

Program Year 2021 Annual Report

**WIOA Title I: Adult, Dislocated Worker, and Youth WIOA
Title III: Wagner-Peyser Employment Service**

December 2022

**Submitted by the Commonwealth of Massachusetts to
the United States Department of Labor Employment and
Training Administration**

Commonwealth of Massachusetts

Charles D. Baker, Governor

Rosalin Acosta, Secretary
Executive Office of Labor and Workforce Development

Diane Hurley, Acting Director
MassHire Department of Career Services

Christine Abrams, President and CEO
Commonwealth Corporation



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Introduction

The Massachusetts Executive Office of Labor and Workforce Development (EOLWD) is the state-level agency responsible for the oversight of the workforce development funding received through the U.S. Department of Labor's Employment and Training Administration (DOLETA). The MassHire Department of Career Services and Commonwealth Corporation have been designated by EOLWD to implement specific initiatives related to the workforce development system.

Since the implementation of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014, Massachusetts has adopted a statewide strategy to maximize and leverage workforce development resources through our 16 MassHire Workforce Boards, and 23 comprehensive MassHire Career Centers, 24 affiliated MassHire Centers and 4 youth specific MassHire Career Centers. In Massachusetts, MassHire Career Centers provide the cornerstone of service delivery for job development and job search assistance, occupational training for growth industries and occupations, and business services to fill talent and skill needs, layoff aversion, and related employer-support strategies. The MassHire Career Centers work closely with the MassHire partner agencies to ensure coordinated delivery of information and services throughout the Commonwealth.

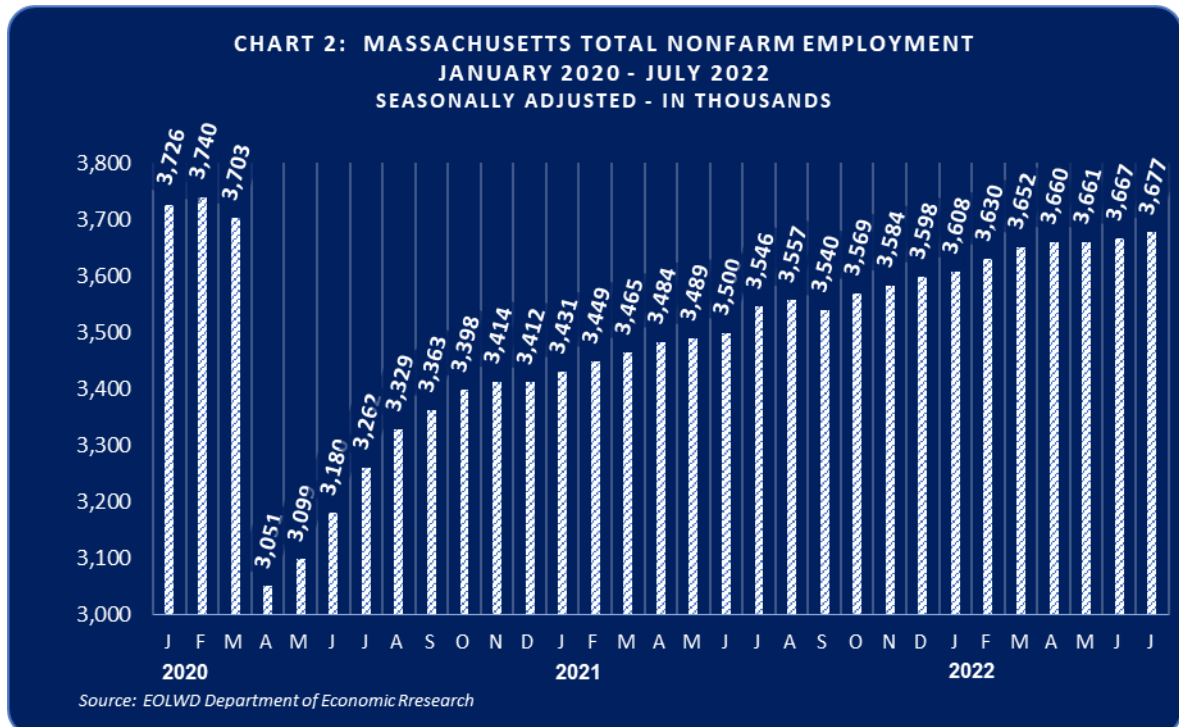
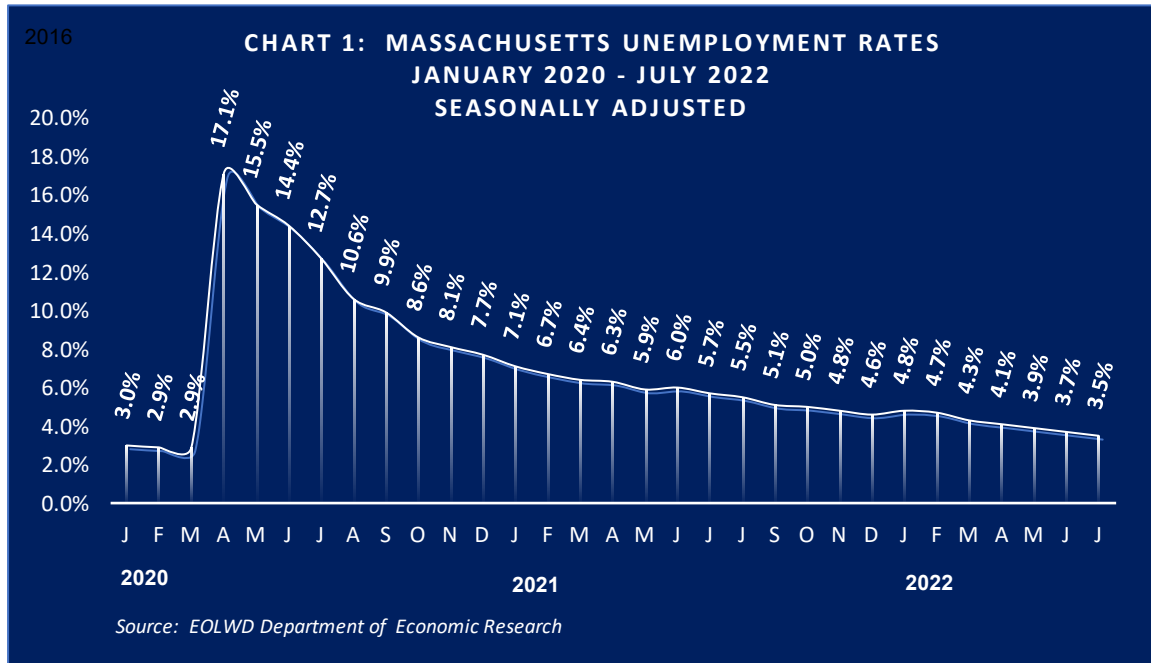
A. PY2021 Summary of Statewide Program Performance

State performance goals for Program Year 2021 (July 1, 2021 to June 30, 2022) were established with the U.S. Department of Labor's Employment and Training Administration (DOLETA). Funds supporting program services during this period were WIOA Title I Adult, Dislocated Worker, and Youth program grant funds and Title III Wagner-Peyser Employment Service grant funds provided through annual allotments from DOLETA. PY2021 performance covers adults, dislocated workers, and youth who exited these programs between January 2020 and June 2021 and those who received MassHire services through June 2022.

The five primary federal performance indicators - employed in the second quarter after exit, employed in the fourth quarter after exit, median earnings in the second quarter after exit, credential attainment, and measurable skills gain - measure employment, earnings outcomes, and credential attainment through the four quarters after a participant has exited (received a final service). Statewide performance on these measures is shown below in Tables 1-4 (page 6). Employment data come from quarterly wage records reported by employers. The measures show the percent employed during the second and fourth quarters after exit, the median earnings in the second quarter after exit, and both the credential attainment rate and the measurable skill gain for Title I for those who received training services.

Participants in the reporting groups, who exited program services between January 2020 and June 2021, encountered difficult economic conditions because of the COVID-19 pandemic that began in April 2020 and experienced the beginnings of a turnaround. The significant turmoil in the economy at that time is reflected in the decline in performance outcomes for participants during this period.

Charts 1 and 2 below show the unemployment rates and nonfarm employment levels for Massachusetts for the period from January 2020 through July 2022. The unemployment rate was 3.0% in January 2020 and rose sharply to 17.1% in April 2020 and gradually declined to 3.5% by July 2022. Following the same pattern, employment plummeted from around 3,726,200 in January 2020 to a low of 3,051,000 in April 2020 and rose to 3,691,700 by July 2022.



Tables 1 and 2 below provide the unemployment rates and nonfarm employment data for Massachusetts for the period from January 2020 through July 2022 that are represented graphically in the charts above.

