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| **MassHire Workforce Board (MWB) Program Elements**  **for Career Center (CC) Monitoring**  ***Fiscal Year 2024 (FY24)*** |
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| ***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 Career Centers in the Workforce Development Area. (*May be included in EO review*) |
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| ***Administration***   * Compliance with Equal Employment Opportunity (EEO) & other required posters in accordance with [100 DCS 03.101.2](https://www.mass.gov/info-details/massworkforce-wioa-legalregulatory-policy-issuances) **and attachments,** Human Resource requirements, Safety Plans, and all other Local, State and Federal policies/guidance |
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| ***Business Services***   * Review Career Center (CC) Standard Operating Procedures (SOPs) & 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 02.102.1*](https://www.mass.gov/info-details/massworkforce-wioa-itmoses-policy-issuances?_gl=1*cbahpq*_ga*MTMzNDM5ODM5LjE1NzQ0NDE2NTM.*_ga_MCLPEGW7WM*MTY5NTIyOTYxMy4xMy4xLjE2OTUyMzAxNDIuMC4wLjA.)***,*** [*100 DCS 37.103*](https://www.mass.gov/info-details/massworkforce-wioa-american-rescue-plan-act-information-issuances)**and attachments** * Review Career Center team engagement with WB, statewide partnerships (in Memorandum of Understanding) and engagement with Board businesses for services and resources |
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| ***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](https://www.mass.gov/info-details/massworkforce-wioa-wioa-policy-issuances)**,** [100 DCS 18.111](https://www.mass.gov/info-details/massworkforce-wioa-wioa-policy-issuances)**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*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances) **,** [*100 DCS 08.102.1*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances)***,*** [*100 DCS 37.102*](https://www.mass.gov/info-details/massworkforce-american-rescue-plan-act-arpa-policy-issuances)**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](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances) |
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| ***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 |
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| ***Equal Employment Opportunity/Complaint***   * 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*](https://www.mass.gov/info-details/massworkforce-wioa-legalregulatory-policy-issuances)**and attachment** |
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| ***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 |
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| ***MOSES***   * Review data entry for all programs for compliance and accuracy in accordance with Local & State policies such as *100 DCS 08.112.2* ***and*** [*100 DCS 08.112.3*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances) **,** [*100 DCS 08.102.1*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances) **and attachments**, including completion of all required fields, designation of services, MOSES service notes, and timely data entry |
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| ***Migrant Seasonal Farmworker Program (MSFW)***   * Review for compliance with all Federal, State and Local policies, including the process for identifying customers in this population and MOSES data entry |
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| ***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 |
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| ***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 |
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| ***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 |
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| ***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*](https://www.mass.gov/info-details/massworkforce-wioa-reemployment-services-eligibility-assessment-resea-policy-issuances)*,* [*100 DCS 23.105.2*](https://www.mass.gov/info-details/massworkforce-wioa-reemployment-services-eligibility-assessment-resea-policy-issuances)andattachments * 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*](https://www.mass.gov/info-details/massworkforce-wioa-reemployment-services-eligibility-assessment-resea-policy-issuances)*,* and attachments |
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| ***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*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances) **and attachments, and that staff/**management are utilizing those processes |
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| ***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 |
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| ***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*](https://www.mass.gov/info-details/massworkforce-wioa-veterans-policy-issuances) **,** [*100 DCS 15.105*](https://www.mass.gov/info-details/massworkforce-wioa-veterans-policy-issuances) **and attachments** |
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| ***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*](https://www.mass.gov/info-details/massworkforce-wioa-masshire-branding-policy-issuances)and attachments, and any related Local, State and Federal policies/guidance |
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| ***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*](https://www.mass.gov/info-details/massworkforce-wioa-legalregulatory-policy-issuances) |
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| ***Youth Program (for WBs that do not provide the Framework Services to Youth)***   * Review the Youth program SOPs and complete file/MOSES review to ensure compliance with Local, State and Federal policies/guidance, including[*100 DCS 08.112.3*](https://www.mass.gov/info-details/massworkforce-wioa-oscc-operations-policy-issuances)**,** [*100 DCS 18.111*](https://www.mass.gov/info-details/massworkforce-wioa-wioa-policy-issuances)***,*** [*100 DCS 19.102*](https://www.mass.gov/info-details/massworkforce-wioa-youth-policy-issuances)***,*** [*100 DCS 19.101.4*](https://www.mass.gov/info-details/massworkforce-wioa-youth-policy-issuances)***,*** [*100 DCS 19.107*](https://www.mass.gov/info-details/massworkforce-wioa-youth-policy-issuances) **and attachments** |
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