

Program Year 2023 Annual Report

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

January 2025

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

Commonwealth of Massachusetts
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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 current 16 MassHire Workforce Boards, and 23 comprehensive MassHire Career Centers, 2 affiliated MassHire Career 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.

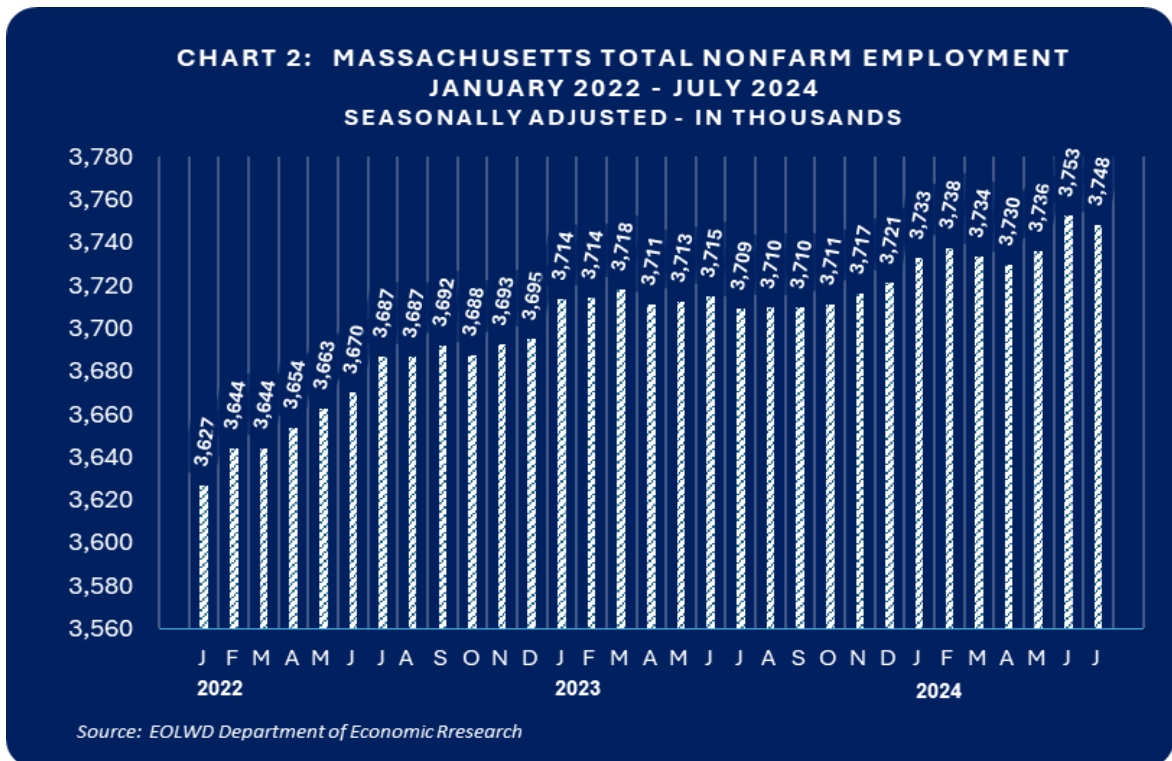
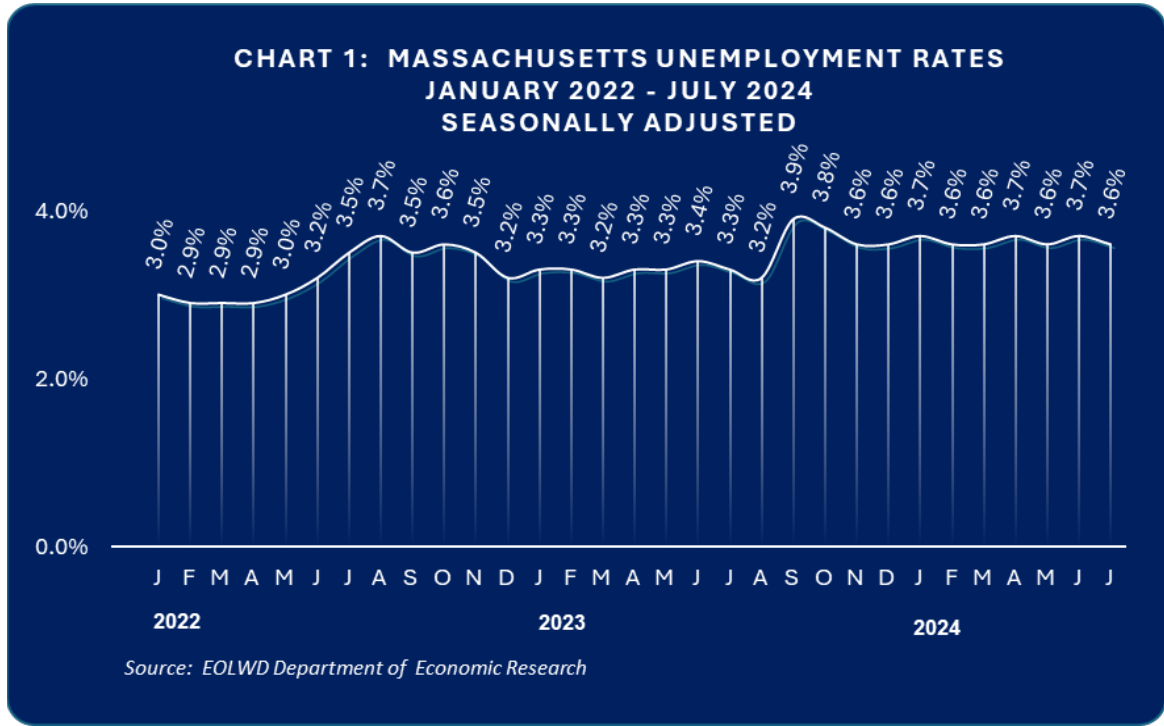
A. PY2023 Summary of Statewide Program Performance

State performance goals for Program Year 2023 (July 1, 2023 - June 30, 2024) 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. PY2023 performance covers adults, dislocated workers, and youth who exited these programs between January 2022 and June 2023 and those who received MassHire services through June 2024.

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 for these measures is shown in Tables 1-4 (page 7). 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 2022 and June 2024, encountered steadily improving economic conditions following the COVID-19 pandemic and experienced the beginnings of a turnaround and more job options. The steady improvement in the economy at that time is reflected in the improved 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 2022 through July 2024. The unemployment rate was 3.9% in September 2023 but dropped steadily to 3.6% by July 2024. Employment, which had dropped significantly in the COVID-19 period, saw a steady month by month climb to 3,748,400 in July 2024.



Tables 1 and 2 below provide the unemployment rates and nonfarm employment data for Massachusetts for the period from January 2022 through July 2024 that are represented graphically in the charts above.

