*MassHire Department of Career Services (MDCS)*

*Workforce Board (WB) Questionnaire*

FISCAL YEAR 2024

**Operator**:

**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. A signatory must be authorized to sign correspondence to MassHire Department of Career Services.*

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

*Written, Electronic or Digital*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Please answer the following questions*  *(include a Yes or No check-off when applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Is the WB currently working in-person, remote or on a hybrid schedule? |  |  |  |
|  | How does the Workforce Board (WB) partner with the Career Center (CC) to enhance the vision and mission of the region together? |  |  |  |
|  | What Standard Operating Procedures (SOPs) does the WB have to guide communication with CC management about reciprocal updates, goals, and concerns, etc.? |  |  |  |
|  | How does the WB execute their regional planning? (Ex. meetings, focus groups, planning committee, etc.) |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Describe the process the WB utilizes to conduct workforce research and labor market analysis for your region? |  |  |  |
|  | List the top three industries in your region according to Labor Market Information (LMI)? |  |  | **1.**  **2.**  **3.** |
|  | List the number of placements your region has had in these three top industries within the last fiscal year? |  |  | **1.**  **2.**  **3.** |
|  | How does the WB ensure that local and state Labor Market Information (LMI) is utilized to refer, train and place jobseekers in the top three industries in the region?  Is this process/procedure written in an SOP? |  |  |  |
|  | In addition to priority of service populations set by state/federal guidance, has the WB designated any additional populations as priorities of service for your region?  *If so, please list those populations.* |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Describe the process the WB uses to coordinate with the CC(s) Business Services team to provide services to local area business  *Is there process listed in an SOP?* |  |  |  |
|  | How has the area utilized the Market Maker position to support employer engagement  activities?  *.* |  |  |  |
|  | Have all WB staff attended a remote or in-person, State sponsored MOSES training?  *If No, please explain.* |  |  |  |
|  | Are WB staff that have received MOSES training actively using MOSES?  *If yes, how?* |  |  |  |
|  | Is all WB activity recorded in MOSES when applicable? (i.e., Business Services, etc.)  *If yes, list an example of those services and where the monitor can locate that activity in MOSES in accordance with local area SOP.* |  |  |  |
|  | Does the WB have the capability to run Crystal reports? *If yes, to what capacity are they being used?*  *--------------------------------------------------------------*  *If No,* who runs reports for the WB to review performance, etc.? |  |  |  |
|  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | **YES** | **NO** | ***Answers/Comments*** |
|  | Describe the WB’s process to review, discuss and address issues of Performance with CC management.  *Is this process written in an SOP?* |  |  |  |
|  | Is the CC(s) meeting the following performance measures *for the most recent quarter?*   1. WIOA Title I 2. WIOA Title III |  |  |  |
|  | Is the CC(s) in jeopardy of not achieving its WIOA Title I and Title III performance goals *for this fiscal year?*  *If yes, please provide detailed steps being WB is taking to ensure performance goals are met.* |  |  |  |
|  | Describe steps the WB has taken to address any challenges impacting performance? |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Does the WB complete random sampling of CC(s) customer files and MOSES records throughout the year (outside of annual monitoring)?  *If yes, provide details of review and whether that process is written in a SOP.*  *If No, please explain how the WB ensures that local, state, and federal SOPs, policies, and guidance is being followed throughout the fiscal year*  *.* |  |  |  |
|  | What is the WB’s process for initial approval, follow up, and determination of continued eligibility for Eligible Training Providers?  Is this written in an SOP? |  |  |  |
| 21a. | Does this process/SOP include any local area procedures to address the following   * if/when a training vendor or course performance data is not immediately available? * if/when an approved vendor’s course does not meet the state/federal percentage requirements guidance? |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Has the WB developed written policies and procedures for Individual Training Accounts?  Do they include:   1. Forms 2. Information provided to the participant 3. Limitations 4. Customer choice |  |  | 1. ***YES NO*** 2. ***YES NO*** 3. ***YES NO*** 4. ***YES NO*** |
|  | Does the WB have procedures for oversight of contracted training services such as Incumbent Worker Training, On the Job Training, Customized Training, and Transitional Jobs?  *Please explain (whether yes or no).* |  |  |  |
|  | Does the WB have Work-Based Training policies on the following?   1. OJT 2. Customized 3. Incumbent 4. Transitional Jobs 5. Work Experiences |  |  | 1. ***YES NO*** 2. ***YES NO*** 3. ***YES NO*** 4. ***YES NO*** 5. ***YES NO*** |
|  | List any WB activities that engage CC staff directly (beyond management team).  *Please explain how often these activities occur.* |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | How many businesses on the Board actively list job postings in JobQuest and utilize other services from the CC Business Services Team?  *Please explain which services (job postings, job fairs, training, Discussion Panels, etc.)* |  |  |  |
|  | List how Board Business actively engage the Business Service Team for projects/collaboration?  *In what capacity and frequency?* |  |  |  |
|  | Is your WB engaged with any initiatives with other local workforce WBs or partners?  *If so, please explain.* |  |  |  |
|  | What are some Best Practices the WB utilizes to meet the needs of Business or Jobseeker customers separate from the CC?  Please explain. |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | What virtual platforms are being used as communication both internally and externally in your area (i.e.? staff meetings, partner meetings, workshops, events)?  *How has the WB confirmed that those virtual platforms are secure?* |  |  |  |
|  | How has the WB increased availability and delivery of virtual workforce services to align with changing workforce conditions (pandemic, etc.)? |  |  |  |
|  | How has the local area ensured accessibility of virtual services to customers with disabilities? |  |  |  |
|  | Please describe some of the WB’s Best practices using virtual platforms. |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Has the Workforce Board (WB) established any standing committees (20 CFR § 679.360)?  *If yes, please name and describe each committee, including the following elements:*   * Chairperson and if they are a WB member * Additional WB members * Other committee members and by whom they were appointed |  |  |  |
|  | How were stakeholders involved in the development of the 4-year WIOA plan (20 CFR § 679.370)? |  |  |  |
|  | What role did stakeholders play in identifying and leveraging resources for 4-year WIOA plan? |  |  |  |
|  | Does the WB provide framework services for the Youth Program in the region?  *If yes, please describe the person(s) at the WB responsible for those services and data entry of services into MOSES.* |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Describe WB strategies for recruiting and retaining out-of-school youth. |  |  |  |
|  | Describe any barriers to recruiting out-of-school youth and how the WB addresses these barriers? |  |  |  |
|  | Describe your documented process to ensure that Youth eligibility is determined and documented accurately? |  |  |  |
|  | Describe the WB’s SOPs for providing oversight, technical assistance, and communication with Youth providers to ensure goals are being met.  Is this listed in your SOP? |  |  |  |
|  | Describe steps that the WB has taken to support the CC management/staff to return to in-person customer services? |  |  |  |
| *Please answer the following questions*  *(include a Yes or No check-off where applicable)* | | ***YES*** | ***NO*** | ***Answers/Comments*** |
|  | Please describe any documented initiatives, policies and/or SOPs the WB has employed in FY23 to promote diversity, equity, and inclusion throughout the region. |  |  |  |

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.

11/1/2023