



# **Program Year 2018 Annual Report**

**WIOA Title I: Adult, Dislocated Worker, and Youth  
WIOA Title III: Wagner-Peyser Employment Service**

**Submitted by the Commonwealth of Massachusetts  
to the U.S. Department of Labor Employment and Training Administration  
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## Table of Contents

Introduction	2
A. PY2018 Summary of Statewide Program Performance	2
B. Research and Evaluation	5
C. Customer Satisfaction	9
D. Waivers	9
E. National Dislocated Worker Grants	10
F. Registered Apprenticeships	11
G. Workforce Training Fund Programs (WTFP)	15
H. MassHire Branding	16
I. Business Engagement	17
Appendix A: Performance for MassHire Workforce Areas	20

## Introduction

The Massachusetts Executive Office of Labor and Workforce Development (EOLWD) is the state level agency responsible for the oversight of the workforce development funding received through the U.S. Department of Labor's Employment and Training Administration (DOLETA). The MassHire Department of Career Services and Commonwealth Corporation have been designated by EOLWD to implement specific initiatives related to the workforce development system.

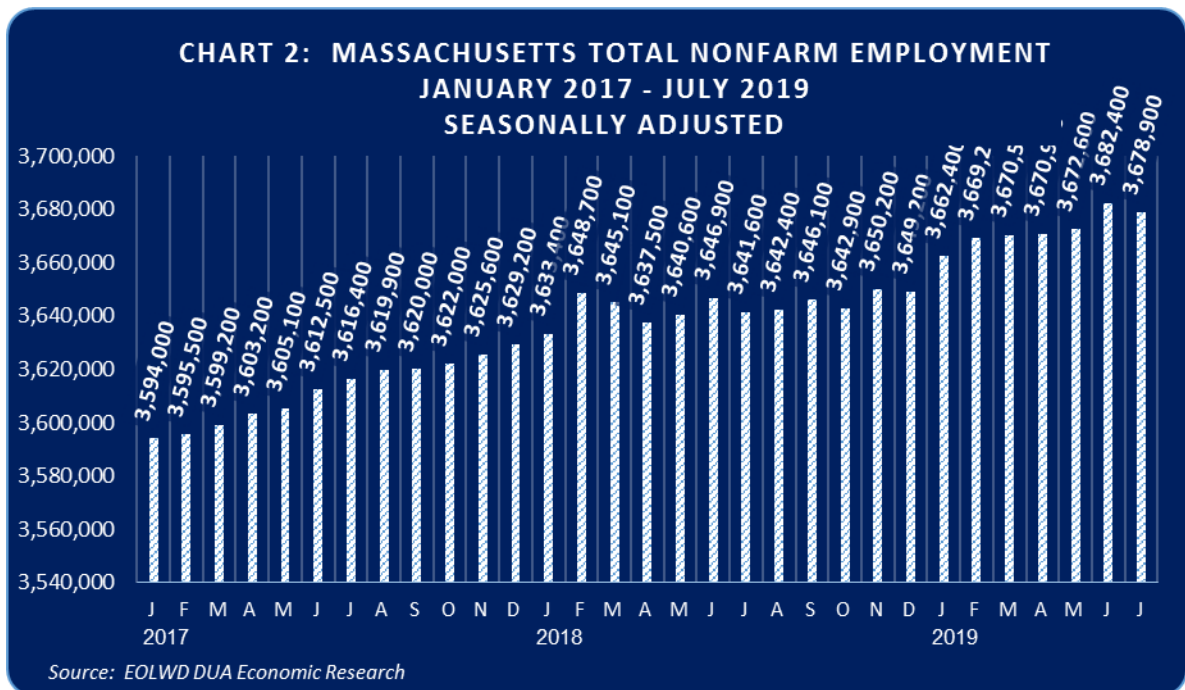
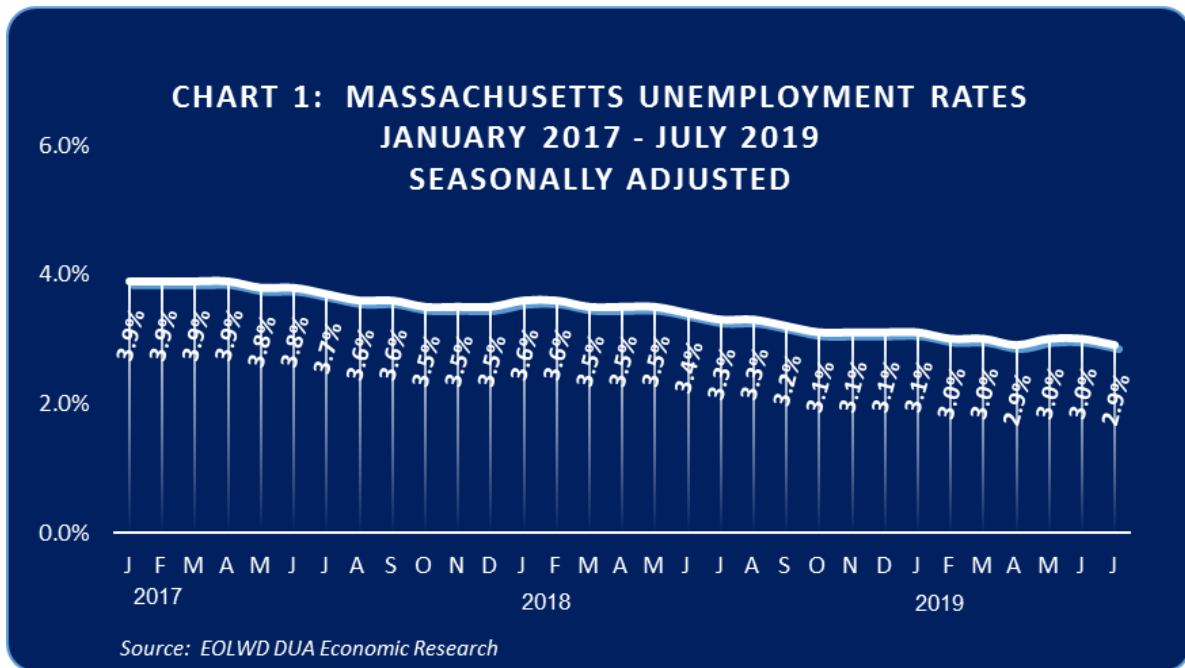
Since the implementation of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014, Massachusetts has adopted a statewide strategy to maximize and leverage workforce development resources through our 16 MassHire Workforce Boards and 29 MassHire Career Centers. In Massachusetts, MassHire Career Centers provide the cornerstone of service delivery for job development and job search assistance, occupational training for growth industries and occupations, and business services to fill talent and skill needs, layoff aversion, and related employer-support strategies. The MassHire Career Centers work closely with the WIOA partner agencies to ensure coordinated delivery of information and services throughout the Commonwealth.

