

ATTACHMENT A

MassHire Workforce Board Monitoring Elements

Local (Monitoring the Career Center)
ADA: Review Programmatic and Physical accessibility of services for all customers for compliance of Federal, State and Local policies
Administration: Compliance with required posters, HR requirements, Safety Plan, etc.
Business Services: Services are provided and documented in MOSES. Area is engaging in statewide partnerships (MOU). Review of job orders, referrals, and outreach/marketing activities.
Career Services Provision/Career Planning: Review the areas local policy for compliance with Federal and State guidance. Review MOSES data entry and file documentation for accuracy. Review services such as: intake/assessment, General and Follow-Up services, and coordination among staff (partners included).
Customer Satisfaction: Review the Career Center/partner survey(s) utilize to record/track jobseeker and business customer satisfaction and their feedback for compliance with Federal, State, and Local policies
EO/Complaint: Review Complaint logs, local policy/SOPS (are they following, in compliance with state/federal complaints policy), types of complaints filed, resolutions, engagement with MDCS
Follow-Up: Review compliance with Federal, State and Local policies
LMI: Review for compliance with all Federal, State and Local policies
MOSES: Review for compliance in accordance with State and Local policies
MSFW Program: Review for compliance with all Federal, State and Local policies
Partner Referrals: Review for compliance with local area related SOPs MOU, and collaboration of services.
Performance Management System: Review for compliance with Federal, State, and Local policies
Priority of Service: Review for compliance with Federal, State and Local policies
RESEA: Review for compliance with Federal, State and Local policies
SOPs: Review all current Standard Operating Procedures for compliance with Federal, State and Local policies
Training: Review for compliance with Federal, State and Local policies
JVSG Program: Review for compliance with Federal, State and Local policies
Youth Program: Review for compliance with Federal, State and Local policies
Branding: Review for compliance with State and Local policies