**Table 1: Massachusetts Unemployment Rates
January 2022 - July 2024 Seasonally Adjusted**

2022	Jan	3.0%		2023	Jan	3.3%		2024	Jan	3.7%
2022	Feb	2.9%		2023	Feb	3.3%		2024	Feb	3.6%
2022	Mar	2.9%		2023	Mar	3.2%		2024	Mar	3.6%
2022	Apr	2.9%		2023	Apr	3.3%		2024	Apr	3.7%
2022	May	3.0%		2023	May	3.3%		2024	May	3.6%
2022	Jun	3.2%		2023	Jun	3.4%		2024	Jun	3.7%
2022	Jul	3.5%		2023	Jul	3.3%		2024	Jul	3.6%
2022	Aug	3.7%		2023	Aug	3.2%				
2022	Sep	3.5%		2023	Sep	3.9%				
2022	Oct	3.6%		2023	Oct	3.8%				
2022	Nov	3.5%		2023	Nov	3.6%				
2022	Dec	3.2%		2023	Dec	3.6%				

Source: EOLWD Department of Economic Research

**Table 2: Massachusetts Total Nonfarm Employment
January 2022 - July 2024 Seasonally Adjusted**

2022	Jan	3,626,900		2023	Jan	3,713,600		2024	Jan	3,732,600
2022	Feb	3,644,100		2023	Feb	3,714,100		2024	Feb	3,737,600
2022	Mar	3,644,300		2023	Mar	3,718,000		2024	Mar	3,733,500
2022	Apr	3,653,600		2023	Apr	3,711,200		2024	Apr	3,729,700
2022	May	3,662,700		2023	May	3,712,700		2024	May	3,736,100
2022	Jun	3,670,000		2023	Jun	3,714,900		2024	Jun	3,752,500
2022	Jul	3,686,900		2023	Jul	3,709,000		2024	Jul	3,748,400
2022	Aug	3,686,800		2023	Aug	3,709,700				
2022	Sep	3,692,100		2023	Sep	3,709,600				
2022	Oct	3,687,700		2023	Oct	3,711,400				
2022	Nov	3,692,500		2023	Nov	3,716,500				
2022	Dec	3,695,000		2023	Dec	3,721,100				

Source: EOLWD Department of Economic Research

Table 3a and 3b on the next two pages present a portrait of the number of job seekers and employers who received services from MassHire Career Centers in Program Year 2022/Fiscal Year 2023 and Program Year 2023/Fiscal Year 2024, which covers the period from July 2022 to June 2024.

Service activity grew from PY22 to PY23, with 23,550 more job seekers served - an increase of 23%.

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 2022/Fiscal Year 2023
July 2022 – June 2023**

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2022/FISCAL YEAR 2023	
Total Job Seekers Served	102,734
Unemployed Job Seekers	94,648
<i>As a Percent of Job Seekers Served</i>	92.1%
Persons with Disabilities	7,904
<i>As a Percent of Job Seekers Served</i>	7.7%
Unemployment Insurance Claimants	66,444
<i>As a Percent of Job Seekers Served</i>	64.7%
Veterans	3,479
<i>As a Percent of Job Seekers Served</i>	3.9%
Rapid Response Participants	1,077
<i>As a Percent of Job Seekers Served</i>	10.4%
Total Employers Served	21,288
Employers Receiving Enhanced Services	9,605
<i>As a Percent of Employers Served</i>	41.2%
Employers Receiving Referrals	3,025
<i>As a Percent of Employers Served</i>	15.1%
Employers who Hired a Referral	616
<i>As a Percent of Employers Served</i>	2.9%
<i>Data Source: One-Stop Career Center Activity Report (OSCCAR) Statewide All Offices and OSCCAR Statewide Rapid Response/Career Center Performance Reports (CCPR)</i>	

**Table 3b: Job Seekers and Employers Served
Program Year 2023/Fiscal Year 2024
July 2023 – June 2024**

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2023/FISCAL YEAR 2024	
Total Job Seekers Served	126,284
Unemployed Job Seekers	115,480
<i>As a Percent of Job Seekers Served</i>	91.5%
Persons with Disabilities	9,279
<i>As a Percent of Job Seekers Served</i>	7.4%
Unemployment Insurance Claimants	78,665
<i>As a Percent of Job Seekers Served</i>	62.3%
Veterans	3,826
<i>As a Percent of Job Seekers Served</i>	3.1%
MassHire Rapid Response Participants	1,431
<i>As a Percent of Job Seekers Served</i>	1.2%
Total Employers Served	15,424
Employers Receiving Enhanced Services	8,423
<i>As a Percent of Employers Served</i>	54.6%
Employers Receiving Referrals	3,040
<i>As a Percent of Employers Served</i>	19.7%
Employers who Hired a Referral	666
<i>As a Percent of Employers Served</i>	4.3%
<i>Data Source: One-Stop Career Center Activity Report (OSCCAR) Statewide All Offices and OSCCAR Statewide Rapid Response/Career Center Performance Reports (CCPR)</i>	

Program Year 2023 State Performance

Tables 1–4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2023 to the Employment and Training Administration (ETA). State performance goals are negotiated annually with DOLETA. Performance for PY2023 is based on participants who exited program services between January 2022 and June 2023. *Massachusetts exceeded or met all goals for PY2023.* Definitions of each measure are provided in Appendix A at the end of this report.

Table 1: Title I Adult Program			
<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	79.0%	72.0%	91.2%
Employment Rate Q4	78.0%	70.9%	90.8%
Median Earnings Q2	\$6,400	\$8,283	129.4%
Credential Attainment	73.5%	62.9%	85.5%
Measurable Skill Gain	40.0%	57.1%	142.7%

Table 2: Title I Dislocated Worker Program			
<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	83.0%	74.4%	89.6%
Employment Rate Q4	83.0%	74.0%	89.2%
Median Earnings Q2	\$10,500	\$12,012	114.4%
Credential Attainment	71.5%	66.3%	92.7%
Measurable Skill Gain	45.5%	63.7%	139.9%

Table 3: Title I Youth Program

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment/Education Rate Q2	75.0%	73.7%	98.2%
Employment/Education Rate Q4	72.0%	70.4%	97.8%
Median Earnings Q2	\$3,700	\$4,730	127.8%
Credential Attainment	65.0%	61.9%	95.3%
Measurable Skill Gain	45.0%	58.3%	129.6%

Table 4: Title III Wagner-Peyser Employment Service

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	63.0%	64.4%	102.3%
Employment Rate Q4	65.0%	66.1%	101.7%
Median Earnings Q2	\$8,100	\$10,746	132.7%

USDOL/ETA Measures State Level Performance by the rules shown below:

- Any single Individual Indicator Score for any single core program falls below 50 percent of the adjusted level of performance.
- The Overall State Program Score falls below 90 percent for that single core program; or (e.g., average of all Title I Adult measures percent of goal < 90%)
- The Overall State Indicator Score falls below 90 percent for that single measure. (e.g., average of all statewide Q2 Entered Employment percent of goal < 90%)

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

The US Department of Labor, Employment and Training Administration (ETA) issued Training and Employment Guidance Letter (TEGL) 11-19, that requires states to develop a statistical adjustment model (SAM) for use in performance negotiations with local workforce areas and to make year-end adjustments as needed for annual local levels of performance. During FY2024 (PY2023) MDCS finalized development of the model and used it to establish local area performance goals for FY2025.

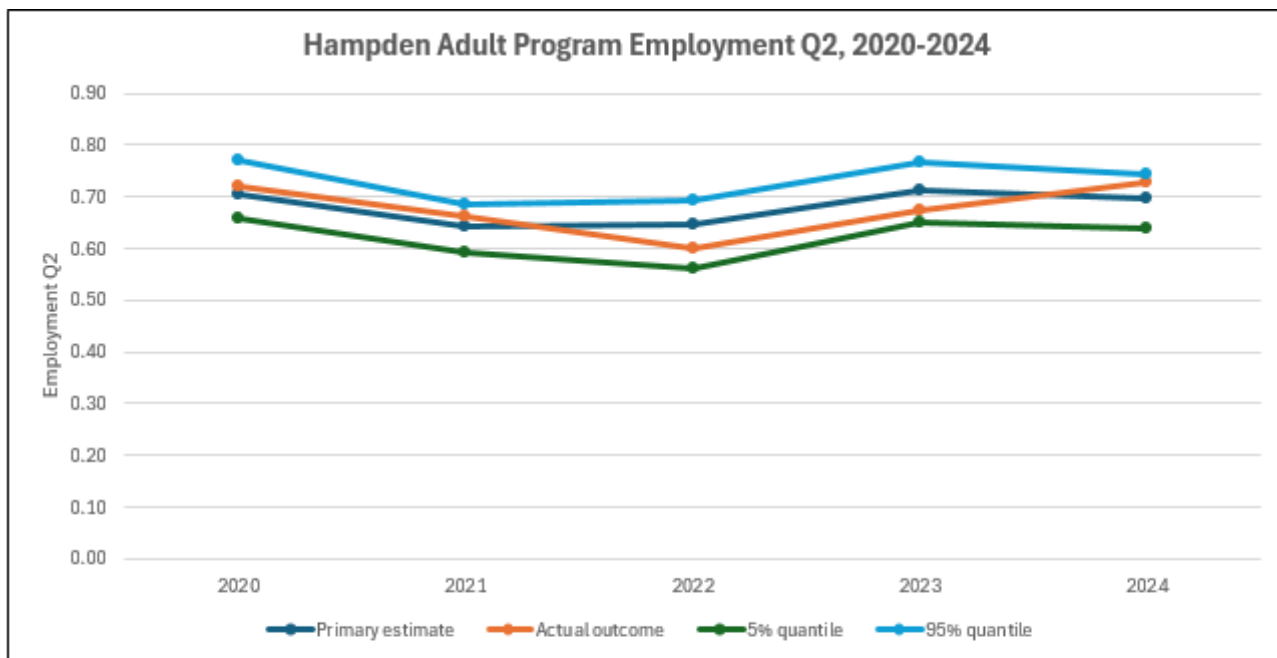
Predictive models were developed to estimate each local workforce area's future performance across WIOA target measures. The following parameters were used in the development:

- The output of these models is a predicted value of the designated outcome measure that a workforce area's program may achieve each year.
- 90 percent confidence intervals were also calculated to help quantify the uncertainty in each estimate. The wider the confidence interval, the less certain the estimate.
- Each model was trained on program participant data from FY2020-FY2024. Estimates are based on previous local workforce program outcomes, cohort demographics, and economic data.
- A model was created for each combination of the following programs and performance measures:

Programs	Measures
Adult, DW, Youth	Employment 2nd Quarter After Exit
	Employment 4th Quarter After Exit
	Median Earnings 2nd Quarter After Exit
	Credential Attainment Rate
	Measurable Skill Gains

The models were used in FY2024 during the negotiation process with the workforce areas to set their local area goals for FY2025. Target goals for the measures were estimated by the model and local workforce areas accepted those target goals or proposed goals different than those, based on justifications not considered by the model. In a few instances, where it was determined that the model did not have enough data to predict a valid outcome, the local workforce boards were given an option of using the state level goals for FY2025 for that measure.

A 5-year time series chart was produced for each workforce area for each performance indicator along with a data chart to help with the negotiation process:



	2020	2021	2022	2023	2024
Primary estimate	70.5%	64.3%	64.5%	71.3%	69.8%
Actual outcome	71.8%	66.2%	60.0%	67.2%	72.8%
5% quantile	65.9%	59.0%	56.2%	65.1%	63.9%
95% quantile	76.9%	68.7%	69.5%	76.8%	74.4%
Confidence interval	11.0%	9.6%	13.2%	11.7%	10.5%
Cohort denominator	252	210	115	195	265

The negotiation process for FY2025 was concluded successfully with all workforce boards. Once the program year (PY2024/FY2025) is concluded, MDCS will add the actual performance data from the program year to the model to get finalized adjusted levels of performance.

The final performance levels will allow local workforce areas to develop insights as shown 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?

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 157 surveys (2,619 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	81.1%
Met Expectations	77.8%
Comparison to Ideal	83.3%

Results from 204 surveys (2,509 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	83.3%
Met Expectations	80.0%
Comparison to Ideal	78.9%

D. Waivers

Massachusetts did not have any waivers in process during Program Year 2023.

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 2023, Massachusetts operated 2 National Health Emergency Opioid Disaster NDWG projects with a total funding of 3,431,059, providing reemployment services, including occupational training, to dislocated workers from multiple companies, and to individuals affected by the opioid crisis and lingering effects of COVID-19.

The table below summarizes NDWG projects operating from July 1, 2023, to June 30, 2024.

National Dislocated Worker Grant Projects Operating During PY2023				
NDWG/Project Name	MassHire Area - Local Operator	Award Amount	Planned Number of Participants	Companies
Greater New Bedford National Health Emergency Opioid Disaster DWG DW-36735-21-60-A-25 7/1/21-6/30/24	Greater New Bedford	\$2,386,337	140	Disaster: National Health Emergency

National Dislocated Worker Grant Projects Operating During PY2023				
NDWG/Project Name	MassHire Area - Local Operator	Award Amount	Planned Number of Participants	Companies
Berkshire National Health Emergency Opioid Disaster DWG DW-000024-23-60-A-23 9/19/23-9/30/25	Berkshire	\$1,044,722	50	Disaster: National Health Emergency

F. Registered Apprenticeships

Division of Apprentice Standards

The Division of Apprentice Standards (DAS) is Massachusetts’ state apprenticeship agency recognized by the U.S. Department of Labor Office of Apprenticeship that registers and oversees programs in Massachusetts. Massachusetts DAS is responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts.

USDOL Apprenticeship Grant Funding

In FY24, DAS was managing grants whose beginning balances totaled more than \$8M dollars. The overarching goals of these grants are to expand the registered apprenticeship model to non-traditional industries and diversify the apprentice pipeline – with the majority of DOL funding targeted at subgrantees who were awarded grants via competitive RFR processes.

As of FY24, grants administered by DAS in partnership with the Massachusetts Department of Career Services included: the State Apprenticeship Expansion Capacity Building Grant (SAE2020); the State Apprenticeship Expansion Equity and Innovation (SAEEI) grant; and the State Apprenticeship Expansion Formula (SAEF) grant. Funding for SAE2020 ends on June 30, 2025.

Apprenticeship Expansion in Massachusetts

In 2018, the Executive Office of Labor and Workforce Development published “Apprenticeship Expansion in Massachusetts: Strategic Plan.” This document summarized an effort to engage EOLWD partners and develop a set of recommendations intended to support the diversification and expansion of Registered Apprenticeship in the Commonwealth.

Since that time, the Executive Office of Labor and Workforce Development has taken several steps forward, including:

Recent Accomplishments

- Approving 44 new Registered Apprenticeship and Pre-Apprenticeship Programs in expansion industries in FY24
- Registering 818 Apprentices and Pre-Apprentices in expansion industries in FY24
- Increasing staffing and restructuring DAS operations to support Registered Apprenticeship.
- Record number of National Apprenticeship Week events in Massachusetts in 2023
- Expanding industries eligible for Registered Apprenticeship tax credits.
- Supporting statewide apprenticeship intermediary hubs in key expansion industries.
- Revitalizing the Massachusetts Apprenticeship Council.

- Leveraging an increase in state funding and combining that with DOL funding to award \$5 Million in Apprenticeship Expansion and Opportunity Grants for Registered Apprenticeship expansion in new sectors.
- Expansion of Apprenticeship Tax Credit eligibility in 2023 to include sectors beyond Healthcare, Technology and Manufacturing that are determined to be critical to the state’s varying regions with almost \$200,000 awarded to 16 employers
- Hired new Director, and first DAS General Counsel along with our first Apprenticeship Navigator to work on DEIA initiatives

Strategic Planning

With federal funding from the State Apprenticeship Expansion Formula (SAEF) Grants program, DAS undertook a rigorous, new strategic planning process in the spring of 2024 and developed the following three focus areas and accompanying goals:

1. Building Capacity
 - a. Review and redesign processes to deliver high-quality customer service and support
 - b. Build internal capacity and knowledge among new and existing staff members
 - c. Revamp apprenticeship registration system
2. Expanding Registered Apprenticeship
 - a. Cultivate and promote Registered Apprenticeship programs in expansion industries
 - b. Expand marketing and communication efforts
 - c. Create and strengthen partnerships that will build awareness and lead to expansion
 - d. Promote incentives for employers to establish Registered Apprenticeship programs
 - e. Expand Pre-Apprenticeship programs
3. Improving Quality.
 - a. Update state regulations to align with new USDOL rules and accommodate expansion needs
 - b. Expand DEIA initiatives
 - c. Increase peer collaboration related to Registered Apprenticeship

DOL-funded Apprenticeship Grants Awarded to EOLWD:

Grant name	Value	Anticipated outcomes	To date 9/30/24	Projected activity
Apprenticeship State Expansion Grant (ASE)	\$1,494,862.79	Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.	Successfully procured and stood up Statewide Manufacturing Apprenticeship Intermediary. Construction inclusion efforts including DEI resources. Sustained state manufacturing apprenticeship intermediary grant efforts through SAE2020 and state funding in	Grant successfully closed June 30, 2024. Served 755 participants (94% of goal) and completed foundational DEI work that will both continue and scale through SAEI and SAEF grant efforts.