## A. PY2018 Summary of Statewide Program Performance

State performance goals for Program Year 2018 (July 1, 2018 to June 30, 2019) were established with the U.S. Department of Labor's Employment and Training Administration (DOLETA). Funds supporting program services during this period were WIOA Title I Adult, Dislocated Worker, and Youth program grant funds and Title III Wagner-Peyser Employment Service grant funds provided through annual allotments from DOLETA. PY2018 performance covers adults, dislocated workers, and youth who exited these programs between January 2017 and June 2018, and job seekers who received services through June 2019.

The four primary federal performance indicators—employed in the second quarter after exit, employed in the fourth quarter after exit, median earnings in the second quarter after exit, and credential attainment—measure employment, earnings outcomes, and credential attainment through the four quarters after a participant has exited (received a final service). Statewide performance on these measures is shown below in Tables 1-4. Employment data come from quarterly wage records reported by employers. The measures show the percent employed during the second and fourth quarters after exit, the median earnings in the second quarter after exit, and the credential attainment rate (Title I only) for those who received training services.

Participants exited program services into a very positive economic climate. Charts 1 and 2 below show the unemployment rates and nonfarm employment levels for Massachusetts for the period from January 2017 through July 2019. Over this period the unemployment rate remained below 4.0% and employment expanded by 88,400 jobs or 2.6 percent.



Tables 1-4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2018 to the Employment and Training Administration. State performance goals are negotiated annually with DOLETA. Definitions of each measure are provided in Appendix A at the end of the report.

