



**Department of Economic Opportunity
 Division of Workforce Services
 Workforce Program Support
 FL State Monitor Advocate Quality Assurance Review Questionnaire
 Services to Migrant and Seasonal Farmworkers (MSFW)**

This document should be used to conduct quality assurance (QA) reviews of significant migrant and seasonal farmworker (MSFW) One-Stop Career Centers. The Review Guide is divided into six main functions of the quality assurance review process. These are:

- Pre-onsite Review Preparation/Analysis,
- Onsite Review Entrance Conference,
- Observation of One-Stop Center Facilities,
- Document Review,
- Interviews of Staff, MSFWs, One-Stop Partners, and MSFW Organizations,
- Exit Conference on summary of review findings.

Pre-onsite Review Preparation

Prior to the review gather, or request and collect the following information:

- Agricultural labor force information on the number of MSFWs in the One-Stop service delivery area
- Copy of RWB structure with list of members
- Copy of One Stop Center operations and reporting structure including satellites
- Copy of local MSFW service plan (found within local workforce services plan)
- Copy of previous QA Report and Corrective Action Report, if applicable
- Copy of MSFW Outreach Program operating procedures and agricultural job order policy
- Copy of Memoranda of Understandings (MOUs) or working agreements that have been developed with One-Stop partners serving MSFWs
- One-Stop Center reports of MSFW equity and minimum service indicators (MIC Reports from Employ Florida Marketplace) and monthly MSFW outreach activity reports

Pre-onsite Analysis of Information

1. Regional Workforce Board Structure and Membership

Review the RWB structure and membership to determine if MSFWs are represented and have a voice on the board. If there is no MSFW representation, find out how the Board takes MSFW employment and training service needs into consideration in the local service plan.

2. Documentation of One-Stop Center bilingual (Spanish) staff structure

Determine the percent of bilingual staff in the One-Stop Center. Based on staff job duties, determine how accessible Spanish bilingual staff is to Limited English Proficient (LEP) MSFW customers. Is there adequate bilingual Spanish staff available?

3. Local Service Plan and MOU(s)

Review the local service plan and MOUs to determine what service arrangements and plans have been made to serve MSFW customers. Determine if arrangement have been made with One-Stop partners to address the service needs of MSFWs for ESOL, career development, vocational, employment training, job development and placement.

4. Central Office Reports on One-Stop Center

Review reports on the One-Stop Center such as MIC reports, monthly outreach reports, and quarterly complaint logs to identify areas that might need closer attention. Prepare questions and identify addition information needed during the onsite review.

Onsite Review Entrance Conference

Entrance Conference and Introductory Meeting with Management

1. On arrival at review site request a meeting with Center Administrator or Management.
2. Explain the purpose of the review and areas that will be covered.
3. Identify local staff that will be interviewed and coordinate interview schedule with management for the following:
 - Customer Reception staff
 - Intake or Interviewer that most often interviews MSFWs
 - Job order Specialist
 - Complaint Specialist
 - MSFW outreach worker
 - One-Stop partner(s) and community based organization(s) that serve MSFWs
 - MSFWs that come in for services
4. Request the following information and documents for review:
 - MSFW Outreach logs and Outreach reports for the review period
 - Complaint logs, complaint and apparent violation files for the review period
 - Copy of One-Stop Center MOUs with One-Stop partners (if not received prior)
5. **Interview One-Stop Center Management.**

Get a general overview of the structure and operations of One-Stop Service Delivery System. The following questions may be helpful to get a general overview:

 - How many MSFWs are currently estimated in the service area? _____

- What are the Employment and Training needs of MSFWs?

- How is the One-Stop Center organized to serve MSFW customers?

- Have MOUs or service agreements been developed with local service partners to enhance services to MSFW customers? Yes ____ No ____
- Who are the MSFWs affiliates and One-Stop partners?

- Has One-Stop Center, Affiliates and One-Stop Partner staff been trained on the Federal Requirements on services to MSFWs? Yes ____ No ____
- Who conducted the training and when?

- How do partners report to the One-Stop Center on services provided to MSFWs?