**Table 1: Massachusetts Unemployment Rates
January 2020 - July 2022 Seasonally Adjusted**

2020	Jan	3.0%		2021	Jan	7.1%		2022	Jan	4.8%
2020	Feb	2.9%		2021	Feb	6.7%		2022	Feb	4.7%
2020	Mar	2.9%		2021	Mar	6.4%		2022	Mar	4.3%
2020	Apr	17.1%		2021	Apr	6.3%		2022	Apr	4.1%
2020	May	15.5%		2021	May	5.9%		2022	May	3.9%
2020	Jun	14.4%		2021	Jun	6.0%		2022	Jun	3.7%
2020	Jul	12.7%		2021	Jul	5.7%		2022	Jul	3.5%
2020	Aug	10.6%		2021	Aug	5.5%				
2020	Sep	9.9%		2021	Sep	5.1%				
2020	Oct	8.6%		2021	Oct	5.0%				
2020	Nov	8.1%		2021	Nov	4.8%				
2020	Dec	7.7%		2021	Dec	4.6%				

Source: EOLWD Department of Economic Research

**Table 2: Massachusetts Total Nonfarm Employment
January 2020 - July 2022 Seasonally Adjusted**

2020	Jan	3,726,200		2021	Jan	3,430,900		2022	Jan	3,607,800
2020	Feb	3,740,100		2021	Feb	3,448,900		2022	Feb	3,630,100
2020	Mar	3,702,500		2021	Mar	3,464,700		2022	Mar	3,651,600
2020	Apr	3,051,000		2021	Apr	3,483,700		2022	Apr	3,660,400
2020	May	3,098,600		2021	May	3,489,300		2022	May	3,660,800
2020	Jun	3,180,400		2021	Jun	3,499,500		2022	Jun	3,666,600
2020	Jul	3,261,600		2021	Jul	3,545,600		2022	Jul	3,677,100
2020	Aug	3,329,200		2021	Aug	3,557,100				
2020	Sep	3,363,200		2021	Sep	3,540,000				
2020	Oct	3,398,400		2021	Oct	3,569,300				
2020	Nov	3,413,700		2021	Nov	3,583,900				
2020	Dec	3,412,000		2021	Dec	3,598,400				

Source: EOLWD Department of Economic Research

Table 3a and 3b on the next pages present a portrait of the number of job seekers and employers who received services from MassHire Career Centers in Program Year 2020/Fiscal Year 2021 and Program Year 2021/Fiscal Year 2022, which covers the period from July 2020 to June 2022.

Data on individuals served and exited is available at *MassHire Career Center Performance Reports* www.mass.gov/massworkforce-career-center-performance-reports-ccpr.

Table 3a: Job Seekers and Employers Served
Program Year 2020/Fiscal Year 2021
July 2020 – June 2021

Job Seekers and Employers Served Program Year 2020/Fiscal Year 2021	
Total Job Seekers Served	68,138
Unemployed Job Seekers	63,132
<i>As a Percent of Job Seekers Served</i>	92.7%
Persons with Disabilities	4,889
<i>As a Percent of Job Seekers Served</i>	7.2%
Unemployment Insurance Claimants	48,921
<i>As a Percent of Job Seekers Served</i>	71.8%
Veterans	3,302
<i>As a Percent of Job Seekers Served</i>	4.8%
Rapid Response Participants	1,369
<i>As a Percent of Job Seekers Served</i>	2.0%
Total Employers Served	13,658
Employers Receiving Enhanced Services	9,563
<i>As a Percent of Employers Served</i>	70.0%
Employers Receiving Referrals	3,142
<i>As a Percent of Employers Served</i>	23.0%
Employers who Hired a Referral	413
<i>As a Percent of Employers Served</i>	3.0%
<i>Data Source: Fiscal Year 2021 MassHire Career Center Performance Reports (CCPR)</i>	

Table 3b: Job Seekers and Employers Served
Program Year 2021/Fiscal Year 2022
July 2021 – June 2022

Job Seekers and Employers Served Program Year 2021/Fiscal Year 2022	
Total Job Seekers Served	72,445
Unemployed Job Seekers	66,834
<i>As a Percent of Job Seekers Served</i>	92.3%
Persons with Disabilities	5,814
<i>As a Percent of Job Seekers Served</i>	8.0%
Unemployment Insurance Claimants	43,509
<i>As a Percent of Job Seekers Served</i>	60.1%
Veterans	3,112
<i>As a Percent of Job Seekers Served</i>	4.3%
MassHire Rapid Response Participants	646
<i>As a Percent of Job Seekers Served</i>	0.9%
Total Employers Served	19,021
Employers Receiving Enhanced Services	10,272
<i>As a Percent of Employers Served</i>	54.0%
Employers Receiving Referrals	3,270
<i>As a Percent of Employers Served</i>	17.2%
Employers who Hired a Referral	658
<i>As a Percent of Employers Served</i>	3.5%
<i>Data Source: Fiscal Year 2022 MassHire Career Center Performance Reports (CCPR)</i>	

Program Year 2021 State Performance

Tables 1-4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2021 to the Employment and Training Administration. State performance goals are negotiated annually with DOLETA. Performance for PY2021 is based on participants who exited program services between January 2020 and June 2021. Definitions of each measure are provided in Appendix A at the end of this report.

Table 1: Title I Adult Program			
Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.5%	68.3%	79.0%
Employment Rate Q4	78.0%	67.4%	86.5%
Median Earnings Q2	\$6,200	\$6,935	111.9%
Credential Attainment	73.5%	64.9%	88.3%
Measurable Skill Gain	40.0%	33.8%	84.5%

Table 2: Title I Dislocated Worker Program			
Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.0%	77.5%	90.1%
Employment Rate Q4	85.0%	77.2%	90.8%
Median Earnings Q2	\$8,800	\$12,059	137.0%
Credential Attainment	68.7%	66.0%	104.2%
Measurable Skill Gain	40.0%	38.1%	95.3%

Table 3: Title I Youth Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment/Education Rate Q2	81.0%	69.5%	85.8%
Employment/Education Rate Q4	74.0%	69.0%	93.2%
Median Earnings Q2	\$3,600	\$3,881	107.8%
Credential Attainment	70.5%	55.6%	78.9%
Measurable Skill Gain	50.0%	43.3%	90.6%

Table 4: Title III Wagner-Peyser Employment Service

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	65.0%	60.5%	93.1%
Employment Rate Q4	66.0%	60.2%	91.3%
Median Earnings Q2	\$6,800	\$9,341	137.4%

B. Development of a Statistical Adjustment Model for Negotiating Local Performance Goals

Training and Employment Guidance Letter (TEGL) 11-19 requires states to develop a statistical adjustment model (SAM) for use in performance negotiations with local areas and year-end adjustments of local levels of performance. After connecting with a consultant provided by the U.S. Department of Labor, who will be available to Massachusetts until September 2023, Massachusetts has begun developing a local SAM that should be available late in PY2022. DOL has developed the framework for an objective statistical adjustment model that satisfies WIOA requirements. The types of data and analyses needed to set and evaluate local performance goals are illustrated below.

- What are the local economic conditions (unemployment and industry employment gains and losses) and characteristics of participants in the area?
- What sectors are career center customers coming from and where are they being employed?
- What occupations are customers training in and what are the outcomes with a focus on earnings?
- What career services result in the best outcomes for selected groups?
- The impact of COVID 19 requires additional variables to be considered in any adjustment model such as office disruptions, limited training options, job seekers' ability to work from home, and issues such as childcare that restrict labor force participation, etc.

C. Customer Satisfaction

Customer satisfaction was assessed through a survey of participants and employers served under WIOA Title I programs and Wagner-Peyser Employment Service.

Results from 105 surveys (2,254 participants were requested to complete the survey) completed by program participants who received services provided at MassHire Career Centers statewide showed the following results.

Category	Rating
Overall Satisfaction	87.8%
Met Expectations	87.8%
Comparison to Ideal	86.7%

Results from 85 surveys (1,561 employers were requested to complete the survey) completed by employers who received services provided at MassHire Career Centers statewide showed the following results.

Category	Rating
Overall Satisfaction	81.1%
Met Expectations	75.6%
Comparison to Ideal	75.6%

D. Waivers

USDOL approved the Massachusetts On-the-Job Training Waiver for Small Employer Reimbursement effective through June 30, 2022. Due to pandemic-related reduced customer interest in training opportunities, MA did not utilize the waiver between July 2021 and present.

Massachusetts did not request the approval of the continuation of the OJT for Small Employers waiver with the submission of this MA WIOA PY2022 State Plan modification.

E. National Dislocated Worker Grants

National Dislocated Worker Grants (NDWG) temporarily expand the service capacity of Workforce Innovation and Opportunity Act Dislocated Worker training and employment programs by providing funding assistance in response to large, unexpected economic events and emergency situations that result in significant job losses to those affected.

During Program Year 2021, Massachusetts operated 7 NDWG projects with a total funding of \$16,578,445, providing reemployment services, including occupational training, to dislocated workers from multiple companies, and to individuals affected by the opioid crisis and COVID-19 pandemic.

The table below provides summary information on NDWG projects operating between July 1, 2021 and June 30, 2022.

National Dislocated Worker Grant Projects Operating During PY2021				
NDWG/Project Name	MassHire Area - Local operator	Award amount	Planned number of participants	Companies
COVID-19 Disaster DWG Project DW-34650-20-60-A 4/10/20-3/31/23	Hampden County & Statewide	\$6,993,000	200	Emergency Temporary Food Service and Security workers
Southwick DW-36812-21-60-A-25 4/1/21-3/31/23	Merrimack Valley	\$800,000	203	Dislocated workers from Southwick, Philips North America, 3M Touch Systems
National Health Emergency Opioid Disaster DWG DW-36735-21-60-A-25 7/1/21-6/30/23	Greater New Bedford	\$800,000	140	Disaster: National Health Emergency
CAREER DW-37003-21-60-A-25 9/24/21-9/23/23	EOLWD/MDCS	\$3,000,000	n/a	Enhancements to MassHire JobQuest to improve jobseeker and business access to reemployment services
Hampden – Opioid DW-34008-19-60-A-25 9/30/2019 – 5/30/2022	Hampden	\$2,032,071	200	Disaster: National Health Emergency
Entergy Nuclear DW-33997-19-60-A-25 8/1/2019 – 6/30/2022	South Shore	\$503,079	125	Entergy
Lowell – Opioid DW-33162-19-60-A-25 1/1/2019-12/31/2021	Lowell	\$2,450,295	250	Disaster: National Health Emergency

F. Registered Apprenticeships

In July 2017, the Massachusetts Secretary of Labor and Workforce Development first convened the Apprenticeship Advisory Group to inform the development of a strategic plan for expansion of Registered Apprenticeships (RA) in Massachusetts. The Apprenticeship Advisory Group included representatives from union and non-union organizations and employers, community-based organizations, educational institutions, legislators, the public workforce development system, government agencies, and other key stakeholders.