## Program Year 2018 State Performance

**Table 1: Title I Adult Program**

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.0%	75.8%	88.2%
Employment Rate Q4	78.0%	74.8%	95.9%
Median Earnings Q2	\$5,200	\$6,298	121.1%
Credential Attainment	71.0%	72.1%	101.6%

**Table 2: Title I Dislocated Worker Program**

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.0%	78.5%	91.2%
Employment Rate Q4	85.0%	80.2%	94.3%
Median Earnings Q2	\$7,700	\$10,064	130.7%
Credential Attainment	60.0%	74.9%	124.8%

**Table 3: Title I Youth Program**

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment/Education Rate Q2	80.5%	70.0%	87.0%
Employment/Education Rate Q4	73.0%	72.0%	98.6%
Credential Attainment	70.5%	70.4%	99.8%

**Table 4: Title III Wagner-Peyser Employment Service**

Measure	Negotiated goal	Actual performance	Percent of goal
Employment Rate Q2	64.0%	65.5%	102.3%
Employment Rate Q4	63.0%	67.6%	107.2%
Median Earnings Q2	\$6,000	\$7,207	120.1%

## B. Research and Evaluation

### Supporting Regional Blueprints' Priority Industries and Occupations:

Commonwealth Corporation continues to convene a series of **Manufacturing Sector Meetings** for workforce practitioners (including local MassHire Workforce Board and Career Center staff) interested in sharing and learning from one another about effective manufacturing workforce practices. The goal is to come together to share workforce development tools, strategies and approaches to meet the manufacturing sector's need for skilled workers. Agenda items reflect topics of interest from the group and that are not specific to any specific grant-funding stream. In addition to sharing best practices and current trends, the meetings have provided an opportunity to review related labor market information and online job demand data.

The Baker-Polito Administration inaugurated an annual **Massachusetts STEM Week** in October 2018. To support STEM (science, technology, engineering, and mathematics) statewide and regional activities promoting pathways and preparation for STEM careers, Commonwealth Corporation published *STEM Week 2018: Research Report* that takes stock of what STEM means to the Commonwealth's economy and future. The report highlights key labor market information and trends in STEM industries and occupations.

[http://commcorp.org/wp-content/uploads/2018/10/CommCorp-STEM-Week-2018-Research-Report.FINAL .pdf](http://commcorp.org/wp-content/uploads/2018/10/CommCorp-STEM-Week-2018-Research-Report.FINAL.pdf)

### Supporting MassHire Career Centers:

Commonwealth Corporation worked with the MassHire Department of Career Services and the Massachusetts Department of Public Health, Bureau of Substance Addiction Services to research and design training sessions for frontline career center staff on addiction recovery and resources. These training sessions have been developed to address the impact of addiction to alcohol and other drugs and the influence of the recovery process on the customers utilizing MassHire Career Centers. Session topics included:

- Elements of substance use problems, disorders, and addiction
- Current state of substance use and addiction in Massachusetts
- Overview of recovery and the recovery process
- Overview of signs and symptoms associated with alcohol, opioids/opiates and other drugs
- Impact of substance use on the individual, family and friends
- Resources for individuals and families for the prevention, intervention, and treatment of substance use problems
- Making the link between recovery and career counseling—engaging individuals and establishing rapport; important considerations in building a career/education plan
- Relevant referral options

### **Supporting Massachusetts Businesses - Reinventing Work Initiative:**

The Federal Reserve Bank of Boston, the Massachusetts Executive Office of Labor and Workforce Development (EOLWD) and Commonwealth Corporation have forged a research partnership, the Reinventing Work Initiative (RWI), to better understand the challenges and opportunities that exist to redesign jobs for workers, particularly in industries and occupations that include large numbers of low-income or entry-level positions.

The first phase of this work involved engaging almost 100 Massachusetts businesses across various industries in interviews and small group listening sessions to learn about the challenges they face in recruiting and retaining talent. The economic climate is challenging for business, but, at the same time, it is also creating new opportunities for employers to review and reconsider the ways they engage and manage their frontline workforce. Our objective was to learn about businesses' needs and goals for the jobs they offer and create a repository of any efforts undertaken to redesign aspects of those jobs. It was also important to learn about the structural barriers or challenges businesses have faced related to recruiting and retaining entry-level and frontline staff, including how these vary by sector, size, or region.

