Attachment A



# WIOA Local 4-Year Plan Template for Response

*Please use this document as a template, responding to each of the questions listed within the document. If information is contained in an attachment, please reference the document in the response space and label clearly to match the reference.*

# Strategic Planning elements, including:

* 1. A regional (local) analysis of:
     1. Economic conditions including existing and emerging in-demand industry sectors and occupations; and
     2. Employment needs of businesses in existing and emerging in-demand industry sectors and occupations.
     3. As appropriate, your local area may use an existing analysis, which is a timely current description of the regional economy, to meet the requirements of paragraphs (a)(1)(i) and (ii) of this section;

*Note: the local plan must identify the portions that the Governor has designated as appropriate for common response in the regional plan where there is a shared regional responsibility, as permitted by § 679.540(b). Local Boards and chief elected officials in a planning region may address any local plan requirements through the regional plan where there is a shared regional responsibility. You may incorporate anything from your Regional Plan content as appropriate.*

Regional plan information may be used as applicable to the local area. However, local analysis that yields information that is not in the regional plan should be included in this response.

* 1. Describe the knowledge and skills needed to meet the employment needs

of the businesses in your region, including employment needs in in-demand industry sectors and occupations.

* 1. Please provide an analysis of your regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment[1](#_bookmark0).
  2. Please provide an analysis of workforce development activities, including education and training, in the local area. This analysis must:

1. include strengths and weaknesses of workforce development activities.
2. address the capacity to provide the workforce development activities around:
   1. education and skill needs of the workforce;
   2. individuals with barriers to employment;
   3. employment needs of businesses.
   4. Please describe the MassHire Board’s strategic vision to support regional economic growth and economic self-sufficiency. Include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on performance indicators described in § 677.155(a)(1). The primary indicators of performance include:

a. The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program;

b. The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program;

1. Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;
2. The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within 1 year after exit from the program.
   1. Taking into account analyses described in 1 through 4 above, please describe your strategy to work with the entities that carry out the core programs and workforce system partners to align available resources to achieve the strategic vision and goals described in paragraph (a)(5) of this section.

# Under WIOA, the plan must include a description of the following requirements (WIOA secs. 108(b)(2)–(21)):

1. Identify the following elements of the workforce development system in your local area:
   1. Programs that are included in your local workforce system (please list programs).
   2. How your Board will support the strategies identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.
2. Please describe how your Board will work with entities carrying out core programs to:
   1. Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.
   2. Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and
   3. Improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).
3. Please describe the strategies and services that will be used in your local area:
   1. To facilitate engagement of businesses in workforce development programs, including small businesses and businesses in high- demand industry sectors and occupations.
   2. To serve agricultural businesses including plans to improve those services.
   3. To support a local workforce development system that meets the needs of businesses.
   4. To better coordinate workforce development programs and

economic development.

* 1. To strengthen linkages between reemployment assistance and

unemployment insurance programs.

* 1. Describe how your Board coordinates workforce investment activities carried out in the local area with statewide Rapid Response activities.
  2. Please describe procedures to offer MassHire Career Center Business Services and MassHire BizWorks programs to local businesses.
  3. Describe implementation of any initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional businesses. These initiatives must support the strategy described in paragraph (b)(3) of this section.

1. Please provide a description of how your Board:
   1. Coordinates local workforce investment activities with regional economic development activities.
   2. Promotes entrepreneurial skills training and microenterprise services.
2. Please describe the MassHire Career Center system in your area, including:
   1. How the Board ensures the continuous improvement of eligible providers and that such providers will meet the employment needs of local businesses, workers and job seekers.
   2. How the Board facilitates access to services provided through the MassHire Career Center(s), including in remote areas, through the use of virtual services, technology and other means.
   3. How entities within the MassHire Career Center system, including Career Center Operators and Partners, ensure compliance with WIOA sec. 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.
   4. The roles and resource contributions of your Partners – please describe how these relationships are sustained and kept productive.
3. Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in your local area.
4. Please provide a description and assessment of the type and availability of youth workforce investment activities in your area including activities for youth who are individuals with disabilities. Please include an identification of successful models of such activities.

a. Please also provide a description of youth workforce investment activity coordination with the Department of Transitional Assistance, Massachusetts Rehabilitation Commission, and Massachusetts Commission for the Blind.