The Executive Office of Labor and Workforce Development (EOLWD) also partnered with several industry organizations to convene roundtables and gather feedback from the business community. Businesses were convened by the Associated Industries of Massachusetts, Greater Boston Chamber of Commerce, Massachusetts Technology Leadership Council, and the Employer Association of New England. Individual conversations regarding Apprenticeship education and expansion were also held with employers from healthcare, technology, and manufacturing sectors.

The input of these stakeholders, along with extensive research conducted by EOLWD and its partners culminated in the development of a detailed strategic plan. The plan demonstrates the commitment to diversifying the Registered Apprentice workforce and expanding apprenticeships to new occupations and industries.

In FY2022, there were 11,221 Active Registered Apprentices in Massachusetts. The majority were in construction or building trade occupations.

Apprenticeship Expansion in Massachusetts: Strategic Plan

In June 2018, the Executive Office of Labor and Workforce Development [*issued Apprenticeship Expansion in Massachusetts: Strategic Plan*](#), in partnership with the Apprenticeship Advisory Group. This comprehensive plan set forth a multi-year agenda and identified specific goals and targets. Within the EOLWD secretariat, the Division of Apprentice Standards (DAS), under the Department of Labor Standards, and the MassHire Department of Career Services work closely together to apply for funding and to support and expand apprenticeship opportunities across the Commonwealth.

In September 2019, after a widespread talent search, EOLWD hired a new Director of Apprenticeship and Work-Based Learning who is charged with the implementation of the Strategic Plan. In February 2020, the Director was appointed to lead the efforts of Massachusetts' State Apprenticeship Agency (SAA) the Division of Apprentice Standards.

In 2020, the Director continued implementation of the Strategic Plan, in an effort to ensure that Massachusetts meets grant and strategic plan goals and milestones and oversees several large projects including the rebuild of the DAS database, a statewide marketing campaign, development of career pathways tools, and a plan for re-organization of the State Apprenticeship Agency, DAS.

During 2020 and 2021, EOLWD/MDCS applied for additional grant funding under the American Apprenticeship Act. With support from these DOL-funded grants, Massachusetts intends to increase the

number and diversity of apprenticeships in the Commonwealth. USDOL approved MDCS requests for No Cost Extensions on the AAI and SAE grants. The extensions allowed the State to make adjustments

necessitated by COVID-19 restrictions to programs and training delivery models and in turn meet grant goals and milestones.

In 2021, the Director implemented significant apprenticeship expansion and diversity efforts including awarding more than \$2.7 million in grants, and led efforts to integrate workforce, education and training services focused on realizing diversity, equity and inclusion through apprenticeship. New apprenticeship efforts in the Life Sciences and Financial Services sectors were also cultivated and efforts funded to realize new apprentice able occupations in biotechnology, including vaccine development, supply-chain occupations, and community bank commercial lending.

In 2022, the Director realized continued progress and expansion growth post-pandemic including awarding \$2.3 million in new grant funding and continuing \$1 million in funding to existing grantees. During this time, the Commonwealth also joined the newly formed Massachusetts Apprentice Network, a public private partnership designed to increase adoption of apprenticeship; doubled state funding intended for expansion growth; increased staffing capacity at the Division of Apprentice Standards; and launched a new construction DEI effort with industry partners including publication of new Apprenticeship DEI resources.

A summary of the DOL funded apprenticeship grants awarded to EOLWD/MDCS is presented in the table below.

DOL Funded Apprenticeship Grants Awarded to EOLWD/MDCS: \$15,461,510

Grant name	Value	Anticipated outcomes	To date 9/30/22	Projected activity
American Apprenticeship Initiative (AAI)	\$2,999,999	Enroll 300 Apprentices	Enrolled 380 apprentices and 98 pre-apprentices	Grant successfully closed September 30, 2021. Two large healthcare employers, five large manufacturing employers, an Industry intermediary, and employer members engage to provide programs across approximately 10 new programs.
Apprenticeship Accelerator Grant (AAG)	\$200,000	Staff focused on Employer and Stakeholder Engagement	Individual workings with employers and professional groups, such as the Massachusetts Restaurant Association and the Massachusetts Brewers Association to develop Registered Apprenticeship programs across non-traditional industries and occupations.	Grant successfully closed in November 2018. The work of the Apprenticeship Liaison continued through CY2018 and CY2019 with support from the SAE Grant; engaged employers and professional groups to develop RAPs in non-traditional industries and occupations; coordinated with the operators of the AAI and SAE grants to fund RTI for new RA programs.

State Apprenticeship Expansion Grant (SAE)	\$3,316,649	Increase the number of apprentices enrolled in Massachusetts by 15%	<p>Enrolled 459 apprentices. 133 new businesses engaged, and 48 new registered apprenticeships established.</p> <p>EOLWD successfully procured and developed a new online apprenticeship database to streamline and scale apprenticeship services.</p> <p>EOLWD developed new workforce- and employer-facing apprenticeship educational materials including evergreen career pathways visuals and how-to guides.</p> <p>DAS website updated including new video assets to market apprenticeship to diverse populations and expansion industries and streamlined access to register programs and apprentices online.</p>	<p>Grant successful closed October 31, 2021.</p> <p>MassHire Workforce Boards act as sponsors and subject matter experts in each of three priority industries to provide technical assistance across the state to potential RA sponsors.</p> <p>Redesign the DAS website to include an e-commerce component allowing for a more streamlined process for sponsors and apprentices.</p> <p>Market new Registered Apprenticeship Tax Credit.</p> <p>Provide statewide training to workforce practitioners across partner agencies.</p>
Apprenticeship State Expansion Grant (ASE)	\$1,494,862.79	Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.	<p>Successfully procured and stood up Statewide Manufacturing Apprenticeship Intermediary</p> <p>Construction diversity and inclusion efforts including publication of DEI resources</p> <p>Sustained state manufacturing apprenticeship intermediary grant efforts through state funding in FY23</p>	Successfully complete and close the grant June 30, 2023 Build upon ASE grant efforts by expanding regional and state-wide sector intermediary efforts in healthcare, early education and care through newer grants, and scaling DEI efforts established through ASE.
SAE2020 Grant	Tier I: \$ 450K Tier II: \$ 3M	Serve 980 Apprentices in in-demand occupations, specifically occupations that contribute to safety and quality of life of Massachusetts residents (and) employers who qualify for Massachusetts' Registered Apprenticeship Tax Credit.	<p>Enrollments through 9/30/22 in healthcare, life sciences, manufacturing, and human services sectors.</p> <p>Completed database development for WIPS and RAPIDS reporting.</p> <p>Completed new Quality Assurance/Compliance services rollout.</p>	<p>Maintain existing and establish new programs through \$1.5 M Apprenticeship Innovation Fund</p> <p>Expand Apprenticeship Liaison services including apprenticeship navigation services</p> <p>Support for SMEs at MassHire Career Centers</p>

State Apprenticeship Expansion, Equity, and Innovation (SAEEI)	\$3,999,999.00	500 apprentices will enroll in RAPs during the life of grant.	Enrollments through 9/30/22 in technology, construction, and manufacturing sectors. Eight grantees have been awarded thus far to provide services.	Support the development, modernization, and diversification of RAPs, particularly as a support for state reemployment and recovery efforts Partner and align to support workforce system services through apprenticeship Increase the number of apprentices enrolled in RAPs, including from under-represented populations, and implement DEI plan Innovate in apprenticeship expansion efforts to include program development and recruitment strategies, particularly for individuals with a disability
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Massachusetts Fiscal Year 2021 and 2022

State Budget Line Item to Support Registered Apprenticeship

The FY22 Massachusetts state budget and economic development bill included a \$1,000,000 (7/1/21 – 6/30/22) line item to support the expansion of Registered Apprenticeship Programs in priority industries. This doubled previous years (FY19 forward) of \$500,000 line item.

- Line-item funds have historically funded RTI for expansion sectors, an evidence-based strategy to grow apprenticeship. In FY21/22, EOLWD broadened efforts to maximize impact of USDOL grant funding, including procuring services to support ASE grant manufacturing sector efforts, sector hub apprenticeship business services (a promising practice Massachusetts is expanding), and direct participant apprenticeship placement services through the state's workforce system.

Massachusetts employers or sponsors of apprentices may be eligible for tax credits of up to \$4,800 per apprentice via the [Registered Apprenticeship Tax Credit](#) program. In CY2020, EOLWD implemented a statewide RATC marketing plan, engaging employers in eligible priority industries of healthcare, manufacturing, and technology. To date, Massachusetts has awarded more than \$750,000 in tax credits to eligible employers in these sectors.

