support the transfer request.
- ▣ **Safety Issues** – worksite does not meet safety requirements.
- ▣ **Site Closure** – worksite no longer exist.

Suspension and/or Termination: Participants will face termination from the program for any of the following reasons (**we have a zero-tolerance policy for these offenses listed below**):

- ▣ **Continuous absenteeism or tardiness** – failure to report to work as schedule without prior approval.
- ▣ **Disruptive behavior and/or attitude** – fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers, and constant use of cellular phone during work hours.
- ▣ **Drugs use or abuse** – the possession, sale, or use of illegal drugs, alcohol, or cigarettes while on the job.

THE FINAL DECISION TO TRANSFER OR TERMINATE A PARTICIPANT FROM THE PROGRAM WILL BE MADE BY THE MASSHIRE MVWB OR MASSHIRE MVCC STAFF AFTER HAVING DISCUSSED THE MATTER WITH THE PARTICIPANT AND HIS/HER WORKSITE SUPERVISOR

- ❑ **Falsifying documents** – falsifying timesheets, signing another participant worker’s timesheet, or forging supervisor’s signature.
- ❑ **Harassment of any type including:** verbal, sexual, or physical, will not be tolerated and could lead to legal action.
- ❑ **Inappropriate attire** – repeated violation of dress codes.
- ❑ **Insubordination** - refusal to participate in work activities or refusal to adhere to program’s or worksite’s rules and regulations.
- ❑ **Misuse/abuse of property** –damage of worksite property.
- ❑ **Theft** – stealing property from the worksite, employees, or other participant workers.

If a participant engages in any of the above activities or exhibits the above inappropriate behaviors, the incident will be reported to the MassHire MVWB or MassHire MVCC Youth Career Counselor who may suspend or terminate that participant for failure to follow any of the rules and guidelines contained herein.

TIMESHEETS ARE IMPORTANT TO ENSURE THAT PARTICIPANTS DEVELOP GOOD WORK HABITS AND LEARN RESPONSIBILITIES ON THE JOB. THE HOST/WORKSITE SUPERVISOR WILL TRACK PARTICIPANTS’ TIME ACCURATELY IN ORDER TO PAY PARTICIPANT FOR THE TIME ACTUALLY WORKED.

PAYROLL AND TIMESHEETS

PAYROLL PROCEDURES

The Host/**Worksite** supervisor and the participant will keep a daily log of total hours worked on the timesheet provided by the MassHire MVWB Youth Services Specialist or MassHire MVCC Employment Counselor. Other time sheets/records may not be used. The participant and Worksite Supervisor will sign the time sheet. The signatures indicate that both agree with the information on the time sheet.

Timesheets will be emailed to the worksite supervisor at the time of referral. Each worksite timesheet must be completed according to the payroll procedures and schedule.

TIMESHEETS REQUIREMENTS

Participant will be expected to sign in and sign out at their worksites and will only be paid for the hours worked. Participant must be allowed breaks during the workday for lunch as well as periodic breaks that are offered employees during the work day.

- ❑ Participant and supervisor’s signatures are required.
- ❑ Supervisor must date the timesheet.
- ❑ If timesheets are not properly signed and dated, there might be a delay in processing your payment.

- ❑ No hours are to be entered for days the participant was absent.
- ❑ Time worked must be round off to the closest 1/4 hour (15 Minutes).
- ❑ Work time must always be recorded after the work is performed, never before.
- ❑ The Supervisor will evaluate participant on: Attendance, Punctuality, Attitude, Appearance, Work Accomplished, and Initiative on the Job.
- ❑ Correction on the timesheet must be initialed by both the Supervisor and the participant. This authorizes the corrections and eliminates confusion.
- ❑ Payments will not be made on incorrect timesheets. Timesheets, which violate the above rules, will be sent back to the worksite for correction.

If any participant works over 6 hours, *the timesheet must reflect a lunch break of at least 30 minutes*. Please round off the time to the closest 1/4 hour (15 minutes).

PARTICIPANTS WILL NOT BE PAID FOR THE FOLLOWING:

- ❑ Holidays
- ❑ Overtime
- ❑ Days participant is absent
- ❑ Lunch breaks
- ❑ Hours that are not contracted (per the worksite agreement)
- ❑ More than the total number of hours per week allowed by the program unless approved by the program manager.

HOSTWORKSITE WILL BE RESPONSIBLE FOR ANY HOURS WORKED BY PARTICIPANTS THAT EXCEED THE TOTAL NUMBERS OF HOURS PER WEEK ALLOWED BY THE PROGRAM.

INSTRUCTIONS FOR TIMESHEETS

Participant will be required to sign in and sign out each workday at your host/worksite. Host/Worksite supervisor will be responsible for completing a hard copy timesheet each week with s/he will submit to MassHire MVWB or MassHire MVCC. Host/worksite supervisors will electronically submit timesheet via internet, email, or fax as instructed by Youth Employment Program staff.

Host/worksite supervisor must be responsible for tracking the participants' hours.