An event at the Federal Reserve Bank in October 2019 included findings from the listening sessions, a panel of local business leaders who shared their own experiences 'reinventing' work, and a preview of forthcoming opportunities to engage with the Reinventing Work Initiative. Many businesses are interested in—and have been making strides toward—redesigning jobs in ways that enhance the working environment and are economically sustainable. This alignment of interests between businesses and workers presents a unique opportunity to support and learn from companies looking for ways to both support workers and business growth.

In the second phase of the initiative, projected to launch in 2020, the partnership will convene a cohort of businesses committed to taking steps toward redesigning their jobs. These changes may include restructuring wages and benefits, adjusting worker schedules, creating job positions that allow for income and career growth, or establishing employee



engagement or ownership programs. This cohort will be supported by a series of peer-to-peer learning communities and other potential supports that enable experimentation and pilots. We will explore the challenges they face structuring and implementing these changes and analyze the impact job improvements have on both workers and businesses. The partnership will then publish the results of our research, highlighting best practices and lessons learned to empower more businesses to improve worker's lives and business growth. <https://www.bostonfed.org/community-development/expanding-employment-opportunities/reinventing-work-initiative.aspx#program-initiative-list>

### **Supporting Sector Strategies:**

With EOLWD, Commonwealth Corporation administers the Workforce Competitiveness Trust Fund (WCTF) that supports the development of sectoral employment programs—industry-specific workforce development programs that prepare unemployed and under-employed individuals for skilled in-demand positions. Lessons learned have resulted in technical assistance resources for the workforce system in the design and implementation of sector strategies. The most recent publication *Who Do We Serve* explores how the WCTF serves men and women across the Commonwealth who are ready to engage in programming but require targeted support to succeed in employment. The population includes individuals who may have experienced trauma or challenges in their past and who may rely on aid from public benefits to support their families. The short brief includes a case study profile of a WCTF participant. <http://commcorp.org/programs/workforce-competitiveness-trust-fund-wctf/>

### **Supporting WIOA Evaluation Agenda:**

The MassHire State Workforce Board, the MassHire Department of Career Services and Commonwealth Corporation have been in discussions to support the development of a WIOA Evaluation Agenda. It is anticipated that the Evaluation Agenda, with input from partners, local MassHire workforce boards, and career centers, will guide the design and implementation of program analyses and evaluations to review program impact and identify promising practices.

In a related development, Commonwealth Corporation has executed an agreement with the Massachusetts Department of Unemployment Assistance for access to wage record data. This access will allow for evaluations of the post-program outcomes of state-supported YouthWorks and WCTF sectoral training by using wage record matching results combined with participant characteristics and program services data. This evaluation work will be coordinated with the Evaluation Agenda and, as there are shared WIOA customers in many of these programs, may suggest methods and approaches for WIOA evaluations as well.



## **Supporting the Governor's Commission on Digital Innovation and Lifelong Learning:**

Governor Charlie Baker designated Commonwealth Corporation to organize and lead his new Commission on Digital Innovation and Lifelong Learning. Launching in April 2018 and working through the fall, the Commission examined the implications of accelerating technology on the nature of work, the future of jobs in Massachusetts, and what effective postsecondary education and training looks like in the 21st century. The Commission was comprised of executives from some of Massachusetts' largest companies, college and university presidents, community and workforce system leaders, innovators in digital learning, and leading scholars of learning science, organizations, and the future of education and work.

Through a series of Commission and subcommittee meetings and related research projects, the Commission reviewed how Massachusetts can dramatically expand affordable, high-quality, employer-aligned education, training, and lifelong learning opportunities for many more people in this era of accelerating technological change. Topics that were explored include:

- Online and competency-based approaches to education and training;
- Programs co-designed by employers and education/training providers;
- Experiential learning models, such as internships, apprenticeships, and work-based learning;
- Systems of support for adult learners, such as soft skills and coaching programs; and
- Enabling learners to receive credit for prior learning acquired in education and work.

The Commission's final report was released in 2019 and recommended several approaches for Massachusetts to adopt:

1. Take comprehensive steps to develop an ecosystem of lifelong learning.
2. Launch a new effort to expand the availability of digitally-enabled, competency-based, employer-aligned education programs for entry-level employees.
3. Take immediate steps to align the state's current workforce development and education resources to support the expansion of digitally-enabled, competency-based, employer-aligned education programs.
4. Pursue additional policy and programmatic changes to foster the development of digitally-enabled, competency-based, employer-aligned education programs further over the long term.