Expansion/Priority Sector Apprenticeship Growth and Support

EOLWD has cultivated multiple sectors in expansion efforts. In addition to the priority sectors of technology, healthcare and manufacturing, significant progress has been made in the life sciences and financial sectors—two new priority sectors that align with high growth, high wage occupations and are key to Massachusetts' economic development. Essential to these efforts are partnerships with regional workforce development boards, MassHire career centers, industry associations and other statewide connectors. In the manufacturing sector, for example, where Massachusetts has seen the greatest percentage growth in apprenticeship recently, efforts have a state-wide footprint but are supported by regional and local coordination through one intermediary. Key expansion partnerships to effectively scale apprenticeship programs and services throughout the state include the Northeast Advanced

Manufacturing Consortium, Apprenti, the Massachusetts Biotechnology Educational Foundation, and the Massachusetts Bankers Association. Most recently, expansion and scale has been focused on early education and care and healthcare.

Diversity, Equity, and Inclusion

Massachusetts is committed to enhancing diversity, equity, and inclusion through registered apprenticeship, particularly in the construction and building trades. In CY21, EOLWD awarded \$786,000 dollars to partners implementing these efforts. This includes two state-wide pilots that intend to increase inclusive hiring through apprenticeship and additional stakeholder outreach and research to identify promising practices. In CY22, EOLWD launched significant Construction Inclusion efforts involving the largest apprenticeship programs in Massachusetts, and published Apprenticeship DEI resources that include EEO best practices and recommendations.

G. Workforce Training Fund Programs (WTFP)

The Massachusetts Workforce Training Fund Program (WTFP), operated by Commonwealth Corporation, provides Massachusetts businesses with resources to invest in the skills of their workforce. Financed by Massachusetts employers, WTFP offers matching grants up to \$250,000 to offset costs of training workers. In PY21, the Workforce Training Fund Program awarded two types of grants to Massachusetts businesses. Businesses who are eligible to participate must contribute to the Workforce Training Fund Program via a surcharge on Unemployment Insurance payments. These grants support training for thousands of workers and improving the competitiveness and productivity of hundreds of businesses across the Commonwealth. The types of grants are described below:

- **General Program Training Grant:** Businesses of any size are eligible to apply. (Intermediaries may lead a consortium application.) They may request up to \$250,000, for up to two years, to support training for their workforce. Grant funds must be matched dollar-for-dollar. The match may be cash or in-kind (including wages paid to employees during training).
- **Express Program Grant:** Businesses of any size are eligible to apply for grants to cover training selected from a database of registered courses. Businesses may receive up to \$30,000 per calendar year; the maximum payment per trainee, per course is \$3,000.

Grant recipients with more than 100 Massachusetts employees, upon completion of an approved course, may receive reimbursement of as much as half the total cost of training, up to \$3,000 per person per course.

Grant recipients with 100 or fewer Massachusetts employees, upon completion of an approved course, may receive full reimbursement of the cost of training, up to \$3,000 per person per course.

WTFP Summary for Program Year 2021			
	Trainees	Amount	Employers
General Program	9,961	\$18,401,028	165
Express Program	13,379	\$13,245,838	1173
	23,340*	\$31,646,866	1,338*
*Includes some duplication in cases where employers participate in more than one grant/program during the program year.			

H. MassHire Partnerships

MassHire is the brand unifying the Massachusetts Workforce Development System under a single name and shared mission. Commissioned by the Executive Office of Labor and Workforce Development (EOLWD) and launched in late 2018, it signifies the state's commitment to ensuring meaningful career opportunities for job seekers and an expanding talent pool for businesses seeking trained, skilled employees. MassHire has unified and empowered all state, regional, and local workforce entities. It enables cross-communication with clients—job seekers and businesses—with a clear, consistent, powerful message. WIOA partner agencies co-brand with MassHire furthering unification of the workforce system through a vision shared on behalf of the customer and establishment of pathways to services focused on customers not funding streams.

Collectively, the partners administer workforce programs such as adult education and literacy, vocational rehabilitation that assist individuals with disabilities, youth workforce development, and employment programs for individuals and families on public assistance and/or with barriers to employment, as well as migrant farm workers, Veterans, and workers displaced by a layoff, and all constituents looking for career opportunities. MassHire creates and sustains powerful connections between businesses and jobseekers through a public workforce system comprising a network of employment professionals to support prosperity in every community in the Commonwealth. Learn about the MassHire partners online by clicking the links below.

Department of Corrections

The Department of Correction (DOC) oversees the state prison system, managing inmates at 16 institutions across the state.

Department of Elementary and Secondary Education/Adult Community Learning Services

The goal of the Massachusetts public K-12 and adult education system is to prepare all students for success in life.

Department of Housing and Community Development

DHCD oversees funding and resources to help people in Massachusetts live affordably and safely.

Department of Transitional Assistance

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term, economic self-sufficiency. DTA serves one in nine residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

Department of Unemployment Assistance

DUA oversees the unemployment insurance (UI) program, which provides temporary income assistance to eligible workers in Massachusetts. DUA also determines and collects employer contributions to the UI program.

EMPath: Economic Mobility Pathways

EMPath transforms people's lives by helping them move out of poverty and provides other institutions with the tools to systematically do the same.

Executive Office of Education

From pre-school to post-secondary education, the Executive Office of Education works to connect all Massachusetts residents with an education that creates opportunities.

Executive Office of Elder Affairs

Promotes independence, empowerment, and well-being of older people, individuals with disabilities, and their families. We ensure access to the resources you need to live healthy in every community in the Commonwealth.

Executive Office of Health and Human Services

The Executive Office of Health and Human Services (EOHHS) is the largest secretariat in state government and is comprised of 12 agencies, in addition to 2 Soldiers' Homes and the MassHealth program. Our efforts are focused on the health, resilience, and independence of the one in four residents of the Commonwealth we serve. Our public health programs touch every community in the Commonwealth.

Executive Office of Labor and Workforce Development

EOLWD manages the Commonwealth's Workforce Development and Labor Departments to ensure that workers, employers, and the unemployed have the tools and training needed to succeed in the Massachusetts economy.

Job Corps

Job Corps is a voluntary program that prepares people ages 16-24 with education and hands-on career training for entry-level positions that lead to careers in today's job market.

MassHire Department of Career Services

The MassHire Department of Career Services (MDCS) oversees Massachusetts's network of MassHire Career Centers that assist businesses in finding qualified workers and provides job seekers with career guidance as well as referrals to jobs and training.

Massachusetts Commission for the Blind

The Massachusetts Commission for the Blind (MCB) provides the highest quality rehabilitation and social services to Massachusetts residents who are blind, leading to their independence and full community participation.

Massachusetts Rehabilitation Commission

The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living, and eligibility determination for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs.

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) helps low-income job seekers age 55 and older develop the skills and self-confidence to get jobs and become financially self-sufficient.

