



Workforce Issuance

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☒ Policy ☐ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Date: July 17, 2026

Subject: **Local Annual Plan Guidance: Fiscal Year 2027**

Purpose: To provide guidance to MassHire Workforce Boards and MassHire Career Center Operators regarding the development and submission of the FY2027 WIOA Local Annual Plan, including allocations, budgeting, and alignment with MassHire Innovation Project (MIP).

Background: The Local Annual Plan is a requirement capturing operational and fiscal information. MassHire Workforce Boards must develop and submit plans including budgets, program summaries, and required forms. The information requested within this policy relates to local operational information that is required on an annual basis by the MassHire Department of Career Services. This information comprises the Local Annual Plan.

Policy: For FY27, MassHire Workforce Boards are operating within a unique planning environment that includes increased federal funding and the continuation of the MassHire Innovation Project. The FY27 Local Annual Plan should reflect these

circumstances and demonstrate how local areas will align planning, resources, and service delivery with emerging statewide priorities.

Where additional funding makes it possible, please consider adding or expanding funding targets and priorities to provide increased emphasis on the listed key considerations.

In addition to required goals and metrics, program monitoring for FY27 will seek to collect and evaluate data reflecting these key considerations on an individual area and statewide basis.

In developing the FY27 Local Annual Plan, Local Workforce Boards must continue to address all required planning elements. In addition, boards are strongly encouraged to consider how additional resources may be used to support the key considerations outlined below.

1. Expanding Accessibility and Inclusive Service Delivery

Local Workforce Boards should consider how they will expand accessibility options and improve service delivery for a broader range of customers, including individuals with disabilities, individuals with limited English proficiency, and other populations that may experience barriers to accessing services.

Considerations:

- Compliance with ADA accessibility requirements for websites and digital service platforms;
- Compliance with ADA accessibility requirements for documents, forms, notices, and other customer-facing materials;
- Strategies for gathering input from customers, staff, partners, and other stakeholders regarding accessibility needs and service barriers; and
- How such input will be used to inform implementation and continuous improvement.

2. Strengthening Operational Efficiency and Addressing Funding Gaps

Local Workforce Boards should consider how they will use available resources to strengthen operational efficiency, support staff capacity, and address service or staffing gaps resulting from the expiration, full allocation, or closeout of temporary funding sources.

Considerations:

- Prioritization of staff time and responsibilities;
- Addressing gaps previously supported by expiring or fully allocated funding streams;

- Braid, blend, or coordinate funding streams to support staffing, service delivery, and administrative functions; and
- Any planned changes to service models, workflows, or staffing structures to improve operational effectiveness.

3. Advancing Youth Service Strategies

Local Workforce Boards should consider how they will strengthen youth service delivery and align local strategies with lessons learned from the 2026 Youth Pilot.

Considerations:

- Development of a year-round calendar of youth activities;
- Dedicated staffing or staff capacity for employer engagement, business relationships, and youth recruitment;
- Youth-focused employment events, work-based learning opportunities, and career exploration activities;
- Strategies piloted by boards in 2026 that will be continued, expanded, or adapted; and
- Approaches for engaging employers in youth programming.

4. Preparing for Implementation of the Workforce Pell Grant Program

Local Workforce Boards should consider how they will prepare for implementation of the Workforce Pell Grant program, including how they will strengthen coordination with training providers and support jobseeker navigation.

Considerations:

- Local understanding of training providers in the region and the credentials they offer;
- Identification of Pell-eligible courses and programs;
- Models for helping jobseekers understand, access, and navigate eligible training opportunities;
- The intended “front door” for jobseekers seeking information or assistance related to the Workforce Pell Grant program;
- Strategies for collaboration with community colleges and other eligible training providers; and
- Relationship-building necessary to support effective program implementation.

5. Enhancing Business Services Capacity

Local Workforce Boards should consider how they will strengthen the capacity of the business services representative function to meet employer demand and respond to priority industry needs.

Considerations:

- Additional capacity needed to support the most essential employers in the local area;
- Cross-regional business services strategies;
- Processes for responding to dynamic or rapidly developing employer opportunities;
- Coordination with regional Economic Development representatives; and
- Partnership with the MassHire Department of Career Services to align employer engagement strategies.

6. Improving Customer Experience

Local Workforce Boards should consider how they will improve the customer experience for all critical customers, including jobseekers, students, training providers, employers, and partner organizations.

Considerations:

- Staff training in trauma-informed and resilience-based service delivery;
- Strategies for working effectively with customers who are experiencing difficult circumstances;
- Approaches for identifying and responding to customer mental health needs, as appropriate within the workforce system's role;
- Coordination with partner programs and wraparound services; and
- Professional development or service improvements designed to strengthen service quality, consistency, and responsiveness.

MassHire Local Workforce Boards should incorporate these priorities within local planning considerations with regard to how proposed activities will support equitable access, operational sustainability, stronger employer and youth engagement, and improved outcomes for customers and businesses.

Please use **Attachment X** to briefly describe your local area's plan to address MassHire key considerations listed above.

The local MassHire Workforce Board, with agreement of the Chief Elected Official (CEO), is responsible for developing and submitting the Fiscal Year 2027 Local Annual Plan.

Action

Required: Local Annual Plan packages must include the components listed in Attachment A: *FY27 Local Annual Plan Checklist*. Please review the list of documents required for submission.

Completed FY2027 Local Annual Plan packages are due to MDCS no later than **August 31, 2026**. Please refer to submission instructions contained in Attachment B.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@Mass.gov.

Attachments:

A: FY27 Local Annual Plan Checklist
B: Submission Instructions
C: Notification of Local Workforce System Changes Form
D: MassHire Career Center Hours of Operation Form
E: Assurances
F: Local Annual Plan Signatories Form
G: Financial Modification Authorization Form
H: Instructions for Program Summary Charts
I: Program Summary Charts (S and 1-4)
J: Integrated Budget and Narrative Template
K: Integrated Budget Instructions
L: Integrated Budget Program List
M: Instructions for Updating Local Performance Goals for FY27
N: State One-Stop Allocations
O: Title I Allocations – Adult, DW, Youth (includes charts 1-7)
P: State Allotments (WIOA Title I & ES Federal to State Allocations)
Q: Wagner-Peyser 90% and 10% Allocations (includes charts 1-3)
R: Local Allocations Compared
S: Overview of WIOA and Wagner-Peyser Allocations
T: FY27 Jobs for Veterans State Grant Allocations (*upon availability*)
U: CY2025 RESEA Allocations
V: Local Information Required: Local Agricultural Labor Market
W: WIOA State Partner Infrastructure Funding Planning Estimates
X: MassHire Key Considerations – Local Response

WIOA State Partner Infrastructure Funding/Allocations

1. Adult Community Learning Services (ACLS) (*upon availability*)
2. Department of Transitional Assistance (DTA)
 - Attachment 2A: FY26-FY27 WPP Expansion Program Allocations
 - Attachment 2B: FY27 WPP Program Allocations (*upon availability*)
 - Attachment 2C: FY27-28 WPP Expansion Program Allocations (*upon availability*)

3. Massachusetts Commission for the Blind (MCB) *(upon availability)*
4. MassAbility *(upon availability)*
5. The Center for Workforce Inclusion (CWI) *(upon availability)*
6. Adult Community Learning Service (ACLS)/Career Pathways WDB Support *(upon availability)*