



Workforce Issuance

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☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: April 15, 2022

Subject: **CALL for PARTICIPATION: MassHire DEI Focus Groups**

Purpose: To provide information on the 2022 MassHire DEI Project, and to invite your participation in the project Focus Groups, the MassHire BIPOC Assembly (as applicable), and to complete the online survey when it becomes available.

Background: MassHire embraces an overarching goal to create a common culture within MassHire¹ that integrates diversity, equity, and inclusion (DEI) attitudes, policies, and practices for the purpose of cultivating an environment for staff, customers and partners that is supportive, welcoming and inclusive for all. The main objective of the 2022 MassHire DEI Project is to work toward a common MassHire culture where:

¹ For the purposes of this project, MassHire is defined as the MassHire Department of Career Services, MassHire Career Centers and MassHire Workforce Boards.

- all MassHire staff understand and carry out principles of diversity, equity, and inclusion as part of their work at MassHire;
- all MassHire staff know how to build and maintain a diverse, equitable, and inclusive workforce system for MassHire colleagues, customers, and partners.

MH DEI Project Overview

The MassHire Department of Career Services has engaged consultants from [The Impact Seat](#) to guide MassHire through the three phases of the MassHire DEI Project that are expected to conclude December 2022:

- **Phase I: DEI Climate Assessment:** an assessment of the MassHire Community to better understand the perception of the MassHire culture relative to diversity, equity, and inclusion. The assessment process will consist of interviews, focus groups, meetings with employee groups, and surveys to gather data. Analysis of the collected data will enable us to consider the degree to which MassHire's employees view its policies, practices, and products to be equitable and nondiscriminatory for employees, clients, and other stakeholders.
- **Phase II: Strategic Playbook:** based on interpretation of the assessment results and collaborative input from MassHire and its DEI Committee, a set of strategic objectives will be recommended for implementation, to include goals, tactics, resource demands, and metrics that provide direction on building and sustaining a diverse, equitable, and inclusive MassHire system.
- **Phase III: Learning Sessions:** production, development and delivery of two (2) beta DEI learning sessions to members of MassHire Career Services, including input from project leads, the MassHire DEI Committee, and select others.

For the MassHire DEI Project to reach its intended objectives, participation from all members of the MassHire Community is needed. MassHire staff are invited and welcomed to participate in the following aspects of the DEI Climate Assessment to ensure MassHire's diverse identities and perspectives are reflected.

Focus Groups (April – May)

As a component of the assessment phase, focus groups of MassHire staff will be held to better understand the intentions, practices, perceptions, and standards relative to DEI and social equity. Some topics of the conversations will be: Do you feel encouraged and empowered to build a welcoming and inclusive MassHire system? Do you feel that you know how to build an inclusive MassHire that is welcoming and inclusive? What steps have you seen people take to support you in this effort? What do think MassHire needs, and what do you need to be a more effective advocate for diversity and inclusion?

MassHire staff are welcome to [sign up](#) to participate in a focus group. All contributions will be confidential and presented to MassHire only in summary form at the end of the data gathering stage. Each focus group will be held virtually (via Zoom), be one (1) hour long, and will only meet once. See below for the list of focus groups, dates and times below. Focus groups are limited to 8 people.

To sign-up, follow the “[sign-up](#)” link to complete an interest form. In the event that interest in a focus group exceeds the limit, the MassHire DEI Project Managers (Sacha Stadhard and Cheryl Scott) and The Impact Seat will select individuals to participate to ensure focus groups are broadly representative of MassHire by geography, race/ethnicity and other demographic identities. Individuals are permitted to sign-up for more than one focus group but will be selected to participate in only one.

Small Workforce Region Focus Group

Who: Staff of MassHire’s smaller workforce regions as measured by number of staff and workforce allocation/budget

When: Monday, April 25

Time: 10:00 – 11:00 a.m.

[Focus Group Sign-up](#)

MassHire Career Center Directors

Who: A Director or senior-level manager of a MassHire Career Center

When: Tuesday, April 26

Time: 10:00 a.m. – 11:00 a.m.

[Focus Group Sign-up](#)

Frontline Staff

Who: Staff who work directly with MassHire customers (job seekers and businesses)

When: Tuesday, April 26

Time: 10:30 a.m. – 11:30 a.m.

[Focus Group Sign-up](#)

Women Managers

Who: Women-identified staff who have three or more direct reports

When: Friday, April 29

Time: 10:00 a.m. – 11:00 a.m.

[Focus Group Sign-up](#)

New Employees Focus Group

Who: Staff that have been employed by a MassHire organization (MassHire Workforce Board, MassHire Career Center, MassHire DCS) for five years or less.

When: Friday, April 29

Time: 11:00 a.m. – 12:00 noon

[Focus Group Sign-up](#)

MassHire Workforce Board Directors

Who: A Director or senior-level manager of a MassHire Workforce Board

When: Friday, April 29

Time: 1:00 p.m. - 2:00 p.m.

[Focus Group Sign-up](#)

Open Enrollment

Who: Any MassHire staff that do not fit into or cannot attend a target Focus Group

When: Friday, May 6

Time: 10:00 a.m. – 11:00 a.m.

[Focus Group Sign-up](#)

Online Survey (May – June)

As component of the MassHire DEI Assessment, The Impact Seat will conduct a system-wide online survey to gather data on MassHire staff perceptions and ideas for DEI within MassHire. The survey findings, when analyzed, will aid in the development of the MassHire DEI Playbook. The online survey is expected to launch May 2022 and will be open to all staff of MassHire Career Centers and Workforce Boards, and MassHire Department of Career Services.

MassHire BIPOC (Black, Indigenous, People of Color) Assembly

A MassHire BIPOC Assembly will be formed to ensure the MassHire DEI Project is inclusive of, and responsive to members of under-represented and under-recognized racial and ethnic groups within MassHire. The BIPOC Assembly will meet four times throughout the Project via Zoom to share ideas and provide ongoing feedback on the MassHire DEI Project as it progresses. MassHire staff who identify as either Black, Indigenous, or a Person of Color are welcome to attend all or any BIPOC Assembly gatherings (see below for the first two scheduled meetings.) Attendance to all BIPOC Assembly meetings is not mandatory, but highly encouraged.

BIPOC Assembly Gathering #1

Date: Wednesday, April 27

Time: 10:00 – 11:00 a.m.

[BIPOC Assembly Sign-up](#)

BIPOC Assembly Gathering #2

Date: Wednesday, May 25

Time: 10:00 – 11:00 a.m.

[BIPOC Assembly Sign-up](#)

There is one form to sign up for both the Focus Groups and the BIPOC Assembly gatherings. Interested individuals need only to complete the sign-up form once.

Action

Requested: MassHire Staff can [sign up](#) to participate in a MassHire DEI Project Focus Group or one or more MassHire BIPOC Assembly gatherings through the Google Form.

Effective: Immediately

Inquiries: Please contact Sacha.Stadhard@detma.org or Cheryl.scott@mass.gov with questions.