YouthBuild

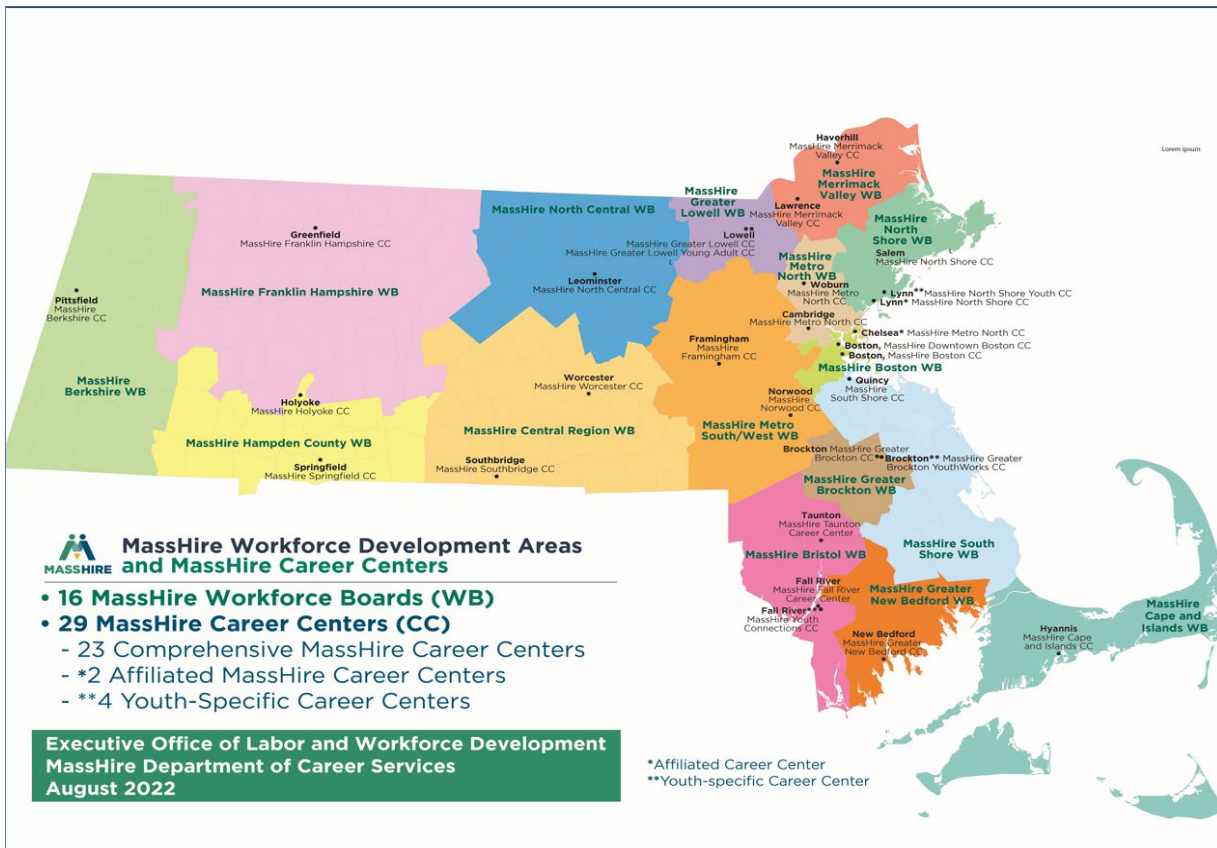
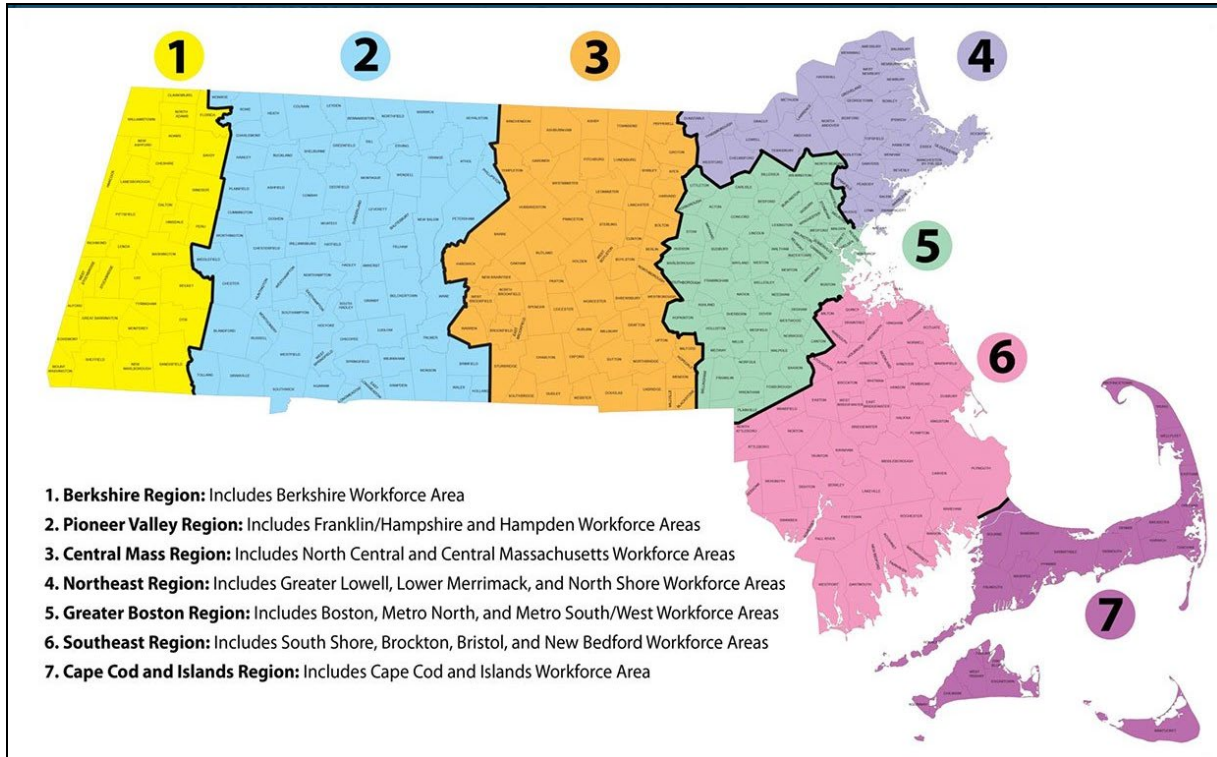
YouthBuild gives young people between the ages of 16 and 24 the chance to turn their lives around. Programs offer a unique curriculum, combining academic instruction with workforce development training, in which students spend one week in the classroom working toward their high school equivalency or diploma, followed by one week on a job site building or renovating affordable housing in their communities.

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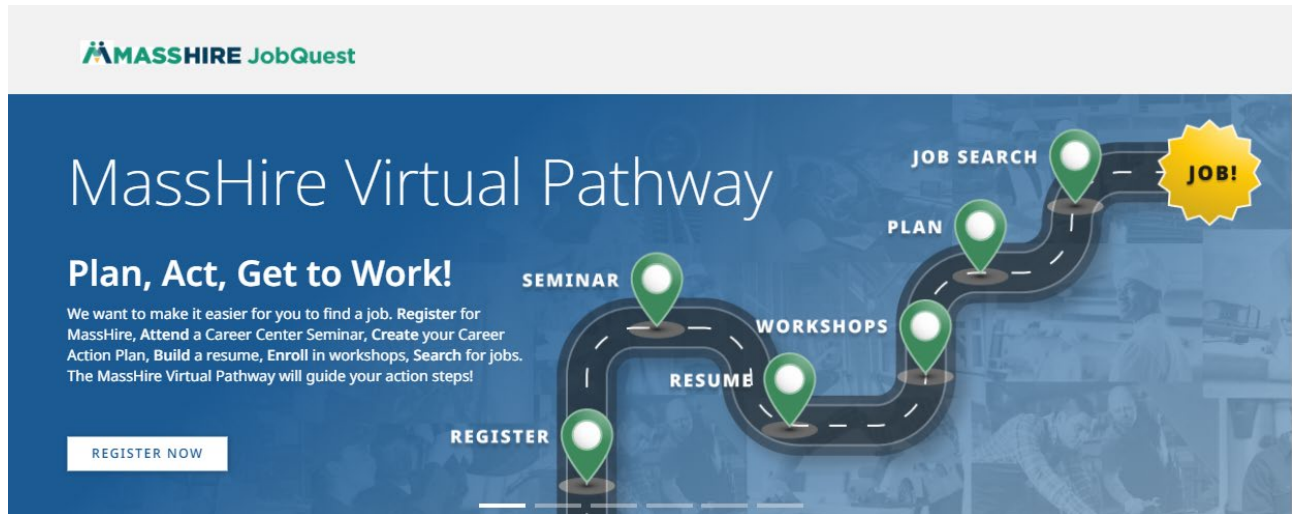
Commonwealth Corporation

Commonwealth Corporation (CommCorp) is a quasi-public agency responsible for administering and delivering a wide range of publicly and privately funded programs. CommCorp is governed by a 19-member board of directors that includes leaders from the private sector, organized labor, academia, and government, and is overseen by the Executive Office of Labor and Workforce Development (EOLWD).

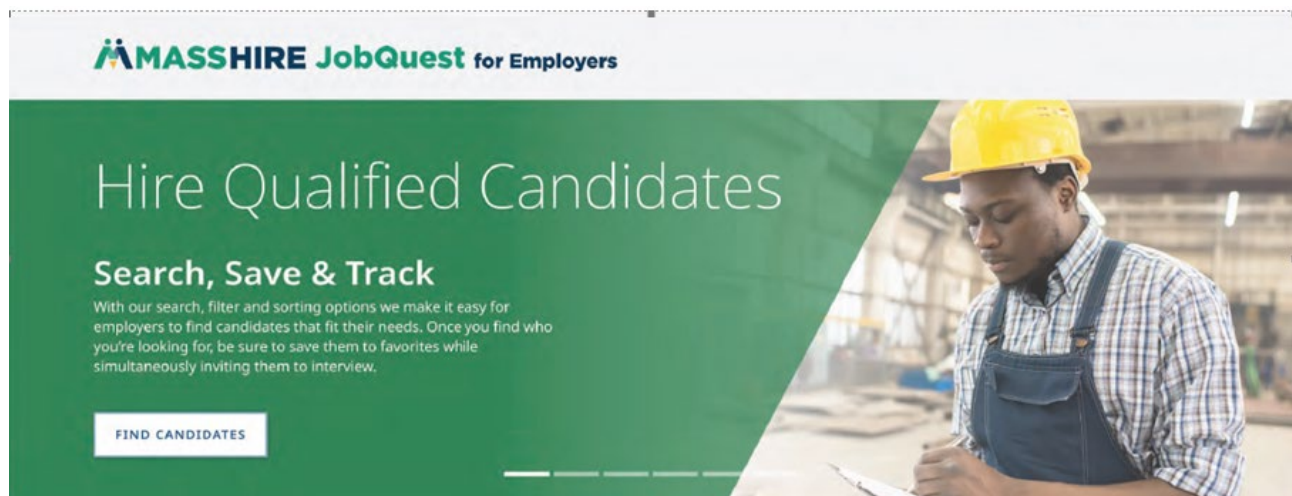
Massachusetts Workforce Regions and MassHire Career Centers



I. MassHire Virtual Pathway



A major upgrade of the MassHire JobQuest application for jobseekers began in early 2021, with a goal to provide those who lost work due to COVID-19 a pathway to re-employment. MassHire JobQuest is now fully mobile, features a personal dashboard, a structured Career Action Plan for RESEA claimants, targeted job matching powered by BurningGlass (now Lightcast), access to on-demand videos, and other improved features. Work on a comparable upgrade for employers began in February 2022 and will allow employers to easily manage their accounts and select and engage with job seekers to meet their hiring needs. This project is supported through a National Dislocated Worker Grant.



