



Annual Report Program Year 2019

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

Submitted by the Commonwealth of Massachusetts
to the U.S. Department of Labor Employment and Training Administration
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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 29 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 WIOA partner agencies to ensure coordinated delivery of information and services throughout the Commonwealth.

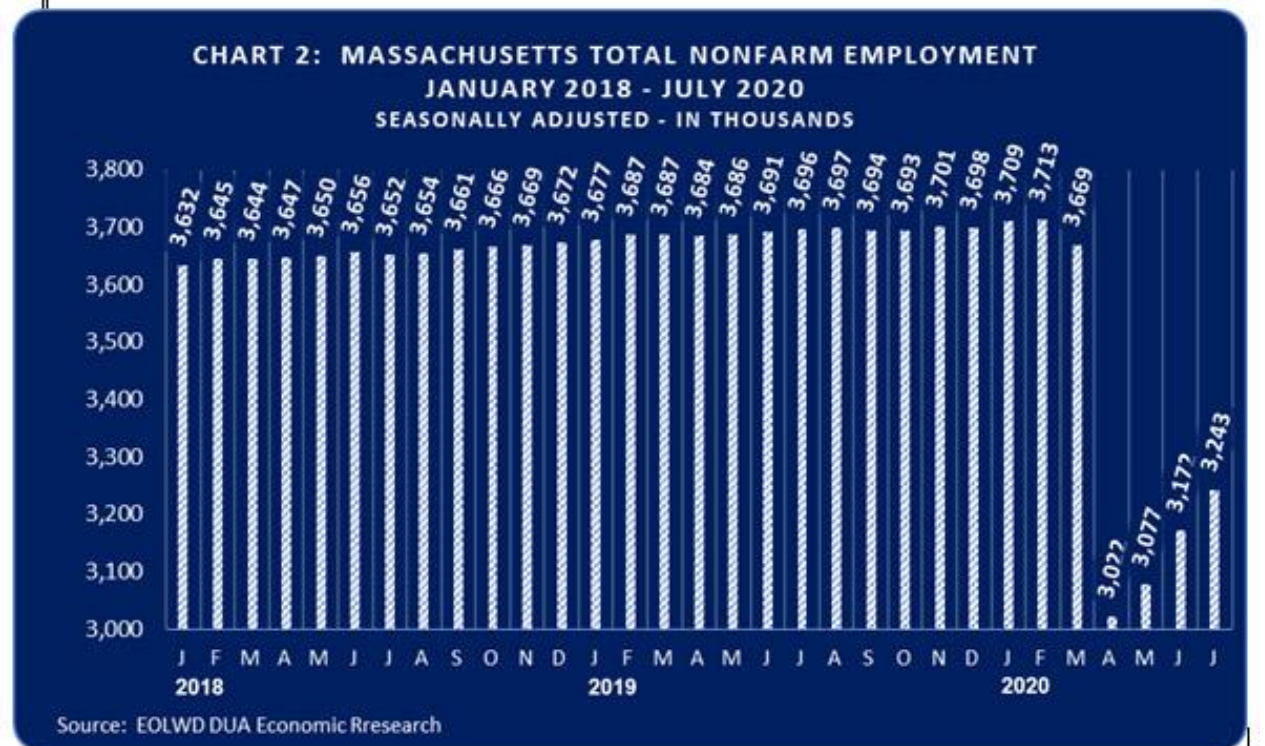
A. PY2019 Summary of Statewide Program Performance

State performance goals for Program Year 2019 (July 1, 2019 to June 30, 2020) 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. PY2019 performance covers adults, dislocated workers, and youth who exited these programs between January 2018 and June 2019, and job seekers who received services through June 2020.

The four 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, and credential attainment—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 5). 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 measurable skill gain for Title I for those who received training services.

Participants in the reporting groups, who exited program services between January 2018 and June 2019, encountered a very positive economic climate as shown in the charts below. The significant decline in the economy that began in April 2020 owing to the COVID-19 pandemic also is evident in the charts below. However, the effects of the pandemic on performance outcomes will not be seen until PY2020 reporting.

Charts 1 and 2 below show the unemployment rates and nonfarm employment levels for Massachusetts for the period from January 2018 through July 2020. Over most of this period the unemployment rate remained low, declining from 3.6% in January 2018 to 2.8% in March 2020, however it rose sharply to 16.2% in April 2020. Following the same pattern, employment expanded between January 2018 and February 2020, but dropped back in March and declined sharply in April reflecting the pandemic caused downturn.



Charts 1 and 2 below provide the unemployment rates and nonfarm employment levels for Massachusetts for the period from January 2018 through July 2020 that are represented graphically above.

**Chart 1: Massachusetts Unemployment Rates
January 2018–July 2020 Seasonally Adjusted**

2018	Jan	3.6%		2019	Jan	3.1%		2020	Jan	2.8%
2018	Feb	3.5%		2019	Feb	3.1%		2020	Feb	2.8%
2018	Mar	3.5%		2019	Mar	3.0%		2020	Mar	2.8%
2018	Apr	3.5%		2019	Apr	3.0%		2020	Apr	16.2%
2018	May	3.4%		2019	May	2.9%		2020	May	16.6%
2018	Jun	3.4%		2019	Jun	2.9%		2020	Jun	17.7%
2018	Jul	3.3%		2019	Jul	2.9%		2020	Jul	16.2%
2018	Aug	3.3%		2019	Aug	2.8%				
2018	Sep	3.3%		2019	Sep	2.8%				
2018	Oct	3.2%		2019	Oct	2.8%				
2017	Nov	3.2%		2019	Nov	2.8%				
2018	Dec	3.1%		2019	Dec	2.8%				

