

**Annual Performance Report**

**Massachusetts Workforce and Labor Area Review**

**Program Year 2021**

**Executive Office of Labor and Workforce Development**

**Department of Economic Research**

**October 2022**



**Massachusetts Workforce Information Grant  
Program Year 2021 Annual Performance Report**

**Statewide Workforce Information System Overview**

The Executive Office of Labor and Workforce Development (EOLWD) oversees Massachusetts' Workforce Development system. Workforce information products and services are developed and disseminated primarily by EOLWD's Department of Unemployment Assistance (DUA), the Department of Economic Research (DER), and the MassHire Department of Career Services (MDCS), in coordination with EOLWD.

The workforce information products and services provided with these grant funds are consistent with the Governor's Strategic Plan and Goals, with the vision of the MassHire Workforce Board (MSWB) and with the grant requirements. Labor market and workforce information resources provide the Commonwealth with information on jobs, wages, labor force, and occupations that support education and economic development efforts, workforce partners' employment and reemployment services, performance management and business planning, and customer needs at the state and local levels.

The products and services are designed to meet customer needs and to offer flexibility for adjustments with changes in the Commonwealth's economic climate and labor force, the strategic plan, new customer product requests, and new tools to disseminate state and local workforce and labor market information.

Workforce Information Grant (WIG) funds support subscriptions to the Conference Board's Help Wanted On-Line (HWOL) Analytics and help fund a subscription to Lightcast's (formerly BurningGlass's) Labor Insight for each local MassHire Workforce Board (MHWB). The analytics and subscription enable access to analyze the hard and soft skill requirements for the job openings from companies posting job vacancies available on the Commonwealth's online MassHire JobQuest, as well as provide the ability to customize data and information requests to assist jobseekers and unemployment claimants in entry and reentry to the labor force and reemployment. Labor Insight allows users to research each job order to assess skills, certifications and experience needed for each job opening and for business representatives to provide a complete range of services to the companies posting openings in their areas. Information on hard and soft skills for each occupation provide insight into employer's current job postings and help MassHire Career Centers (MHCCs) in assisting job seekers and assessing their needs for training. Lightcast occupational coding utilizes three methods of occupational coding: O\*NET, Standard Occupational Classification (SOC), and Lightcast's more detailed and contemporary codes. SOC codes can be compared to the labor supply estimates of jobs, job openings, and wages from the Occupational Employment and Wage Statistics (OEWS) program, the short-term and long-term projections, and detailed staffing patterns developed with LEWIS at the state and local levels. DUA uses the six-digit SOC codes for Unemployment Insurance (UI) claimant records and for developing claimant demographic information statewide and by area. The projections, along with available openings, are used to assist those unemployed and those seeking other career pathways or job opportunities through the services provided by the local MHWB.

EOLWD has the responsibility of ensuring the appropriate development and dissemination of workforce information and labor market information, including economic, career, and occupational data, to all of the Commonwealth's workforce development partners. Its key focus is identifying and serving the needs of local MHWBs, MHCCs and their partnering organizations, as well as educators and job seekers, employers, students, and parents served by local workforce providers.

Labor market and workforce information is available via the Internet and through customized information based on request. Direct assistance is provided to all individuals in-person, by phone, by email or through the DER website co-funded by this grant.

Information on in-demand jobs, staffing patterns by industry and occupation, industry and occupational projections and occupational supply, wage information, quarterly workforce indicators and labor force trends, statewide and for each local MassHire Workforce Development Area (WDA) is available online for job seekers, claimants, and new entrants to the labor force. Data and information products produced with WIG funding provide the Governor, State MassHire Workforce Board, local MassHire Workforce Boards, partner agencies and other state and local policy makers with information and tools to assist them in planning and meeting the state's strategic workforce, education, and economic development goals.

**PRODUCTS, SERVICES and PUBLICATIONS:**

EOLWD's Department of Unemployment Assistance and Department of Economic Research developed and provided workforce information products and services in the following core areas, as defined in the WIG. During PY2021, projections and staffing patterns were compiled for each of the sixteen WDAs. Weekly demographic information on those filing initial and continued weeks claimed were published by city and town, customer requested areas, and for each of the 16 WDAs. All grant-funded products, reports, and workforce information are available on the DER website (<https://www.mass.gov/economicresearch>) in a manner accessible to the public and in compliance with Rehabilitation Act Section 508 requirements.

