**MassHire Department of Career Services**

**Career Center Program Questionnaire**

***Fiscal Year 2023***

**Career Center Operator(s):**

**Prepared By**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Print/Type Name***:

*I certify under the penalties of perjury, that the information contained in this questionnaire is true and complete to the best of my knowledge. Signatory must be authorized to sign correspondence to MassHire Department of Career Services.*

***Signature*:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ***Date*:**

***Written, Electronic or Digital***

|  |  |  |  |
| --- | --- | --- | --- |
| Career Center Name | **Site Type: Comprehensive, Affiliate, Special** | **Career Center Director/Manager**  Name/Title | **Service Delivery: Virtual, In-Person or Hybrid** |
|  |  |  |  |
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| **Section 1:**  ***MassHire Department of Career Services Complaint Policy*** | | **YES** | **NO** | **Comments/Feedback** |
| 1. | How does the CC notify customers remotely about the complaint/appeals process and what is required by law? |  |  |  |
| 2. | Please describe how the Career Center(s) are universally accessible (physically and programmatically) to meet the needs of customers with disabilities.  What changes, if any, has your region made to ensure this accessibility for virtual services? |  |  |  |
| 3. | Please list the services and resources available to meet the needs of customers with disabilities. |  |  |  |
| 4. | Please describe how the center operates (physically or virtually) so that each program or activity is readily accessible to qualified individuals with disabilities. |  |  |  |
| 5. | How does the center ensure that individuals with disabilities can participate fully in retraining programs? |  |  |  |
| 6. | What training does the center provide to all staff to ensure compliance with non-discrimination/equal opportunity requirements? |  |  |  |
| 7. | How does the center identify customers (including individuals with disabilities) need assistance with any Career Center services? |  |  |  |
| **Section 2:**  ***Massachusetts Federal & State Law Posters*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Does the CC have the required Customer posters visible & accessible for customers and staff onsite and on your website to meet the compliance requirements of WIOA?  [ATTACHMENT H FY23- Required Poster List.docx](file:///C:/Users/Daphnie/Downloads/ATTACHMENT%20I%20FY21-%20Required%20Poster%20List.docx) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| 2. | Does the Career Center have the Optional Posters on site and/or on your website?  [ATTACHMENT H FY23- Required Poster List.docx](file:///C:/Users/Daphnie/Downloads/ATTACHMENT%20I%20FY21-%20Required%20Poster%20List.docx) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| 3. | Does the Career Center have the required MassHire Department of Career Services (MDCS) Posters visible onsite and on your website(s)?  [ATTACHMENT H FY23- Required Poster List.docx](file:///C:/Users/Daphnie/Downloads/ATTACHMENT%20I%20FY21-%20Required%20Poster%20List.docx) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| **Section 3:**  ***Performance Measures/Common Measures*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Is the Career Center meeting the following performance measures for the most recent quarter?   1. WIOA Title I 2. WIOA Title III |  |  |  |
| 2. | Is the Career Center in jeopardy of not achieving its WIOA Title I and Title III performance goals for this fiscal year?  If yes, please explain the steps being taken to meet these performance goals. |  |  |  |
| 3. | Does the Career Center have success stories and achievements to share as best practices in the provision of job seeker services? If yes, please explain. |  |  |  |
| **Section 4:**  ***WIOA Title I – Adult, Dislocated Worker, & Trade Eligibility Determination*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | What Standard Operating Procedure does the Career Center have in place to determine and verify eligibility for the Adult, DW and Trade program? |  |  |  |
| 2. | Describe the Career Center policy regarding the collection of eligibility documentation? |  |  |  |
| 3. | What is the career center priority and/or restriction policy to determine if a customer meets the priority and/or the residency restriction requirement? |  |  |  |
| 4. | What is the career center policy regarding services for low-income adults? |  |  |  |
| 5. | How does the CC serve WIOA registered customers who have one or more barriers to employment? |  |  |  |
| **Section 5:**  ***Individual Training Account (ITA) & Labor Market Information (LMI)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | What is the Career Center policy and/or procedure for tracking performance and customer satisfaction? |  |  |  |
| 2. | Are there any limitations to ITAs duration and range of amount as established by the Board? Please explain. |  |  |  |
| 3. | What entity(ies) are responsible for managing the eligible provider process for the Career Center? |  |  |  |
| 4. | What is the Career Center process to ensure the contract cost of the ITA is consistent with the ITA cost listed in MOSES? |  |  |  |
| 5. | What are the three (3) most utilized training occupations for the previous four (4) quarters?  *Please also list how many customers are enrolled in each.* |  |  | ***Occupation # of Enrollees***  **1.**  **2.**  **3.** |
| **Section 6:**  ***Career Planning*** | | **Yes** | **No** | **Comments** |
|  | What is the procedure for ensuring quality control in Career Planning?  *Is this process written in a SOP?* |  |  |  |