Source: EOLWD DUA Economic Research

**Chart 2: Massachusetts Total Nonfarm Employment
January 2018–July 2020 Seasonally Adjusted**

2018	Jan	3,631,900		2019	Jan	3,676,800		2020	Jan	3,709,000
2018	Feb	3,645,200		2019	Feb	3,686,600		2020	Feb	3,712,600
2018	Mar	3,644,000		2019	Mar	3,686,700		2020	Mar	3,668,800
2018	Apr	3,646,900		2019	Apr	3,683,800		2020	Apr	3,022,100
2018	May	3,650,100		2019	May	3,685,700		2020	May	3,077,100
2018	Jun	3,656,000		2019	Jun	3,690,600		2020	Jun	3,171,700
2018	Jul	3,652,200		2019	Jul	3,696,400		2020	Jul	3,242,600
2018	Aug	3,653,500		2019	Aug	3,697,400				
2018	Sep	3,660,900		2019	Sep	3,693,800				
2018	Oct	3,666,000		2019	Oct	3,693,100				
2018	Nov	3,668,700		2019	Nov	3,701,100				
2018	Dec	3,672,300		2019	Dec	3,698,400				

Source: EOLWD DUA Economic Research

Program Year 2019 State Performance

Tables 1-4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2019 to the Employment and Training Administration. State performance goals are negotiated annually with DOLETA. Definitions of each measure are provided in Appendix A at the end of this report. A state level percent of goal below 50% is a fail.

Table 1: Title I Adult Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.5%	77.1%	89.2%
Employment Rate Q4	78.0%	76.2%	97.7%
Median Earnings Q2	\$5,300	\$6,655	125.6%
Credential Attainment	72.0%	72.6%	100.8%
Measurable Skill Gain	*	44.3%	*

Table 2: Title I Dislocated Worker Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.0%	81.7%	95.0%
Employment Rate Q4	85.0%	80.4%	94.6%
Median Earnings Q2	\$7,800	\$10,984	140.8%
Credential Attainment	62.0%	75.7%	122.1%
Measurable Skill Gain	*	42.2%	*

Table 3: Title I Youth Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment/Education Rate Q2	81.0%	71.7%	88.5%
Employment/Education Rate Q4	73.5%	70.4%	95.8%
Median Earnings Q2	*	\$3,486	*
Credential Attainment	70.5%	64.5%	91.5%
Measurable Skill Gain	*	24.9%	*

Table 4: Title III Wagner-Peyser Employment Service

Measure	Negotiated goal	Actual performance	Percent of goal
Employment Rate Q2	64.5%	66.3%	102.8%
Employment Rate Q4	64.0%	68.4%	106.9%
Median Earnings Q2	\$6,100	\$7,892	129.4%

B. Research and Evaluation

Manufacturing Sector Convenings

Commonwealth Corporation continued to convene a series of **Manufacturing Sector Meetings** for workforce practitioners (including local MassHire Workforce Board and Career Center staff) interested in sharing and learning from one another about effective manufacturing workforce practices. The goal is to come together to share workforce development tools, strategies and approaches to meet the manufacturing sector’s need for skilled workers. In addition to sharing best practices and current trends, the meetings have provided an opportunity to review related labor market information and online job demand data.

STEM Research and Convening

For the annual **Massachusetts STEM Week** in October 2019, Commonwealth Corporation published a research brief “See Yourself in STEM” which highlights key labor market information and trends in STEM industries and occupations, including a review of Census and workforce data that illustrates the lagging diversity in STEM jobs. <http://commcorp.org/wp-content/uploads/2019/10/STEM-Brief-2019-FINAL.pdf>

An overview of the research brief was presented by Secretary of Labor and Workforce Development Rosalin Acosta at a **STEM Week** event “How Can Massachusetts Diversify and Build its STEM Workforce?” hosted by The Boston Foundation with a panel of government, education and industry leaders. Panelists recommended hands-on learning, employer partnerships and building skill pathways are among the most important actions the state can take to address the diversity gap in STEM occupations. <http://commcorp.org/blog/how-can-massachusetts-diversify-and-build-its-stem-workforce/>

Reinventing Work Initiative

The Federal Reserve Bank of Boston, the Massachusetts Executive Office of Labor and Workforce Development (EOLWD) and Commonwealth Corporation have continued a research partnership, the Reinventing Work Initiative (RWI), to better understand the challenges and opportunities that exist to redesign jobs for workers, particularly in industries and occupations that include large numbers of low-income or entry-level positions.

The first phase of this work involved engaging almost 100 Massachusetts businesses across various industries in interviews and small group listening sessions to learn about the challenges they face in recruiting and retaining talent. The objective was to learn about businesses' needs and goals for the jobs they offer and to learn about the structural barriers or challenges businesses have faced related to recruiting and retaining entry-level and frontline staff. Findings were presented at an event at the Federal Reserve Bank in October 2019 which included a panel of local business leaders who shared their own experiences 'reinventing' work.

In 2020, the partners and the Advisory Committee revisited the initial thinking about the second phase of the initiative. Current plans are to pilot and refine a series of micro workshops that provide employers with practical ideas of solutions that they can adopt now and orient employers to broader concepts of job quality. Through real time polling, Q&As, and participation the team intends to learn from employers about what they are experiencing and how they are navigating. The plan is to adapt content based on feedback, synthesize key findings and insights, and bring workshops and activities to scale in PY21.

<https://www.bostonfed.org/community-development/expanding-employment-opportunities/reinventing-work-initiative.aspx#program-initiative-list>

Evaluations of State Workforce Initiatives

Commonwealth Corporation has executed an agreement with the Massachusetts Department of Unemployment Assistance for access to wage record data. This access to wage record data is supporting the longer-term performance analysis and evaluations of the post-program outcomes of state funded YouthWorks summer jobs program and WCTF sectoral training. This review of wage record matching results combined with participant characteristics and program services data is currently in progress.

