

ATTACHMENT L

Massachusetts Fiscal year 2012 Local Annual WIA Plan

Narrative Questions

We understand that responding to the first question may be repeating information already included in the strategic plan; however (1) not every region has a current strategic plan and (2) capturing the information in a single document will both expedite plan review and create a more comprehensive FY2012 document.

1. What principal strategic goals or priority areas are planned for the region over the next 3 – 5 years?
2. What is the anticipated impact of these goals (e.g. new business partnerships related to workforce development, expanded collaborations with community colleges, new or different “youth pipeline” interventions, expanded revenue sources)?
3. In addition to strategic planning goals, have other regional or career center priorities been identified for FY2012? What are they?
4. What current or anticipated challenges, including specific labor market circumstances, is the region facing as a whole?
 - a. What strategies, including education and training, are planned for FY2012 to address these challenges?
 - b. How might the state best assist the region to address these challenges?
5. What are the specific challenges facing the region’s career centers for FY2012?
 - a. What strategies, including education and training, are planned for FY2012 to address these career center challenges?
 - b. How might the state best assist the region to address these career center challenges?
6. Please describe efforts identified as “innovations” that are planned for FY 2012 for both the region as a whole and the career centers in particular. What specific issues are these innovations intended to address?

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7. What strategies are currently planned to drive performance in FY2012?
 - a. What barriers do you face in achieving your own internal goals?

8. How is local performance to be measured?
 - a. How is customer satisfaction being measured?
 - b. How has this information influenced the region's business practices for FY2012?

9. Do you currently have a method in place for determining the effectiveness of services you provide?
 - a. Which service or combinations of services do you think are the most effective in assisting job seekers to enter or reenter employment?
 - b. How are you currently making this determination?
 - c. Do you have any plans to review current activities with regard to what works best to get the job done? What are they?
 - d. Do you think major changes in how we deliver services should be considered in order to improve effectiveness?
 - e. In what direction do you think the system should be moving?
 - f. How might the state help with this assessment of service efficacy and potential need for system change?

10. What languages, other than English, are spoken by staff to communicate with customers in your centers? Please list.
 - a. Are forms available in other languages? If so, please list the language.

11. Please describe the use of state One-Stop Career Center funds in your local area with particular regard to jobseeker and employer services.

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12. What other programs do the WIB/career centers operate in the region in addition to the WIA funded programs from year to year?

- a. Are these programs coordinated with the WIA funded services? If so, how?
- b. What new partnerships have developed as a direct result of these efforts?

13. Will the following training elements/methods be utilized?

ITA	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Group Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No
OJT	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Customized	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Skill Upgrading	<input type="checkbox"/> Yes	<input type="checkbox"/> No
ABE/ESOL	<input type="checkbox"/> Yes	<input type="checkbox"/> No

(in connection with occupational)

14. For each of the above is there is a sector focus? If "Yes" specify the sector(s).

15. For each of the above, specify any targeted priority population(s).

16. Does the local area reserve WIA training funds for periodic release during the fiscal year?
 Yes No

If yes, please specify the percent of WIA training funds as so reserved: _____%

What is the release schedule?

17. Does the local area set a cap or limit on training funds made available to individual job seekers? Yes No

If "Yes," please specify the cap/limit for each:

- Adult:
- Dislocated Worker:
- Youth:
- Educational Attainment:

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18. Priority for Low-Income Adults and Public Assistance Recipients

For FY2012, what local determination has been made with respect to the limitation of funding per §663.600 of the WIA regulations regarding the implementation of Priority of Service for WIA Title I Adults and Public Assistance Recipients, including access to education and training?

- a. If the determination has been made that funding is not limited for FY2012, please provide a detailed explanation of the methodology used to reach that determination.
- b. If funds are not limited, please describe how it is determined who will be served?

19. Priority for Veterans and Other Eligible Persons (Covered Persons)

- a. How are you identifying “the point of entry” of federal employment and training programs in order for covered persons to take full advantage of priority of services?
 - Their entitlement to priority of service;
 - The full array of employment, training, and placement services; and
 - Any applicable eligibility requirements for those programs or services.
- b. How are you ensuring that Covered Persons continue to receive the full advantage of Priority of Service in all employment, training and placement services “after point of entry”?
- c. How do you incorporate the monitoring and evaluation of priority of service within your current policies and procedures?
- d. Does your area have exemplary examples of providing service to Covered Persons?
 Yes No

If “Yes,” please describe