|  | How does the Career Center ensure quality control over customer contact every 30-60 day? |  |  |  |
|  | Which of the following does the Career Center(s) offer?  *Pease list all services available under the appropriate title.* |  |  | ***Supportive Services***:  ***Needs Related Payments***:  ***Customized Training***: |
|  | Does the Career Center utilize On-The-Job Training (OJT) and/or Apprenticeships?  If *yes*, please provide current number of participants and industry/occupation.  If *not*, please explain any efforts you are pursuing to increase these opportunities. |  |  |  |
|  | Does the center provide other work experiences such as internships or transitional jobs?  *Please explain.* |  |  |  |
| **Section 7:**  ***WIOA Title III – Wagner Peyser Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Please provide a description of the Basic and Individualized career services most utilized by Jobseeker and Business customers in your area. |  |  |  |
| **Section 8:**  ***Veteran Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | When are local area jobseeker customers asked if they are a Veteran of the United States Armed Forces? |  |  |  |
| 2. | Please describe the customer flow and priority of services for your Veteran customers.  Reference: W*IOA MA Combined State Plan and/or local Standard Operation Procedure. MassWorkforce Issuance 100 DCS 15.100.1, 15.102 and 15.103* |  |  |  |
| 3. | Does your Career Center have a Disabled Veterans Outreach Program Specialist to provide services to Veteran eligible customers?  *If not, please describe who provides these services to Veteran customers with Significant Barriers to Employment (SBEs).* |  |  |  |
| 4. | D How does the CC determine if a Veteran has a Significant Barrier to Employment (SBE) and is entitled to DVOP services? |  |  |  |
| 5. | Are DD214’s viewed and verified by the DVOP or the appropriate assigned staff person? |  |  |  |
| 6. | Who provides individualized services to the non-SBE Veteran? |  |  |  |
| 7. | How often are Career Planning/Case Management services provided to all SBE Veterans? |  |  |  |
| 8. | Is the OPS Manager/DVOP Specialist utilizing the “*Veterans Compliance Data Analysis Sheet” (VCDAS MOSES form)* to verify that all required data has been entered in the MOSES database? |  |  |  |
| **Section 9:**  ***RESEA (Reemployment Services and Eligibility Assessment)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Have all career center staff attended a *state sponsored* RESEA training and/or cross-trained to assist a RESEA customer? |  |  |  |
| 2. | Does the Career Center utilize the MOSES CAP form; the MDCS issued CAP form or their own CAP form? |  |  |  |
| 3. | Do each center’s Initial RESEA include a one-on-one, in-person component? |  |  |  |
| 4. | Do all RESEA Staff review the mandatory RESEA Review goals with the customer during an individual RESEA Review appointment? |  |  |  |
| 5. | How long do you maintain the UI Eligibility Questionnaire? |  |  |  |
| 6. | Please list the title of the designated staff member who handles *RESEA Errors and RESEA Sanctions*? |  |  |  |
| **Section 10:**  ***Migrant Seasonal Farm Worker (MSFW)***  **Please answer each question even if you haven’t worked with any MSFW customers this fiscal year.** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Have Career Center staff registered any MSFW customers this year? |  |  |  |
| 2. | How does Career Center staff inform MSFW customers of the services available and their right to file complaints, and the Career Center’s availability to provide assistance? |  |  |  |
| 3. | Did the Career Center have any MSFW grievance this year? |  |  |  |
|  | * If yes, did the Career Center notify the MDCS State Monitor Advocate? |  |  |  |
| 4. | How does the MassHire Career Center staff determine when a customer is MSFW?  Do staff utilize the “Desk Aid” to properly code the MSFWs?  MassHire Career Center staff must refer and/or register MSFWs for services, as appropriate, if the MSFW is interested in obtaining such services. |  |  |  |
| 5. | Have the MassHire Career Center, affiliates and partner staff been trained on the federal requirements for services to MSFWs? If yes, when & by whom? |  |  |  |
| 6. | Have Career Center staff experienced problems in identifying MSFW customers and providing labor exchange services during this year? If yes, please explain. |  |  |  |
| 7. | How does the Career Center conduct MSFW referral/follow up services? |  |  |  |
| 8. | Describe the management review process established to ensure the accuracy and quality of MSFW applications. |  |  |  |
| 9. | What actions are taken if it is suspected an agricultural employer has violated WIOA regulations or employment related law? |  |  |  |
| 10. | What has been done to develop and improve OSCC relationship with the following: |  |  |  |
|  | * Public and private community agencies |  |  |  |
|  | * Employers and/or employer organizations |  |  |  |
| 11. | How do the MassHire Career Center management ensure MSFWs receive the full range of career, supportive, job and training referral services, WIOA benefits and protections, that are provided to non-MSFWs. |  |  |  |
| **Section 11:**  ***Foreign Labor Exchange (FLC)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | H-2A related Job Orders, subject Foreign Certification (FLC) processing, are entered into MOSES by MDCS Central FLC Unit. Agricultural employers (or their agents) may also place ads in local papers at the same time. These ads may direct interested parties to contact or go to a Career Center. Does the Career Center have a process dealing with agricultural employers? |  |  |  |