Evaluation Peer Learning Cohort (EvalPLC) and the Massachusetts WIOA Evaluation Agenda

In September 2020, Massachusetts was one of six state teams selected through an application process to participate in the Evaluation Peer Learning (EvalPLC) cohort. The EvalPLC is an interactive technical assistance forum with a focus on assisting states to assess readiness to design and conduct evaluations.

The Massachusetts state team consists of Core WIOA partner agencies and local MassHire Workforce Boards. Agencies participating on the team include Executive Office of Labor and Workforce Development /MassHire Department of Career Services (Title I and III), Adult

Community Learning Services (Title II), Massachusetts Rehabilitation Commission (Title IV), Department of Transition (TANF/SNAP), the MassHire Hampden County Workforce Board, the MassHire Metro North Workforce Board, and Commonwealth Corporation.

Participation in the EvalPLC cohort will result in development of an evaluation action plan that will identify areas of strength and focused areas of opportunity for improvement in evaluation. Through this process Massachusetts seeks to enhance the capacity to conduct evaluations.

The Massachusetts team has also used participation in the EvalPLC cohort as an opportunity to focus on the development of a WIOA Evaluation Agenda. The WIOA Evaluation Agenda will guide the design and analyses of evaluations to review program impact and identify promising practices across WIOA Core Programs.

Note: The projects discussed above were supported with WIOA Governor's Reserve funding.

C. Customer Satisfaction

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

Results from 273 surveys (2,350 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	85.6%
Met Expectations	83.3%
Comparison to Ideal	81.1%

Results from 161 surveys (1,844 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	82.2%
Met Expectations	77.8%
Comparison to Ideal	75.6%

D. Waivers

On-the-Job Training Waiver for Small Employer Reimbursement

Under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and sections 8-10 of the Wagner-Peyser Act in WIOA section 189(i), Massachusetts applied for a waiver of WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720 (b) in order to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees.

The Department approved the Commonwealth's waiver request through June 30, 2020 for the WIOA Title I Adult, Dislocated Worker and Youth formula funds, and in FY21 has again approved this waiver for Program Years 2019 and 2020.

The higher reimbursement rate provides an incentive for increased employer participation in On-the-Job Training and expands employer involvement with the State's workforce system, particularly among small- and medium-sized businesses. The waiver also encourages enhanced capacity and relationship building among a region's business, education and workforce development communities as a means of focusing resources on emerging skill acquisition and sustainability.

Data resulting from waiver usage utilizing National Dislocated Worker Grant (DWG, formerly NEG) funds during the time period of 2009 – 2019 (OJT NEG, Job-Driven NEG, and Hurricane Disaster DWG) demonstrates that the OJT total for the ten-year period was 301, averaging 30 per year. Of the 301, 222 or 74% were at the 90% reimbursement level (small employers with 50 or fewer employees), 58 OJTs or 19% were at 75% reimbursement and only 21 of the 301, or 7% were reimbursed at the standard 50% rate.

Implementation of On-the-Job Training (OJT) utilizing WIOA formula funds occurs at a much slower rate due to the higher cost of OJT in comparison with ITA. During FY2019 – FY2020, Massachusetts career centers implemented 13 OJTs, virtually all (100%) with small employers, characterized as businesses with 50 or fewer employees.

Massachusetts' experience with these programs clearly demonstrates that small employers have been highest users of OJT.

The Coronavirus pandemic has dramatically altered the landscape of business in Massachusetts. The OJT program, including the flexibility provided by this waiver, will provide the MassHire Boards and Career Centers an additional tool to market the workforce system and engage businesses that might not have utilized the system in this way before, as well as support remote learning models to address the needs of hard-to-serve populations during the COVID-19 pandemic.

WIOA Waiver for Eligible Training Providers

The U.S. Department of Labor, Employment and Training Administration granted Massachusetts a waiver on December 13, 2018 from the requirements outlined in the WIOA at Sections 116 and 122, and at 20 CFR 677.230 and 20 CFR 680.400 through 680.530, which require the collection and reporting of performance related data on all students participating in training programs listed on the state's Eligible Training Provider List (ETPL). This waiver is effective through June 30, 2021.

For training providers listed on the Massachusetts ETPL, this waiver eliminates the need to report performance outcomes for students whose training is not funded through the Workforce System. The Commonwealth continues to require training providers to report on customers attending training through one of the Workforce System's program resources (i.e. WIOA, Trade, Training Opportunities Programs (Section 30), National Dislocated Worker Grants, etc.). These are customers who receive training services from the training provider and also career services via a MassHire Career Center.

The Commonwealth anticipates achieving the following goals with implementation of this waiver:

- Removal of a potential disincentive for schools and training providers to participate in ETPLs in anticipation of maximizing the available marketplace of training curriculum.
- An increase in varied training offerings for individuals utilizing Individual Training Accounts (ITA) via the public workforce system (increased consumer choice).
- Greater utilization of the ETPL by individuals pursuing training in the Commonwealth related to jobs that are in-demand by employers.
- Improved overall performance outcomes for individuals pursuing training utilizing ITAs.
- Strengthen partnerships and relationships between training providers and the public workforce system.
- Enhanced ability of local boards to respond quickly and efficiently to immediate local job seeker and employer needs.

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 2019, Massachusetts operated 7 NDWG projects with a total funding of \$14,463,802, 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 Program Year 2019 NDWG projects.

National Dislocated Worker Grant Projects Operating During PY2019				
NDWG	Local operator	Award amount	Planned number of participants	Companies
Polartec	Lawrence	\$1,308,911	150	Polartec
Garelick	North Shore	\$803,501	130	Garelick Farms
Opioid	Hampden	\$2,032,071	200	Disaster: National Health Emergency
Opioid	Lowell	\$2,450,295	150	Disaster: National Health Emergency
Entergy	Quincy	\$503,079	125	Entergy
Weetabix	North Central	\$372,945	123	Weetabix
COVID	Hampden County	\$6,993,000	520	Emergency Temporary Food Service and Security workers

F. Registered Apprenticeships

In July 2017, the Massachusetts Secretary of Labor and Workforce Development first convened the Apprenticeship Advisory Group in order 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 in order 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.

