

**MassHire Workforce Board (MWB)**  
**Program Elements for Career Center (CC) Monitoring**  
**Fiscal Year 2025 (FY25)**

***Americans 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 one-stop Career Centers in the Workforce Development Area. *(May be included in EEO review)*

***Administration***

- Compliance with Human Resources requirements, Safety Plans, and all other related Local, State and Federal policies/guidance
- Compliance with [100 DCS 08.110](#), *Functional Guidance by Non-State Management/Supervisory Personnel of DCS Employees Assigned to One-Stop Centers* (where applicable)

***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](#), [100 DCS 02.103](#), [100 DCS 37.103](#), [100 DCS 37.104](#) and attachments
- Review Career Center team engagement with WB, statewide partnerships (in Memorandum of Understanding) and engagement with Board businesses for services and resources.

***Career Services/Career Planning/Program Eligibility***

- 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](#), [100 DCS 18.111](#) 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](#), [100 DCS 08.102.1](#), [100 DCS 08.121.2](#), [100 DCS 37.102](#) 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](#)

***Customer Surveys/Customer Satisfaction***

- Review the Career Center/Partner survey/tool(s) 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

**Individual Training Accounts (ITAs):**

- Review for compliance with Local, State and Federal policies/guidance, including [100 DCS 14.100.7](#), [100 DCS 14.101](#), [100 DCS 14.102](#), [100 DCS 14.104](#) and attachments
- Review of Training Obligations Log and MOSES data entry for documentation

**Jobs for Veterans State Grant (JVSG) Program**

- Review for compliance with Local, State and Federal policies/guidance, including [100 DCS 15.104](#), [100 DCS 15.105](#) and attachments, and priority of service

**Labor Market Information (LMI)**

Review for compliance with all Local, State & Federal policies/guidance, including 20 CFR § 679.370 and the ability to demonstrate 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

**MassHire Branding**

- Review all Local area locations, documentation, tools, and websites to ensure compliance with related State and Local policies, including [100 DCS 31-100](#) and attachments, and any related Local, State and Federal policies/guidance

**Migrant Seasonal Farmworkers Program (MSFW)**

- Review for compliance with all Federal, State and Local policies, including the process for identifying customers in this population, outreach to and partnership(s) with Agricultural organizations and employers, and MOSES data entry if applicable

**MOSES**

- Review data entry for all local area programs for compliance and accuracy in accordance with Local & State policies such as [100 DCS 02.109](#), [100 DCS 08.112.3](#), [100 DCS 08.102.1](#) and attachments, including completion of all required fields, designation of services, MOSES service notes, and timely data entry

**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

**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.

**Personally Identifiable Information (PII)**

- Review local area policies and procedures to ensure security of participant data is in accordance with local, state and federal policies related to the collection and maintenance of personally identifiable information, including [100 DCS 18.101.6](#) and attachments

**Priority of Service**

- Review all services and program for compliance with Local, State and Federal policies, including *20 CFR part 680*, [100 DCS 08.113](#), [100 DCS 15.100.1](#) and attachments
- Review all related, Local, Standard Operating Procedures and utilization by staff and management

**Reemployment Services and Eligibility Assessment (RESEA)**

- Review Standard Operating Procedures and utilization of procedures by staff and management for compliance with related Federal, State and Local policies
- Review of a Career Center Seminar and RESEA Reviews to ensure compliance with Federal, State and Local policies, including [100 DCS 23.100.3](#), [100 DCS 23.105.2](#), [100 DCS 23.104.3](#) and attachments
- 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](#) and attachments

**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](#) and attachments, and that staff/management are utilizing those processes

**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](#)

**Unified Complaint System/Equal Employment Opportunity (EEO)**

- Compliance with Equal Employment Opportunity (EEO) & other required posters in accordance with [100 DCS 03.101.3](#) (and former *100 DCS 03.101.2 where applicable*) and attachments
- 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 03.101.3](#) (and former *100 DCS 03.101.2 where applicable*) and attachments

**WIOA Youth Program**

- Review local area Youth program SOPs and file/MOSES review to ensure compliance with Local, State and Federal policies/guidance, including [100 DCS 08.112.3](#), [100 DCS 18.111](#), [100 DCS 19.102](#), [100 DCS 19.101.4](#), [100 DCS 19.107](#) and attachments

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.