Timesheets not received by this deadline will be processed for the next pay-period – **NO EXCEPTIONS!!** Weekly timesheets **MUST** be faxed or email as indicated *on the timesheet by* no later than 4:00 pm on the scheduled due date.

Participants: Please make certain that your time is recorded correctly and that you sign your timesheet. For example, if you worked from 8:00 am until 2:00 pm on Monday, six (6) hours work would be recorded for that day. Massachusetts law requires workers to be given a thirty (30) minutes unpaid break after six (6) hours of work.

Attendance & Punctuality- Participants will be expected to show up to work in a timely manner every day and prepared for work. Participants must provide sufficient notice if unable to report to work. If a participant is sick and cannot attend work, he/she must call their worksite supervisor as soon as possible. They should call no later than 25 minutes before they are scheduled to report to their worksites. Participants will not be paid for time that they do not work. Also, repeated absences may prevent them from continuing the program and may be caused for termination. Continual tardiness, absences, or unexcused time off will result in disciplinary action and/or termination from the program.

Workplace Appearance- Participants must dress appropriately for position and duties.

Participants should understand the importance of their appearance for a particular industry. Appearance alone won't lead to success, but it plays a major contributing role. It will be important for you to inform your assigned participant of the proper dress code for his/her worksite placement. In general, participants will be expected to

be clean, well-groomed, and aware of the importance of their appearance. *If your assigned participant's attire is inappropriate and not in compliance with the dress code, you must address it with youth and contact VWCC staff. If youth is asked to leave, he/she will not be paid for the time youth is not working.*

TIMESHEETS SUBMITTED THAT CONTAIN
ERRORS IN CALCULATIONS OR ARE MISSING
SIGNATURES WILL NOT BE PROCESSED.
PARTICIPANT WILL NOT RECEIVE A
PAYMENT ON THE SCHEDULE DATE FOR
THAT PERIOD.
PARTICIPANT WILL BE PAID FOR THAT WEEK
AT A LATER DATE

Accepting Directions & Constructive Criticism-

Participants will be expected to accept directions and feedback with positive attitude through appropriate verbal and non-verbal communication skills. Participants must display willingness to work in a cooperative manner.

Participants will be expected to be ready for work and have a good attitude on the job. If youth's attitude is interfering with their work performance, you must address your concerns with the youth and inform the VWCC Youth

Counselor.

Motivation & Initiative on the Job- Participants will be expected to participate fully in task or projects from initiation to completion. Participants are expected to initiate interaction with supervisor for next task or project upon successful completion of previous one.

"INITIATIVE IS DOING THE RIGHT THING WITHOUT BEING TOLD." - Victor Hugo, French writer - Participants will be taught that showing initiative is about going beyond simply "doing a job". Youth will be expected to take more interest in the work, become more adaptable, be able to anticipate what needs to be done and get on with it.

Understanding Workplace Culture, Policy, & Safety- Participants must demonstrate understanding of workplace culture and policy. Participants must comply with health and safety rules for the specific workplace.

Participants must respect confidentiality and exhibit understanding of workplace ethics. Participants should complete their timesheet by Friday and have the supervisor sign the form prior to submitting it to the MassHire MVWB or MassHire MVCC. ***Unsigned and incomplete timesheets can't be accepted for payroll.***

PAYROLL SCHEDULE AND SAMPLE TIMESHEET WILL BE PROVIDED TO PARTICIPANTS DURING ORIENTATION

PROGRAM PAYROLL SCHEDULES THE MASSACHUSETTS WORK-BASED LEARNING PLAN (WBLP)

The Massachusetts Work-Based Learning Plan (WBLP) is designed to provide structure and depth to work-based learning experiences; to identify the skills to be focused on in the work experience; to open conversations about learning opportunities; to provide a structured approach to skill assessment; and to encourage reflection about short-term and long-term goals. The Work-Based Learning Plan includes a job description, list of skills, and reviews.

The WBLP was developed by the Massachusetts Department of Elementary and Secondary Education through an interagency collaboration of employers, educators and workforce development professionals.

It can be completed as a pen-and-paper document or through the online WBLP screens or the mobile WBLP screens. The online screens, mobile version and resources are found at <http://masswbl.org> and/or <http://massconnecting.org>

JOB DESCRIPTION AND SKILLS

To get started, write a brief job description and develop a list of three or more workplace and career-specific skills that will be the focus of the work-based learning experience. This list of skills, along with the set of six employability skills, will be the basis for the evaluation reviews. These skills are central to the Work-Based Learning Plan, valuable for structuring student reflection and learning and for documenting the skills developed through work-based learning programs across Massachusetts. This skills list can include a mixture of broad employability skills and more-specific career-related skills. Skill examples, along with definitions, are included in this guide and online. You can feel free to develop your own skills and definitions as well.