J. Business Engagement

MassHire Rapid Response Services

The MassHire Rapid Response team works closely with the Department of Unemployment Assistance, local MassHire Career Center management and Business Service Representatives, the 16 MassHire Workforce Boards, state and local business and economic development professionals, employer associations and organizations, unions, and local educational institutions. The MassHire Rapid Response deployment approach is closely coordinated with the MDCS with respect to harnessing administrative, programmatic, systems, and reporting support for local efforts. MassHire Rapid Response information gathering begins the essential processes for development of National Dislocated Worker Grant applications, and identification of state and local resources to effect layoff aversion wherever possible. Additionally, MassHire Rapid Response assists employers with a Trade Program Certification.

The MassHire Rapid Response team pivoted to virtual services to meet the need for services due to the continued COVID-19 Pandemic and received an increased number of Worker Adjustment and Retraining Notification (WARN) notices. The MassHire Rapid Response team served 150 companies experiencing closings, layoffs, and furloughs affecting 13,203 employees in FY22. The companies served by MassHire Rapid Response in FY22 were centered in the following industrial sectors: manufacturing (20%), retail trade (19%), accommodation and food services (14%), healthcare and social assistance (14%), transportation & warehousing (6%), other services (5%), professional, scientific & technical services, (4%), arts, entertainment & recreation (3%), finance & Insurance (3%), wholesale (3%), and miscellaneous – sectors less the 2% each (9%).

Another program that the MassHire Rapid Response team has initiated is the Minority Business Outreach and Assistance Program. This program is one where we identified various Minority Business Associations and have outreached through these associations, as well as having identified minority businesses using other data sources and outreached to them as well.

To address the increased need, the MassHire Rapid Response's Business Service Director led the team in continuing to support employers with updated MassHire Rapid Response COVID-19 *Employer Information PowerPoint Presentations* and *Resource Guides* that assisted local area partners, businesses, and their employees, by combining all federal and state COVID-19 programs and grant funding into one document. They were updated on a timely basis to meet the rapidly changing grants, programs, and regulations. A link to the *Resource Guide* was provided for use by all. www.mass.gov/doc/rapid-response-covid-19-employer-information. A *MassHire Rapid Response COVID-19 Report* was delivered to the Secretary of EOLWD's office for her daily briefing to the Governor. The MassHire Rapid Response team also outreached "We're Here to Help" to 4,000+ Employers by industry.

Layoff Aversion Strategic Services

The United States Department of Labor, Employment and Training Administration (DOLETA) considers a layoff averted when either a worker's job is saved with an existing employer that is at risk of downsizing or closing, or when a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer experiencing little or no unemployment. The key to successful layoff aversion is identification of at-risk companies and early intervention by MassHire Rapid Response. The MassHire Rapid Response team utilized The WorkShare program in PY21 due to the increased demand during the pandemic. The Massachusetts WorkShare Program allows workers in a company, a department or smaller unit within the company to work reduced hours while collecting unemployment insurance benefits to supplement their reduced wages. The MassHire Rapid Response team worked in collaboration with the Department of Unemployment Assistance's WorkShare Program staff resulting in 513+ companies participating in the program. This effort resulted in an EOLWD Performance Recognition Award.

MassHire Rapid Response team through MassHire BizWorks continues to proactively identify at-risk companies, intervene early, and propose alternatives to layoffs. The team advises companies of available federal, state, and local assistance programs, in addition to WorkShare; the Economic Development Incentive Program (EDIP); the Employee Ownership (ESOP) program; and the Workforce Training Fund Program (WTFP); and matching soon-to-be dislocated workers with growing companies. The Massachusetts WorkShare Program allows workers in a company, a department or smaller unit within the company to work reduced hours while collecting unemployment insurance benefits to supplement their reduced wages. ESOPs are employee-owned businesses where the employees buy the business from the owner. Tools, such as the Layoff Aversion Services Database match businesses and non-profit organizations to various programs and opportunities based on the company's parameters.

Minority Outreach and Connection Program

The MassHire BizWorks team initiated the minority business outreach and connection program in 2020 to ensure that all minority businesses are connected to the many valuable resources that can help them grow and thrive.

As a result, MassHire BizWorks is working with Latino-owned businesses by connecting and presenting to several of the Latino business associations, including El Mundo Boston and LABO (Latin American Business Organization). Team members attended and presented at the El Mundo Boston Latino Expo and the Latin American Business Expo in Worcester. Additionally, the team has been featured on several of El Mundo's radio broadcasts for businesses.

MassHire BizWorks engaged and built relationships with three of the primary black-owned business associations in Massachusetts. As part of this initiative, they attended the Massachusetts Black Expo (MBE) that was held in September along with the Berkshire Black Economic Council's 2nd Annual Speed Networking Event—both creating some wonderful new connections.

MassHire BizWorks is also working closely with the Massachusetts LGBT Chamber of Commerce to provide its businesses with the support they need through available resources, including a statewide virtual presentation and attendance at their “Power Grid 2022 Conference” in December 2021.

Additionally, the MassHire BizWorks team has reached out to woman-owned business associations, such as the Center for Women and Enterprise, as well as the Chinese Progressive Association, as a method to connect with their businesses.

MassHire BizWorks is ensuring that all businesses are aware of the most up-to-date information and programs available with regular updates to the *MassHire BizWorks Resource Guide* that can be found at BizWorks@mass.gov.

Effectiveness in Serving Employers

Massachusetts selected the approaches for the WIOA Partners shown in the table below for federal performance reporting. The state partners are evaluating these measures and reviewing additional metrics as part of *State Plan* development to broaden the scope for measuring effectiveness in serving employers in the future.

Pilot approaches	Numerator	Rate
	Denominator	
Retention with same employer in the 2 nd and 4 th quarters after exit rate	34,654	84.7%
	40,890	
Repeat business customers rate	6,901	28.9%
	23,893	

Source: PY2021 Annual PIRL report - includes data provided by Massachusetts Rehabilitation Commission (MRC), Massachusetts Commission for the Blind (MCB), and Adult and Community Learning Services (ACLS).

K. Grow with Google

MassHire Department of Career Services began offering the “Grow with Google” program in March 2022. The National Association of State Workforce Agencies (NASWA) partnered with Google and Coursera to offer the “Google Career Certificate Scholarship Program” to prepare customers for a new career in three to six months in high-growth fields with no experience required.

Recipients get professional training through Coursera that was designed by Google to earn a credential in Data Analytics, IT Support, Project Management, User Experience (UX) Design, Digital Marketing & E-Commerce, and IT Automation with Python. At the end of the training, completers have the opportunity to connect with top employers that are currently hiring.

Interested candidates do not need experience and there are no prerequisites, with the exception of those looking to enroll in the IT Automation with Python, that requires prior experience or an *IT Support Certificate*. As of November 2022, MassHire Career Centers had the following enrollments by course: 210 in Data Analytics; 168 in Project Management; 115 in IT Support; 63 in User Experience (UX) Design; 37 in Digital Marketing & E-Commerce; and 30 in IT Automation with Python.

Appendix A

Performance for MassHire Workforce Areas Program Year 2021/Fiscal Year 2022

The following pages provide data on WIOA performance for Massachusetts and each MassHire Workforce Area. WIOA Title I performance goals were negotiated by the MassHire Department of Career Services with each local MassHire Workforce Board. All areas were required to adopt the State goals for WIOA Title III Wagner-Peyser Employment Service. Overall performance is based on the percent of goal reached on each performance indicator.

WIOA Primary Indicators of Performance

Employment Rate 2nd Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the 2nd quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education and training activities, or in unsubsidized employment during the 2nd quarter after exit)

Employment Rate 4th Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the 4th quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education and training activities, or in unsubsidized employment during the 4th quarter after exit)

Median Earnings 2nd Quarter After Exit:

The median earnings of participants who are in unsubsidized employment in the 2nd quarter after exit from the program.

Credential Attainment:

The percentage of participants who attain a post-secondary recognized credential or a secondary school diploma or equivalent during participation in, or within one year after exit from the program.

Measurable Skill Gain:

The percentage of participants who, during a program year, are in education or training, and who achieve academic, technical, occupational, or other form of progress towards such a credential or employment.

Effectiveness in Serving Employers - Employer Retention:

The percentage of participants who are employed in both the 2nd and 4th quarters after exit with the same employer. Refer to the table on page 23.

