

ATTACHMENT A

MassHire Workforce Board Monitoring Elements

Local (WB 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.
Standard Operating Procedures (SOPs): Review all current SOPs for compliance with local, state and federal policies.
Individual Training Accounts (ITAs for Customers): 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.

MassHire Programs & Services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. *Additional details furnished upon request.*

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.