Massachusetts Work-Based Learning Plan			
Participant's Name:		Worksite Supervisor Name:	
Participant's Email:		Worksite Supervisor Email:	
Participant's ID Number:		School / Program:	
Job Title:		Staff / Teacher Name:	
Worksite:		Start Date:	End Date:
JOB DESCRIPTION – Tasks, responsibilities, projects:			

Evaluation Reviews: A first (baseline) review should be held early in the work-based learning experience, and a final review near the end of the work experience. For longer-term work experiences, there may be additional reviews at regular intervals. The review is a meeting between supervisor and participant, sometimes facilitated by a program staff member. The first review is important for providing feedback early in the work experience and for setting goals. The second (final) review is an opportunity for the supervisor to draw attention to areas of improvement and skill gain, and to share ideas with the participant about how to continue to improve skills. The review meeting is an opportunity for discussion and reflection.

Evaluation ratings are based on a 5-point scale, illustrating how life-long learning and skill development occurs over time, with typical ratings for a new intern or entry-level employee in the range of 2's and 3's and with 4's and 5's reserved for examples of skills used to advance the work of your organization and for high levels of initiative and learning.

Typical ratings for new interns and entry-level workers would be in range of 2's and 3's. 4's and 5's are reserved for examples of skills used to advance the work of your organization and for high levels of initiative and learning.

1=Performance Improvement Needed	2=Developing	3=Competent	4=Proficient	5=Advanced
Needs to have a strategy to improve this skill	Developing this skill; learning to address challenges related to this skill; aware of next steps needed to develop this skill	Regularly demonstrates this skill; aware of the importance of this skill	Consistently demonstrates this skill; exceeds expectations, showing initiative to learn about, enhance and/or apply this skill	Can describe accomplishments using this skill to advance the work of your organization; exceeds expectations, showing initiative to apply and extend this skill

EMPLOYABILITY SKILLS

The six employability skills that are included on the first page of the Work-Based Learning Plan reflect the lifelong professional skills that are important in every career setting. These skills were identified in collaboration with Massachusetts employers, workforce development professionals and educators. The skills are also aligned with the Career Vocational Technical Education (CVTE) Employability Frameworks and with national research about workplace skills. Each of these skills is important across many settings, in classroom, community, personal and career settings, and are universally applicable to virtually every job and career.

Employability Skills

- Attendance and Punctuality

- Arrives on time and prepared for work
- Provides sufficient notice if unable to report for work.

- Motivation and Initiative:

- Participates fully in tasks or projects from start to finish
- Initiates interaction with staff and supervisors for next task or project upon successful completion of previous one

- Communication

- Communicates effectively, orally and in writing, using the language and vocabulary appropriate to a variety of audiences within the workplace including coworkers, supervisors, and customers
- Demonstrates active listening skills; focuses attentively, makes eye contact or other affirming gestures, confirms understanding and follows directions

- Teamwork and Collaboration

- Works productively with co-workers, individually and in teams, supports organization's mission and goals
- Accepts directions and constructive feedback with positive attitude

- Critical Thinking and Problem Solving

- Notices and identifies challenges and problems that arise in the workplace
- Brings concerns to attention of supervisors when appropriate
- Develops solutions to challenges and problems by analyzing available information and looking at options, guided by expectations for the position and goals of the organization

- Workplace Culture, Policy, and Safety

- Exhibits understanding of workplace culture and policy
- Dresses appropriately for position and duties
- Practices personal hygiene appropriate for position and duties
- Follows professional standards for use of computers, phones and social media
- Respect confidentiality
- Complies with health and safety rules for the workplace

EMPLOYABILITY SKILLS			
<i>The employability skills below are essential in every work environment throughout one's career. Please discuss and review these skills at least twice during this work-based learning experience, in a first, baseline review and in a second review near the end of the work-based learning experience. (Two reviews to capture growth -- Be objective!)</i>			
KEY 1 = Performance Improvement Needed: Needs to have a strategy to improve this skill 2 = Developing: Developing this skill; learning to address challenges related to this skill; aware of next steps needed to develop this skill 3 = Competent: Demonstrates this skill; aware of the importance of this skill 4 = Proficient: Consistently demonstrates this skill; shows initiative to learn about, enhance or apply this skill 5 = Advanced: Exceeds expectations; works with high level of independence, acts as a role model, or shows initiative to apply and extend this skill			
SKILL	PERFORMANCE EXPECTATIONS	REVIEWS Use 1-5 Scale (See Key Above)	COMMENTS Notes, goals, and reflections for Review #1 and Review #2
Attendance and Punctuality	<ul style="list-style-type: none"> Arrives on time and prepared for work Provides sufficient notice if unable to report for work 	Rev #1	
		Rev #2	
Motivation and Initiative	<ul style="list-style-type: none"> Participates fully in tasks or projects from start to finish Initiates interaction with supervisor for next task or project upon successful completion of previous one 	Rev #1	
		Rev #2	
Communication	<ul style="list-style-type: none"> Communicates effectively, orally and in writing, using the language and vocabulary appropriate to a variety of audiences within the workplace including coworkers, supervisors and customers Demonstrates active listening skills; focuses attentively, makes eye contact or other affirming gestures, confirms understanding and follows directions 	Rev #1	
		Rev #2	
Teamwork and Collaboration	<ul style="list-style-type: none"> Works productively with co-workers, individually and in teams; support organization's mission and goals Accepts direction and constructive feedback with positive attitude 	Rev #1	
		Rev #2	
Critical Thinking and Problem Solving	<ul style="list-style-type: none"> Notifies and identifies challenges and problems that arise in the workplace Brings concerns to attention of supervisors when appropriate Develops solutions to challenges and problems by analyzing available information and looking at options, guided by expectations for the position and goals of the organization 	Rev #1	
		Rev #2	
Workplace Policy, Culture and Safety	<ul style="list-style-type: none"> Exhibits understanding of workplace culture and policy Dresses appropriately for position and duties Practices personal hygiene appropriate for position and duties Follows professional standards for use of computers, phones and social media Respects confidentiality Complies with health and safety rules for the workplace 	Rev #1	
		Rev #2	

