| **Criteria** | **Background** | **Question** | **Response** |
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| 1. **The Work of the Board** | 1. Membership roles and responsibilities | a. Please describe your process for new member orientation. |  |
|  |  | b. How are members apprised of the board’s general responsibilities under WIOA? |  |
|  |  | c. How does the board ensure that members are aware of and act in accordance with Conflict-of-Interest rules? |  |
|  |  | d. How are the members informed about their role as board members related to oversight and responsibility toward the local workforce system? |  |
|  |  | e. Please describe your board’s policy with regard to member engagement on workgroups. |  |
|  |  | f. Business members should be utilizing the local workforce development resources. Please describe how the business members learn about these resources and are encouraged to use them. |  |
|  | 2. Meetings/Website | a. Are full board meetings scheduled quarterly, at a minimum? |  |
|  |  | b. Is the board’s website current?  1, Are board and staff members listed?  2. Are meeting notices and agendas consistently posted on the board website?  3. Are past (approved) meeting minutes posted on the board’s website? |  |
| 1. **One-Stop Career Center Operator/Service Provider Competitive Selection** | 1. As required by WIOA §121(d)(2)(A), the local Workforce Board must select a One-Stop Operator through a competitive process at least once every 4 years. | a. Please provide a description of written policies and procedures, method of procurement (e.g. sealed bids, RFQ), written standards of conduct and procedures that promote full and open competition and demonstrate how the process promotes transparency. |  |
|  | 2. A comprehensive process exists to review, rate and award OSCC operation, including safeguards and firewalls | a. Please discuss safeguards and firewalls implemented in the process to review, rate and award OSCC operation. |  |
|  | 3. The MWB has a plan in place to address transition challenges | a. In the event of the selection of a new OSCC Operator/Service Provider, local boards must have a plan for transition. Please describe the MWB’s process that will be used to address all aspects of a transition, including but not limited to averting a break in customer services, payment of unemployment insurance costs for displaced staff and facilities or lease buyout issues. |  |
|  | 4. All Core Partners have been included in the OSCC Operator/Service Provider Competitive Selection process | a. Please describe how your OSCC Competitive Selection process is inclusive of the WIOA Partners articulated roles in the OSCC Operator/Service Provider selection process. |  |
|  | 5. Employers have been included in the OSCC Operator/Service Provider Competitive Selection Process | a. Please describe how your OSCC Competitive Selection process is inclusive of  1. employer input into the Competitive Selection Document (e.g. RFP) design and/or articulation of business-driven employer strategies within the Competitive Selection document and  2. the OSCC Operator/Service Provider selection process. |  |
| OSCC Oversight (WIOA sec. 107 (d)(8)) | 1. Oversight and monitoring is an integral function of the MWBs to ensure One-Stop Operator compliance with the requirements of WIOA, the activities per the Statement of Work, performance reporting requirements and the terms and conditions of the contract or agreement governing the One-Stop Operator. The MassHire Workforce Board demonstrates that it has a robust mechanism for oversight and monitoring of the MassHire Career Center that includes oversight of performance against federal/state and locally established performance goals as well as the customer (Business and Jobseeker) service process that includes target populations and collaboration with core partners. | a. Please describe the local board committee(s), staffing structure and process for OSCC oversight and monitoring. In the absence of a specific committee, please define the mechanism and process in place for oversight and monitoring, including the criteria described above. |  |
|  |  | b. Please discuss Partner engagement in the oversight process, especially related to shared customers. |  |
|  |  | c. What is the level of involvement for the board members? |  |
|  |  | d. Please describe the Board’s communication process with the Career Center(s), e.g. weekly meeting; CC invited to strategic planning sessions? |  |
|  |  | e. What does the relationship with the Board and the Career Center look like – please cite some examples of how the Board supports its Career Center(s). How does the board ensure that the operator has sufficient staff and systems, and tools to do the job? |  |
|  |  | f. Does the Board have the capacity to provide support and TA to the career center – does the Board partner with other boards who do have capacity? |  |
|  | 2. The Local Board ensures the integration of services across all programs, including Core Partner programs. | a. Please describe the methods through which WIOA Core Partners and board members actively contribute to and/or influence MCC operations, programs, services and performance standards. |  |
|  | 3. MCC and Youth Services maximize access to services to diverse populations. Incorporating a universal design strategy creates and environment that is usable by as many people as possible regardless of their age, size, ability or disability. | a. Please describe your customer service person-centered design strategies that measure and promote continuous improvement in customer services (Jobseeker, Youth, Employer); attach customer service flowcharts, as appropriate. |  |
|  |  | b. How is the Board making sure services are available to diverse populations and that the career center is serving a broad range of customers?  - How is this measured? Is it measured by population? By communities? Are there certain goals set? e.g. does the career center outreach to where the people are? |  |
|  |  | c. How does the board examine data and demographics to drive outreach strategies? |  |
| Youth Service Strategy and Oversight | 1. The MassHire Board is engaged in design and development of Youth service strategies to serve in-school youth, and out-of-school youth that are disconnected from education and training. Please describe: | a. how the Board is engaged in the design and development of Youth services |  |
