**Workforce Board**

**Fiscal Year 2024**

**WIOA Youth Customer File Review**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Youth Name:** | **MOSES ID:** | **MassHire Career Center:** | **Reviewer:** | **Date:** |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Section 1: Out of School Youth Eligibility (OSY) - 681.210** | **Yes** | **No** | **Comments** |
| 1. | Is the youth attending any school? (As defined under State law) |  |  |  |
| 2. | Is the youth between the ages of 16-24? |  |  |  |
| 3. | Was the youth a US Citizen at the time of enrollment?If no, what documentation was submitted for proof of eligibility to work in the US? |  |  |  |
| 4. | Selective Service Compliant? (N/A if not applicable) |  |  |  |
| 5.  | Do one or more of the following Barriers apply to the youth? |  |  |  |
|  | * A school dropout
 |  |  |  |
|  | * Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
 |  |  |  |
|  | * A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language barrier
 |  |  |  |
|  | * An offender
 |  |  |  |
|  | * A homeless individual, homeless child or youth, or a runaway
 |  |  |  |
|  | * An individual in foster care or who has aged out of the foster care system or has attained 16 years of age and left foster care kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement
 |  |  |  |
|  | * An individual who is pregnant or parenting
 |  |  |  |
|  | * An individual with a disability
 |  |  |  |
|  | * A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.
 |  |  |  |
| **Section 2: In School Youth (ISY) Eligibility – 681.220** | **Yes** | **No** | **Comments** |
| 1. | Is the youth attending school (as defined by State law)? |  |  |  |
| 2. | Is the youth not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21 at time of enrollment? |  |  |  |
| 3. | Was the youth a US Citizen at the time of enrollment?If no, documentation used to work in the US? |  |  |  |
| 4. | Selective Service Compliant? |  |  |  |
| 5. | Is the youth a low-income? |  |  |  |
| 6.  | Does the youth have one of the following barriers? |  |  |  |
|  | * Basic skills deficient
 |  |  |  |
|  | * An English language learner
 |  |  |  |
|  | * An offender
 |  |  |  |
|  | * A homeless individual, a homeless child or youth, or a runaway
 |  |  |  |
|  | * An individual in foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in and out-of-home placement
 |  |  |  |
|  | * An individual who is pregnant or parenting
 |  |  |  |
|  | * An individual with a disability
 |  |  |  |
|  | * An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
 |  |  |  |
| **Section 3: MOSES/Data Entry** | **Yes** | **No** | **Comments** |
|  | Is MOSES data entry accordance with MassWorkforce Issuance 100 DCS 08.112.2 and 08-112-2B (Attachment B)? |  |  |  |
| 1. | Has EEO been recorded in MOSES at least once for this region? |  |  |  |
| 2. | Are services being provided every 30 or 60 days?Please note 30 or 60 in comments section. |  |  |  |
| 3. | Do services entered include a corresponding MOSES note? |  |  |  |
| 4. | Are MOSES notes factual, non-judgmental, concise, and relevant? |  |  |  |
| 5. | Do MOSES notes include information cut and pasted from emails? |  |  |  |
| 6. | Is this individual dual enrolled as an adult or dislocated worker, or in any other programs? If no, does documentation suggest they should be enrolled? |  |  |  |
| **Section 4: Performance Management** | **Yes** | **No** | **Comments** |
| 1. | Has a measurable skills gain (MSG) goal been set? |  |  |  |
| 2. | Is attainment of an industry recognized postsecondary credential documented in MOSES during the program year or within one year after exit? |  |  |  |
|  2a | If yes:* Is the credential saved in a physical or electronic file?
* Does the date listed on the credential match the date the credential is listed in MOSES?
 |  |  |  |
| **Section 5: Individual Service Strategy (ISS)** | **Yes** | **No** | **Comments** |
| 1. | Does the ISS include individual’s skill levels? |  |  |  |
| 2.  | Does the ISS include individual’s service needs with recommendations for solution(s)? |  |  |  |
| 3. | Does the ISS include individual’s strengths and challenges? |  |  |  |
| 4. | Does the ISS include career planning and the results of an objective assessment? |  |  |  |
| 5. | Does the ISS include education and employment goals? |  |  |  |
| 6. | Does the ISS include achievement objectives and services? |  |  |  |
| 7. | Does the ISS directly link to one or more performance indicators? |  |  |  |
| 8. | Does the ISS identify an appropriate career pathway? |  |  |  |
| 9. | Is progress towards benchmarks and goals being reviewed? |  |  |  |
| 10. | Is the ISS signed and dated by the customer and counselor? |  |  |  |
| **Section 6: Program Elements** | **Yes** | **No** | **Comments** |
| 1. | Is the youth receiving any of the following Program Elements? |  |  |  |
|  | * Tutoring, studying skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized or for a recognized postsecondary credential.
 |  |  |  |
|  | * Alternative secondary school services or dropout recovery services
 |  |  |  |
|  | * Paid and unpaid work experience
 |  |  |  |
|  | * Occupational skills training
 |  |  |  |
|  | * Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupation cluster
 |  |  |  |
|  | * Leadership development (681.520)
 |  |  |  |
|  | * Supportive services (681.570)
 |  |  |  |
|  | * Adult mentoring (681.490)
 |  |  |  |
|  | * Follow-up services for not less than 12 months after the completion of participation
 |  |  |  |
|  | * Comprehensive guidance and counseling (681.510)
 |  |  |  |
|  | * Financial literacy education (681.500)
 |  |  |  |
|  | * Entrepreneurial skills training (681.560)
 |  |  |  |
|  | * Labor market and employment information
 |  |  |  |
|   | * Activities that help youth prepare for and transition to postsecondary education and training
 |  |  |  |
| **Section 7: Supportive Services/Needs related Payments (NRP)** | **Yes** |  **No** | **Comments** |
| 1. | Is the youth customer receiving supportive services? If yes, what type? |  |  |  |
| 2. | Is the local policy for supportive services being followed? Please note if local policy does not exist. |  |  |  |
| 3. | Is the youth receiving NRP? |  |  |  |
| 4. | Is the local Policy for NRP being followed? Please note if local policy does not exist. |  |  |  |
| 5. | Are supportive services recorded properly in MOSES? If not, why? |  |  |  |
| **Section 8: Virtual Services**  | **Yes** | **No** |  |
| 1. | Are services and workshops being delivered virtually? If yes, list events offered. |  |  |  |
| 2.  | What platforms are being used to deliver such services? |  |  |  |
| 3. | Are youths actively participating in virtual services? If yes, how often. |  |  |  |
| 4. | Have you identified any specific challenges with virtual services? If yes, please explain. |  |  |  |
| 5. | Have you experienced accomplishments with providing virtual services? If yes, please explain. |  |  |  |
| **Section 9: Partner Referrals** | **Yes** | **No** | **Comments** |
| 1. | Is the local SOP on partner referrals being followed?Please note if local policy does not exist. |  |  |  |
| **Section 10: Priority of Service** | **Yes** | **No** | **Comments** |
| 1. | Are state and local policy on priority of services being followed?Please note if local policy does not exist. |  |  |  |

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.

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