

MDCS, Field Management and Oversight (FMO) Program Elements for MassHire Workforce Board (MWB) Monitoring *Fiscal Year 2024 (FY24)*

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 03.101.2](#) and attachments, Human Resource requirements, Safety Plans, and all other Local, State and Federal policies/guidance
- Ensure local area Workforce Board is in accordance with all Open Meeting Law/Sunshine Provision guidance, including [100 DCS 03.112](#), 20 CFR § 679.390 and attachments

Business Services

- Review local area Standard Operating Procedures (SOPs) and ensure compliance with all Local, State and Federal policies/guidance
- Review and confirm type and frequency of services provided to Business customers
- Review and confirm MOSES documentation and accuracy of data entry of all Business Services, including job orders & referrals, internal referral process for candidates, and outreach/marketing activities, are in accordance of Local State, and Federal policies/guidance, including [100 DCS 02.103](#), [100 DCS 02.102.1](#) and attachments
- Review WB/CC team coordination of services, engagement in statewide partnerships, (in Memorandum of Understanding) and Board business engagement in local area CC 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, Wagner Peyser and other Local area program Eligibility/Intake documentation and MOSES data entry for compliance with Local, state, and Federal Eligibility policies/guidance, including [100 DCS 18.101.6](#), [100 DCS 18.111](#) and attachments
- Review/compare MOSES data entry and file documentation and accuracy, coordination among staff (including Partners) and compliance with Local, State, and Federal policies/guidance, including [100 DCS 08.112.2](#), [100 DCS 08.112.3](#), [100 DCS 08.102.1](#) and attachments
- Review and ensure that MassHire Career Center Websites includes language and detailed information for customers to access Career Center services in accordance with local, state, and federal guidance, including [100 DCS 08.118](#)

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 System

- Review Complaint logs, types of complaints filed, resolutions, and Local policy/SOPs for engagement with MDCS and compliance with State and Federal Complaints policy, including [100 DCS 03.101.2](#) and attachments

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.
- WIOA-funded career counseling/exploration services for youth offer information about in-demand industries and occupations and job vacancies.

MOSES

- Review data entry for all local area programs for compliance and accuracy in accordance with Local & State policies such as [100 DCS 08.112.2](#) and [100 DCS 08.112.3](#), [100 DCS 08.102.1](#) and attachments, including completion of all required fields, designation of services, MOSES service notes, and timely data entry

Partner Referrals

- Review for compliance with Local area related SOPs, Memorandum of Understanding, and collaboration of services, including the use of required referral documents/tools & State and Federal, policies/guidance

Performance Management System

- Review for compliance with Local, State & Federal policies/guidance, including verification that procedures are clearly documented and utilized for area management to track, review and meet performance goals, as well as identify and resolve related issues

Priority of Service

- Review all services and program for compliance with Local, State and Federal policies, including related, Local, Standard Operating Procedures and utilization by staff and management

Reemployment Services and Eligibility Assessment (RESEA)

- Review Standard Operating Procedures and utilization of those procedures by staff and management for compliance with related Federal, State and Local policies
- Conduct Observation/Reviews of a Career Center Seminar, RESEA Reviews to ensure compliance with Federal, State and Local policies, including [100 DCS 23.100.3](#), [100 DCS 23.105.2](#) and attachments
- Review RESEA customer files in MOSES to ensure data is entered in accordance with Local, State and Federal requirements, including [100 DCS 23.100.3](#) and attachments

Standard Operating Procedures (SOPs)

- Review current, updated Standard Operating Procedures for the local area to ensure compliance with all Local, State and Federal policies, including [100 DCS 08.111](#) and attachments, and that staff/management are utilizing those processes

Individual Training Accounts (ITAs) for Jobseekers:

- Review for compliance with Local, State and Federal policies/guidance, including review of Training Obligations Log and MOSES data entry for documentation

Jobs for Veterans State Grant (JVSG) Program

- Review for compliance with Local, State and Federal policies/guidance, including priority of service, including [100 DCS 15.100.1](#), [100 DCS 15.105](#) and attachments

MassHire Branding

- Review all Local area physical locations, documentation, tools, and websites to ensure compliance with related State and Local policies, including [100 DCS 31-100](#) and attachments, and any related Local, State and Federal policies/guidance

Steven's Amendment

- Review and ensure that all MassHire branded materials and those of any federal program, including websites, presentations, and marketing materials, are in accordance with local, state and federal guidance, including [100 DCS 03.115](#) and attachments

Youth Program (extended review for areas where MWB does not provide Framework Services)

- Review local area Youth program SOPs and complete file/MOSES review to ensure compliance with Local, State and Federal policies /guidance, including [100 DCS 08.112.2](#), [100 DCS 08.112.3](#), [100 DCS 18.111](#), [100 DCS 19.102](#), [100 DCS 19.101.4](#), [100 DCS 19.107](#) and attachments

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.