DICTIONARY OF WORKPLACE AND CAREER SPECIFIC SKILLS

The Work-Based Learning Plan (WBLP) asks the supervisor and participant to identify three or more skills (up to five skills) that will be a focus for the work-based learning experience. These skills are in addition to the employability skills identified on the first page of the WBLP.

This section is open ended and provides an opportunity to think about the skills that are important for this specific worksite and work experience. Skill examples and definitions are available here in the resource guide and the online screens. The listing is not intended to be exhaustive.

Note that for work experiences for students in Career Vocational Technical Education (CVTE) programs, the online WBLP screens also provide access to skills and competencies from the CVTE Frameworks.

The Massachusetts Work-Based Learning Plan (WBLP) was developed by the Massachusetts Department of Elementary and Secondary Education through an interagency collaboration of employers, educators and workforce development professionals.

WORKPLACE & CAREER SPECIFIC SKILLS			
Select three to five skills that will be a focus for this work-based learning experience. Choose from the following lists or identify other skills relevant to the specific workplace or career goals. Skill definitions are available in the resource guide and the online screens. See http://massconnecting.org/wblp			
Career / Engagement Skills Active Learning Collecting and Organizing Information Creativity Customer Service Leadership Project Management Public Speaking / Presentations Teaching/Instructing Time Management Understanding All Aspects of the Industry	Digital Literacy Skills Computer Technology Database Use Graphic Design Media Literacy Office Suite Software Photo Editing Software Development Spreadsheet Use Web Development [Or industry specific technology]	Applied Academic Skills Applied Mathematics Reading Research and Analysis Writing STEM-Related Skills Engineering Concepts Environmental Literacy Health Literacy Research and Analysis Science Lab Concepts	Technical / Career-Specific Skills Applied Arts and Design Blueprint Reading Child Development Cooking / Culinary Arts Early Childhood Math/Reading Literacy Equipment Operation Landscaping Maintenance / Repair / Painting Medical Office Skills [Or other skills applicable to the work experience]
SKILL	SKILL DEFINITION	REVIEWS USE 1-5 SCALE (See Key Above)	COMMENTS Notes, goals, reflections for Review 1 and Review 2
		Review 1 Review 2	
		Review 1 Review 2	

SIGNATURES AND COPIES:

- The WBLP should be signed by the supervisor and participant, attesting that the participant had the opportunity to discuss and reflect on these skills, and the ratings that have been selected for the participant. Either electronic or hand-signed signatures are acceptable.
- Copies of completed WBLPs should be given to the participant and to the program coordinator.
- The WBLP can be saved to a PDF or other convenient file type for the participant to include in a portfolio or other collection. Note that the WBLP is a useful document for participants to refer to when working on resumes, job applications and college applications and for teachers or program staff to refer back to when writing letters of recommendation
- Provide additional feedback within the comments sections regarding overall performance or specific areas of improvement or opportunity.
- Sign and date the evaluation.

COMMENTS & SIGNATURES			
REVIEW #1: <input type="text"/>		REVIEW #2: <input type="text"/>	
Participant Signature:	<input type="text"/>	Participant Signature:	<input type="text"/>
Supervisor Signature:	<input type="text"/>	Supervisor Signature:	<input type="text"/>
Staff Signature:	<input type="text"/>	Staff Signature:	<input type="text"/>
Date:	<input type="text"/>	Date:	<input type="text"/>
<small>WBLP Version 3.0 Massachusetts Department of Elementary and Secondary Education Office of College, Career and Technical Education Find the online and mobile versions of the WBLP and more resources at http://massconnecting.org/wblp</small>			

Comments: The Work-Based Learning Plan may be written by the supervisor, the program coordinator or participant. It may be emailed among supervisor, program coordinator and participant in order to facilitate working together and sharing results. When used thoughtfully, this tool provides an excellent opportunity to open up conversations with participants about skills needed, job expectations, and opportunities to learn on the job.

SUMMARY OF MASSACHUSETTS LAWS REGULATING MINORS' WORK HOURS- CHILD LABOR LAWS IN MASSACHUSETTS*

PERSONS UNDER 14 MAY NOT WORK. THERE ARE A FEW EXCEPTIONS TO THIS SUCH AS WORKING AS NEWS CARRIERS, ON FARMS, AND IN ENTERTAINMENT (WITH A SPECIAL PERMIT).

