**MassHire Workforce Development Area:**

**MassHire Workforce Board**

**Monitor:**  Name:

Phone:

Email:

**MassHire FMO Program Monitor**

**Contact:** Name:

Phone:

Email:

**MassHire Career Center site(s):**

**Note:** Please indicate answers below by checking the appropriate box

**EEO Requirements**

**The following EO requirements have been reviewed for the above listed site(s), meeting the compliance requirements of the Workforce Innovation and Opportunity Act (WIOA):**

Have you provided the list of your Complaint Officer(s), EO Officer(s), and Hearings Officer to the Central Office Unified Complaint System contact person as per Policy 100 DCS 03.101.3? [ ] Yes [ ] No

Have all Officers attended the appropriate annual training according to 100 DCS 03.101.3? [ ] Yes [ ] No

Were complaints filed within the appropriate timeframes according to 100 DCS 03.101.3? [ ] Yes [ ] No [ ] N/A

Was the State EO Officer advised of any discrimination related complaints taken? [ ] Yes [ ] No [ ] N/A

Was the complainant given a written notification of receipt of the complaint? [ ] Yes [ ] No [ ] N/A

Was the complainant provided a written statement outlining each of the issues raised in the complaint? [ ] Yes [ ] No [ ] N/A

Was the complainant informed that they have the right to representation? [ ] Yes [ ] No [ ] N/A

Was the informal resolution process offered as an alternative to resolve the complaint? [ ] Yes [ ] No [ ] N/A

Was the complainant provided a written Notice of Final Action within the appropriate timeframe from the date complaint was filed?

[ ] Yes [ ] No [ ] N/A

Did the Notice of Final Action contain the EO decision for each issue accepted and an explanation of the reason causing the

decision? [ ] Yes [ ] No [ ] N/A

How are the discrimination complaint records maintained? How long?

Does the EO Officer review written Career Center policies/procedures to make sure they are non-discriminatory? [ ] Yes [ ] No

Does the Board/Career Center(s) have internal/external communications regarding EO policy? [ ] Yes [ ] No

How is the EO Officer’s identity made known to participants and service providers both on-site and remote?

Does the EO Officer provide EO training to staff? [ ] Yes [ ] No

How often?

How are your remote customers informed of their right to file a complaint?

Do you have a signed acknowledgement from customers right to file a complaint? [ ] Yes [ ] No

**Note:** Please indicate answers below by checking the appropriate box

**ADA Requirements**

**The following ADA requirements have been reviewed for placement at above listed site(s), meeting the compliance requirements of the Workforce Innovation and Opportunity Act (WIOA):**

Who is the qualified responsible person for the ADA facility requirements?

Is there an annual ADA facility/facilities inspection? If not, how often is/are the facility/facilities inspected for ADA compliance?

Does the center(s) marketing and recruitment material include people with diverse characteristics with respect to people with disabilities? [ ] Yes [ ] No

In key publications and on your website, do you include a statement about your commitment to universal access and procedures for requesting disability-related accommodations? [ ] Yes [ ] No

Does the center(s) have the following minimally required ADA standard adaptive hardware and software equipment available for individuals with disabilities?

 ZoomText [ ] Yes [ ] No

 Jaws [ ] Yes [ ] No

 Scanner for Jaws/ZoomText [ ] Yes [ ] No

 Braille Labeler [ ] Yes [ ] No

 Assistive Listening devices [ ] Yes [ ] No

 Text TTY at each Career Center [ ] Yes [ ] No

Height Adjustable Tables [ ] Yes [ ] No

 Tape Recorder [ ] Yes [ ] No

 LCD Projector [ ] Yes [ ] No

 Trackball Mouse [ ] Yes [ ] No

 Dragon Naturally Speaking hands –free voice activated software [ ] Yes [ ] No

**ADA Standard Adaptive Equipment**

Do all Centers have a list of all the adaptive equipment listed in a public area of the resource room and in large print? [ ] Yes [ ] No

Do all Centers have a list of all the adaptive equipment available for customers on their website? [ ] Yes [ ] No

Do all Centers present workshops in power point and with an LCD projector (onsite)? [ ] Yes [ ] No

Do all Centers provide printed copies of workshop presentations in power point with black or blue font? [ ] Yes [ ] No

Do all Centers provide general information in alternate formats such as Braille, large print, and electronic text? [ ] Yes [ ] No

Do staff members know how to respond to requests for disability- related accommodations? [ ] Yes [ ] No

Does your Career Center(s) have a Disability Navigator or a program staff person dedicated to training and expertise in providing services and support to customers with disabilities? [ ] Yes [ ] No

When conducting workshops remotely, do the facilitators have the capability to activate on any platform the Closed Captioning for the hearing impaired? [ ] Yes [ ] No

 Platform(s) the area uses:

Are all adaptive equipment programs operational and available within the resource room in all centers? [ ] Yes [ ] No

Do all Centers have wheelchair access when providing services including workshops, computer room, resource room? If no, do you have universal wheelchair signs posted? [ ] Yes [ ] No

Do all Centers reception areas have a wheelchair opening for individuals in wheelchairs? [ ] Yes [ ] No

Do all Centers have a formalized process to provide services to customers who require an accommodation to communicate?

 [ ] Yes [ ] No

Is there handicapped parking in close proximity to all Centers (comprehensive, affiliate, and Youth)? [ ] Yes [ ] No

Are the handicapped parking spaces located on the shortest accessible route to the accessible entrance? [ ] Yes [ ] No

Do all Centers incorporate accessibility features for individuals with disabilities when using electronic and information technology (EIT) accessibility standards which include web-based Intranet and Internet information applications, software, computers, telecommunication equipment, video and multimedia products as per Section 508 of the Rehabilitation Act? [ ] Yes [ ] No

[**Section 508 Information and Communication Technology Accessibility Standards**](https://www.access-board.gov/ict/)

Do all Centers have the WIOA 188 Guidelines available to staff? [ ] Yes [ ] No

[**http://www.dol.gov/oasam/programs/crc/188Guide.htm**](http://www.dol.gov/oasam/programs/crc/188Guide.htm)

Are all Centers in compliance with Section 504 of the Rehabilitation Act? [ ] Yes [ ] No

**Workforce Board Designee Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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.

11/2024