**MassHire Department of Career Services**

**Career Center Annual Program Questionnaire**

***Fiscal Year 2024***

**Career Center Operator(s):**

**Prepared By**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Print/Type Name***:

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

***Written, Electronic or Digital***

*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.*

|  |  |  |  |
| --- | --- | --- | --- |
| CC Name | **Site Type: Comprehensive, Affiliate, Special** | **CC Director/Manager**  Name/Title | **Service Delivery: Virtual, In-Person or Hybrid** |
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| --- | --- | --- | --- | --- |
| **Section 1:**  ***MassHire Department of Career Services Complaint Policy*** | | **YES** | **NO** | **Comments/Feedback** |
| 1. | How does/do the CC(s) notify customers about the complaint/appeals process and what is required by law? |  |  |  |
| 2. | Please describe how the CC(s) provides universal accessibility (physically and programmatically) to meet the needs of customers with disabilities.  What changes, if any, has your region made to ensure this accessibility for virtual services? |  |  |  |
| 3. | Please list the services and resources available to meet the needs of customers with disabilities. |  |  |  |
| 4. | How does/do the CC(s) ensure that individuals with disabilities can participate fully in retraining programs? |  |  |  |
| 5. | What training does the CC(s) provide to all staff to ensure compliance with non-discrimination/equal opportunity requirements? |  |  |  |
| 6. | In addition to customers self-reporting, how does/do the CC(s) identify customers (including individuals with disabilities) who need assistance or accommodations for services? |  |  |  |
| **Section 2:**  ***Massachusetts Federal & State Law(s) Posters*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Does the CC(s) have the required Customer posters visible & accessible for customers and staff *onsite and on your website* to meet the compliance requirements of WIOA?  Reference: [*ATTACHMENT H FY24- Required Poster List*](https://www.mass.gov/info-details/massworkforce-wioa-field-management-oversight-policy-issuances) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| 2. | Does the CC(s) have the Optional Posters *onsite and/or on your website?*  Reference: [*ATTACHMENT H FY24- Required Poster List*](https://www.mass.gov/info-details/massworkforce-wioa-field-management-oversight-policy-issuances) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| 3. | Does the CC(s) have the required MassHire Department of Career Services (MDCS) Posters visible *onsite and on your website(s)?*  Reference: [*ATTACHMENT H FY24- Required Poster List*](https://www.mass.gov/info-details/massworkforce-wioa-field-management-oversight-policy-issuances) |  |  | ***Onsite****:* Yes    No  ***Website*:** Yes    No |
| **Section 3:**  ***Performance Measures/Common Measures*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Is the CC(s) meeting the following performance measures *for the most recent quarter*? *Please answer Yes or No below for each and explain*.   1. WIOA Title I? 2. WIOA Title III? |  |  |  |
| 2. | 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 explain the steps being taken to meet these performance goals.* |  |  |  |
| 3. | What mechanism does the CC(s)/area utilize to collect customer feedback and at what frequency is it collected?  *Please explain.* |  |  |  |
| 4. | Please provide details of any CC(s) success stories and/or achievements in FY24 to share as best practices in the provision of job seeker services? |  |  |  |
| **Section 4:**  ***WIOA Title I – Adult, Dislocated Worker, & Trade Eligibility Determination*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Describe the CC(s) policy and/or Standard Operating procedure regarding the collection, verification, and approval of eligibility documentation for the Adult, Dislocated Worker (DW), and Trade program? |  |  |  |
| 2. | Please describe the CC(s) priority and/or any residency restriction policy that determines whether a customer meets the priority and/or the residency restriction requirement? |  |  |  |
| 3. | What is the CC(s) policy regarding services for low-income adults? |  |  |  |
| 5. | How does/do the CC(s) serve WIOA registered customers who have one or more barriers to employment? |  |  |  |