Persons under 16 may NOT:

- Operate, clean or repair power-driven machinery (except office machines or machines in retail, cleanup, or kitchen work not otherwise prohibited)
- Cook (except on electric or gas grills that do not have open flames)
- Operate fryolators, rotisseries, NEICO broilers, or pressure cookers
- Operate, clean or repair power-driven food slicers, grinders, choppers, processors, cutters, and mixers
- Perform any baking activities
- Operate microwave ovens (except to heat food in microwave ovens with a maximum capacity of 140 degrees Fahrenheit)
- Clean kitchen surfaces that are hotter than 100 degrees Fahrenheit
- Filter, transport, or dispose of cooking oil or grease hotter than 100 degrees Fahrenheit
- Work in freezers or meat coolers
- Work in a manufacturing facility or occupation (e.g., in a factory, as an assembler)
- Work on or use ladders, scaffolds or their substitutes
- Work in garages, except dispensing gas and oil
- Work in brick or lumber yards
- Work in amusement places (e.g., pool or billiard room, or bowling alley)
- Work in barber shops
- Work in door-to-door street sales, including work as a sign waiver (except directly outside employer establishment)
- Work in construction, transportation, communications, or public utilities (except doing clerical work away from heavy machinery off the job-site)
- Work in warehouses (except doing clerical work)
- Load or unload trucks, railroad cars, or conveyors
- Work doing laundry in a commercial laundry or dry cleaning establishment
- Work as a public messenger
- Work at processing operations (e.g., in meat, fish, or poultry catching, cooping, cracking nuts, bulk or mass mailing)
- Work around boilers or in engine rooms
- Do industrial homework
- Work with dangerous electrical machinery or appliances
- **Work in any of the occupations or tasks prohibited for persons under age 18**
- Engage in work that is determined by the Massachusetts Attorney General to be dangerous to the health and well-being of minors

Persons under 18 may NOT:

- Drive a vehicle or forklift (except golf carts sometimes) c
- Ride as a passenger on a forklift
- Operate, clean or repair power-driven meat slicers, grinders, or choppers
- Operate, clean, or repair power-driven bakery machines (except for certain countertop models and pizza dough rollers)
- Work 30 feet or more above ground or water
- Handle, serve, or sell alcoholic beverages
- Use circular, chain, or band saws; guillotine shears; wood chippers; and abrasive cutting discs
- Use power-driven woodworking machines
- Use hoisting machines
- Operate paper balers, paper box compactors, or other power-driven paper products machines
- Use power-driven metal-forming, punching, or shearing machines
- Use buffing or polishing equipment
- Manufacture brick, tile, or kindred products
- Manufacture or store explosives
- Work in excavation, wrecking, demolition, or shipbreaking
- Work in logging, sawmilling, or mining
- Work slaughtering, packing, or processing meat
- Work in railway operations
- Work in roofing or on or about a roof
- Work in foundries or around blast furnaces
- Work manufacturing phosphorus or phosphorus matches

- Work where they are exposed to radioactive substances
- Work as a firefighter or engineer on a boat
- Oil or clean hazardous machinery in motion
- Work in any job requiring the possession or use of a firearm

Task not specifically permitted by the US DOL Secretary of Labor are Prohibited

* This is a compilation of the state and federal child labor laws. The most protective laws are presented here and apply to all employers of teens including parents who may employ their children. There are additional regulations in this area not summarized here and some exceptions for employers in agricultural industries.

LEGAL WORK HOURS FOR TEENS IN MASSACHUSETTS

Note: After 8:00 p.m., all minors must have the direct and immediate supervision of an adult supervisor who is located in the workplace and is reasonably accessible to the minor, unless the minor works a kiosk, cart or stand in the common area of an enclosed shopping mall that has security from 8:00 p.m. until the mall is closed to the public.

14 & 15 Year Olds Work Hours

Work Hours

DURING THE SCHOOL YEAR:

Only between 7 am & 7 pm

NOT DURING SCHOOL HOURS

Only between 7 a.m. and 9 p.m.

During the summer (July 1 - Labor Day):

Maximum Hours

WHEN SCHOOL IS IN SESSION:

18 hours per week

3 hours per day on school days

8 hours per day on weekends and holidays

6 days per week

WHEN SCHOOL IS NOT IN SESSION:

40 hours per week

8 hours per day

6 days per week

16 & 17 Year Olds

Work Hours

ALL YEAR ROUND:

- Only between 6 a.m. & 10 p.m. (on nights preceding a regularly scheduled school day)
- If the establishment stops serving customers at 10 p.m., the minor may be employed until 10:15 p.m.
- Only between 6 a.m. & 11:30 p.m. (on nights not preceding a regularly scheduled school day) except in restaurants and race tracks until midnight

Maximum Hours

ALL YEAR ROUND:

48 hours per week

9 hours per day

6 days per week

WORK PERMITS

All teens under 18 must obtain a work permit from the school district where they live or go to school. For more information, visit the website of the Division of Occupational Safety at: www.mass.gov/dos/youth.

SUPERVISION

After 8 pm, all minors must be directly supervised by an adult who is located in the workplace and who is reasonably accessible (with the exception of minors who work at kiosks in the common areas of some malls).

