**ADA/EEO Compliance Review**

**Fiscal Year 2022**

**MassHire Workforce Development Area:**

**MassHire Workforce Board :**

**Monitor:**  Name:

Phone:

Email:

**MassHire FMO Program Contact:** Name:

Phone:

Email:

**MassHire Career Center site(s):**

**Note:** Please indicate answers below by highlighting in **BOLD** font

**EEO Requirements**

**The following EO requirements have been reviewed for the above listed site(s), meeting the compliance requirements of the Workforce Innovation and Opportunity Act (WIOA):**

Have you provided the list of your Complaint Officer(s), EO Officer(s), and Hearings Officer to the Central Office Unified Complaint System contact person as per Policy 100 DCS 03.101.2? Yes No

Have all Officers attended the appropriate annual training according to 100 DCS 03.101.2? Yes No

Were complaints filed within the appropriate timeframes according to 100 DCS 03.101.2? Yes No N/A

Was the State EO Officer advised of the complaint? Yes No N/A

Was the complainant given a written notification of receipt of the complaint? Yes No N/A

Was the complainant provided a written statement outlining each of the issues raised in the complaint? Yes No N/A

Was the complainant informed that he/she has the right to representation? Yes No N/A

Was the informal resolution process offered as an alternative to resolve the complaint? Yes No N/A

Was the complainant provided a written Notice of Final Action within the appropriate timeframe from the date complaint was filed?

Yes No N/A

Did the Notice of Final Action contain the EO decision of each issue and an explanation of the reason causing the decision?

Yes No N/A

How are the discrimination complaint records maintained? How long?

Does the EO Officer review written Career Center policies/procedures to make sure they are non-discriminatory? Yes No

Do the Board/Career Centers have internal/external communications regarding EO policy? Yes No

How is the EO Officer’s identity made known to participants and service providers?

Does the EO Officer provide EO training to staff? How often? Yes No

Does the EO Officer review written Career Center policies/procedures to make sure they are non-discriminatory? Yes No

How are your remote customers informed of their right to file a complaint? Do you have a signed acknowledgement for all remote customers?

**Note:** Please indicate answers below by highlighting in **BOLD** font

**ADA Requirements**

**The following ADA requirements have been reviewed for placement at above listed site(s), meeting the compliance requirements of the Workforce Innovation and Opportunity Act (WIOA):**

Who is responsible for the ADA facility requirements?

How often is the building inspected for ADA compliance?

Do all the center’s (including comprehensive, affiliate, and Youth) marketing and recruitment material include people with diverse characteristics with respect to race, gender, age, and disabilities? Yes No

In key publications (including comprehensive, affiliate, and Youth) and on your website, do you include a statement about your commitment to universal access and procedures for requesting disability-related accommodations? Yes No

Do the center(s) (including comprehensive, affiliate, and Youth) have the following minimally required ADA standard adaptive hardware and software equipment available for individuals with disabilities?

 ZoomText Yes No

 Jaws Yes No

 Scanner for Jaws/ZoomText Yes No

 Braille Labeler Yes No

 Assistive Listening devices Yes No

 Text TTY at each Career Center Yes No

 Height Adjustable Tables Yes No

 Tape Recorder Yes No

 LCD Projector Yes No

 Trackball Mouse Yes No

 Dragon Naturally Speaking hands –free voice activated software Yes No

**ADA Standard Adaptive Equipment**

Do all Centers have a list of all the adaptive equipment listed in a public area of the resource room and in large print? Yes No

Do all Centers have a list of all the adaptive equipment available for customers on their website? Yes No

Do all Centers present workshops in power point and with an LCD projector (onsite)? Yes No

Do all Centers provide printed copies of workshop presentations in power point with black or blue font? Yes No

Do all Centers provide general information in alternate formats such as Braille, large print, and electronic text? Yes No

Do staff members know how to respond to requests for disability-related accommodations? Yes No

Does your Career Center(s) have a Disability Navigator or a program staff person dedicated to training and expertise in providing services and supports to customers with disabilities? Yes No

When conducting workshops remotely, do the facilitators have the capability to activate on any platform the Closed Captioning for the hearing impaired?

Yes No

 Platform(s) the area uses:

Are all adaptive equipment programs operational and available within the resource room in all centers? Yes No

Do all Centers have wheelchair access providing services including workshops, computer room, resource room? If no, do you have universal wheelchair signs posted? Yes No

Do all Centers reception areas have a wheelchair opening for providing services to individuals in wheelchairs? Yes No

Do all Centers have a formalized process to provide services to customers who require an accommodation to communicate?

 Yes No

Is there handicapped parking in close proximity to all Centers? Yes No

Do all Centers incorporate accessibility features for individuals with disabilities when using electronic and information technology (EIT) accessibility standards which include web-based Intranet and Internet information applications, software, computers, telecommunication equipment, video and multimedia products? Yes No

Do all Centers have the WIOA 188 Guidelines available to staff? Yes No

[**http://www.dol.gov/oasam/programs/crc/188Guide.htm**](http://www.dol.gov/oasam/programs/crc/188Guide.htm)

Are all Centers in compliance with Section 504 of the Rehabilitation Act? Yes No

**Workforce Board Designee Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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.