This checklist is designed for use by the State Monitor Advocate (SMA) to ensure proper documentation of the MassHire Career Center (MCC) monitoring review process.

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| **Fillable Form Instructions**  This MassHire Career Center Monitoring Review Checklist is a fill-in form. To complete the form, perform the following:   1. Position your mouse pointer/cursor over the first checklist form field. Enter text or check/uncheck a box (e.g., form fields are highlighted). Press Tab to accept the field change and go to the next field (or Shift+Tab to go to the previous field). 2. Complete form fields on the final page of the document (e.g., name of MassHire Career Center office being monitored/reviewed, first and last name of the State Monitory Advocate (SMA) conducting the review, and date of observation). 3. Resave the file with a new name (e.g., Save As), location, and file type – for example, Word document or PDF – for filing and reporting purposes. |

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| 1. **PRE-ONSITE MONITORING REVIEW VISIT** | | |
| * 1. **MSFW-related Data Analyses** | | |
|  | **A1a** | **Field Management & Oversight (FMO) review logs and assessments** |
|  | **A1b** | **Unified Complaint System logs and outcomes** |
|  | **A1c** | **Migrant and Seasonal Farm Worker (MSFW) and non-MSFW customer list for the current Program Year (PY)** |
|  | **A1d** | **Agricultural job orders and non-agricultural job orders list for the current Program Year (PY)** |

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| *Name of MassHire Career Center (MCC) office being reviewed*  Click or tap here to enter text. | |
| *Name of State Monitor Advocate conducting review (e.g., first and last name)*  Click or tap here to enter text. | *Date*  Click or tap here to enter text. |

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| 1. **PRE-ONSITE MONITORING REVIEW VISIT** | | |
| * 1. **MSFW-related Data Analysis** | | |
|  | A1a | Field Management & Oversight (FMO) previous Fiscal Year program monitoring report |
|  | A1b | Unified Complaint System logs and outcomes |
|  | A1c | Migrant and Seasonal Farm Worker (MSFW) and non-MSFW customer lists |
|  | A1d | Agricultural job orders and non-agricultural job orders lists |
|  | A1e | Documentation and correspondence pertaining to MDCS outreach and referrals made to the MCC |
|  | A1f | Review of customer files - MSFW and non-MSFW benchmark. |
| * 1. Documentation Review | | |
|  | A2a | MassHire Local Plan |
|  | A2b | Local Memorandum of Understanding (MOU) |
|  | A2c | Summary of circumstances (or events) assessment |
| 1. ON-SITE MONITORING REVIEW VISIT | | |
| * 1. Local MassHire Workforce Board Visit and Interview | | |
|  | B1a | MassHire Workforce Development Board (WBD) SMA-MSFW Questionnaire |
|  | B1b | MassHire Career Center (MCC) SMA-MSFW Questionnaire |
| * 1. Facility Requirements | | |
|  | B2a | Reception area signage and required AJC posters – English and Spanish |
|  | B2b | Reception area accessibility |
|  | B2c | MSFW Desk Aid availability |
|  | B2d | Language Assistance for Limited English Proficiency (LEP) |
|  | B2e | Review and discussion of MSFW-customer service flow |

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| * 1. Summary | | |
|  | B3a | SMA’s overall assessment of the MCC’s provision of services to MSFWs |

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