			FY24.	
State Apprenticeship Expansion Capacity Building Grant (SAE2020)	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.	New programming in the following sectors: healthcare, life sciences, manufacturing, construction, and the care economy, among others. Completed database development for improved RAPIDS reporting; to date, Massachusetts is the ONLY state able to share apprenticeship data with USDOL via API integration. Developed new State Apprenticeship Agency Program Compliance services in alignment with USDOL standards. Launched MassHire Apprenticeship Subject Matter Expert pilot increasing number of local workforce boards participating to nine in total.	Maintain existing and establish new programs through \$1.5 M Apprenticeship Innovation Fund through the end of the term, June 30, 2024. Expand and scale Apprenticeship Subject Matter Expert pilot through the end of the term.

State Apprenticeship Expansion, Equity, and Innovation Grant (SAEEI)	\$3,999,999.00	500 apprentices will enroll in RAPs during the life of grant.	Programs in technology, construction, clean energy, manufacturing, and care economy. Creation of new pre-apprenticeship programs in construction focusing on inclusion of women, people of color, and returning citizens. New Accessibility Apprenticeship pilot launched for all sectors.	Increase the number of apprentices enrolled in RAPs, including from underrepresented populations, and implement DEI plan mostly accomplished through subgrantee process and funding some personnel costs. More than \$1 Million to be awarded in grants in FY25.
State Apprenticeship Expansion Formula Grant (SAEF)	\$920,638 Year 1 \$1,052,183 Year 2 (FY25)	Increase Division of Apprentice Standards' capacity to increase apprenticeship growth, inclusion, and quality.	Developed updated five-year strategic plan and marketing material, developing new registration system on a Salesforce platform	Continue registration system development and funding of phase two marketing plan and continued funding of some personnel functions.

G. Workforce Training Fund Program (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, in PY23, WTFP offered matching grants up to \$200,000 to offset costs of training workers. In PY23, 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 improve the competitiveness and productivity of thousands of businesses across the Commonwealth. The types of grants are described below:

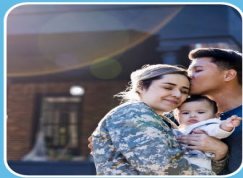
- General Program:** Businesses of any size are eligible to apply. (Intermediaries may lead to a consortium application.) In PY23, businesses could request up to \$200,000, for up to two years, to support training for their workforce. Grant funds must be matched with dollar-for-dollar. The match may be cash or in-kind (including wages paid to employees during training).

- Express Program:** Small businesses with 100 or fewer Massachusetts employees are eligible to apply for grants to cover training selected from a database of over 4,500 registered courses. In PY23, businesses could request receive up to \$20,000 per calendar year; the maximum payment per trainee, per course was \$3,000.

WTFP Summary for Program Year 2023			
	Trainees	Amount	Employers
General Program	11,403	\$19,900,116	200
Express Program	16,544	\$17,329,263	1,484
	27,947*	\$37,229,379	1,684*
*Includes some duplication in cases where employers participated in more than one grant/program during the program year.			

H. State Workforce Advisory Committee (SWAC)

The State Workforce Advisory Committee (SWAC) serves as the statewide coordinating committee for oversight of implementation of WIOA policies and principles across WIOA core programs and additional partner agencies. The SWAC includes the primary agencies that serve Massachusetts citizens who require or seek special services to assist them with training and finding employment. The SWAC meets regularly to coordinate their efforts toward their goals outlined below for the focused populations.



Veterans

- Launch an employment campaign for Veteran's** and build on the vision established by the newly created cabinet-level secretary for the Executive Office of Veterans Services and ongoing work with cities and towns via MassHire.



Persons with Disabilities

- Align Massachusetts Rehabilitation Commission (proposed rebrand: MassAbility) training efforts with existing sector strategies (WCTF):** Work with CommCorp to scale-up effective sector strategy models that successfully engage and boost employment for people with disabilities.
- Expand existing MDCS/ MRC training partnership (\$\$)** through MassHire aligned to targeted industries/ occupations.



Youth

- Support, scale, and align state programming for youth:**
 - Sync Work-Based Learning Plan and Signal Success curriculum
 - Coordinate business outreach across YW and Connecting Activities and STEM
 - Single state website for employers and youth for internships
 - Reimagine High Schools Campaign



Immigrants

- Immigration employment support:**
 - Increased resources for contextualized ESOL and work readiness
 - Create Statewide Re-credentialing Center
 - Create Statewide support for foreign-born post-secondary student retention
- Shelter Response** (MassHire Partnership + shelter provider + ESOL partner)



Workers 55+

- MassHire and EOE partner to create employer messaging campaign to educate employers about the benefits of hiring older workers and partner with MassHire to identify employment positions for mature workers.



Low-Income (TANF/SNAP)

- Provide work opportunities and training to TANF and SNAP clients through MassHire Work Participation program funded by DTA to MassHire, especially for individuals with TANF work requirements reinstated in Fall 2023.