| **Section 5:**  ***Individual Training Account (ITA) & Labor Market Information (LMI)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | What is the CC(s) policy and/or procedure for tracking ITA related performance and customer satisfaction? |  |  |  |
| 2. | Has the WB established restrictions on the duration, funding amount or geographic location(s) for local area ITAs?  *Please explain.* |  |  |  |
| 3. | What entity(is) responsible for locally approving and managing the (local) Eligible Provider Training List (ETPL) and training courses or the CC(s)? |  |  |  |
| 3a. | Does that entity have a related SOP outlining the process to locally approve training vendors and courses?  If yes, does that SOP address any local area procedures if/when a training vendor/course performance data is not immediately available or when an approved vendor/course does not meet the state/federal percentage requirements guidance?  *Please explain.* |  |  |  |
| 4. | What is the CC(s) SOP ensuring the contract cost of the ITA is consistent with the ITA cost listed in MOSES? |  |  |  |
| 5. | What are the three (3) most utilized training occupations for the previous four (4) quarters?  *Please also list how many customers are enrolled in each.* |  |  | ***Occupation # of Enrollees***  **1.**  **2.**  **3.** |
| **Section 6:**  ***Career Planning*** | | **Yes** | **No** | **Comments** |
|  | What is the procedure for ensuring quality control in Career Planning (documentation and MOSES)?  *Is this process written in a SOP?* |  |  |  |
|  | How does/do the CC(s) ensure quality control over customer contact every 30-60 days? |  |  |  |
|  | Which of the following does/do the CC(s) offer?  *Pease list all services available under the appropriate title.* |  |  | ***Supportive Services***:  ***Needs Related Payments***:  ***Customized Training***: |
|  | Does the CC utilize On-The-Job Training (OJT) and/or Apprenticeships?  If *yes*, please provide current number of participants and industry/occupation.  If *not*, please explain any efforts you are pursuing to increase these opportunities. |  |  | ***Industry/Occupation Number of Participants*** |
|  | Does/do the CC(s) provide work experiences other than OJTS (such as internships or transitional jobs)?  *Please explain.* |  |  |  |
| **Section 7:**  ***WIOA Title III – Wagner Peyser Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Please provide a description of the Basic and Individualized career services ***most utilized*** by Jobseeker and Business customers in your area. |  |  |  |
| **Section 8:**  ***Veteran Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | At what point in your area’s customer flow are jobseeker customers asked if they are a Veteran of the United States Armed Forces? |  |  |  |
| 2. | Please describe the customer flow and priority of services for your Veteran customers.  *Reference*: W*IOA MA Combined State Plan and/or local Standard Operation Procedure, MassWorkforce Issuances 100 DCS 15.100.1, 15.102 and 15.103, 15.104 and 15.105* |  |  |  |
| 3. | Does/do your CC(s) have a Disabled Veterans Outreach Program (DVOP) Specialist to provide services to Veteran eligible customers?  *If not, please describe who provides these services to Veteran customers with Significant Barriers to Employment (SBEs).* |  |  |  |
| 4. | D How does/do the CC(s) determine if a Veteran has a Significant Barrier to Employment (SBE) and is entitled to DVOP services? |  |  |  |
| 5. | Are DD214’s viewed and verified by the DVOP or the appropriate assigned staff person? |  |  |  |
| 6. | Who provides individualized services to the non-SBE Veteran? |  |  |  |
| 7. | How often are Career Planning/Case Management services provided to all SBE Veterans? |  |  |  |
| 8. | Is the OPS Manager/DVOP Specialist utilizing the “*Veterans Compliance Data Analysis Sheet” (VCDAS MOSES form)* for quality control to verify that all required data has been entered in the MOSES database? |  |  |  |
| **Section 9:**  ***RESEA (Reemployment Services and Eligibility Assessment)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Have all CC staff attended a *state sponsored* RESEA training and/or cross-trained to assist a RESEA customer within the past year? |  |  |  |
| 2. | Which CAP version does your area’s CC(s) utilize?  -MOSES CAP form  -MDCS issued CAP form  -Locally created CAP form |  |  |  |