| 2. | How does Career Center staff find job orders in MOSES when the job order number is not immediately known? |  |  |  |
| 3. | Have Career Center staff reported problems with the FLC Program (Agricultural and/or Non-agricultural) during this year? |  |  |  |
| Section 12:*Youth Programs* | | Yes | No | Comments |
| 1. | How do staff refer the following Youth Customers to appropriate CC and Partner programs?   1. WIOA enrolled Youth 2. Youth who do not meet enrollment requirements |  |  | A.  B. |
| 2. | Describe the frequency & process for updating the Individual Service Strategy (ISS) document. |  |  |  |
| 3. | Does the area offer Youth all 14 required WIOA youth program elements listed below? Provide the name of the entity(ies) that provides the element and if the element is provided via a contract, referral or other. |  |  |  |
|  | * Tutoring, study skills training, instruction and dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential. |  |  |  |
|  | * Alternative secondary school services, or dropout recovery services |  |  |  |
|  | * Paid and unpaid work experiences that have academic and occupational education as a component of the work experience |  |  |  |
|  | * Occupational skill training |  |  |  |
|  | * Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster |  |  |  |
|  | * Leadership development opportunities |  |  |  |
|  | * Supportive services |  |  |  |
|  | * Adult Mentoring for a duration of at least 21 months |  |  |  |
|  | * Follow-up services for not less than 12 months after the completion of participation |  |  |  |
|  | * Comprehensive guidance and counseling |  |  |  |
|  | * Financial literacy education |  |  |  |
|  | * Entrepreneurial skills training |  |  |  |
|  | * Services that provide labor market and employment information about in-demand industry sector or occupations available in the local. |  |  |  |
|  | * Activities that help youth prepare for and transition of postsecondary education and training. |  |  |  |
| 4. | If a youth customer is co-enrolled in adult and youth programs, how are the funding streams tracked to ensure appropriate cost distribution and avoid duplication of services? |  |  |  |
| 5. | Are supportive services or incentive payments provided to youth participants? |  |  |  |
| 6. | Does your organization pay or issue the following:   * Classroom-based wages * Stipends |  |  |  |
| 7. | How does your organization ensure when an Applicant Statement is used, all the requirements are documented for every file? |  |  |  |
|  | * A note is made in the MOSES database of efforts made (and failed) to get documents. |  |  |  |
|  | * Applicant Statements are not used to verify General Eligibility criteria and other unallowable criteria listed in the Youth Eligibility Manual. |  |  |  |
|  | * Parent/Guardian signs Applicant Statements if youth is under 18 years. |  |  |  |
| 8. | Does your organization ensure the following: |  |  |  |
|  | * Youth Work Experience Training does not unfavorably affect current employees or impair existing contracts for services or collective bargaining agreements? |  |  |  |
|  | * Participants don’t displace current employees or replace employees that were previously laid off from the worksite? |  |  |  |
| 9. | How does your organization ensure that worksites comply with WIOA requirements? |  |  |  |
| 10. | Does your organization conduct an orientation and provide an information packet or handbook to the participant supervisors and alternate supervisors prior to the participant’s first day of work? |  |  |  |
| 11. | Does your organization have written policies and procedures that are used to implement the time, attendance, check payment system? |  |  |  |
|  | * Are copies of all obtained diploma’s, ETS Comprehensive Score Report, licenses, and/or credentials placed in the customer hard copy file and documented in MOSES with correct date. |  |  |  |
| Section 13:*MassHire Branding Standard* | | Yes | No | Comments/Feedback |
| 1. | Does the formal MassHire logo appear on all career center communications and documents, including brochures, stationary, business cards and websites? |  |  |  |
| 2. | What other ways does your area use the MassHire brand mark? |  |  |  |
| **Section 14:**  ***WIOA Partner Engagement*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Please identify the WIOA Partners that are co-located at the career center(s). |  |  |  |
| 2. | How are the WIOA Partners engaged in the career center customer flow? |  |  |  |
| 3. | How are the WIOA Partners involved in the integrated service delivery strategy at the career center?  Please specify each Partners role. |  |  |  |
| 4. | Do WIOA Partners participate in staff meetings on a regular basis?  Please explain? |  |  |  |
| **Section 15:**  ***Virtual Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Are the core set of services available virtually to individuals during the initial intake process? |  |  |  |
| 2. | Please explain any challenges/barriers with providing virtual services to  customers? |  |  |  |
| 3. | What are some best practices regarding virtual services to customers? |  |  |  |
| **Section 16:**  ***Stevens Amendment*** | | **YES** | **NO** | **Comments/Feedback** |
| 1. | Does the CC website include the required Steven’s Amendment language? |  |  |  |
| 2. | Where else does the Career Center include the required Stevens Amendment language/statement? |  |  |  |

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

10/26/2022