As of the end of June 2020, there were 9,900 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 Expansion and Work-Based Learning who is charged with the implementation of the Strategic Plan. During the last quarter of CY2019, the Director met with EOLWD, DAS, and MDCS staff, workforce partners, and apprenticeship stakeholders to gain familiarity with the Commonwealth’s workforce system.

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 an plan for re-organization of the State Apprenticeship Agency, DAS.

During 2020, 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 will allow the State to make adjustments necessitated by COVID restrictions to programs and training delivery models and in turn meet grant goals and milestones.

DOL Funded Apprenticeship Grants Awarded to EOLWD/MDCS: \$11,461,510

Grant name	Value	Anticipated outcomes	To date 06/30/2020	Projected activity
American Apprenticeship Initiative (AAI)	\$2,999,999	Enroll 300 Apprentices	Enrolled 204 apprentices <ul style="list-style-type: none"> • 47 pre-apprentices • 24 employers • 11 occupations/ programs 	Two large healthcare employers, five large manufacturing employers, an Industry intermediary, and employer members engage to provide programs across approximately 10 new programs.

<p>Apprenticeship Accelerator Grant (AAG)</p>	<p>\$200,000</p>	<p>Staff focused on Employer and Stakeholder Engagement</p>	<p>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.</p>	<p>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.</p>
<p>State Apprenticeship Expansion Grant (SAE)</p>	<p>\$3,316,649</p>	<p>Increase the number of apprentices enrolled in Massachusetts by 15%</p>	<p>Enrolled around 304 apprentices across 35 employers and 22 new occupations. Awarded vendor began development of the new DAS database/workflow tool.</p>	<ul style="list-style-type: none"> • 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. • Redesign the DAS website to include an e-commerce component allowing for a more streamlined process for sponsors and apprentices. • Market new Registered Apprenticeship Tax Credit. • Provide statewide training to workforce practitioners across partner agencies.
<p>Apprenticeship State Expansion Grant (ASE)</p>	<p>\$1,494,862.79</p>	<p>Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.</p>	<p>Project will begin in CY 2020</p>	<ul style="list-style-type: none"> • Establish a Manufacturing intermediary. • Administer a performance based contract incentivizing sponsors of construction and trade apprentice programs to analyze and adjust their recruitment and hiring practices in order to diversify their candidate pool and workforce.
<p>SAE2020 Grant (Application submitted May 2020. POP July 1, 2020 to June 30,2023)</p>	<p>Tier I: \$ 450K Tier II: \$ 3M</p>	<p>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>	<p>Enrollments anticipated in 2021</p>	<ul style="list-style-type: none"> • DAS Infrastructure Building • Data Integrity/Data sharing: DAS and Federal RAPIDS database • Establish \$ 1.5 M Apprenticeship Innovation Fund • Apprenticeship Liaison • Support for SMEs at MassHire Career Centers

Massachusetts Fiscal Year 20 State Budget Line Item to Support Registered Apprenticeship

The FY20 Massachusetts state budget and economic development bill included a \$500,000 (7/1/19 – 6/30/20) line item to support the expansion of Registered Apprenticeship Programs in priority industries.

- \$285,000 in competitive grants were awarded to sponsors to defray the cost of related technical instruction in new programs within the priority industries of Tech, Manufacturing, and Healthcare. COVID, however, did contribute to the delay of some of these programs this fiscal year.
- Approximately \$150,000 was awarded in competitive “apprenticeship innovation” grants, including the development of Apprenticeship Career Pathways materials and resources for workforce boards, career centers and other education and training providers.
- Nearly \$20,000 was competitively awarded to a local MassHire Career Center to pilot a new staffing model intended to further integrate apprenticeship into services for both employers and jobseekers, which was also leveraged through WIOA.

The FY20 line item funds supported the following:

- Hybrid and classroom instruction funding for 28 new apprentices in software development, cybersecurity, and EMT training
- Development of apprenticeship career pathway visual materials for multiple sectors, including construction, healthcare, technology and manufacturing, and youth apprenticeship
- Creation of new educational assets and materials, including “how to” apprenticeship guides for career center job coaches, school counselors, parents and others who provide guidance to jobseekers and students
- Resources and recommendations to create new online user-experiences for jobseekers, students and employers seeking more information on Registered Apprenticeship and related career pathways
- Findings and recommendations to further integrate Registered Apprenticeship into the MassHire workforce system, including program and funding models
- A significantly increased footprint for non-traditional apprenticeship offerings and employer adoption in Southeastern Massachusetts

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; healthcare, manufacturing, and technology.

Tech Apprenticeship Programs

Multiple stakeholders worked toward finding workforce solutions for tech employers unable to find skilled job seekers. EOLWD, the MassHire State Workforce Board, MDCS, Apprenti, One8 Foundation, and Mass TechHire partnered to design a plan to fill employer demand for skilled tech workers. The official Launch of the Commonwealth's first tech Registered Apprenticeship took place during National Apprenticeship Week in November 2018.

MassHire Central Workforce Board and Boston PIC have partnered with Clarke University in Worcester, Massachusetts on the Tech Quest Apprenticeship, a nationwide apprenticeship program administered by the university. The DOL-funded initiative is led by Massachusetts-based Clark University and Boston-based Public Consulting Group (PCG), and a national consortium of workforce development boards and higher education institutions that will provide 4000 pre-apprenticeships and 1000 IT and IT-related apprenticeships to unemployed, underemployed, and incumbent workers over the next four years. The initiative will register at least five new technology-focused apprenticeship programs to expand IT-related apprenticeships into new areas

Priority Industry Support

The State has seen growth of Tech apprenticeships with the assistance of Apprenti. In the coming year and with support from DOL-funded apprenticeship grant funds, EOLWD will establish an intermediary for manufacturing apprenticeship. EOLWD continues to engage stakeholders in Healthcare for input related to development of an intermediary to create and sponsor health care apprenticeship programs.

