**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