Massachusetts WIOA Performance Program Year 2021/Fiscal Year 2022

Massachusetts				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	68.3%	79.0%
	Q4 Entered Employment	78.0%	67.4%	85.5%
	Q2 Median Wage	\$6,200	\$6,935	111.9%
	Credential Attainment	73.5%	64.9%	88.3%
	Measurable Skill Gain	40.0%	33.8%	84.5%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	77.5%	90.1%
	Q4 Entered Employment	85.0%	77.2%	90.8%
	Q2 Median Wage	\$8,800	\$12,059	137.0%
	Credential Attainment	68.7%	66.0%	104.2%
	Measurable Skill Gain	40.0%	38.1%	95.3%
Title I Youth	Q2 Entered Employment	81.0%	69.5%	85.8%
	Q4 Entered Employment	74.0%	69.0%	93.2%
	Q2 Median Wage	\$3,600	\$3,881	107.8%
	Credential Attainment	70.5%	55.6%	78.9%
	Measurable Skill Gain	50.0%	45.3%	90.6%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.5%	93.1%
	Q4 Entered Employment	66.0%	60.2%	91.73%
	Q2 Median Wage	\$6,800	\$9,341	137.4%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Berkshire Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	75.0%	66.7%	89.9%
	Q4 Entered Employment	75.0%	66.7%	88.9%
	Q2 Median Wage	\$5,100	\$4,084	80.1%
	Credential Attainment	65.0%	70.0%	107.7%
	Measurable Skill Gain	35.0%	50.0%	142.9%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	62.5%	72.7%
	Q4 Entered Employment	85.0%	76.9%	90.5%
	Q2 Median Wage	\$8,100	\$6,534	80.7%
	Credential Attainment	62.0%	91.7%	147.8%
	Measurable Skill Gain	35.0%	50.0%	142.9%
Title I Youth	Q2 Entered Employment	65.0%	56.3%	86.5%
	Q4 Entered Employment	65.0%	75.0%	115.4%
	Q2 Median Wage	\$2,000	\$2,214	105.4%
	Credential Attainment	65.0%	47.1%	72.4%
	Measurable Skill Gain	45.0%	57.1%	127.0%
Wagner-Peyser	Q2 Entered Employment	65.0%	59.7%	91.8%
	Q4 Entered Employment	66.0%	56.1%	85.0%
	Q2 Median Wage	\$6,800	\$7,635	112.3%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Boston Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
	Q2 Entered Employment	86.5%	63.9%	73.9%
	Q4 Entered Employment	78.0%	63.2%	81.0%
	Q2 Median Wage	\$5,800	\$6,840	117.9%
	Credential Attainment	73.0%	44.2%	60.6%
	Measurable Skill Gain	40.0%	24.0%	59.9%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	75.8%	88.2%
	Q4 Entered Employment	85.0%	71.9%	84.6%
	Q2 Median Wage	\$8,300	\$11,150	134.3%
	Credential Attainment	65.0%	65.9%	101.4%
	Measurable Skill Gain	40.0%	33.8%	84.5%
Title I Youth	Q2 Entered Employment	81.0%	76.4%	94.3%
	Q4 Entered Employment	74.0%	71.7%	96.9%
	Q2 Median Wage	\$3,500	\$3,411	97.5%
	Credential Attainment	67.0%	60.0%	89.6%
	Measurable Skill Gain	40.0%	39.6%	99.1%
Wagner- Peyser	Q2 Entered Employment	65.0%	61.2%	94.2%
	Q4 Entered Employment	66.0%	58.9%	89.2%
	Q2 Median Wage	\$6,800	\$9,377	137.9%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Bristol Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	83.5%	77.3%	92.5%
	Q4 Entered Employment	75.0%	78.4%	104.6%
	Q2 Median Wage	\$5,800	\$4,813	83.0%
	Credential Attainment	70.5%	81.0%	114.8%
	Measurable Skill Gain	39.0%	36.1%	92.6%
Title 1 Dislocated Worker	Q2 Entered Employment	83.0%	85.0%	102.4%
	Q4 Entered Employment	82.0%	83.3%	101.5%
	Q2 Median Wage	\$8,300	\$12,880	155.2%
	Credential Attainment	63.0%	81.0%	128.6%
	Measurable Skill Gain	39.0%	46.5%	119.3%
Title I Youth	Q2 Entered Employment	77.0%	59.4%	77.1%
	Q4 Entered Employment	70.0%	55.6%	79.4%
	Q2 Median Wage	\$2,900	\$5,567	192.0%
	Credential Attainment	66.5%	56.6%	85.1%
	Measurable Skill Gain	48.0%	26.9%	56.1%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.1%	92.5%
	Q4 Entered Employment	66.0%	60.3%	91.3%
	Q2 Median Wage	\$6,800	\$8,445	124.2%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Brockton Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	70.6%	81.6%
	Q4 Entered Employment	78.0%	83.3%	106.8%
	Q2 Median Wage	\$6,200	\$5,621	90.7%
	Credential Attainment	73.5%	90.0%	122.4%
	Measurable Skill Gain	40.0%	30.0%	75.0%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	74.8%	86.9%
	Q4 Entered Employment	85.0%	71.4%	84.0%
	Q2 Median Wage	\$8,800	\$12,647	143.7%
	Credential Attainment	66.0%	71.4%	108.2%
	Measurable Skill Gain	40.0%	30.1%	75.3%
Title I Youth	Q2 Entered Employment	81.0%	87.5%	108.0%
	Q4 Entered Employment	74.0%	80.0%	108.1%
	Q2 Median Wage	\$3,600	\$3,869	107.5%
	Credential Attainment	70.5%	50.0%	70.9%
	Measurable Skill Gain	50.0%	10.8%	21.1%
Wagner-Peyser	Q2 Entered Employment	65.0%	56.8%	87.4%
	Q4 Entered Employment	66.0%	58.4%	88.5%
	Q2 Median Wage	\$6,800	\$9,189	135.1%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Cape and Islands Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	50.0%	57.8%
	Q4 Entered Employment	78.0%	72.7%	93.2%
	Q2 Median Wage	\$6,200	\$5,792	93.4%
	Credential Attainment	73.5%	100.0%	136.1%
	Measurable Skill Gain	40.0%	63.6%	159.1%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	74.3%	86.4%
	Q4 Entered Employment	85.0%	71.4%	84.0%
	Q2 Median Wage	\$8,800	\$10,514	119.5%
	Credential Attainment	66.0%	90.9%	137.7%
	Measurable Skill Gain	40.0%	25.7%	64.3%
Title I Youth	Q2 Entered Employment	81.0%	78.6%	97.0%
	Q4 Entered Employment	74.0%	66.7%	90.1%
	Q2 Median Wage	\$3,600	\$5,189	144.1%
	Credential Attainment	70.5%	66.7%	94.6%
	Measurable Skill Gain	50.0%	46.3%	92.7%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.5%	93.1%
	Q4 Entered Employment	656.0%	56.6%	85.8%
	Q2 Median Wage	\$6,800	\$8,970	131.9%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Central Region Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	62.5%	72.3%
	Q4 Entered Employment	78.0%	65.5%	83.9%
	Q2 Median Wage	\$6,200	\$7,450	120.2%
	Credential Attainment	73.5%	64.4%	87.7%
	Measurable Skill Gain	40.0%	17.8%	44.4%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	70.4%	81.8%
	Q4 Entered Employment	85.0%	82.5%	97.1%
	Q2 Median Wage	\$8,800	\$11,427	129.9%
	Credential Attainment	66.0%	65.5%	99.2%
	Measurable Skill Gain	40.0%	35.1%	87.7%
Title I Youth	Q2 Entered Employment	81.0%	69.0%	85.1%
	Q4 Entered Employment	74.0%	62.2%	84.1%
	Q2 Median Wage	\$3,600	\$3,446	95.7%
	Credential Attainment	70.5%	47.7%	67.7%
	Measurable Skill Gain	50.0%	50.0%	100.0%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.8%	93.6%
	Q4 Entered Employment	66.0%	60.0%	90.9%
	Q2 Median Wage	\$6,800	\$9,705	142.7%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Franklin-Hampshire Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	75.0%	62.5%	83.3%
	Q4 Entered Employment	75.0%	25.0%	33.3%
	Q2 Median Wage	\$6,200	\$12,126	195.6%
	Credential Attainment	73.5%	62.5%	85.0%
	Measurable Skill Gain	40.0%	21.1%	52.6%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	91.7%	106.6%
	Q4 Entered Employment	85.0%	87.0%	102.3%
	Q2 Median Wage	\$8,800	\$9,688	110.1%
	Credential Attainment	66.0%	78.9%	119.6%
	Measurable Skill Gain	40.0%	42.9%	107.1%
Title I Youth	Q2 Entered Employment	75.0%	52.4%	69.8%
	Q4 Entered Employment	74.0%	58.8%	79.5%
	Q2 Median Wage	\$3,600	\$3,815	106.0%
	Credential Attainment	65.0%	47.4%	72.9%
	Measurable Skill Gain	45.0%	66.7%	148.1%
Wagner-Peyser	Q2 Entered Employment	65.0%	64.6%	99.3%
	Q4 Entered Employment	66.0%	67.6%	102.4%
	Q2 Median Wage	\$6,800	\$8,807	129.5%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Greater Lowell Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	94.4%	109.2%
	Q4 Entered Employment	78.0%	65.2%	83.6%
	Q2 Median Wage	\$6,200	\$8,172	131.8%
	Credential Attainment	73.5%	93.3%	127.0%
	Measurable Skill Gain	40.0%	50.0%	125.0%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	86.5%	100.6%
	Q4 Entered Employment	85.0%	85.0%	100.0%
	Q2 Median Wage	\$8,800	\$17,598	200.0%
	Credential Attainment	66.0%	94.6%	143.3%
	Measurable Skill Gain	40.0%	58.6%	146.6%
Title I Youth	Q2 Entered Employment	81.0%	80.6%	99.5%
	Q4 Entered Employment	74.0%	76.2%	103.0%
	Q2 Median Wage	\$3,600	\$4,402	122.3%
	Credential Attainment	70.5%	68.3%	96.9%
	Measurable Skill Gain	50.0%	45.3%	90.6%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.6%	93.2%
	Q4 Entered Employment	66.0%	61.9%	93.9%
	Q2 Median Wage	\$6,800	\$9,805	144.2%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Greater New Bedford Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	83.3%	96.3%
	Q4 Entered Employment	78.0%	80.8%	103.6%
	Q2 Median Wage	\$6,200	\$5,038	81.3%
	Credential Attainment	73.5%	69.2%	94.2%
	Measurable Skill Gain	40.0%	37.5%	93.8%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	79.3%	92.2%
	Q4 Entered Employment	85.0%	73.5%	86.4%
	Q2 Median Wage	\$8,800	\$11,284	128.2%
	Credential Attainment	66.0%	75.0%	113.6%
	Measurable Skill Gain	40.0%	54.1%	135.1%
Title I Youth	Q2 Entered Employment	81.0%	75.0%	92.6%
	Q4 Entered Employment	74.0%	55.6%	75.1%
	Q2 Median Wage	\$3,600	\$4,749	131.9%
	Credential Attainment	70.5%	20.0%	28.4%
	Measurable Skill Gain	50.0%	2.2%	4.4%
Wagner-Peyser	Q2 Entered Employment	65.0%	56.6%	87.1%
	Q4 Entered Employment	66.0%	59.7%	90.5%
	Q2 Median Wage	\$6,800	\$6,063	89.2%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Hampden County Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	85.0%	60.0%	70.6%
	Q4 Entered Employment	76.0%	63.5%	83.5%
	Q2 Median Wage	\$5,000	\$6,208	124.2%
	Credential Attainment	71.0%	56.1%	79.0%
	Measurable Skill Gain	40.0%	40.7%	101.7%
Title 1 Dislocated Worker	Q2 Entered Employment	85.0%	74.5%	87.6%
	Q4 Entered Employment	80.0%	70.4%	88.0%
	Q2 Median Wage	\$7,600	\$9,467	124.6%
	Credential Attainment	57.0%	57.9%	101.6%
	Measurable Skill Gain	40.0%	38.6%	96.5%
Title I Youth	Q2 Entered Employment	81.0%	70.2%	86.7%
	Q4 Entered Employment	73.5%	79.3%	108.0%
	Q2 Median Wage	\$3,500	\$3,294	94.1%
	Credential Attainment	66.0%	88.6%	134.2%
	Measurable Skill Gain	50.0%	68.6%	137.3%
Wagner-Peyser	Q2 Entered Employment	65.0%	57.5%	88.4%
	Q4 Entered Employment	66.0%	56.8%	86.1%
	Q2 Median Wage	\$6,800	\$7,399	108.8%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Merrimack Valley Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	77.8%	89.9%
	Q4 Entered Employment	78.0%	84.6%	108.5%
	Q2 Median Wage	\$6,200	\$8,370	135.0%
	Credential Attainment	73.5%	76.9%	104.7%
	Measurable Skill Gain	40.0%	20.5%	51.3%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	82.9%	96.3%
	Q4 Entered Employment	85.0%	65.9%	77.5%
	Q2 Median Wage	\$8,800	\$11,052	125.6%
	Credential Attainment	66.0%	61.8%	93.6%
	Measurable Skill Gain	40.0%	24.6%	61.5%
Title I Youth	Q2 Entered Employment	81.0%	100.0%	123.5%
	Q4 Entered Employment	74.0%	88.9%	120.1%
	Q2 Median Wage	\$3,500	\$5,603	155.6%
	Credential Attainment	70.5%	62.5%	88.7%
	Measurable Skill Gain	50.0%	53.3%	106.7%
Wagner-Peyser	Q2 Entered Employment	65.0%	63.7%	97.9%
	Q4 Entered Employment	66.0%	63.9%	96.8%
	Q2 Median Wage	\$6,800	\$8,912	131.1%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Metro North Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	76.0%	87.9%
	Q4 Entered Employment	78.0%	58.5%	75.0%
	Q2 Median Wage	\$6,200	\$9,880	159.4%
	Credential Attainment	73.5%	66.7%	90.7%
	Measurable Skill Gain	40.0%	35.7%	89.3%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	73.0%	84.9%
	Q4 Entered Employment	85.0%	72.7%	85.6%
	Q2 Median Wage	\$8,800	\$16,154	183.6%
	Credential Attainment	66.0%	76.9%	116.6%
	Measurable Skill Gain	40.0%	37.2%	93.0%
Title I Youth	Q2 Entered Employment	81.0%	64.3%	79.4%
	Q4 Entered Employment	74.0%	63.8%	86.3%
	Q2 Median Wage	\$3,600	\$3,001	83.4%
	Credential Attainment	70.5%	23.9%	33.9%
	Measurable Skill Gain	50.0%	43.1%	86.3%
Wagner-Peyser	Q2 Entered Employment	65.0%	61.3%	94.3%
	Q4 Entered Employment	66.0%	62.9%	95.3%
	Q2 Median Wage	\$6,800	\$12,003	176.5%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire Metro South/West Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	85.0%	98.3%
	Q4 Entered Employment	78.0%	82.4%	105.6%
	Q2 Median Wage	\$6,200	\$10,478	169.0%
	Credential Attainment	73.5%	70.0%	95.2%
	Measurable Skill Gain	40.0%	20.0%	50.0%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	82.4%	95.8%
	Q4 Entered Employment	85.0%	83.2%	97.9%
	Q2 Median Wage	\$8,800	\$15,511	176.3%
	Credential Attainment	66.0%	43.6%	66.1%
	Measurable Skill Gain	40.0%	18.2%	45.5%
Title I Youth	Q2 Entered Employment	81.0%	82.1%	101.3%
	Q4 Entered Employment	74.0%	83.3%	112.6%
	Q2 Median Wage	\$3,600	\$4,813	133.7%
	Credential Attainment	70.5%	82.8%	117.4%
	Measurable Skill Gain	50.0%	58.9%	117.9%
Wagner-Peyser	Q2 Entered Employment	65.0%	62.4%	96.0%
	Q4 Entered Employment	66.0%	63.1%	95.6%
	Q2 Median Wage	\$6,800	\$13,153	193.4%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire North Central Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	100.0%	115.6%
	Q4 Entered Employment	78.0%	0.0%	0.0%
	Q2 Median Wage	\$6,200	\$12,403	200.0%
	Credential Attainment	73.5%	100.0%	136.1%
	Measurable Skill Gain	40.0%	100.0%	250.0%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	76.5%	88.9%
	Q4 Entered Employment	85.0%	87.9%	103.4%
	Q2 Median Wage	\$8,800	\$13,096	148.8%
	Credential Attainment	66.0%	60.9%	92.2%
	Measurable Skill Gain	40.0%	66.7%	166.7%
Title I Youth	Q2 Entered Employment	81.0%	71.4%	88.2%
	Q4 Entered Employment	74.0%	79.2%	107.0%
	Q2 Median Wage	\$3,600	\$3,911	108.6%
	Credential Attainment	70.5%	90.9%	128.9%
	Measurable Skill Gain	50.0%	27.8%	55.6%
Wagner-Peyser	Q2 Entered Employment	65.0%	63.5%	97.7%
	Q4 Entered Employment	66.0%	61.3%	92.9%
	Q2 Median Wage	\$6,800	\$10,788	158.6%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire North Shore Workforce Area				
Program Year 2021 / Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	63.2%	73.0%
	Q4 Entered Employment	78.0%	70.0%	89.7%
	Q2 Median Wage	\$6,200	\$9,960	160.6%
	Credential Attainment	73.5%	84.2%	114.6%
	Measurable Skill Gain	40.0%	25.0%	62.5%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	82.2%	95.6%
	Q4 Entered Employment	85.0%	82.2%	96.7%
	Q2 Median Wage	\$8,800	\$11,119	126.4%
	Credential Attainment	66.0%	83.7%	126.8%
	Measurable Skill Gain	40.0%	31.6%	78.9%
Title I Youth	Q2 Entered Employment	81.0%	61.1%	75.4%
	Q4 Entered Employment	74.0%	52.9%	71.5%
	Q2 Median Wage	\$3,600	\$3,607	100.2%
	Credential Attainment	70.5%	58.8%	83.4%
	Measurable Skill Gain	50.0%	6.8%	13.6%
Wagner-Peyser	Q2 Entered Employment	65.0%	58.3%	89.7%
	Q4 Entered Employment	66.0%	59.4%	90.0%
	Q2 Median Wage	\$6,80	\$10,093	148.4%