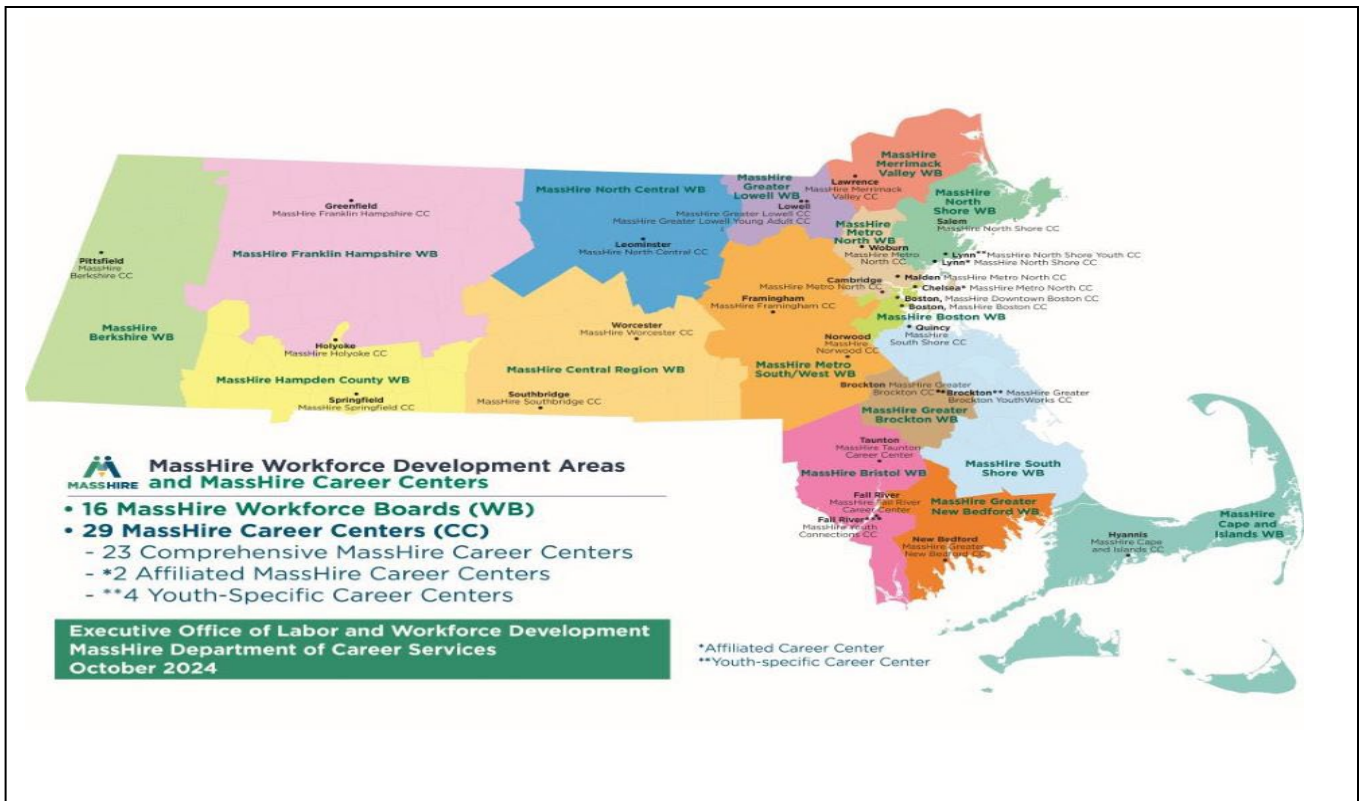
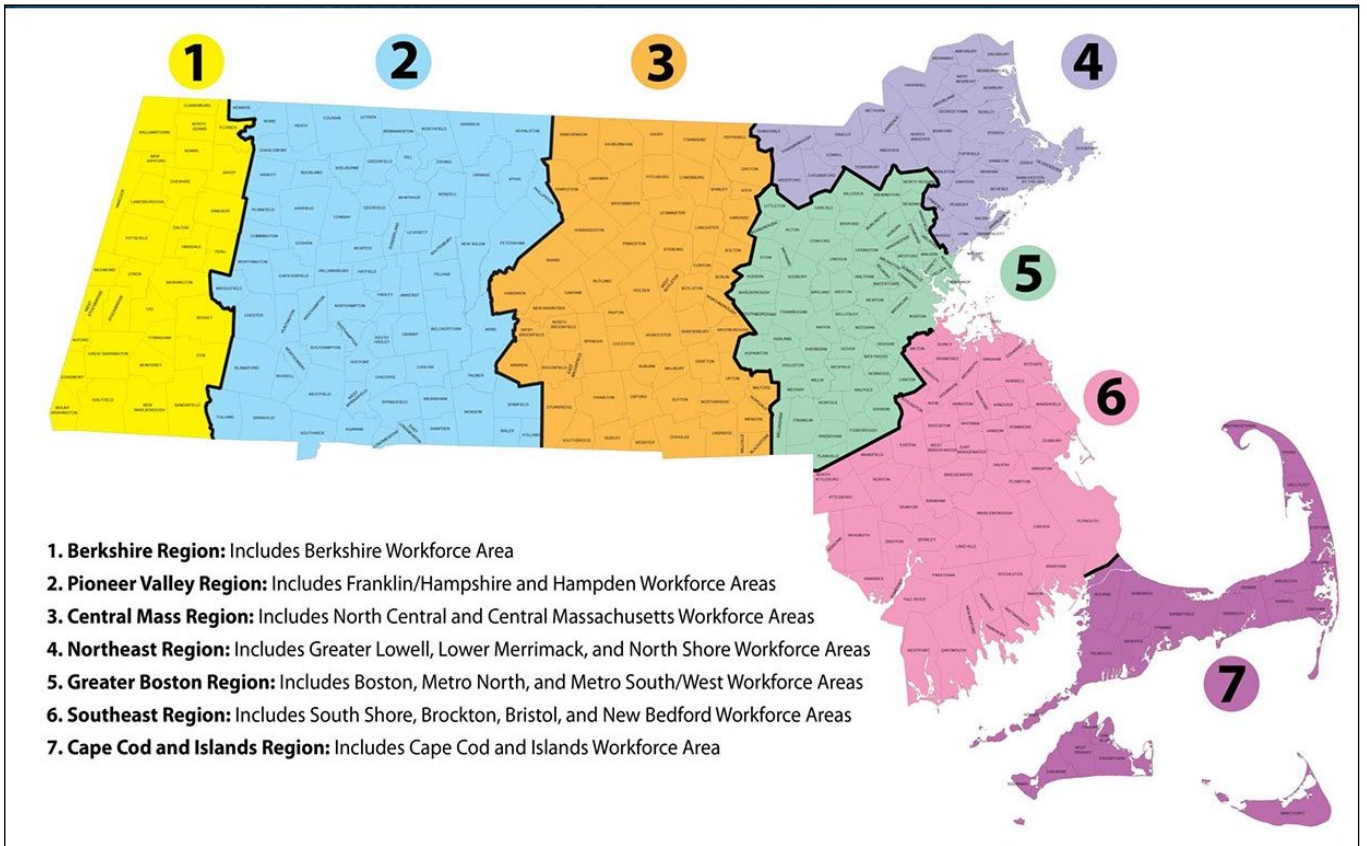
Returning Citizens

- Partner with EOPSS to build a statewide strategy to achieve employment goals and align state EOLWD/ CommCorp Reentry contracting to a statewide strategy.

The membership of the SWAC includes:

- Adult and Community Learning Services
- Commonwealth Corporation
- Department of Youth Services
- Department of Transitional Assistance
- Division of Apprenticeship Standards
- Department of Corrections
- Department of Youth Services
- Executive Office of Education
- SCSEP
- Job Corps
- Massachusetts Commission for the Blind
- MassAbility
- MassHire Department of Career Services
- Massachusetts Workforce Association
- Operation ABLE
- The Center for Workforce Inclusion
- Youth Build
- Other Partners

Massachusetts Workforce Regions and MassHire Career Centers



I. MassHire JobQuest Virtual Pathway

The screenshot shows the top section of the MassHire JobQuest website. At the top left is the logo "MASSHIRE JobQuest". Below it is a yellow navigation bar with "ALERTS" and "Important Updates". A security notice and a federal law disclaimer are displayed in a light yellow box. The main content area has a dark blue background with the title "MassHire Virtual Pathway" and the sub-header "Plan, Act, Get to Work!". A graphic of a winding road with green location pins marks the steps: REGISTER, SEMINAR, RESUME, WORKSHOPS, PLAN, and JOB SEARCH, leading to a yellow starburst labeled "JOB!". A "REGISTER NOW" button is located at the bottom left of the main content area.

The enhancements to the MassHire JobQuest application for jobseekers are fully mobile, featuring a personal dashboard, a structured Career Action Plan for RESEA claimants, targeted job matching, access to on-demand videos, and other improved features. Work on the comparable upgrade for employers has been completed, providing employers enhanced management and control of their accounts, an improved employer dashboard, and quick links on their new home page. New features include a streamlined job posting process and the facility for employers to easily reach candidates matching their requirements. Job seekers also find that they can apply to jobs more easily. *This project was supported through a National Dislocated Worker Grant.*

The screenshot shows the top section of the MassHire JobQuest website for employers. At the top left is the logo "MASSHIRE JobQuest for Employers". The main content area has a green background with the title "Hire Qualified Candidates" and the sub-header "Search, Save & Track". A photograph of a worker in a yellow hard hat and blue overalls is on the right. A "FIND CANDIDATES" button is located at the bottom left of the main content area.

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 adopted virtual services as one of the ways we can meet the needs of our customers. We have received an increased number of Worker Adjustment and Retraining Notification (WARN) notices since COVID. The MassHire Rapid Response team served 266 companies experiencing closings, layoffs, and furloughs affecting 15,789 employees in FY24. The companies served by MassHire Rapid Response in FY24 were centered in the following industrial sectors: retail trade (29%), manufacturing (21%), professional scientific & technical services (13%), healthcare and social assistance (9%), accommodation and food services (8%), finance & Insurance (5%), transportation & warehousing (5%), arts, entertainment & recreation (2%), wholesale (2%), and miscellaneous – sectors less than 2% each (6%).