Observation of One-Stop Center Facilities

	YES	NO
1. Are customers in lobby directed to one central reception point for determination of service needs?		
2. Is Spanish bilingual staff available to assist LEP customers?		
3. Observe customer reception point to determine if customers are:		
• Assisted in a timely manner		
• Provided clear directions		
• Assisted with service need		
• Provided information and referred to interviewer		
• Provided language assistance		
4. Check lobby posters to determine if federal and State mandatory posters are posted for customers to read. Use One-Stop Credentialing tool.		
5. Is the facility accessible to handicapped persons?		
6. Is job order information conspicuous and accessible to MSFW customers?		
7. Is assistance provided to MSFWs with computer terminals? Is service information available in Spanish?		

Interview of Reception Staff

1. What is the practice at the reception desk when a customer comes in for service?

2. How do you determine if a customer is a MSFW?

3. If the customer is a MSFW, what procedures do you follow?

4. What do you do if the MSFW does not speak English?

5. What do you do if the customer has a complaint?

Interview of MSFW Outreach Worker

1. Where do you go and who do you contact to provide outreach services?

2. What percentage of your time is spent performing outreach?

3. Does outreach worker have a MSFW background?

Yes ___ No ___

Speak Spanish?

Yes ___ No ___

Racially or ethnically representative of MSFWs?

Yes ___ No ___

4. Can you define a migrant farm worker?

Yes ___ No ___

A season farm workers?

Yes ___ No ___

A migrant food processing worker?

Yes ___ No ___

5. When approaching a MSFW, what explanation of One-Stop services do you provide? Are services explained in Spanish or Creole? (Must include the advantages of completing a full application, accompanied by a 511N form)

6. In addition to explaining the services available from the One-Stop, what other information do you provide MSFWs? (Note: Information on types of specific employment opportunities, the complaint system, other organizations serving MSFWs, and a summary of farmworker rights must be provided.)

7. What other public or private groups do you work with to provide outreach services to MSFWs? How?

8. Have any non-financial collaborative agreements been developed with other agencies to conduct and report MSFW outreach activities?

9. Have any of your efforts been directed toward improving One-Stop relationships with employers? How?

10. Have you been refused access by employers to any farms? Do you keep records of these employers?

11. Do you actually take applications from MSFWs, including families and crews, when doing outreach?

12. When you observe a suspected violation of federal or state employment-related law while conducting outreach, what actions would you take?

13. Can you define a WP-related complaint? Yes ____ No ____
A non-WP-related complaint? Yes ____ No ____

14. Describe the training you have received in local office procedures, information/resolution of complaints, and the services, benefits and protections afforded to MSFWs by the One-Stop Center.

When: _____

What: _____

Interview of Intake or Interviewer staff

1. When an MSFW is referred to you, what do you do?

2. When you interview a customer, how do you determine if the customer is a migrant farm worker, seasonal farm worker or food processor Migrant worker?

3. Have you received training on how to identify MSFW customers? Yes ___ No ___

4. How would you code a customer who has worked in the last year 30 days in farmwork and the rest of the year as a mechanic? MSFW___ Non-MSFW ___ Why? _____

5. How would you code a customer who has worked in the fields the entire year for one farmer? MSFW___ Non-MSFW ___ Why? _____

6. How would you code a customer whose only work in the past 12 months was a 2- month job in fields 259 miles from his permanent home? MFW___ SFW___ Non-MSFW___

7. How would you code a customer who in the last 12 months worked in a food-processing plant in his/her neighborhood for 40 days with no other employment? MSFW___ Non-MSFW ___ Why? _____

8. Under what conditions can applicants be referred to farm labor contractors?

9. What do you do before you refer workers to a farm labor contractor that offers employment in another area of the State or in another State?

(20 CFR 653.104(c) One of two requirements must be met: Either a valid interstate clearance order from another State agency is on file in the office, or an intrastate order has been received from an office in another area of the State which is not within commuting distance of the office where the farm labor contractor is recruiting workers. Whenever job order includes the provision of transportation, a farm labor contractor certificate authorizing transportation must be shown before workers are referred on the order.)