Report at <http://commcorp.org/wp-content/uploads/2018/04/DILLCommissionReport.pdf>

*Note: The projects discussed above were supported with WIOA Governor's Reserve funding.*

## C. Customer Satisfaction

Customer satisfaction was assessed through a survey of participants and employers served under WIOA Title I programs. Massachusetts anticipates that implementation of MassHire as the unifying brand across the workforce system will be reflected in higher response rates and higher satisfaction levels from both program participants and employers in the future.

Results from 114 surveys (2,573 participants were requested to complete the survey) completed by program participants who received services provided at MassHire Career Centers statewide showed the following results.

Category	Rating
Overall Satisfaction	83.6%
Met Expectations	81.2%
Comparison to Ideal	77.9%

Results from 113 surveys (1,723 employers were requested to complete the survey) completed by employers who received services provided at MassHire Career Centers statewide showed the following results.

Category	Rating
Overall Satisfaction	75.0%
Met Expectations	74.7%
Comparison to Ideal	71.9%

## D. Waivers

### On-the-Job Training Waiver for Small Employer Reimbursement

Under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and sections 8-10 of the Wagner-Peyser Act in WIOA section 189(i), Massachusetts applied for a waiver of WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720 (b) in order to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees.

The Department approved the Commonwealth's waiver request through June 30, 2020 for the WIOA Title I Adult, Dislocated Worker and Youth formula funds.

The higher reimbursement rate provides an incentive for increased employer participation in On-the-Job Training and expands employer involvement with the State's workforce system, particularly among small- and medium-sized businesses. The waiver also encourages enhanced capacity and relationship building among a region's business, education and workforce development communities as a means of focusing resources on emerging skill acquisition and sustainability.

## **WIOA Waiver for Eligible Training Providers**

The U.S. Department of Labor, Employment and Training Administration granted Massachusetts a waiver on December 13, 2018 from the requirements outlined in the WIOA at Sections 116 and 122, and at 20 CFR 677.230 and 20 CFR 680.400 through 680.530, which require the collection and reporting of performance related data on all students participating in training programs listed on the state's Eligible Training Provider List (ETPL). This waiver is effective through June 30, 2020.

For training providers listed on the Massachusetts ETPL, this waiver eliminates the need to report performance outcomes for students whose training is not funded through the Workforce System. The Commonwealth continues to require training providers to report on customers attending training through one of the Workforce System's program resources (i.e. WIOA, Trade, Training Opportunities Programs (Section 30), National Dislocated Worker Grants, etc.). These are customers who receive training services from the training provider and also career services via a MassHire Career Center.

The Commonwealth anticipates achieving the following goals with implementation of this waiver:

- Removal of a potential disincentive for schools and training providers to participate in ETPLs in anticipation of maximizing the available marketplace of training curriculum.
- An increase in varied training offerings for individuals utilizing Individual Training Accounts (ITA) via the public workforce system (increased consumer choice).
- Greater utilization of the ETPL by individuals pursuing training in the Commonwealth related to jobs that are in-demand by employers.
- Improved overall performance outcomes for individuals pursuing training utilizing ITAs.
- Strengthen partnerships and relationships between training providers and the public workforce system.
- Enhanced ability of local boards to respond quickly and efficiently to immediate local job seeker and employer needs.

## **E. National Dislocated Worker Grants**

National Dislocated Worker Grants (NDWG) temporarily expand the service capacity of Workforce Innovation and Opportunity Act Dislocated Worker training and employment programs by providing funding assistance in response to large, unexpected economic events and emergency situations that result in significant job losses to those affected.

During Program Year 2018, Massachusetts operated 12 NDWG projects with a total funding of \$15,874,658, providing reemployment services, including occupational training to over 2,000 dislocated workers from 14 companies, and to hurricane evacuees and individuals affected by the opioid crisis.

The table below provides summary information on Program Year 2018 NDWG projects.