Minority Business Outreach and Engagement Business Program

Beginning in 2019, the Rapid Response Team emphasized the need for outreach exceeding 4,000 minority businesses identified in Dun & Bradstreet Econovue, and these efforts continue into 2024. Team members attended and presented at 249 events across the Commonwealth including the Black Minority Massachusetts Council, Black Economic Council of Massachusetts, El Mundo, Berkshire Black Economic Council, Latin American Business Organization, LGBTQ+ Massachusetts Chamber of Commerce, Veterans, Women and the Chinese Progressive Association. Rapid Response continues to reach out and engage with these minority businesses in the coming months and next year.

MassHire Rapid Response Disaster Assistance

The Rapid Response team responded to several disasters, including severe flooding in Leominster, North Andover and North Attleboro, fires affecting several businesses and an explosion at a company in Newburyport which unfortunately claimed the life of one of the employees of the company and it affected 88 other employees. In response to the flooding, 33 companies were contacted and connected with additional resources to help their businesses recover after severe losses.

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 FY24 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 works in collaboration with the Department of Unemployment Assistance’s WorkShare Program staff participating in the program.

MassHire BizWorks Program

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.

MassHire BizWorks provided training to other business service professionals across the state by presenting 26 MassHire BizWorks Mini Clinics with 205 attendees.

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 <https://www.mass.gov/doc/masshire-bizworks-resource-guide>.

Effectiveness in Serving Employers

Massachusetts selected the approaches for the WIOA Partners shown in the table below for federal performance reporting. This measure is no longer tentative and will be used by all states.

Measure	Numerator	Rate PY 2023
	Denominator	
Retention rate with same employer in the Second and Fourth quarters after exit	38,561	72.2%
	53,434	

Source: PY2023 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.

The Commonwealth of MA was selected by Google to continue the GwG program as MassHire surpassed expectations with the most successful GwG certificate completions.

NASWA is no longer a partner, and MDCS re-launched the program through a partnership with Google and Coursera. The program runs from May 1, 2024, to January 25, 2025. The 1,000 scholarships are offered for the following courses: Data Analytics, Advanced Data Analytics, IT Support, Project Management, User Experience (UX) Design, IT Automation with Python, Digital Marketing & E-Commerce, Business Intelligence, and Cybersecurity.

At the end of the training, completers can connect with top employers that are currently hiring. The Grow with Google program is now scheduled to sunset in January 2025. Massachusetts has 361 individuals taking advantage of this training opportunity, and as of May 2024 has seen 31 completions, among the highest participating in the program across the country.

Appendix A

Performance for MassHire Workforce Areas Program Year 2023/Fiscal Year 2024

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 Second Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the Second 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 second quarter after exit.

Employment Rate Fourth Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the fourth 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 fourth quarter after exit.

Median Earnings Fourth Quarter After Exit:

The median earnings of participants who are in unsubsidized employment in the second 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 forms of progress towards such a credential or employment.

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%.

Effectiveness in Serving Employers - Employer Retention:

The percentage of participants who are employed in both the second and fourth quarters after exit with the same employer. *Refer to the table on page 20 for the PY23 data for this measure.*

Massachusetts WIOA Performance Program Year 2023/Fiscal Year 2024

Massachusetts				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	72.0%	91.2%
	Q4 Entered Employment	78.0%	70.9%	90.8%
	Q2 Median Wage	\$6,400	\$8,283	129.4%
	Credential Attainment	73.5%	62.9%	85.5%
	Measurable Skill Gain	40.0%	57.1%	142.7%
Title 1 Dislocated Worker	Q2 Entered Employment	83.0%	74.4%	89.6%
	Q4 Entered Employment	83.0%	74.0%	89.2%
	Q2 Median Wage	\$10,500	\$12,012	114.4%
	Credential Attainment	71.5%	66.3%	92.7%
	Measurable Skill Gain	45.5%	63.7%	139.9%
Title I Youth	Q2 Entered Employment	75.0%	73.7%	98.2%
	Q4 Entered Employment	72.0%	70.4%	97.8%
	Q2 Median Wage	\$3,700	\$4,730	127.8%
	Credential Attainment	65.0%	61.9%	95.3%
	Measurable Skill Gain	45.0%	58.3%	129.6%
Wagner-Peyser	Q2 Entered Employment	63.0%	64.4%	102.3%
	Q4 Entered Employment	65.0%	66.1%	101.7%
	Q2 Median Wage	\$8,100	\$10,746	132.7%

USDOL/ETA Measures State-Level Performance by the rules shown below:

- *Any single Individual Indicator Score for any single core program falls below 50 percent of the adjusted level of performance.*
- *The Overall State Program Score falls below 90 percent for that single core program; or (e.g., average of all Title I Adult measures percent of goal < 90%)*
- *The Overall State Indicator Score falls below 90 percent for that single measure. (e.g., average of all statewide Q2 Entered Employment percent of goal < 90%)*