Return on Investment

The Massachusetts grants team participated in a Return on Investment study, assisting the study lead to connect to and gather data from Massachusetts employers receiving support from the AAI grant. The study is due to be published in the first quarter of 2021 and will support employer engagement by providing prospective RAP sponsors with recent, relevant and local data

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 PY19, the Workforce Training Fund Program offered four types of grants to Massachusetts businesses. Businesses who are eligible to participate must contribute to the Workforce Training Fund via a surcharge on Unemployment Insurance payments. These grants are supporting 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 with 100 or fewer Massachusetts employees are eligible to apply. Grant funds will pay for up to 50% of the cost of an employee’s participation in training courses 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.
- **Small Business Direct Access Program Training Grant:** This program addresses smaller-scale training needs by making training slots available in courses on high-demand topics, free of charge, to eligible businesses. Businesses with 100 or fewer Massachusetts employees that contribute to the Workforce Training Fund are eligible to access over 130 popular courses at no cost.
- **Manufacturing Emergency Response Training Grant:** In response to the global COVID-19 pandemic, the Baker-Polito Administration launched the Manufacturing Emergency Response Team (M-ERT), which is a coordinated response by the Administration and leading academic and industry stakeholders to support the Commonwealth’s manufacturers in their efforts to produce much-needed supplies for front-line workers and the health care system. The M-ERT was launched alongside \$10.6 million in new funding to help manufacturers scale their operations to produce PPE and other critical items. This includes \$1 million for workforce training through the Workforce Training Fund Program’s Manufacturing Emergency Response Training Grants. Approved businesses may receive \$2,000 for each employee that is retrained to support the production of PPE or other critical items. Grant of up to \$80,000 per company are awarded to support projects that have been vetted by experts to determine critical needs and viable production efforts.

WTFP Summary for Program Year 2019			
	Trainees	Amount	Employers
General Program	11,186	\$16,813,594	193
Express Program	2,722	\$3,004,154	351
Small Business Direct Access Program	2,100	\$773,576	203
Manufacturing Emergency Response Training Grant Program	50	\$100,000	2
	16,058*	\$20,691,324	749*

*Includes some duplication in cases where employers participate in more than one grant/program during the program year.

H. MassHire Branding

MassHire is the brand unifying the entire Massachusetts Workforce Development System under a single name and shared mission. Commissioned by the Executive Office of Labor and Workforce Development (EOLWD), it signifies the state’s commitment to increasing meaningful career opportunities for job seekers and expanding the talent pool for businesses seeking trained, skilled employees. Launched in August 2018, MassHire unifies and empowers all state, regional, and local workforce entities. It enables them to communicate with clients—job seekers and businesses—with a clear, consistent, powerful message. MassHire provides a foundation for conveying the depth, breadth, and connectivity of its value and services across all audiences.

The Massachusetts Workforce Development Board and each of the sixteen local workforce development boards became MassHire Workforce Boards and the 29 One-Stop Career Centers became MassHire Career Centers. WIOA partner agencies are co-branding 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.



I. Business Engagement

MassHire Department of Career Service’s (MDCS) Rapid Response Services

The MDCS Rapid Response staff 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 MDCS Rapid Response deployment approach is closely coordinated with the MDCS with respect to harnessing administrative, programmatic, systems, and reporting support for local efforts. MDCS 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, MDCS Rapid Response assists employers with Trade Program certification.

The MDCS Rapid Response Team served 778 companies experiencing closings or layoffs affecting 81,348 employees in 2020. This represented an increase from the 219 companies and 14,336 affected employees in PY18, owing largely to COVID-19 activity beginning in the last quarter of PY20. The companies served by Rapid Response in 2020 were centered in the following industrial sectors: retail trade (23%), accommodation and food services (21%), manufacturing (14%), healthcare and social assistance (9%), arts, entertainment & recreation (5%), professional, scientific & technical services (3%), transportation & warehousing (3%), admin & support (2%), construction (2%), education (2%), finance & insurance (2%), public administration (2%), real estate (2%), wholesale trade (2%) and miscellaneous – sectors less the 2% (8%).

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 Rapid Response.

MDCS Rapid Response through MassHire BizWorks proactively seeks to identify at-risk companies, intervene early and propose alternatives to layoffs. The team advises companies of available federal, state and local assistance programs, such as 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.

The MDCS Rapid Response Team continued to improve layoff aversion strategies in PY20 under MassHire BizWorks featuring a robust marketing program and an expanded partnership with stakeholders in and outside of state government. There are many states interested in adopting the MDCS Rapid Response team's layoff aversion strategies for which team members traveled to other states utilizing the Peer-to-Peer Technical Assistance Grant (TAT) from the Department of Labor. In addition, other states have traveled to Massachusetts utilizing the TAT Grant funds to

receive training. The MassHire BizWorks Program is the most requested program in the TAT Catalog.

The use of the Workshare program has grown during the pandemic which has been and continues to be one of the main programs through which the Rapid Response team assists businesses.

Effectiveness in Serving Employers

Massachusetts selected the approaches for the WIOA Partners 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	77,527	87.1%
	89,045	
Repeat business customers rate	7,160	29.3%
	24,420	

FY 2019 Annual PIRL report. Includes data provided by Massachusetts Rehabilitation Commission (MRC), Massachusetts Commission for the Blind (MCB), and Adult and Community Learning Services (ACLS).

