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| **Fillable Form Instructions**  This MassHire Career Center Questionnaire 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, first and last name of authorized MassHire Career Center representative completing the questionnaire, 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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| Section 1: Provision of Services to Migrant and Seasonal Farm Workers (MSFWs) | | Comments and Feedback |
| 1. | When was the last time this Career Center entered a new MSFW customer into MOSES? | Click or tap here to enter text. |
| 2. | Describe the process of identifying and determining whether a customer (job seeker) is an MSFW or non-MSFW and at which point they are identified. | Click or tap here to enter text. |
| 3. | What, if any, difficulties are experienced in the provision of services to MSFWs? | Click or tap here to enter text. |
| 4. | What services do MSFWs use and how does Career Center staff identify such service-related needs? | Click or tap here to enter text. |

*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 in order to sign correspondence for a MassHire Career Center.*

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| *Name of MassHire Career Center (MCC) office*  Click or tap here to enter text. | |
| *Name of Authorized MassHire Career Center Representative (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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| Section 1: Provision of Services to Migrant and Seasonal Farm Workers (MSFWs) | | Comments and Feedback |
| 1. | The last time a new MSFW customer was identified and entered into MOSES, was training materials sufficient to assist in guiding the process? | Click or tap here to enter text. |
| 2. | Describe the process of identifying and determining whether a customer (job seeker) is an MSFW or non-MSFW and at which point they are identified. | Click or tap here to enter text. |
| 3. | What difficulties, if any, are experienced in the provision of services to MSFWs? | Click or tap here to enter text. |
| 4. | What services do MSFWs use and how do Career Center staff identify service-related needs? | Click or tap here to enter text. |
| 5. | List two or three primary factors that differentiate MSFW from non-MSFW customers. Relative to normal operations, do these factors impact on the Career Center's ability to provide MSFW services with the same quality and parity as provided to non-MSFW customers? | Click or tap here to enter text. |
| 6. | In identifying and serving the needs of MSFW customers, was the Career Center unable to provide a particular service or refer the MSFW to a Career Center partner for such service? If yes, please explain why? | Click or tap here to enter text. |
| 7. | Are all Career Center staff required to participate in MDCS MSFW-related training to ensure compliance with service requirements? If not, why? | Click or tap here to enter text. |
| 8. | How do MSFW customers learn about the Career Center and the services it provides? | Click or tap here to enter text. |
| Section 2: Job Market and JobQuest (ARS – Agricultural Recruitment System) | | Comments and Feedback |
| 1. | In terms of region and size, how would the Career Center describe its MSFW job market? | Click or tap here to enter text. |
| 2. | What is the total number of agricultural job orders posted in the last quarter? | Click or tap here to enter text. |
| 3. | Are all Career Center staff required to participate in MassHire JobQuest training? If not, why? | Click or tap here to enter text. |
| 4. | How do Career Center staff search, communicate and recruit for agricultural job orders in MOSES (i.e., with or without a job posting number)? | Click or tap here to enter text. |
| 5. | Does the Career Center experience any bottlenecks in communication or the exchange of information between agricultural employers and jobseekers? | Click or tap here to enter text. |
| 6. | Are Career Center staff familiar with creating and documenting referrals to agriculture job orders in MOSES? | Click or tap here to enter text. |
| 7. | Explain the process used when agricultural employers request interstate or intrastate services.? | Click or tap here to enter text. |
| Section 3: Outreach and Partnerships | | Comments and Feedback |
| 1. | Has the Career Center been contacted during this review period by the MDCS Outreach Specialist? If so, were any referrals made for Career Center follow-up? | Click or tap here to enter text. |
| 2. | Has the Career Center been contacted during this review period by the State Monitor Advocate (SMA)? What was the nature and results of the communication? | Click or tap here to enter text. |
| 3. | Does the Career Center collect feedback from staff about MSFWs and MSFW-related training? If so, what is the feedback? | Click or tap here to enter text. |
| 4. | Is the MCCs service strategy to MSFWs outlined in the region’s Memorandum of Understanding (MOU) between the MWB and agricultural-related partners (e.g. Section 167 grantee --National Farmworker Jobs Program)? How is it then operationalized at the MCC? | Click or tap here to enter text. |
| 6. | If there is a formal agricultural partner(s), is the Career Center satisfied with MSFW support services as provided by those partners (i.e., National Farmworker Jobs Program)? Please describe some of those services. | Click or tap here to enter text. |
| Section 4: Unified Complaint System | | Comments and Feedback |
| 1. | Has all MCC staff participated in the appropriate Complaint System Training modules? Please submit a list of all staff and date(s) attended. If any staff have not, please describe how you will ensure they do. | Click or tap here to enter text. |
| 2. | How do you ensure all MCC staff are aware of the responsibilities and jurisdictions related to MSFW complaints? | Click or tap here to enter text. |

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