Attachment D: Central MA Continuum of Business Services

Defined Shared Customers: Business customers served by one or more regional Partner.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Needs Assessment | General Business Services | Job Vacancy Assistance | Staff Resources | Data Tracking Tool(s) |
| MCRWB– Industry Pathway projects | Community partners | One-on one contact (phone, email, in-person) | -- | Labor Market Information | * Industry Pathway Projects * Worcester Job Fund   Job1 Partnership | Project Managers (2) | MOSES database |
| MassHire Career Centers– Business Services | MassHire BizWorks outreach, word of mouth, Community partners | One-on one contact (phone, email, in-person) | * General assessment through discussion to assess employer needs * Workkeys position profilling | * Hiring incentive info. * MA BizWorks Referrals:   + Rapid Response Layoffs   + Facilities (MOBD)   + Div. of Industrial Accidents | * Post job openings (job Quest) * OJT * Job Fairs & recruitment events * Volunteer Connections Program (non-profits) * Bounce to Employment * Candidate recruitment & screening (limited) | * Business Service Reps (3) * Recruiters (3) | MOSES database |
| Massachusetts  Rehabilitation  Commission | Employer Outreach;  Greater Worcester Employment Resource Collaborative | One to One meetings | * General assessment through discussion to assess employer needs | Market OJT; TJTC  Hiring Incentives | * Internet job search assistance * Job Driven Trainings with   Account Managed Employers | * 2 Employment Service Specialist * 3 Job Placement Specialist | MRCIS database |
| Worcester Community Action Council | Employer outreach | One to one and group meetings | * General assessment through discussion to assess employer needs | Youth Employment Advisory Board; internships | * job placement assistance, online job search assistance and application assistance, and coaching throughout this process, as well as resume preparation assistance. | * 1 Job Developer, 1 Youth Employment Coordinator | Program database |
| Worcester Public Schools | Employer outreach | One to one and group meetings | * General assessment through discussion assess employer needs | Aligned Career Technical Education program advisory committees – pathway training services; Co-Op and internships | * Co-op and interns; recent grads * Career fairs | * CTE staff, guidance counselors | School to Career (Connecting Activities) database |

