



Workforce Issuance

100 DCS 10.103

☒ **Policy**

☐ **Information**

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: January 15, 2019

Subject: **MassHire Department of Career Services Annual Monitoring of MassHire Workforce Boards**

Purpose: To establish policy regarding State level programmatic and policy monitoring requirements under the Workforce Innovation and Opportunity Act (WIOA). The purpose of monitoring the MassHire Workforce Boards (MWB) is to ensure the integrity of the WIOA system, to review performance, assess compliance with applicable laws and regulations, and identify successful methods and practices that serve to enhance the system as a whole through continuous improvements. Oversight and monitoring of the MWB, including Title I, functions is conducted annually to ensure compliance with WIOA, its regulations, other applicable federal and state laws, administrative provisions, local policies, MassHire Workforce Boards (MWB) By-Laws and other governance agreements.

Background: The MassHire Department of Career Services (MDCS) serving as the State Workforce Agency, in partnership with the Governor, is responsible for monitoring all local areas' WIOA; Title 1 programs including and not limited to: Youth, Adult, Dislocated Worker, Wagner Peyser, Veterans, Reemployment

Services and Eligibility Assessment (RESEA), TRADE, sub- recipients, and WIOA on-site partners annually for programmatic compliance. MDCS provided training and technical assistance to the local MWBs for FY2019 monitoring.

WIOA mandates a strong collaboration between the WIOA-required partners within the MassHire Career Centers, and encourages co-enrollment among WIOA-required partners. WIOA strengthens the performance accountability system to ensure Federal investments in employment and training programs are accessible to youth, job seekers, and businesses.

To ensure the accurate and consistent interpretation of the MDCS Monitoring Policy, it is important that local MWBs ensure that MassHire Career Center management and staff follow the local Workforce Board Monitoring Policy. The MWBs must also be knowledgeable of specific career center elements including but not limited to; Career Center Standard Operating Procedures, Federal, State and Local policies, program performance, data entry, partner integration and collaboration, cost effectiveness, integrated services, Federal and Local performance, access to services for job seekers and businesses, and effective leadership and management.

Policy: In accordance with 2 CFR part 200, as required by section 184 (A)(4) of WIOA, it is required that MDCS conduct an annual programmatic on-site monitoring review of each Local Workforce Area by end of each fiscal year.

MWB monitoring will be conducted in two phases over the course of two weeks. In those areas where the MWB oversees the Youth Framework Services, additional time will be set forth to schedule youth review. During the course of the Board monitoring the following elements will be reviewed:

- By-laws
- Required Assurances
- CEO/MWB Agreement
- Diversity Plan
- Corporation status if applicable
- Organizational Chart
- Standard Operating Procedures review for other policies/follow-up
- Conflict of Interest Policy - in line with procurement
- Membership Matrix
- Charter
- Board website
- Compliance with open meeting laws, public notifications, schedules, and minutes
- Member Nomination Letter
- Compliance with MassHire brand policies and protocols
- Audit Resolution Process

Additionally the monitoring includes all aspects of the WIOA system. The following elements will be included but not limited to:

- All WIOA Programs: Adult, Dislocated, Veterans, RESEA, TRADE, Youth, including both the physical and MOSES customer files
- Performance Management relating to specific goals; State and Local
- Compliance with contractual and other requirements
- Eligibility
- American with Disabilities Act (ADA)
- Massachusetts One-Stop Employment System (MOSES) data entry and accuracy
- Staff integration
- Business Services Partnership Development
- Partner Collaboration
- Standard Operating Procedures
- Best Practices
- Customer Flow
- Basic Services, Business Services, Training Services
- Plan Development
- Separate, more intensive review of Youth Framework Services when provided by the WDB
- Compliance with MassHire Branding

For further detail, see Attachment A.

Action

Required: MDCS will monitor MassHire Boards annually, by the end of each fiscal year. A schedule will be issued separately.

Attachment: A. Monitoring Elements
B. Monitoring Questionnaire
C. Sample Notification Letter
D. Customer File Review Tool
E. Customer File Review Tool (Youth Only)
F. ADA/Complaint Tool
G. Language Access Assessment Tool
H. Massachusetts Federal & State Law Posters

Effective: Immediately

Inquiries: Please email all questions to Ed Bartkiewicz, ebartkiewicz@detma.org; indicate issuance number and title.

- References:**
- 1) WIOA Final Regulations 683.410: Oversight Roles and Responsibilities
 - 2) 100 DCS 17.104: Local Workforce Board Oversight and Monitoring Requirements
 - 3) WIOA Final Regulations 677.155: Performance Indicators
 - 4) TEGL 10-16: Performance Accountability Guidance for WIOA Title I, Title II, Title II, and Title IV Core Programs
 - 5) TEGL 16-16: One Stop Operations Guidance for the American Job Center Network
 - 6) 100 DCS 08.111 Standard Operating Procedures for Board, Career Center and Fiscal