2. Also review each complaint for:

A. Failure to maintain a complete complaint file. Each complaint file should contain all relevant information pertaining to the complaint including:

- 1) A copy of the required **original** complaint form, (ETA 8429)
- 2) All complaint related correspondence
- 3) All actions taken to file, investigate, resolve or refer the complaint should be noted on the complaint log

B. Failure to refer complaint properly

- 1) Referral of complaints of unlawful discrimination to local office or State EO Representative
- 2) Referral of WP complaints (or non-WP filed by MSFWs) alleging violations of employment related law to appropriate enforcement agency

F. Failure to conduct follow-up on WP complaints referred to enforcement agencies and notification to complainant

- 1) Follow-up Monthly for MSFWs
- 2) Follow-up Quarterly for non-MSFWs

G. Other problems (specify)

Interview of Complaint Specialist

1. When did you last receive complaint training? _____

2. Are you the only person in the office designated to accept complaints? Yes ___ No ___

If no, how are complaints accepted in your absence? (Note: During the regular hours the local office must have the capability to accept complaints. If the staff person designated as CS is absent, an alternate should be designated. The complainant should never have to return to the office to file a complaint (20 CFR 658.40.3(a)).)

3. Are you or the alternate complaint specialist bilingual in Spanish and English? Yes ___ No ___

If not, how do you assist non-English-speaking complainants?

4. Can you define a WP-related complaint? Yes ___ No ___

5. Can you define when a complaint is considered resolved? Yes ___ No ___

Note complaint is resolved when:

1. Complainant is satisfied

2. Complainant chooses not to elevate the complaint
3. Complainant fails to respond within time frame
4. Complainant exhausts final level of State procedures
5. Final determination has been made by an enforcement agency

6. What is the procedure for handling:

- MSFW non-WP related complaints? (20 CFR 658.414(a) and (c))

- Non-MSFW, non-WP related complaints? (20 CFR 658.414(b) and (c))

7. What is the procedure for handling MSFW WP-related complaints against employers involving a violation of employment-related laws? (20 CFR 658.416(b))

8. What action do you take, if any, when an enforcement agency makes a final determination that an employer has violated an employment-related law? (20 CFR 658.416(b)(2))

9. What action do you take if someone wants to file a complaint in your office that occurred elsewhere in the State? (20 CFR 658.415(a) and (b))

10. What is the procedure for handling a complaint that involves two or more One-Stop Centers? (20 CFR 658.415(a) and (b))

11. What do you do if an applicant files a complaint that deals with an employer or agency in another state? (20 CFR 658.415(c))

12. How do you handle a complaint received by mail? (20 CFR 658.413(c))

13. What is the procedure for requesting additional information from the complainant?

14. If a WP related complaint, either against an employer or against the service, concerns discrimination, what action do you take? (20 CFR 658.411(b)(1))

Interviews with Non-Staff

Interview of Individual Farmworkers

Schedule an interview with individual MSFW(s) who have been served by the One-Stop Center. This interview can provide an authentic picture of how services are actually being provided and affecting MSFW customers.

1. What kind of services were you seeking from the office?

2. Were you offered and provided the services you requested? Yes___ No___

3. Have you requested assistance on how to use the computer terminals to access services? Yes___ No___

4. Have you used the computer terminals to access job information or other services? Yes___ No___

5. Are you able to access services available through the computer terminals? Yes___ No___

6. Are you satisfied with how services were provided to you? Yes___ No___

7. How can we make services more accessible especially to non-English speaking customers?

Interview of an MSFW Organization or One-Stop Partner

Organization _____

1. Is your program in regular contact with the One-Stop Career Center? Yes___ No___
2. Are you aware of the services that the One-Stop Center provides MSFWs? Yes___ No___
3. Are you aware of the federal regulations concerning employment services provided to MSFWs?
Yes___ No___
4. Has your program staff been trained on the federal requirements on how to identify, provide and report services to MSFWs? Yes___ No___
5. Do you have a memorandum of understanding (MOU) or agreement with the local One-Stop Center on how to serve MSFWs? Yes___ No___
6. What is the agreement you have with the One-Stop Center related to providing services to MSFWs?

7. What type of services do you provide?

8. Do you have MSFW applicants enrolled in your program? Yes___ No___
In what type of program are MSFW enrolled?

9. How do you work with the One-Stop Center in providing and reporting services on MSFWs?

10. Are you a member of the Local WIA Board? Yes___ No___
What is your role on the board?

11. Is your agency familiar with the employment service complaint system? Yes___ No___
12. How do you handle complaints received from MSFWs?

13. Do you have an outreach program? Yes___ No___
14. What are your ideas on how services for MSFWs and agricultural employers can be improved?