| 3. | Does every local area Initial RESEA include a one-on-one, in-person component? |  |  |  |
| 4. | What goals do RESEA Staff review with RESEA customers during an individual RESEA Review appointment? |  |  |  |
| 5. | When do RESEA Staff provide customers with the UI Eligibility Questionnaire(s) to complete and review together? |  |  |  |
| 6. | How long does your area maintain the UI Eligibility Questionnaire(s)? |  |  |  |
| 7. | Please list the title of the designated staff member who handle *RESEA Errors and RESEA Sanctions*? |  |  |  |
| **Section 10:**  ***Migrant Seasonal Farm Worker (MSFW)***  **Please answer each question even if you haven’t worked with any MSFW customers this fiscal year.** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | At what point in the customer flow are jobseeker customers asked whether they are a Migrant/Seasonal Farmworker? |  |  |  |
|  | * Do staff utilize the “Desk Aid” to properly code MSFW customers? |  |  |  |
| 2. | Have CC staff registered any MSFW customers this year? |  |  |  |
| 3. | How do CC staff inform MSFW customers of the services available and their right to file complaints, and the CCs availability to provide assistance? |  |  |  |
| 4. | Did the CC(s) have any MSFW grievances this year? |  |  |  |
|  | * If yes, did the CC(s) notify the MDCS State Monitor Advocate? |  |  |  |
| 5. | Have the CC(s), affiliate and partner staff been trained on the federal requirements for services to MSFWs? *If yes, when & by whom?*  *If not, please explain.* |  |  |  |
| 6. | Have CC staff experienced challenges identifying MSFW customers and providing labor exchange services during this year? *If yes, please explain.* |  |  |  |
| 7. | How does/do the CC(s) conduct MSFW referral/follow up services? |  |  |  |
| 8. | Describe the management review process established to ensure the accuracy and quality of MSFW applications. |  |  |  |
| 9. | What actions are taken if it is suspected an agricultural employer has violated WIOA regulations or employment related law? |  |  |  |
| 10. | What has been done to develop and improve OSCC relationship with the following: |  |  |  |
|  | * Public and private community agencies |  |  |  |
|  | * Employers and/or employer organizations |  |  |  |
| 11. | How do the MassHire CC management ensure MSFWs receive the full range of career, supportive, job and training referral services, WIOA benefits and protections, that are provided to non-MSFWs. |  |  |  |
| **Section 11:**  ***Foreign Labor Exchange (FLC)*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | H-2A related Job Orders, subject Foreign Labor Certification (FLC) processing, are entered into MOSES by MDCS Central FLC Unit. Agricultural employers (or their agents) may also place ads in local papers at the same time. These ads may be sent directly from interested parties to contact or go to a CC. Does the CC have a process dealing with agricultural employer? |  |  |  |
| 2. | How does/do CC staff find job orders in MOSES when the job order number is not immediately known? |  |  |  |
| 3. | Have CC staff reported problems with the FLC Program (Agricultural and/or Non-agricultural) during this year? |  |  |  |
| Section 12: *Youth Programs*  ***To be completed by whomever provides services to Youth*** | | Yes | No | Comments |
| 1. | How do staff refer the following Youth Customers to appropriate CC and Partner programs?   1. WIOA enrolled Youth 2. Youth who do not meet enrollment requirements |  |  | A.  B. |
| 2. | Describe the frequency & process for updating the Individual Service Strategy (ISS) document. |  |  |  |
| 3. | Does the area offer Youth all 14 required WIOA youth program elements listed below? Provide the name of the entity(ies) that provides the element and if the element is provided via a contract, referral or other. |  |  |  |
|  | * Tutoring, study skills training, instruction and dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential. |  |  |  |
|  | * Alternative secondary school services, or dropout recovery services |  |  |  |
|  | * Paid and unpaid work experiences that have academic and occupational education as a component of the work experience |  |  |  |
|  | * Occupational skill training |  |  |  |
|  | * Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster |  |  |  |
|  | * Leadership development opportunities |  |  |  |
|  | * Supportive services |  |  |  |