MassHire Workforce Area Performance Program Year 2021/Fiscal Year 2022

MassHire South Shore Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	86.5%	56.0%	64.7%
	Q4 Entered Employment	78.0%	73.3%	94.0%
	Q2 Median Wage	\$6,200	\$7,039	113.5%
	Credential Attainment	73.5%	62.5%	85.0%
	Measurable Skill Gain	40.0%	24.1%	60.3%
Title 1 Dislocated Worker	Q2 Entered Employment	86.0%	70.3%	81.7%
	Q4 Entered Employment	85.0%	76.4%	89.8%
	Q2 Median Wage	\$8,800	\$12,569	142.8%
	Credential Attainment	66.0%	48.5%	73.5%
	Measurable Skill Gain	40.0%	43.4%	108.5%
Title I Youth	Q2 Entered Employment	81.0%	69.2%	85.5%
	Q4 Entered Employment	74.0%	61.1%	82.6%
	Q2 Median Wage	\$3,600	\$3,193	88.7%
	Credential Attainment	70.5%	54.3%	77.0%
	Measurable Skill Gain	50.0%	45.0%	90.0%
Wagner-Peyser	Q2 Entered Employment	65.0%	60.3%	92.8%
	Q4 Entered Employment	66.0%	58.7%	88.9%
	Q2 Median Wage	\$6,800	\$10,449	153.7%