|  |  | b. how the planned services are integrated within the Local Plan |  |
|  |  | c. how WIOA Core Partner populations will benefit from the suite of Youth Services |  |
|  |  | d. how the board engages the Career Center in the design of youth services strategies |  |
|  | 2. The Local Board has an oversight mechanism in place for standards and procedures, e.g. Standing Youth Committee or other oversight mechanism. | a. Please describe how the Board is informed of decision making about program service needs, funding and resource allocation, as well as program service implementation to ensure in-school and out-of-school youth are adequately served. |  |
|  | 3. The Local Board works with OSCCs and Core Partner Programs to meet youth needs and achieve outcomes. | a. Please describe how the Board engages with youth service providers, stakeholders, MassHire Career Centers and required WIOA partners to develop integrated service delivery strategies designed to support positive outcomes for in-school youth and out-of-school youth. |  |
|  | 4. The Local Board has a monitoring and evaluation system in place for youth service providers. | a. Please describe how the Board ensures providers of youth services are in compliance with their proposed plan of service and are in alignment with local youth services elements and requirements; including framework services, program service elements, and eligibility requirements.  Note: MDCS FMO monitors boards who are providing framework services |  |
|  |  | b. Please describe how the Board **evaluates program effectiveness** toward meeting the needs of in-school and out-of-school youth. |  |
|  |  | c. Please describe how the board communicates policy and provides guidance to youth service providers on WIOA youth program requirements. |  |
|  | 5. The Local Board has a technical assistance system in place to ensure quality programming. | a. Please describe the type of technical assistance available to providers of youth services to ensure quality programming; e.g. opportunities for professional development, training, workshops, appropriate distribution of youth resources, etc. to support staff in meeting established outcomes. |  |
| 1. **Business-Driven Strategies and Solutions** | 1. The MassHire Board demonstrates that its strategies and actions are driven by business needs. The Board demonstrates use of business-driven strategies and use of work-based models (e.g., OJT, Apprenticeship). | a. Please describe your region's business-driven strategies implemented or planned, including Include strategies to use BizWorks and avoid duplication of effort |  |
|  |  | b. Please describe the strategies in place for career pathways development or replication. e.g. is the Board working with community colleges and training institutions to meet local/regional business needs? |  |
|  | 2. The Local Board demonstrates implementation of career pathways programming, entry points, and WIOA Core Partner engagement. | a. Please describe the process used to develop career pathways programming through building relationships with businesses and provide examples of such programming. |  |
|  |  | b. Give current examples of business/board partnerships that have resulted in new training/ work-based learning opportunities, e.g. Apprenticeship pipelines. |  |
|  |  | c. Please describe how your planning processes are inclusive of Core Partners’ engagement in career pathway development. Provide a description or flow chart that demonstrates multiple entry points and the ability for career pathways programming to adapt to changing industries. |  |
|  |  | d. Please describe how the board is leveraging existing or new funding streams to support career pathway planning in the local area. For example, WTF, Virtual Manufacturing, Apprenticeship, etc. |  |
|  |  | e. Strategies for business outreach/engagement and ways that MassHire can help, if applicable. |  |
|  | 3. The Local Board demonstrates local employer utilization of the OSCC, with a focus on the business members of the Board. | a. Please describe the number or percentage of board members who utilize the MassHire Career Center for the following activities: posting open jobs, industry briefings, recruitments, applicant prescreening, applicant assessments and work experiences including internships and job shadowing.  Please provide examples of these and any other ways the members utilize the career center(s), including frequency. |  |
|  |  | b. Please describe your local area employer marketing and outreach mechanisms and strategies and describe how the board promotes the use of the OSCC by local businesses. Please include data on demonstrated increase in job orders, employer events. |  |
|  |  | c. Please provide examples of board’s businesses that may offer or participate in workshops to jobseekers. e.g. “Behind the Walls of HR.” |  |
|  |  | d. Does your board employ a feedback mechanism (e.g. evaluation) to capture information regarding how business members view the value of the workforce development system and/or the career center(s) that will inform continuous improvement? Please describe. |  |
|  |  | e. In general, how does your board coordinate with the Career Center Business Services Teams to share information? |  |
|  | 4. The Local Board demonstrates active promotion of federal and state programs that are designed to provide customized training and/or facilitate employer access to tax credits and other incentives | a. Please describe the promotional activity for employer incentive programs that has been undertaken by the board during the past 12 months. e.g. MassBizworks |  |
| Partnerships / MOUs | 1. The Local Board convenes WIOA partners to operationalize the local MOU, which describes the roles and responsibilities that partners contribute to integrated service delivery strategies for customers and business. | a. Please describe the process for oversight of the service delivery strategies for customers and businesses as described in the local MOU. |  |
|  | 2. The Partnerships established within the MOU demonstrate commitment to enhancing services for jobseeker and employer shared customers. | a. Please describe how the board maintains continuous engagement of WIOA partners to improve/enhance services to Business and Jobseeker customers. |  |