A Business Engagement Committee, under the direction of the Executive Office of Labor and Workforce Development, has defined a statewide MassHire Recruitment Solutions Initiative (RSI). This business service model provides MassHire Career Centers with operational policies and procedures to assist with large-scale business recruitments and hiring by establishing strong business working relationships for sourcing and delivering quality human capital talent with the goal of improving the value of the MassHire workforce system to the business community.

Appendix A

Performance for MassHire Workforce Areas Program Year 2019/Fiscal Year 2020

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 20.

Massachusetts WIOA Performance Program Year 2019/Fiscal Year 2020

Massachusetts				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	77.1%	89.2%
	Q4 Entered Employment	78.0%	76.2%	97.7%
	Q2 Median Wage	\$5,300	\$6,655	125.6%
	Credential Attainment	72.0%	72.6%	100.8%
	Measurable Skill Gain		44.3%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	81.7%	95.0%
	Q4 Entered Employment	85.0%	80.4%	94.6%
	Q2 Median Wage	\$7,800	\$10,984	140.8%
	Credential Attainment	60.0%	74.9%	124.8%
	Measurable Skill Gain		42.2%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	71.7%	88.5%
	Q4 Entered Employment	73.5%	70.4%	95.8%
	Q2 Median Wage		\$3,486	
	Credential Attainment	70.5%	64.5%	91.5%
	Measurable Skill Gain		24.9%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	66.3%	102.8%
	Q4 Entered Employment	64.0%	68.4%	106.9%
	Q2 Median Wage	\$6,100	\$7,892	129.4%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Berkshire Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	75.0%	82.6%	110.1%
	Q4 Entered Employment	75.0%	84.0%	112.0%
	Q2 Median Wage	\$4,700	\$5,161	109.8%
	Credential Attainment	65.0%	63.6%	97.9%
	Measurable Skill Gain		38.5%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	87.5%	101.7%
	Q4 Entered Employment	85.0%	81.1%	95.4%
	Q2 Median Wage	\$7,800	\$9,422	120.8%
	Credential Attainment	62.0%	93.3%	150.5%
	Measurable Skill Gain		50.0%	
TITLE I YOUTH	Q2 Entered Employment	65.0%	61.5%	94.7%
	Q4 Entered Employment	65.0%	50.0%	76.9%
	Q2 Median Wage		\$1,370	
	Credential Attainment	65.0%	57.1%	87.9%
	Measurable Skill Gain		31.8%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	65.9%	102.1%
	Q4 Entered Employment	64.0%	65.0%	101.6%
	Q2 Median Wage	\$6,100	\$6,511	106.7%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Boston Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	77.0%	89.0%
	Q4 Entered Employment	78.0%	71.3%	91.5%
	Q2 Median Wage	\$5,300	\$7,513	141.8%
	Credential Attainment	72.0%	67.0%	93.0%
	Measurable Skill Gain		33.3%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	76.9%	89.4%
	Q4 Entered Employment	85.0%	74.6%	87.8%
	Q2 Median Wage	\$7,800	\$9,430	120.9%
	Credential Attainment	62.0%	68.8%	110.9%
	Measurable Skill Gain		47.1%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	74.5%	92.0%
	Q4 Entered Employment	73.5%	75.2%	102.4%
	Q2 Median Wage		\$4,133	
	Credential Attainment	67.0%	58.5%	87.3%
	Measurable Skill Gain		23.1%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	66.6%	103.2%
	Q4 Entered Employment	64.0%	68.2%	106.5%
	Q2 Median Wage	\$6,100	\$7,993	131.0%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Bristol Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	84.0%	84.0%	100.0%
	Q4 Entered Employment	75.0%	81.7%	109.0%
	Q2 Median Wage	\$4,900	\$5,948	121.4%
	Credential Attainment	69.0%	86.3%	125.0%
	Measurable Skill Gain		48.6%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	83.0%	84.3%	101.6%
	Q4 Entered Employment	82.0%	82.6%	100.7%
	Q2 Median Wage	\$7,300	\$10,385	142.3%
	Credential Attainment	59.0%	85.0%	144.1%
	Measurable Skill Gain		38.1%	
TITLE I YOUTH	Q2 Entered Employment	76.0%	81.6%	107.4%
	Q4 Entered Employment	68.5%	78.3%	114.2%
	Q2 Median Wage		\$4,102	
	Credential Attainment	65.5%	81.8%	124.9%
	Measurable Skill Gain		55.7%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	70.4%	109.1%
	Q4 Entered Employment	64.0%	72.4%	113.1%
	Q2 Median Wage	\$6,100	\$7,301	119.6%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Brockton Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	75.6%	87.4%
	Q4 Entered Employment	78.0%	74.2%	95.2%
	Q2 Median Wage	\$5,300	\$6,068	114.5%
	Credential Attainment	72.0%	80.0%	111.1%
	Measurable Skill Gain		48.4%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	80.1%	93.1%
	Q4 Entered Employment	85.0%	76.5%	90.0%
	Q2 Median Wage	\$7,800	\$10,196	130.7%
	Credential Attainment	62.0%	83.7%	135.0%
	Measurable Skill Gain		24.3%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	69.4%	85.7%
	Q4 Entered Employment	73.5%	67.7%	92.2%
	Q2 Median Wage		\$4,318	
	Credential Attainment	70.5%	59.3%	84.1%
	Measurable Skill Gain		5.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	69.8%	108.3%
	Q4 Entered Employment	64.0%	71.4%	111.5%
	Q2 Median Wage	\$6,100	\$8,273	135.6%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Cape and Islands Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	82.8%	95.7%
	Q4 Entered Employment	78.0%	84.4%	108.2%