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Berkshire Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	78.0%	72.2%	92.6%
	Q4 Entered Employment	76.0%	77.8%	102.3%
	Q2 Median Wage	\$6,000	\$7,080	118.0%
	Credential Attainment	67.0%	69.2%	103.3%
	Measurable Skill Gain	40.0%	68.2%	170.5%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	61.5%	74.1%
	Q4 Entered Employment	83.0%	76.5%	92.1%
	Q2 Median Wage	\$10,500	\$13,905	132.4%
	Credential Attainment	71.5%	85.7%	119.9%
	Measurable Skill Gain	45.5%	92.9%	204.1%
Title I Youth	Q2 Entered Employment	72.0%	77.3%	107.3%
	Q4 Entered Employment	72.0%	75.9%	105.4%
	Q2 Median Wage	\$3,500	\$4,358	124.5%
	Credential Attainment	63.0%	54.5%	86.6%
	Measurable Skill Gain	45.0%	79.5%	176.6%
Wagner-Peyser	Q2 Entered Employment	63.0%	64.5%	102.4%
	Q4 Entered Employment	65.0%	62.3%	95.8%
	Q2 Median Wage	\$8,100	\$8,040	99.3%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Boston Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	73.1%	92.5%
	Q4 Entered Employment	78.0%	74.7%	95.8%
	Q2 Median Wage	\$6,400	\$9,779	152.8%
	Credential Attainment	73.5%	67.2%	91.4%
	Measurable Skill Gain	40.0%	47.7%	119.1%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	82.7%	99.6%
	Q4 Entered Employment	83.0%	72.3%	87.1%
	Q2 Median Wage	\$10,500	\$11,755	112.0%
	Credential Attainment	71.5%	66.0%	92.3%
	Measurable Skill Gain	45.5%	63.0%	138.4%
Title I Youth	Q2 Entered Employment	75.0%	72.5%	96.7%
	Q4 Entered Employment	72.0%	65.2%	90.6%
	Q2 Median Wage	\$3,700	\$4,216	113.9%
	Credential Attainment	62.5%	40.0%	64.0%
	Measurable Skill Gain	40.0%	54.3%	135.9%
Wagner-Peyser	Q2 Entered Employment	63.0%	64.0%	101.6%
	Q4 Entered Employment	65.0%	66.1%	101.7%
	Q2 Median Wage	\$8,100	\$10,868	134.2%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Bristol Workforce Area				
<i>Program Year 2023/Fiscal Year 2024</i>				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	77.1%	97.6%
	Q4 Entered Employment	78.0%	82.1%	105.2%
	Q2 Median Wage	\$6,400	\$8,705	136.0%
	Credential Attainment	73.5%	70.4%	95.7%
	Measurable Skill Gain	40.0%	88.2%	220.6%
Title I Dislocated Worker	Q2 Entered Employment	82.0%	73.3%	89.4%
	Q4 Entered Employment	82.0%	66.2%	80.7%
	Q2 Median Wage	\$10,500	\$12,617	120.2%
	Credential Attainment	71.5%	74.1%	103.6%
	Measurable Skill Gain	45.5%	88.9%	195.4%
Title I Youth	Q2 Entered Employment	71.0%	66.7%	93.9%
	Q4 Entered Employment	68.0%	68.4%	100.6%
	Q2 Median Wage	\$3,700	\$7,718	208.6%
	Credential Attainment	63.0%	57.9%	91.9%
	Measurable Skill Gain	44.0%	94.4%	214.6%
Wagner-Peyser	Q2 Entered Employment	63.0%	65.4%	103.9%
	Q4 Entered Employment	65.0%	67.8%	104.3%
	Q2 Median Wage	\$8,100	\$10,078	124.4%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Brockton Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	61.1%	77.4%
	Q4 Entered Employment	78.0%	59.3%	76.0%
	Q2 Median Wage	\$6,400	\$6,792	106.1%
	Credential Attainment	73.5%	45.7%	62.1%
	Measurable Skill Gain	40.0%	35.1%	87.8%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	80.9%	97.4%
	Q4 Entered Employment	83.0%	68.5%	82.5%
	Q2 Median Wage	\$10,500	\$12,896	122.8%
	Credential Attainment	71.5%	49.3%	68.9%
	Measurable Skill Gain	45.5%	71.1%	156.3%
Title I Youth	Q2 Entered Employment	75.0%	70.9%	94.5%
	Q4 Entered Employment	72.0%	76.2%	105.8%
	Q2 Median Wage	\$3,700	\$3,876	104.8%
	Credential Attainment	65.0%	75.0%	115.4%
	Measurable Skill Gain	45.0%	0.0%	0.0%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.4%	105.4%
	Q4 Entered Employment	65.0%	68.2%	105.0%
	Q2 Median Wage	\$8,100	\$10,944	135.1%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Cape and Islands Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	85.7%	108.5%
	Q4 Entered Employment	78.0%	64.3%	82.4%
	Q2 Median Wage	\$6,400	\$7,249	113.3%
	Credential Attainment	73.5%	40.0%	54.4%
	Measurable Skill Gain	40.0%	77.8%	194.4%
4Title I Dislocated Worker	Q2 Entered Employment	83.0%	76.5%	92.1%
	Q4 Entered Employment	83.0%	74.4%	89.6%
	Q2 Median Wage	\$10,500	\$14,077	134.1%
	Credential Attainment	71.5%	69.6%	97.3%
	Measurable Skill Gain	45.5%	77.1%	169.5%
Title I Youth	Q2 Entered Employment	75.0%	83.3%	111.1%
	Q4 Entered Employment	72.0%	63.2%	87.7%
	Q2 Median Wage	\$3,700	\$4,464	120.6%
	Credential Attainment	65.0%	52.9%	81.4%
	Measurable Skill Gain	45.0%	42.6%	94.7%
Wagner-Peyser	Q2 Entered Employment	63.0%	63.1%	100.2%
	Q4 Entered Employment	65.0%	62.6%	96.3%
	Q2 Median Wage	\$8,100	\$10,089	124.6%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Central Region Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	76.6%	97.0%
	Q4 Entered Employment	78.0%	82.1%	105.2%
	Q2 Median Wage	\$6,400	\$10,323	161.3%
	Credential Attainment	73.5%	67.6%	91.9%
	Measurable Skill Gain	40.0%	74.7%	186.9%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	73.3%	88.4%
	Q4 Entered Employment	83.0%	92.9%	111.9%
	Q2 Median Wage	\$10,500	\$11,258	107.2%
	Credential Attainment	71.5%	70.3%	98.3%
	Measurable Skill Gain	45.5%	67.3%	147.9%
Title I Youth	Q2 Entered Employment	75.0%	79.2%	105.6%
	Q4 Entered Employment	72.0%	72.1%	100.1%
	Q2 Median Wage	\$3,700	\$5,505	148.8%
	Credential Attainment	65.0%	80.9%	124.4%
	Measurable Skill Gain	45.0%	60.0%	133.3%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.5%	105.6%
	Q4 Entered Employment	65.0%	69.5%	106.9%
	Q2 Median Wage	\$8,100	\$10,807	133.4%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Franklin-Hampshire Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	76.9%	97.4%
	Q4 Entered Employment	78.0%	63.6%	81.6%
	Q2 Median Wage	\$6,400	\$7,624	119.1%
	Credential Attainment	73.5%	63.0%	85.7%
	Measurable Skill Gain	40.0%	66.7%	166.7%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	63.2%	76.1%
	Q4 Entered Employment	83.0%	64.3%	77.5%
	Q2 Median Wage	\$10,500	\$10,990	104.7%
	Credential Attainment	71.5%	62.5%	87.4%
	Measurable Skill Gain	45.5%	73.9%	162.4%
Title I Youth	Q2 Entered Employment	75.0%	69.2%	92.3%
	Q4 Entered Employment	72.0%	66.7%	92.6%
	Q2 Median Wage	\$3,700	\$6,077	164.3%
	Credential Attainment	65.0%	42.9%	65.9%
	Measurable Skill Gain	45.0%	0.0%	0.0%
Wagner-Peyser	Q2 Entered Employment	63.0%	63.6%	100.9%
	Q4 Entered Employment	65.0%	66.8%	102.8%
	Q2 Median Wage	\$8,100	\$9,379	115.8%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Greater Lowell Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	67.7%	85.7%
	Q4 Entered Employment	78.0%	69.0%	88.4%
	Q2 Median Wage	\$6,400	\$7,993	124.9%
	Credential Attainment	73.5%	80.8%	109.9%
	Measurable Skill Gain	40.0%	85.7%	214.3%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	72.1%	86.9%
	Q4 Entered Employment	83.0%	79.8%	96.2%
	Q2 Median Wage	\$10,500	\$13,959	132.9%
	Credential Attainment	71.5%	86.0%	120.2%
	Measurable Skill Gain	45.5%	85.9%	188.7%
Title I Youth	Q2 Entered Employment	75.0%	79.4%	105.9%
	Q4 Entered Employment	72.0%	74.4%	103.4%
	Q2 Median Wage	\$3,700	\$5,771	156.0%
	Credential Attainment	65.0%	69.8%	107.3%
	Measurable Skill Gain	45.0%	57.6%	128.1%
Wagner-Peyser	Q2 Entered Employment	63.0%	63.1%	100.1%
	Q4 Entered Employment	65.0%	65.9%	101.5%
	Q2 Median Wage	\$8,100	\$10,466	129.2%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Greater New Bedford Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	68.4%	86.5%