National Dislocated Worker Grant Projects Operating During PY2018				
NDWG	Local operator	Award amount	Planned number of participants	Companies
Hiliner Symmetry	New Bedford	\$784,648	138	High Liner Foods, Symmetry Medical
GE (Dual Enrollment)	Brockton	\$1,337,486	150	New England Art Publisher, General Electric Oil and Gas
Retail Tech	Cambridge (Metro North) and Norwood (Metro South West)	\$2,563,689	400	EMC, BOSE, Gannett Publishing, Staples HQ
Garber	Brockton	\$907,931	70	Garber Brothers/Serta
Polartec	Lawrence	\$1,308,911	150	Polartec
Brayton Point	Bristol	\$221,591	68	Brayton Point Power Plant
Garellick	North Shore	\$803,501	130	Garellick Farms
Hurricane Response Disaster Relief DWG	Hampden	\$2,588,511	300	Disaster: Hurricanes Irma and Maria
Opioid	Hampden	\$2,032,071	200	Disaster: National Health Emergency
Opioid	Lowell	\$2,450,295	150	Disaster: National Health Emergency
Entergy	Quincy	\$503,079	125	Entergy
Weetabix	North Central	\$372,945	123	Weetabix

## F. Registered Apprenticeships

In July 2017, the Massachusetts Secretary of Labor and Workforce Development first convened the Apprenticeship Advisory Group in order to inform the development of a strategic plan for expansion of Registered Apprenticeships (RA) in Massachusetts. The Apprenticeship Advisory Group included representatives from union and non-union organizations and employers, community-based organizations, educational institutions, legislators, the public workforce development system, government agencies, and other key stakeholders.

The Executive Office of Labor and Workforce Development (EOLWD) also partnered with several industry organizations in order to convene roundtables and gather feedback from the business community. Businesses were convened by the Associated Industries of Massachusetts, Greater Boston Chamber of Commerce, Massachusetts Technology

Leadership Council, and the Employer Association of New England. Individual conversations regarding Apprenticeship education and expansion were also held with employers from healthcare, technology, and manufacturing sectors.

The input of these stakeholders, along with extensive research conducted by EOLWD and its partners culminated in the development of a detailed strategic plan. The plan demonstrates the commitment to diversifying the Registered Apprentice workforce and expanding apprenticeships to new occupations and industries.

As of the end of June 2019, there were 9,900 Registered Apprentices in Massachusetts. The majority were in construction or building trade occupations.

### **Apprenticeship Expansion in Massachusetts: Strategic Plan**

In June 2018, the Executive Office of Labor and Workforce Development issued *Apprenticeship Expansion in Massachusetts: Strategic Plan*, in partnership with the Apprenticeship Advisory Group. This comprehensive plan set forth a multi-year agenda and identified specific goals and targets. Within the EOLWD secretariat, the Division of Apprentice Standards (DAS), under the Department of Labor Standards, and the MassHire Department of Career Services work closely together to apply for funding and to support and expand apprenticeship opportunities across the Commonwealth.

In September 2019, after a wide spread talent search, EOLWD hired a new Director of Apprenticeship Expansion and Work-Based Learning who is charged with the implementation of the Strategic Plan. During the last quarter of CY2019, the Director met with EOLWD, DAS, and MDCS staff, workforce partners, and apprenticeship stakeholders to gain familiarity with the Commonwealth's workforce system. In 2020, the Director will be at work ensuring that Massachusetts meets grant and strategic plan goals and milestones and will oversee several large projects including the rebuild of the DAS database and a statewide marketing campaign.

Simultaneously, EOLWD/MDCS applied for grant funding under the American Apprenticeship Act to increase the number and diversity of apprenticeships in the Commonwealth.

Since 2015, EOLWD/MDCS applied for multiple grants under the American Apprenticeship Act. With support from these DOL-funded grants, Massachusetts intends to increase the number and diversity of apprenticeships in the Commonwealth.