	Q2 Median Wage	\$5,300	\$6,248	117.9%
	Credential Attainment	72.0%	100.0%	138.9%
	Measurable Skill Gain		40.0%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	81.0%	94.1%
	Q4 Entered Employment	85.0%	83.0%	97.7%
	Q2 Median Wage	\$7,800	\$6,758	86.6%
	Credential Attainment	62.0%	90.9%	146.6%
	Measurable Skill Gain		55.0%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	65.9%	81.4%
	Q4 Entered Employment	73.5%	73.7%	100.3%
	Q2 Median Wage		\$3,053	
	Credential Attainment	70.5%	70.3%	99.7%
	Measurable Skill Gain		17.9%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	64.9%	100.7%
	Q4 Entered Employment	64.0%	64.9%	101.4%
	Q2 Median Wage	\$6,100	\$7,090	116.2%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Central Region Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	78.8%	91.2%
	Q4 Entered Employment	78.0%	69.4%	89.9%
	Q2 Median Wage	\$5,300	\$8,626	162.8%
	Credential Attainment	72.0%	76.9%	106.8%
	Measurable Skill Gain		68.8%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	87.1%	101.2%
	Q4 Entered Employment	85.0%	88.5%	104.1%
	Q2 Median Wage	\$7,800	\$12,463	159.8%
	Credential Attainment	62.0%	80.9%	130.5%
	Measurable Skill Gain		67.9%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	73.8%	91.0%
	Q4 Entered Employment	73.5%	70.3%	95.6%
	Q2 Median Wage		\$2,831	
	Credential Attainment	70.5%	70.0%	99.3%
	Measurable Skill Gain		39.8%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	67.0%	103.9%
	Q4 Entered Employment	64.0%	69.5%	108.6%
	Q2 Median Wage	\$6,100	\$7,901	129.5%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Franklin-Hampshire Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	83.3%	96.3%
	Q4 Entered Employment	78.0%	80.0%	102.6%
	Q2 Median Wage	\$5,300	\$7,149	134.9%
	Credential Attainment	72.0%	81.8%	113.6%
	Measurable Skill Gain		56.3%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	86.2%	100.2%
	Q4 Entered Employment	85.0%	83.7%	98.5%
	Q2 Median Wage	\$7,800	\$11,260	144.4%
	Credential Attainment	62.0%	83.3%	134.4%
	Measurable Skill Gain		48.4%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	61.5%	76.0%
	Q4 Entered Employment	73.5%	78.9%	107.4%
	Q2 Median Wage		\$4,098	
	Credential Attainment	65.0%	40.0%	61.5%
	Measurable Skill Gain		36.8%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	66.3%	102.8%
	Q4 Entered Employment	64.0%	66.7%	104.2%
	Q2 Median Wage	\$6,100	\$7,224	118.4%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Greater Lowell Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	84.4%	97.6%
	Q4 Entered Employment	78.0%	85.2%	109.3%
	Q2 Median Wage	\$5,300	\$7,769	146.6%
	Credential Attainment	72.0%	80.8%	112.2%
	Measurable Skill Gain		36.8%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	83.0%	96.5%
	Q4 Entered Employment	85.0%	86.8%	102.1%
	Q2 Median Wage	\$7,800	\$13,850	177.6%
	Credential Attainment	62.0%	93.7%	151.1%
	Measurable Skill Gain		64.9%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	82.9%	102.4%
	Q4 Entered Employment	73.5%	84.4%	114.9%
	Q2 Median Wage		\$3,505	
	Credential Attainment	70.5%	84.4%	119.8%
	Measurable Skill Gain		22.4%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	68.1%	105.6%
	Q4 Entered Employment	64.0%	71.8%	112.2%
	Q2 Median Wage	\$6,100	\$9,862	161.7%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Greater New Bedford Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	73.2%	84.7%
	Q4 Entered Employment	78.0%	68.2%	87.5%
	Q2 Median Wage	\$5,300	\$6,965	131.4%
	Credential Attainment	72.0%	71.7%	99.6%
	Measurable Skill Gain		52.8%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	84.7%	98.5%
	Q4 Entered Employment	85.0%	80.8%	95.1%
	Q2 Median Wage	\$7,800	\$8,582	110.0%
	Credential Attainment	62.0%	70.8%	114.2%
	Measurable Skill Gain		43.2%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	75.0%	92.6%
	Q4 Entered Employment	73.5%	62.0%	84.4%
	Q2 Median Wage		\$2,673	
	Credential Attainment	70.5%	45.8%	65.0%
	Measurable Skill Gain		8.6%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	68.0%	105.4%
	Q4 Entered Employment	64.0%	70.3%	109.8%
	Q2 Median Wage	\$6,100	\$6,226	102.1%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Hampden County Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	85.0%	72.0%	84.6%
	Q4 Entered Employment	76.0%	76.2%	100.2%
	Q2 Median Wage	\$4,700	\$5,669	120.6%
	Credential Attainment	71.0%	68.8%	96.9%
	Measurable Skill Gain		45.1%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	85.0%	79.7%	93.8%
	Q4 Entered Employment	80.0%	78.4%	98.0%
	Q2 Median Wage	\$7,600	\$7,408	97.5%
	Credential Attainment	57.0%	73.6%	129.2%
	Measurable Skill Gain		43.0%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	66.9%	82.6%
	Q4 Entered Employment	73.5%	71.5%	97.3%
	Q2 Median Wage		\$3,431	
	Credential Attainment	66.0%	89.2%	135.1%
	Measurable Skill Gain		2.5%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	59.0%	91.5%
	Q4 Entered Employment	64.0%	61.8%	96.6%
	Q2 Median Wage	\$6,100	\$5,835	95.7%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Merrimack Valley Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	86.1%	99.6%