|  | * Adult Mentoring for a duration of at least 21 months |  |  |  |
|  | * Follow-up services for not less than 12 months after the completion of participation |  |  |  |
|  | * Comprehensive guidance and counseling |  |  |  |
|  | * Financial literacy education |  |  |  |
|  | * Entrepreneurial skills training |  |  |  |
|  | * Services that provide labor market and employment information about in-demand industry sector or occupations available in the local area. |  |  |  |
|  | * Activities that help youth prepare for and transition of postsecondary education and training. |  |  |  |
| 4. | If a WIOA Title I enrolled youth customer is co-enrolled in adult or another funded program, how are the funding streams tracked to ensure appropriate cost distribution and avoid duplication of services? |  |  |  |
| 5. | Are supportive services or incentive payments provided to youth participants? |  |  |  |
| 6. | Does your organization pay or issue the following:   * Classroom-based wages * Stipends |  |  |  |
| 7. | How does/do your organization ensure when an Applicant Statement is used, all the requirements are documented for every file? |  |  |  |
|  | * A note is made in the MOSES database of efforts made (and failed) to get documents. |  |  |  |
|  | * Applicant Statements are not used to verify General Eligibility criteria and other unallowable criteria listed in the Youth Eligibility Manual. |  |  |  |
|  | * Parent/Guardian signs Applicant Statements if youth is under 18 years. |  |  |  |
| 8. | Does your organization ensure the following: |  |  |  |
|  | * Youth Work Experience Training does not unfavorably affect current employees or impair existing contracts for services or collective bargaining agreements? |  |  |  |
|  | * Participants don’t displace current employees or replace employees that were previously laid off from the worksite? |  |  |  |
| 9. | How does your organization ensure that worksites comply with WIOA requirements? |  |  |  |
| 10. | Does your organization conduct an orientation and provide an information packet or handbook to the participant, supervisors, and alternate supervisors prior to the participant’s first day of work? |  |  |  |
| 11. | Does your organization have written policies and procedures that are used to implement the time, attendance, check payment system? |  |  |  |
|  | * Are copies of all obtained diploma’s, ETS Comprehensive Score Report, licenses, and/or credentials placed in the customer hard copy file and documented in MOSES with correct date. |  |  |  |
| Section 13:*MassHire Branding Standard* | | Yes | No | Comments/Feedback |
| 1. | Does the formal MassHire logo appear on all CC(s) communications and documents, including brochures, stationery, business cards and websites in accordance with state/federal policy? |  |  |  |
| 2. | What other ways does your area utilize MassHire branding? |  |  |  |
| **Section 14:**  ***WIOA Partner Engagement*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Please identify the WIOA Partners that are co-located at the CC and frequency. |  |  |  |
| 2. | Are any CC staff co-located at Partner offices?  *If yes, please list Partners and frequency.* |  |  |  |
| 3. | How are the WIOA Partners engaged in the CC(s) customer flow and integrated service delivery?  Please specify each Partners role. |  |  |  |
| 4. | Do WIOA Partners and other local area Partners participate in staff meetings on a regular basis?  Please explain? |  |  |  |
| **Section 15:**  ***Virtual Services*** | | **Yes** | **No** | **Comments/Feedback** |
| 1. | Are core services available virtually to individuals during your CC(s) Initial Intake process?  Does this include virtual CC Seminar availability? |  |  |  |
| 2. | Please explain any challenges/barriers the area has encountered providing virtual services to  customers?  If yes, how was that (those) issue(s) addressed? |  |  |  |
| 3. | Please list one or more local area best practices related to the provision of virtual services to customers. |  |  |  |
| **Section 16:**  ***Stevens Amendment*** | | **YES** | **NO** | **Comments/Feedback** |
| 1. | Does/do the CC(s) website include the required Stevens Amendment language? |  |  |  |
| 2. | Where else does/do the CC(s) include the required Stevens Amendment language/statement? |  |  |  |

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