**LMI For Jobseekers Page (Coming in 2022):**

The "LMI For Job Seekers Page" was created in collaboration with the MassHire Department of Career Services (MDCS), which had requested a page of data and resources for individuals seeking employment changes to complement the MassHire JobQuest website. The page features information on LMI geographies and occupations, data visualizations, as well as descriptions and links to relevant data to help job seekers utilize labor market information as part of their search.

**Equity Dashboards (Coming in 2022):**

New Department of Economic Research (DER) Equity Dashboards curate complex and widespread economic data into a centralized repository of 50+ interactive visualizations focusing on four demographics: Asian American, Black/African American, Hispanic and/or Latino, and women in the workforce. The dashboards allow users to view and compare economic data including employment, unemployment, wages, and more across different geographies and time periods.

**Workforce Information Database (WID):**

The Workforce Information Database (WID 2.8) was populated with the most current labor market and workforce information for all data and information products developed through this grant and the Bureau of Labor Statistics (BLS) Cooperative Agreement, along with formats requested by customers. WID 2.8 was developed and implemented and went live on February 23, 2021. Grant funding provides for some of the development and maintenance of the website and the WID.

**Industry and Occupational Projections:**

Short-term industry and occupational projections for 2021 to 2023 statewide and for each WDA were published. Projections were developed using Projection Suite software incorporating the staffing patterns produced using LEWIS software. Files were provided to the Projection Managing Partnership (PMP) in the manner they specified. Short-term projections were published on the DER website, submitted to PMP and ETA RO on March 4, 2022. Long-term projections were published on the DER website, submitted to PMP and

ETA RO on July 3, 2022.

Web pages displaying projections for STEM occupations in Massachusetts and each local WDA were added providing likely entry level of education, training, mean and median Occupational Employment and Wage Statistics (OEWS) wages. Other pages allow customers to select occupational projections by most job openings, fast growing occupations, and all occupations. All the data are available at the time of release through the Commonwealth's website at <https://www.mass.gov/economicresearch>.

Staffing patterns statewide and for each WDA that provide occupational employment and wage estimates by industry down to the six-digit occupation are produced annually and published on the DER website. They provide information statewide and for each WDA. These high demand data can only be developed and published with Workforce Information Grant funds and the LEWIS software system. Estimates provide counselors, job seekers, and job developers with more detailed information than the industry (All Industry) OEWS estimates. <https://lmi.dua.eol.mass.gov/LMI/OccupationalEmploymentandWageAllIndustries>

#### **Annual Economic Analysis Report:**

The PY2021 Annual Economic Analysis Report provides information on the changes in the workforce, labor force and unemployment claimants. The report notes the continuing recovery from the COVID-19 pandemic including the larger shares of unemployed by gender, age groups, ethnicity, race, educational attainment, and occupation, as well as the changes in industries as measured by jobs. The impact on lower wage customer-facing service jobs and the rapid changes to the state's labor and workforces present an array of new challenges to the workforce system partners to meet the Commonwealth's changing economic environment.

#### **Providing Training to Workforce Partners:**

The MassHire Department of Career Services provides training services on the uses of the DER website data and information, and coordinates training for the local MHWBs and MHCCs on Lightcast Labor Insight.

#### **Workforce and Labor Market Information on the Web:**

DER's labor market information (LMI) available at <https://www.mass.gov/economicresearch> provides real time access at time of release for all workforce information and LMI data and products. Customers have access to long and short-term projections and staffing patterns and get access to all information in downloadable formats. The Monthly Claimant Profiles provide visualizations for demographic characteristics of residents claiming unemployment insurance for the survey week for the BLS Current Employment Statistics, the weekly information on UI claimants at city and town level and the Local Area Unemployment Statistics. The monthly reports are published at the time of the statewide and local unemployment rate releases. Unemployment Rates by WDA provide page at-a-glance map for the monthly local unemployment rates. The weekly information on UI claimants can be found at <https://lmi.dua.eol.mass.gov/lmi/ClaimsData>. Subscriptions to Tableau were used to create visualizations for labor force maps and for use in presentations.

As previously noted, the new database that encompasses thirty business processes and twenty website applications were (was) modernized to improve the delivery and efficiency of LMI to our customers. From January 1, 2021 to December 31, 2021, the LMI site had 2,438,018 hits from 24,044 unique client IP addresses. The enhanced site provides faster access to download larger data files.

**Collaborating and Consulting with Workforce Development Boards:**

Local WDAs, MassHire Career Centers, and partner agencies were provided with information on the web. MassHire Career Centers customers including those receiving Reemployment Services and Eligibility Assessment (RESEA) services are provided with information on LMI accessible through the DER website along with information from O\*NET and MDCS. Customized products were developed and provided to support developing new programs and services.