**MassHire Workforce Development Area:**

**MassHire Workforce Board:**

**Monitor:**  Name:

Phone:

Email:

**MassHire Career Center site(s):**

**MassHire BOARD Contact:** Name:

Phone:

Email:

**MassHire FMO Program Contact:** Name:

Phone:

Email:

**Complaint Officer:** Name:

Phone:

Email:

**Complaint Officer Back up:** Name:

Phone:

Email:

**Complaint Officer Back up:** Name:

Phone:

Email:

**Hearings Officer:** Name:

Phone:

Email:

Have you provided the list of your Complaint Officer(s) to the Central Office Unified Complaint System/ADA/EEO contact person as per Policy 100 DCS 03.101.2.  Yes  No

Do the Board/Career Centers have internal/external communications regarding EO policy?  Yes  No

How is the EO Officer’s identity made known to participants and service providers?

Does the EO Officer provide EO training to staff and contractors?  Yes  No

Does the EO Officer review written Career Center policies/procedures to make sure they are non-discriminatory?  Yes  No

Were complaints filed within 180 days?  Yes  No

Was the complainant given a written notification of receipt of the complaint?  Yes  No

Was the complainant provided a written statement outlining each of the issues raised in the complaint?  Yes  No

Was the complainant informed that he/she has the right to representation?  Yes  No

Was the informal resolution process offered as an alternative to resolve the complaint?  Yes  No

Was the complainant provided a written Notice of Final Action within 90 days from the date complaint was filed?  Yes  No

Did the Notice of Final Action contain the EO decision of each issue and an explanation of the reason causing the decision?  Yes  No

Was the State EO Officer advised of the complaint?  Yes  No

How are the discrimination complaint records maintained? How long?

How are your remote customers informed of their right to file a complaint? Do you have a signed acknowledgement for all remote customers?

**ADA Requirements**

**The following ADA requirements have been reviewed for placement at above listed site, meeting the compliance requirements of the Workforce Innovation and Opportunity Act (WIOA):**

Do all the center’s marketing and recruitment material include people with disabilities as one of the groups served?  Yes  No

Do all the center’s marketing and recruitment material state that adaptive equipment is available on request?  Yes  No

Do the center(s) have the following ADA standard adaptive hardware and software equipment available for individuals with disabilities?

ZoomText  Yes  No

Jaws  Yes  No

Scanner for Jaws/ZoomText  Yes  No

Braille Labeler  Yes  No

Assistive Listening devices  Yes  No

Text TTY at each Career Center  Yes  No

Height Adjustable Tables  Yes  No

Tape Recorder  Yes  No

LCD Projector  Yes  No

Trackball Mouse  Yes  No

Dragon Naturally Speaking hands –free voice activated software  Yes  No

**ADA Standard Adaptive Equipment**

Do all Centers have a list of all the adaptive equipment listed in a public area of the resource room and in large print?  Yes  No

Do all Centers present workshops in power point and with an LCD projector?  Yes  No

Do all Centers provide printed copies of workshop presentations in power point with black or blue font?  Yes  No

Do all Centers provide general information in large point font 18?  Yes  No

Are all adaptive equipment programs operational and available within the resource room in all centers?  Yes  No

Do all Centers reception areas have a wheelchair opening for providing services to individuals in wheelchairs?  Yes  No

Do all Centers adaptive equipment areas have the universal wheelchairs sign at the computer?  Yes  No

Do all Centers have the WIOA 188 Guidelines available to customers?  Yes  No

[**http://www.dol.gov/oasam/programs/crc/188Guide.htm**](http://www.dol.gov/oasam/programs/crc/188Guide.htm)

Do all Centers have wheelchair access for all programs and services?  Yes  No

Do all Centers have a formalized process to provide services to customers who require an accommodation to communicate?  Yes  No

Is there handicapped parking in close proximity to all Centers?  Yes  No

Do all Centers have doors weighing less than approximately 5 lbs. to open or wheelchair bell ringers?  Yes  No

Are all Centers in compliance with WIOA (ADA) Section 188?  Yes  No