Resources for More Information

For questions about wages or state child labor laws:

Massachusetts Office of the Attorney General
Fair Labor Division
www.mass.gov/ago/youthemployment
(617) 727-3465

For questions about wages or federal child labor laws:

U.S. Department of Labor, Wage, and Hour Division
www.dol.gov/esa/whd
(617) 624-6700

For questions about workers' compensation:

Massachusetts Department of Industrial Accidents
www.mass.gov/dia
(800) 323-3249 x470

For questions about health and safety:

- **U.S. Department of Labor Occupational Safety & Health Administration**
www.osha.gov
Andover Office - (978) 837-4460
Braintree Office - (617) 565-6924
Springfield Office - (413) 785-0123
- **Massachusetts Department of Public Health Occupational Health Surveillance Program Teens at Work Injury Surveillance and Prevention Project**
www.mass.gov/dph/teensatwork
(617) 624-5632

MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD
DEPARTMENT OF TRAINING AND DEVELOPMENT
CITY OF LAWRENCE
ACCIDENT REPORTING PROCEDURE

**The following is the Accident Reporting Procedure as it applies to all
MassHire MVWB/City of Lawrence Employees**

1. Employee must notify supervisor immediately.
2. Employee must complete FutureComp Accident Reporting Form immediately following the accident (unless totally incapacitated).
3. Supervisor will investigate accident and insure that the employee takes the appropriate action indicated in this procedure.
4. Supervisor must contact the Human Resources Department at (978) 551-7286 or email lbuate@mvwib.org immediately or as soon as possible. An email of anyone that witnesses the incident/injury must be reported to Human Resources Department.
5. Employees/Supervisors or a representative must notify Beverly Stopyra, Human Resources Manager or Arthur Chilingirian, VWCC Executive Director in case of a serious accident when forms cannot be completed immediately. The Human Resources Manager will fax a copy of accident report including medical release and any other documentation immediately to FutureComp and a copy to the City of Lawrence Personnel Department.
6. In case of traumatic injury call 911 and report to Lawrence General Hospital Emergency Room or the Holy Family Hospital Emergency Room.
7. Non traumatic injuries need to be evaluated immediately at Bedford Occupational Acute Care at 159 North Broadway, Salem, NH 03079 Tel # 603-898-0961 before close of business the day of the incident.
8. Reports from hospital emergency rooms should be submitted within 48 hours to the Human Resources Department.
9. Any invoices/bills the injured employee may receive for medical services rendered due to the work related injury should be sent to Beverly Stopyra, Human Resources Manager at the address listed below.
10. Please be advised that emergency medical treatment does not include Physical Therapists, Occupational Therapists, Chiropractors, or other Rehabilitation Therapists. Any injured employee seeking medical treatment other than emergency treatment must first be cleared for treatment through the City of Lawrence Utilization Review Agent. Code of Massachusetts Regulations mandates that medical treatment for work related injuries is subject to Utilization review. All reports of injury must be sent directly to the Human Resources Department to document, log and forward to our agent for Utilization Review.
11. The Human Resources Manager will send a report of injury needing any medical attention beyond first aid for a Utilization Review. Our UR agent is FutureComp at 1-855-874-0123. No report, no work related injury. FutureComp will advise the Agency the payment amount of medical claim under Massachusetts Worker's Compensation rates.
12. Failure to follow proper procedures, specifically the timely filing of first reports of injury, may result in the denial of a claim.

If you have any questions or need assistance regarding this procedure, please do not hesitate to contact:

Lynda Buote, Office Manager
978-551-7286
FAX: 978-794-1901
Or
Linda Rohrer, VWCC Executive Director
978-722-7001
FAX: 978-725-4761

Attachments: FutureComp Accident Reporting Form
FutureComp Consent for Release of Medical Information

FutureComp®

ACCIDENT REPORTING FORM

PLEASE PRINT OR TYPE:

E M P L O Y E E	1. Employee: Name (last, first, MI)		2. Home Telephone ()	3. Social Security Number -
	4. Home Address (No & Street, City, State Zip Code)		5. Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married	6. No. of Dependents
	7. Date of Hire (MM/DD/YY): / /	8. Date of Birth (MM/DD/YY): / /	9. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	10. hourly Wage
	11. Piece or hourly Worker Piece Hourly	12. Hours Worked Per Day	13. Days ' Days Worked Per Week	14. Avg. 52-Week: \$ <input type="checkbox"/> Estimated or <input type="checkbox"/> Actuarial

E M P L O Y E R	15. Employer Name		16. Employer Self-Insured <input type="checkbox"/> Yes <input type="checkbox"/> No	17. Federal Tax ID
	18. Employer Address (No & Street, City, State Zip Code)		19. Employer Telephone ()	20. Industry Code
	21. Insurance Carrier: Name and Address of Branch Responsible for this Case (Not Local Agent or adjuster)			
	22. Workers' Compensation Policy Number		23. OSHA Case File Number (if applicable)	

