

**MassHire Workforce Board Program Monitoring Elements  
for Career Center Monitoring  
Fiscal Year 2023**

***American with Disabilities ACT (ADA)***

- Assess physical & programmatic accessibility for individuals with disabilities in accordance with Local, State and Federal policies/guidance, including WIOA sec. 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), for all ones-stop centers in the Workforce Development Area. (May be included in EO review.)

***Administration***

- Compliance with Equal Employment Opportunity (EEO) & other required posters in accordance with 100 DCS 10.10.7, Human Resource requirements, Safety Plans, and all other Local, State and Federal policies/guidance

***Business Services***

- Review Career Center (CC) Standard Operating Procedures (SOPs) & ensure compliance with all Local, State and Federal policies/guidance
- Confirm type and frequency of services provided to Business customers
- Confirm MOSES documentation and active data entry of all Business Services, including job orders & referrals, internal referral process for candidates, and outreach/marketing activities.
- Review Career Center team engagement in statewide partnerships (in Memorandum of Understanding) and working with the Board businesses for services and resources.

***Career Services Provision/Career Planning***

- Review Local area policies & Standard Operating Procedures (SOPs) for compliance with Federal and State guidance.
- Review WIOA and other Local area program Eligibility/Intake documentation and MOSES data entry for compliance with Local, state, and Federal Eligibility policies/guidance.
- Review/compare MOSES data entry and file documentation for accuracy, coordination among staff (including Partners) and compliance with Local, State, and Federal policies/guidance

***Customer Surveys/Customer Satisfaction***

- Review the Career Center/Partner survey(s)/tool used to record/track Jobseeker and Business customer satisfaction, and any customer feedback, to ensure compliance with Local, State and Federal policies/guidance and identify any challenges/issues

***Equal Employment Opportunity/Complaint***

- Review Complaint logs, types of complaints filed, resolutions, and Local policy/SOPs for compliance with State and Federal complaints policy, and engagement with MDCS.

***Labor Market Information (LMI)***

Review for compliance with all Local, State & Federal policies/guidance, including the ability to demonstrate the use of real-time labor market information to ensure the following:

- WIOA-supported career services activities provide accurate information about the local, regional, & national labor market, including in demand/required skills/required, job vacancy listings, in-demand occupations, typical earnings, and opportunities for advancement.

<ul style="list-style-type: none"> <li>WIOA-funded career counseling/exploration services for youth offer information about in-demand industries and occupations and job vacancies.</li> </ul>
<p><b>MOSES</b></p> <p>Review data entry for all programs for compliance and accuracy in accordance with Local &amp; State policies, including designation of services and timely entry.</p>
<p><b>Migrant Seasonal Farmworker Program (MSFW)</b></p> <p>Review for compliance with all Federal, State and Local policies</p>
<p><b>Partner Referrals</b></p> <p>Review for compliance with Local area related SOPs, Memorandum of Understanding, and collaboration of services, including the use of required referral documents/tools&amp; State and Federal, policies/guidance</p>
<p><b>Performance Management System</b></p> <p>Review for compliance with Local, State &amp; Federal policies/guidance and ensure procedures are in place for area management to track, review and meet performance goals, as well as identify issues.</p>
<p><b>Priority of Service</b></p> <ul style="list-style-type: none"> <li>Review all services and program for compliance with Local, State and Federal policies, including related Standard Operating Procedures</li> </ul>
<p><b>Reemployment Services and Eligibility Assessment (RESEA)</b></p> <ul style="list-style-type: none"> <li>Review for compliance with Federal, State and Local policies</li> <li>Observation/Review of a Career Center Seminar and RESEA Reviews</li> </ul>
<p><b>Standard Operating Procedures (SOPs)</b></p> <ul style="list-style-type: none"> <li>Review current SOPs for compliance with Local, State and Federal policies and ensure Career Center has all required SOPs.</li> </ul>
<p><b>Individual Training Accounts (ITAs) for Jobseekers:</b></p> <ul style="list-style-type: none"> <li>Review for compliance with Local, State and Federal policies/guidance</li> </ul>
<p><b>Jobs for Veterans State Grant (JVSG) Program</b></p> <ul style="list-style-type: none"> <li>Review for compliance with Local, State and Federal policies/guidance</li> </ul>
<p><b>Youth Program (only applies to MWB's that do not provide Framework Services)</b></p> <ul style="list-style-type: none"> <li>Review for compliance with Local, State and Federal policies /guidance</li> </ul>
<p><b>Branding</b></p> <ul style="list-style-type: none"> <li>Review all Local area physical locations, documentation, tools, and websites to ensure compliance with related State and Local policies, including MassHire Branding, Stevens Amendment, and any other Local, State and Federal policies/guidance</li> </ul>