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; TJTCHiring 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 |