I N J U R Y I N F O R M A T I O N	24. Date of Injury (MM/DD/YY): / /		25. Time of Injury : <input type="checkbox"/> AM <input type="checkbox"/> PM.		26. Source of Injury (e.g. Machine, Tool, Substance, etc.)	
	27. Address Where Injury Occurred (if different from #18 above)		28. On Employer's Premise: <input type="checkbox"/> Yes <input type="checkbox"/> No		29. Employer Location Code	
	30. Regular Occupation		31. Regular Occupation When injured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
	32. To Who Was Injury Reported:		33. Date Reported (MM/DD/YY): / /			
	34. Nature of injury(ies) (Burn, Fracture, etc.)					
	35. Injured Body Part(s) Description (Arm, Leg, Back, etc.)					
	36. Physician Name and Address					
	37. Hospital name and Address					
	38. Describe how Injury Occurred (e.g. struck by Fell from Exposed to)					
	39. If Employee Has Returned to Work Date of Return (MM/DD/YY)			40. Returned to Regular Occupation? <input type="checkbox"/> Yes <input type="checkbox"/> No		

41. Preparer's Name (Please Print or Type)		42. Preparer's Title	
43. Preparer's Signature		44. Date Prepared (MM/DD/yy): / /	

FutureComp Consent for Release of Medical Information

Claim Number:

Insured:

Injured Worker:

Date of Injury:

Date of Birth:

Social Security Number:

I authorize the release of medical information and facts regarding this injury, including reports and records, results, or diagnosis, treatment and prognosis, estimates of disability, and recommendations for further treatment relating to this injury. This information is to be used for purpose of evaluating and handling my claim for injury as result of an accident on or about date of injury as identified above on this form.

This will also authorize FutureComp Medical Case Manager if assigned to me to have access to all medical records and Utilization Review Records. The Case Manager may discuss pertinent information with professionals involved in my case to share information as appropriate and necessary for coordination of health care services and coordination with employer for return to work. I understand authorization for Case Management purposes is voluntary and not required.

I am willing that a photocopy of this authorization be accepted with the same authority as the original.

Signature of Injured Worker or Authorized Representative

Date

FORMAL GRIEVANCE AND COMPLAINT POLICY

MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD	Section:	Agency Policies & Procedures
	Eff Date: 7/1/17	Revision Date: 4/11/22
	Page 1 of 5	

The MassHire Merrimack Valley Workforce Board (MMVWB) sets or reasserts the following:

FORMAL GRIEVANCE / COMPLAINT POLICY

Who May File:

Equal Opportunity Is the Law

Any person who believes he or she or any specific class of individuals has been or is being subjected to discrimination on the basis of race, color, religion, sex (including sexual harassment, gender identity, pregnancy and gender based wage discrimination), national original, age, disability (physical or mental including failure to accommodate), genetic information, sexual orientation, familial status, citizenship, military service/veteran's status, or retaliation for prior EEO protected activity, political affiliation or belief, and for beneficiaries only, citizenship, in admission or access to opportunities or treatment in, or employment in the administration of or in connection with, any Workforce Innovation and Opportunity Act funded program or activity. On all complaints that include discrimination, and all complaints alleging disability discrimination, the following procedure shall be used:

Complaints Lodged and Time Frames:

- A customer may lodge a complaint related to services provided under the Wagner-Peyser Act within two years of the alleged violation.
- There is no time limit for filing a complaint related to services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA).
- Complaints alleging discrimination must be filed within 180 days of the alleged violation. The 180 day filing deadline is extended to 300 days if the charge also is covered by a state or local anti-discrimination law. For ADEA charges, only state laws extend the filing limit to 300 days.
- All complaints must be filed in written form:
 - Submission of a written letter signed by the complainant or authorized representative or;
 - Through an email account as this will be deemed an electronic signature.
 - Submission of the official Unified Workforce System Complaint Referral Record Form (available at front desk).

A written complaint must include the complainant's full name, telephone number and address and the date of filing. Written complaints must also provide a clear, brief statement of the facts and alleged violation, relevant dates, and other

information to assist the investigation and resolution of the complaint. If the complainant needs assistance one of the MassHire Merrimack Valley Workforce Board staff will assist the customer seeking to file the complaint including assistance with completing all associated forms.

Procedure to File:

Type of Complaint:

Violation of the Wagner-Peyser Act, rules, regulations, grants or other agreements made under the Act by the Commonwealth.

OR

Violation of the Title I of the Workforce Innovation and Opportunity Act, rules, regulations, grants, or other agreements made under the Act by the Commonwealth.

Where to file the complaint/grievance:

Complaints against the MassHire Merrimack Valley Workforce Board, subrecipient, or contractor:

Primary Contact:

Local Complaint Officer

Lynda Buote*
Grievance Officer
MassHire Merrimack Valley Workforce Board
255 Essex Street
4th Floor
Lawrence, MA 01840
978-551-7286
Email: lbuote@MassHireMVWB.org

Back-up Contact

Corina Ruiz*
Deputy Director
MassHire Merrimack Valley Workforce Board
255 Essex Street
4th Floor
Lawrence, MA 01840
978-701-8176
Email: cruiz@MassHireMVWB.org

* Names Subject to Change

When to file the complaint:

For violations of the Wagner-Peyser Act, rules regulations, grants or other agreements made under the Act by the Commonwealth: Within two (2) years of the alleged occurrence. For violations of the Title I the Workforce Innovation and Opportunity Act, rules, regulations, grants or other agreements made under the Act by the Commonwealth: There is no time limit.