1. Please explain how the Board coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.
2. How does the Board coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area? Please include a description of how other programs and services in your local area are leveraged to compliment workforce investment activities.
3. What plans, assurances, and strategies do you have in place for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the Career Center delivery system?
4. How are career and training services, required under WIOA, provided to Migrant Seasonal Farm Workers (MSFWs) through the MassHire Career Center(s)?
5. Please describe how the Board coordinates WIOA title I workforce investment activities with adult education and literacy activities under

WIOA title II. This description must include how the Board carries out the review of local applications submitted under title II consistent with WIOA secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232:

*Each eligible provider desiring a grant or contract from an eligible agency shall submit an application to the eligible agency containing such information and assurances as the eligible agency may require, including a description of –*

1. *of how funds awarded under this title will be spent consistent with the requirements of this title;*
2. *any cooperative arrangements the eligible provider has with other agencies, institutions, or organizations for the delivery of adult education and literacy activities;*
3. *how the eligible provider will provide services in alignment with the local plan under section 108, including how such provider will promote concurrent enrollment in programs and activities under title I, as appropriate;*
4. *how the eligible provider will meet the State adjusted levels of performance described in section 116(b)(3), including how such provider*

*will collect data to report on such performance indicators;* 6

1. *how the eligible provider will fulfill Career Center partner responsibilities*

*as described in section 121(b)(1)(A), as appropriate;*

1. *how the eligible provider will provide services in a manner that meets the needs of eligible individuals; and*
2. *information that addresses the considerations described under section 231(e), as applicable.*
3. Please provide the name and contact information of your Fiscal Agent.
4. Please describe the competitive process that is used to award the sub grants and contracts for WIOA title I activities.
5. Please provide the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of your local area and to be used by the Local Board for measuring the performance of your local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the Career Center system in the local area.

Local Boards may insert or provide a link to local performance goals. *Link must be accessible to ACLS bidders.*

1. What are the actions and activities that support the MassHire Board's continued status as a high-performance workforce board?
   1. What trainings are applicable to Board members?
   2. How do business Board members contribute to workforce development in your region?
   3. How does your Board support the business services in the career centers?
   4. To what extent does inter-/intra-Board collaboration result in positive outcomes for job-seekers and businesses?
2. How are the training services outlined in WIOA sec. 134 provided through the use of individual training accounts? If contracts for training services are or will be used, how is/will the use of such contracts coordinated with the use of individual training accounts?

a. How does the Board ensure informed customer choice in the selection of training programs regardless of how the training services are provided?

1. Please describe the local area strategy and service plans for utilization of the following work-based training models:
2. On-the-Job Training, including use of the Commonwealth’s waiver to provide up to 90% employee wage reimbursement to businesses with fewer than 50 employees.
3. Apprenticeship.
4. Incumbent Worker Training.
5. Work Experiences (paid or unpaid).
6. Transitional jobs (§ 680.190 – *one that provides a time-limited work experience, that is wage-paid and subsidized, and is in the public, private, or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history, as determined by the Local Board. These jobs are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment*).
7. Online remediation tools for OJT/apprenticeship screening in support of cultivating and demonstrating workplace competencies.
8. Please describe the process the Board uses, consistent with WIOA sec. 108(d), to provide up to a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of your local plan particularly for representatives of businesses, education, and labor organizations.
9. Describe progress made implementing and transitioning to an integrated, technology-enabled intake, referral, and case management information system for WIOA Partner Shared Customers.

1. Please describe how the Board will implement the Virtual Career Pathway tool locally both for customers who can be wholly served by the Virtual Tool and those who will need to request personalized assistance.
   * 1. How will the Virtual Tool be used once total public access is restored?
     2. How will staff be assigned/deployed?
     3. How will MassHire Board and Career Center leadership ensure that all staff are crossed trained to be part of process and ensure seamless customer service?
2. Please describe the local policy and process that ensures priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA sec. 134(c)(3)(E), § 680.600 and 100 DCS 18.101.1 (Attachment C).

• Veterans and eligible spouses

• Recipients of public assistance

• Other low-income individuals

• Individuals who are basic skills deficient

The Local Board may establish a process that also gives priority to other individuals eligible to receive such services outside the groups given priority under WIOA, provided that it is consistent with the priority of service for Veterans. Please note the local policy and process must be consistent with WIOA sec. 134(c)(3)(E) and § 680.600.

POS for Veterans: [https://www.mass.gov/service-details/priority-of-service-](https://www.mass.gov/service-details/priority-of-service-for-veterans) [for-veterans](https://www.mass.gov/service-details/priority-of-service-for-veterans)

State Plan: <https://www.mass.gov/doc/fy2020-workforce-innovation-and-opportunity-act-wioa-massachusetts-combined-state-plan/download>