	Q4 Entered Employment	78.0%	66.7%	85.5%
	Q2 Median Wage	\$6,400	\$8,353	130.5%
	Credential Attainment	73.5%	72.4%	98.5%
	Measurable Skill Gain	40.0%	35.6%	89.1%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	75.4%	90.9%
	Q4 Entered Employment	83.0%	70.8%	85.3%
	Q2 Median Wage	\$10,500	\$12,692	120.9%
	Credential Attainment	71.5%	67.9%	94.9%
	Measurable Skill Gain	45.5%	50.9%	111.8%
Title I Youth	Q2 Entered Employment	75.0%	46.7%	62.2%
	Q4 Entered Employment	72.0%	37.5%	52.1%
	Q2 Median Wage	\$3,700	\$2,356	63.7%
	Credential Attainment	65.0%	27.3%	42.0%
	Measurable Skill Gain	45.0%	48.4%	107.5%
Wagner-Peyser	Q2 Entered Employment	63.0%	62.6%	99.3%
	Q4 Entered Employment	65.0%	65.1%	100.2%
	Q2 Median Wage	\$8,100	\$9,108	112.4%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Hampden County Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	77.0%	72.8%	94.6%
	Q4 Entered Employment	76.5%	71.5%	93.5%
	Q2 Median Wage	\$6,400	\$8,211	128.3%
	Credential Attainment	71.5%	67.8%	94.8%
	Measurable Skill Gain	40.0%	65.5%	163.8%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	70.2%	84.6%
	Q4 Entered Employment	80.0%	80.5%	100.6%
	Q2 Median Wage	\$10,500	\$13,808	131.5%
	Credential Attainment	63.0%	62.2%	98.7%
	Measurable Skill Gain	45.5%	65.0%	142.9%
Title I Youth	Q2 Entered Employment	75.0%	79.9%	106.5%
	Q4 Entered Employment	72.0%	75.4%	104.7%
	Q2 Median Wage	\$3,700	\$3,757	101.5%
	Credential Attainment	65.0%	84.5%	130.0%
	Measurable Skill Gain	45.0%	64.9%	144.2%
Wagner-Peyser	Q2 Entered Employment	63.0%	58.4%	92.7%
	Q4 Entered Employment	65.0%	58.1%	89.3%
	Q2 Median Wage	\$8,100	\$7,825	96.6%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Merrimack Valley Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	76.7%	97.1%
	Q4 Entered Employment	78.0%	87.5%	112.2%
	Q2 Median Wage	\$6,400	\$8,723	136.3%
	Credential Attainment	73.5%	48.4%	65.8%
	Measurable Skill Gain	40.0%	43.3%	108.3%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	77.3%	93.1%
	Q4 Entered Employment	83.0%	71.0%	85.5%
	Q2 Median Wage	\$10,500	\$13,066	124.4%
	Credential Attainment	71.5%	47.7%	66.8%
	Measurable Skill Gain	45.5%	49.4%	108.5%
Title I Youth	Q2 Entered Employment	75.0%	91.7%	122.2%
	Q4 Entered Employment	72.0%	81.8%	113.6%
	Q2 Median Wage	\$3,700	\$6,687	180.7%
	Credential Attainment	65.0%	81.8%	125.9%
	Measurable Skill Gain	45.0%	13.3%	29.6%
Wagner-Peyser	Q2 Entered Employment	63.0%	69.1%	109.6%
	Q4 Entered Employment	65.0%	69.9%	107.6%
	Q2 Median Wage	\$8,100	\$11,046	136.4%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Metro North Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	64.4%	81.6%
	Q4 Entered Employment	78.0%	64.2%	82.2%
	Q2 Median Wage	\$6,400	\$8,636	134.9%
	Credential Attainment	73.5%	57.1%	77.7%
	Measurable Skill Gain	40.0%	57.1%	142.9%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	100.0%	120.5%
	Q4 Entered Employment	83.0%	69.2%	83.4%
	Q2 Median Wage	\$10,500	\$19,576	186.4%
	Credential Attainment	71.5%	64.0%	89.5%
	Measurable Skill Gain	45.5%	53.8%	118.2%
Title I Youth	Q2 Entered Employment	75.0%	93.3%	124.4%
	Q4 Entered Employment	72.0%	79.5%	110.4%
	Q2 Median Wage	\$3,700	\$3,883	104.9%
	Credential Attainment	65.0%	33.3%	51.3%
	Measurable Skill Gain	45.0%	54.0%	120.0%
Wagner-Peyser	Q2 Entered Employment	63.0%	65.7%	104.4%
	Q4 Entered Employment	65.0%	69.1%	106.3%
	Q2 Median Wage	\$8,100	\$15,476	191.1%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire Metro South/West Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	78.6%	99.5%
	Q4 Entered Employment	78.0%	75.0%	96.2%
	Q2 Median Wage	\$6,400	\$11,141	174.1%
	Credential Attainment	73.5%	57.1%	77.7%
	Measurable Skill Gain	40.0%	46.9%	117.2%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	75.9%	91.5%
	Q4 Entered Employment	83.0%	75.0%	90.4%
	Q2 Median Wage	\$10,500	\$15,013	143.0%
	Credential Attainment	71.5%	70.0%	97.9%
	Measurable Skill Gain	45.5%	60.5%	133.0%
Title I Youth	Q2 Entered Employment	75.0%	73.9%	98.6%
	Q4 Entered Employment	72.0%	79.2%	110.0%
	Q2 Median Wage	\$3,700	\$6,480	175.1%
	Credential Attainment	65.0%	60.0%	92.3%
	Measurable Skill Gain	45.0%	63.8%	141.7%
Wagner- Peyser	Q2 Entered Employment	63.0%	65.8%	104.5%
	Q4 Entered Employment	65.0%	68.8%	105.8%
	Q2 Median Wage	\$8,100	\$15,664	193.4%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire North Central Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	66.7%	84.4%
	Q4 Entered Employment	78.0%	100.0%	128.2%
	Q2 Median Wage	\$6,400	\$8,215	128.4%
	Credential Attainment	73.5%	0.0%	0.0%
	Measurable Skill Gain	40.0%	100.0%	250.0%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	61.3%	73.8%
	Q4 Entered Employment	83.0%	83.3%	100.4%
	Q2 Median Wage	\$10,500	\$17,156	163.4%
	Credential Attainment	71.5%	73.7%	103.1%
	Measurable Skill Gain	45.5%	73.1%	160.6%
Title I Youth	Q2 Entered Employment	75.0%	76.9%	102.6%
	Q4 Entered Employment	72.0%	76.2%	105.8%
	Q2 Median Wage	\$3,700	\$4,132	111.7%
	Credential Attainment	65.0%	100.0%	153.8%
	Measurable Skill Gain	45.0%	70.3%	156.2%
Wagner-Peyser	Q2 Entered Employment	63.0%	68.0%	107.9%
	Q4 Entered Employment	65.0%	71.5%	110.0%
	Q2 Median Wage	\$8,100	\$12,290	151.7%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire North Shore Workforce Area				
Program Year 2023/ Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	52.9%	67.0%
	Q4 Entered Employment	78.0%	43.8%	56.1%
	Q2 Median Wage	\$6,400	\$5,734	89.6%
	Credential Attainment	73.5%	68.8%	93.5%
	Measurable Skill Gain	40.0%	39.0%	97.6%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	80.9%	97.4%
	Q4 Entered Employment	83.0%	66.7%	80.3%
	Q2 Median Wage	\$10,500	\$10,524	100.2%
	Credential Attainment	71.5%	75.6%	105.7%
	Measurable Skill Gain	45.5%	41.2%	90.5%
Title I Youth	Q2 Entered Employment	75.0%	87.5%	116.7%
	Q4 Entered Employment	72.0%	65.2%	90.6%
	Q2 Median Wage	\$3,700	\$4,173	112.8%
	Credential Attainment	65.0%	43.5%	66.9%
	Measurable Skill Gain	45.0%	61.8%	137.3%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.6%	105.8%
	Q4 Entered Employment	65.0%	68.3%	105.1%
	Q2 Median Wage	\$8,100	\$11,965	147.7%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance Program Year 2023/Fiscal Year 2024

MassHire South Shore Workforce Area				
Program Year 2023/Fiscal Year 2024				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	79.0%	78.9%	99.8%
	Q4 Entered Employment	78.0%	73.9%	94.8%
	Q2 Median Wage	\$6,400	\$7,314	114.3%
	Credential Attainment	73.5%	35.0%	47.6%
	Measurable Skill Gain	40.0%	42.9%	107.1%
Title I Dislocated Worker	Q2 Entered Employment	82.0%	79.7%	97.2%
	Q4 Entered Employment	83.0%	72.3%	87.1%
	Q2 Median Wage	\$9,600	\$10,749	112.0%
	Credential Attainment	71.5%	59.6%	83.3%
	Measurable Skill Gain	45.5%	57.8%	127.0%
Title I Youth	Q2 Entered Employment	75.0%	47.2%	63.0%
	Q4 Entered Employment	72.0%	60.0%	83.3%
	Q2 Median Wage	\$3,700	\$4,262	115.2%
	Credential Attainment	65.0%	50.0%	76.9%
	Measurable Skill Gain	45.0%	59.3%	131.7%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.0%	104.7%
	Q4 Entered Employment	65.0%	67.9%	104.5%
	Q2 Median Wage	\$8,100	\$12,461	153.8%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