Resolution of the complaint:

The local Complaint Officer has 15 days from the date a written complaint is received to resolve the complaint.

If the complaint was initiated by a Migrant and Seasonal Farm Worker (MSFW) – the local Complaint Officer has within 5 days from the date a written complaint is received.

The 15 day period (or in the case of an MSFW initiated complaint, the 5 day period) does not begin until the requested information is received.

If the MassHire Merrimack Valley Workforce Board has made a written request to the complainant (or the complainant's authorized representative) for additional information, the 15 day period (or in the case of an MSFW initiated complaint,

the 5 day period) does not begin until the requested information has been received by the local MassHire Merrimack Valley Workforce Board.

If the local MassHire Merrimack Valley Workforce Board has requested additional information from the complainant or the complainant's authorized representative and does not receive a response within 20 days from the date the request was made (or, in the case of an MSFW initiated complaint, within 40 days), the complaint is considered resolved.

Appeal of the complaint if resolution is not reached at the local MassHire Merrimack Valley Workforce Board:

If the MassHire Merrimack Valley Workforce Board does not resolve the complaint to the satisfaction of the complainant within 15 days period (or in the case of an MSFW initiated complaint, the 5 day period), the complainant may request a hearing at the Local and/or State level for resolution or further action.

Local Hearings:

If a complainant requests or the local Complaint Officer deems that a formal hearing is necessary, the local Complaint Officer will notify the parties (in writing) that the matter has been scheduled for a formal hearing. The notice must inform the parties of the following elements of the hearing process:

- The date, time, and location of the hearing.
- That the Local Complaint/Hearings Officer, will rule on the introduction of evidence* and afford the parties the opportunity to present, examine, and cross-examine witnesses.

*For clarity it must be noted that an administrative hearing is not the same as a Court of Law. Technical rules of evidence *do not apply*. It is up to the Local Complaint/Hearings Officer to follow principles and procedures that are designed to assure credible evidence that can be tested through cross-examination.

- That a copy of the case record and related documents will be made available to all interested parties before the hearing, upon request.

In conjunction with the hearing process the Hearing Official:

- May decide to make a determination based on the information included in the case file or investigate further prior to the formal hearing.
- May permit (at his/her discretion) the participation of interested parties with respect to specific legal or factual issues relevant to the complaint/appeal.
- Must ensure that hearings be recorded or transcribed. All records are to be preserved and/or made available upon completion of the hearing to the complainant or interested parties.
- Must conduct the hearing *and* issue a written determination to the complainant, the respondent, and any other participating interested parties within the **20 (twenty) days** from the date the hearing was requested.

If complainant disagrees with the local MassHire Merrimack Valley Workforce Board determination, the complainant may bi-pass the local hearings process and may appeal the local determination to the State Level (State Complaint Officer) within 20 days of the receipt of the determination.

After 30 days (or in the case of an MSFW initiated complaint, within 20 days), if resolution has not been accomplished at the State level, the State Complaint Officer will issue to the complainant and respondent, by certified mail, a written determination regarding the complaint.

Where to file the appeal:

To State Complaint Officer:

State Complaint Officer

Jose V. Ocasio, Complaint Officer
Department of Career Services
19 Staniford Street
Charles F. Hurley Bldg.
Boston, MA 02114

Email: dcsunifiedcomplaint@massmail.state.ma.us

Telephone: 617-626-5587

NOTE: *If the State Complaint Officer has made a written request for information to the complainant or the complainant's authorized representative, the 30 or 20 day time frame (whichever is appropriate) will not commence until the requested information has been received.*

Hearings shall be held by State hearings officials. A State hearings official may be any State official authorized to hold hearings under State law.

Appeals to the Secretary can be made (1) if a decision of a grievance or complaint has not been reached within 60 days of the receipt of the grievance or complaint or within 60 days of receipt of the request for appeal of a local level grievance or (2) for a decision on a grievance or complaint that has been reached and the party to which such decision is adverse appeals to the Secretary. Appeals for situation (2) must be filed within 60 days of the receipt of the decision being appealed. Appeals for situation (1) must be filed within 120 days of the filing of the grievance with the State, or the filing of the appeal of a local grievance with the State. All appeals must be submitted by certified mail, return receipt requested, to the Secretary, U.S. Department of Labor, Washington, DC 20210, Attention: ASET. A copy of the appeal must be simultaneously provided to the appropriate ETA Regional Administrator and the opposing party.

Type of Complaint:

All information and complaints alleging criminal fraud, waste, abuse, or other criminal activity under WIOA must be reported immediately to the Department of Labor's Office of Inspector General (20 CFR § 667.630)

Office of Inspector General
200 Constitution Ave. NW Room S-5506
Washington, DC 20210
Toll Free: 1-800-347-3756
FAX: 202-693-5210