	Q4 Entered Employment	78.0%	94.9%	121.6%
	Q2 Median Wage	\$5,300	\$6,474	122.2%
	Credential Attainment	72.0%	57.1%	79.4%
	Measurable Skill Gain		40.6%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	78.0%	79.5%	101.9%
	Q4 Entered Employment	78.0%	78.9%	101.2%
	Q2 Median Wage	\$7,800	\$9,502	121.8%
	Credential Attainment	62.0%	63.6%	102.6%
	Measurable Skill Gain		25.0%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	68.4%	84.5%
	Q4 Entered Employment	73.5%	80.6%	109.7%
	Q2 Median Wage		\$5,560	
	Credential Attainment	70.5%	60.7%	86.1%
	Measurable Skill Gain		50.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	69.5%	107.8%
	Q4 Entered Employment	64.0%	71.7%	112.0%
	Q2 Median Wage	\$6,100	\$8,251	135.3%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Metro North Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	78.4%	90.6%
	Q4 Entered Employment	78.0%	75.9%	97.3%
	Q2 Median Wage	\$5,300	\$6,606	124.6%
	Credential Attainment	72.0%	54.5%	75.8%
	Measurable Skill Gain		23.9%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	75.9%	88.3%
	Q4 Entered Employment	85.0%	79.5%	93.5%
	Q2 Median Wage	\$7,800	\$13,227	169.6%
	Credential Attainment	62.0%	69.0%	111.4%
	Measurable Skill Gain		31.4%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	59.5%	73.5%
	Q4 Entered Employment	73.5%	62.1%	84.4%
	Q2 Median Wage		\$3,675	
	Credential Attainment	70.5%	36.0%	51.1%
	Measurable Skill Gain		10.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	67.8%	105.2%
	Q4 Entered Employment	64.0%	71.2%	111.2%
	Q2 Median Wage	\$6,100	\$11,765	192.9%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire Metro South/West Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	81.3%	93.9%
	Q4 Entered Employment	78.0%	71.4%	91.6%
	Q2 Median Wage	\$5,300	\$5,808	109.6%
	Credential Attainment	72.0%	52.6%	73.1%
	Measurable Skill Gain		31.6%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	82.6%	96.0%
	Q4 Entered Employment	85.0%	77.5%	91.2%
	Q2 Median Wage	\$7,800	\$15,803	202.6%
	Credential Attainment	62.0%	37.0%	59.7%
	Measurable Skill Gain		39.8%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	86.0%	106.1%
	Q4 Entered Employment	73.5%	80.3%	109.3%
	Q2 Median Wage		\$4,786	
	Credential Attainment	70.5%	88.5%	125.6%
	Measurable Skill Gain		36.2%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	68.7%	106.5%
	Q4 Entered Employment	64.0%	71.5%	111.7%
	Q2 Median Wage	\$6,100	\$13,462	220.7%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire North Central Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	85.7%	99.1%
	Q4 Entered Employment	78.0%	100.0%	128.2%
	Q2 Median Wage	\$5,300	\$6,945	131.0%
	Credential Attainment	72.0%	100.0%	138.9%
	Measurable Skill Gain		50.0%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	87.2%	101.4%
	Q4 Entered Employment	85.0%	83.7%	98.5%
	Q2 Median Wage	\$7,800	\$13,151	168.6%
	Credential Attainment	62.0%	82.1%	132.5%
	Measurable Skill Gain		53.7%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	83.3%	102.9%
	Q4 Entered Employment	73.5%	68.4%	93.1%
	Q2 Median Wage		\$4,137	
	Credential Attainment	70.5%	88.0%	124.8%
	Measurable Skill Gain		41.9%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	69.7%	108.1%
	Q4 Entered Employment	64.0%	70.5%	110.2%
	Q2 Median Wage	\$6,100	\$10,387	170.3%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire North Shore Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	85.4%	98.7%
	Q4 Entered Employment	78.0%	96.0%	123.1%
	Q2 Median Wage	\$5,300	\$7,312	138.0%
	Credential Attainment	72.0%	84.0%	116.7%
	Measurable Skill Gain		48.0%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	83.7%	97.3%
	Q4 Entered Employment	85.0%	77.0%	90.6%
	Q2 Median Wage	\$7,800	\$12,232	156.8%
	Credential Attainment	62.0%	84.7%	136.6%
	Measurable Skill Gain		42.6%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	82.8%	102.2%
	Q4 Entered Employment	73.5%	68.0%	92.5%
	Q2 Median Wage		\$3,188	
	Credential Attainment	70.5%	58.0%	82.3%
	Measurable Skill Gain		51.9%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	66.5%	103.1%
	Q4 Entered Employment	64.0%	67.7%	105.8%
	Q2 Median Wage	\$6,100	\$7,431	121.8%

MassHire Workforce Area Performance Program Year 2019/Fiscal Year 2020

MassHire South Shore Workforce Area				
Program Year 2019 / Fiscal Year 2020				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
TITLE I ADULT	Q2 Entered Employment	86.5%	70.3%	81.2%
	Q4 Entered Employment	78.0%	73.2%	93.9%
	Q2 Median Wage	\$5,300	\$6,450	121.7%
	Credential Attainment	72.0%	82.8%	114.9%
	Measurable Skill Gain		42.9%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	84.6%	98.4%
	Q4 Entered Employment	85.0%	80.0%	94.1%
	Q2 Median Wage	\$7,800	\$11,472	147.1%
	Credential Attainment	62.0%	78.3%	126.3%
	Measurable Skill Gain		30.6%	
TITLE I YOUTH	Q2 Entered Employment	81.0%	62.1%	76.6%
	Q4 Entered Employment	73.5%	61.1%	83.1%
	Q2 Median Wage		\$2,663	
	Credential Attainment	70.5%	53.0%	75.2%
	Measurable Skill Gain		36.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.5%	67.3%	104.4%
	Q4 Entered Employment	64.0%	69.2%	108.1%
	Q2 Median Wage	\$6,100	\$9,525	156.2%