**DOL Funded Apprenticeship Grants Awarded to EOLWD/MDCS: \$8,011,510.79**

Grant name	Value	Anticipated outcomes	To date (12/31/19)	Projected activity
<b>American Apprenticeship Initiative (AAI)</b>	\$2,999,999	Enroll 300 Apprentices	Enrolled 162 apprentices <ul style="list-style-type: none"> <li>• 35 pre-apprentices</li> <li>• 24 employers</li> <li>• 11 occupations/ programs</li> </ul>	Two large healthcare employers, five large manufacturing employers, an Industry intermediary, and employer members engage to provide programs across approximately 10 new programs.
<b>Apprenticeship Accelerator Grant (AAG)</b>	\$200,000	Staff focused on Employer and Stakeholder Engagement	Individual workings with employers and professional groups, such as the Massachusetts Restaurant Association and the Massachusetts Brewers Association to develop Registered Apprenticeship programs across non-traditional industries and occupations.	Grant successfully closed in November 2018. The work of the Apprenticeship Liaison continued through CY2018 and CY2019 with support from the SAE Grant; engaged employers and professional groups to develop RAPs in non-traditional industries and occupations; coordinated with the operators of the AAI and SAE grants to fund RTI for new RA programs.
<b>State Apprenticeship Expansion Grant (SAE)</b>	\$3,316,649	Increase the number of apprentices enrolled in Massachusetts by 15%	Enrolled around 240 apprentices across 35 employers and 22 new occupations.  Hired Director of Apprenticeship Expansion and Work-based Learning, charged with implementation of the Strategic Plan.	<ul style="list-style-type: none"> <li>• MassHire Workforce Boards act as sponsors and subject matter experts in each of three priority industries to provide technical assistance across the state to potential RA sponsors.</li> <li>• Redesign the DAS website to include an e-commerce component allowing for a more streamlined process for sponsors and apprentices.</li> <li>• Market new Registered Apprenticeship Tax Credit.</li> <li>• Provide statewide training to workforce practitioners across partner agencies.</li> </ul>
<b>Apprenticeship State Expansion Grant (ASE)</b>	\$1,494,862.79	Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.	Project will begin in CY 2020	<ul style="list-style-type: none"> <li>• Establish a Manufacturing intermediary.</li> <li>• Administer a performance based contract incentivizing sponsors of construction and trade apprentice programs to analyze and adjust their recruitment and hiring practices in order to diversify their candidate pool and workforce.</li> </ul>

**Massachusetts Fiscal Year 2019 Line Item to Support Registered Apprenticeship**

The FY19 Massachusetts state budget and economic development bill included a \$500,000 (7/1/18 – 6/30/19) line item to support the expansion of Registered Apprenticeship Programs in priority industries.

- \$300,000 provided in competitive grants to sponsors to defray the cost of related technical instruction in new programs within the priority industries of Tech, Manufacturing, and Healthcare.
- \$200,000 was provided in competitive “apprenticeship innovation” planning grants. The grant funding to support components of the Apprenticeship Expansion Plan.

The FY19 line item funds supported the following:

- Classroom instruction for 55 new apprentices in software development, EMT, and advanced manufacturing group leader roles.
- Enhanced capacity by way of a structured business plan to support a new, statewide sponsor for manufacturing programs.
- Development of the State’s first early education and care apprenticeship program model.
- Updates to the State’s online apprenticeship content and forms to ensure it is more user-friendly and accessible for new industries, and launch of a new streamlined registration process targeting non-building trades industries.
- Recruitment of diverse and underrepresented candidates into apprenticeships through a paid social media campaign.

The FY20 Massachusetts state budget and economic development bill also includes a \$500,000 line item (7/1/19 – 6/30/20) to support the expansion of Registered Apprenticeship Programs in priority industries. An RFP is now open for access to those funds to support related technical instruction costs for registered apprenticeships in expansion industries.

### **Massachusetts Registered Apprenticeship Tax Credit—Passed July 2018**

Massachusetts employers or sponsors of apprentices may be eligible for tax credits of up to \$4,800 per apprentice via the [Registered Apprenticeship Tax Credit](#) program. In CY2020, EOLWD will implement a statewide RATC marketing plan, engaging employers in eligible priority industries, healthcare, manufacturing, and technology.

### **Tech Apprenticeship Program**

Multiple stakeholders worked toward finding workforce solutions for tech employers unable to find skilled job seekers. EOLWD, the MassHire State Workforce Board, MDCS, Apprenti, One8 Foundation, and Mass TechHire partnered to design a plan to fill employer demand for skilled tech workers. The official Launch of the Commonwealth’s first tech Registered Apprenticeship took place during National Apprenticeship Week in November 2018.



In 2020 and 2021, with support from Apprenticeship State Expansion Grant Funds, Massachusetts will support a similar intermediary for the Manufacturing industry. This entity will act as a registered apprenticeship program sponsor and support industry employers who hire and host apprentices, mirroring the Apprenti model in the tech industry. Work will also begin toward creating a third intermediary sponsor to support the healthcare industry.

### **G. Workforce Training Fund Programs (WTFP)**

The Massachusetts Workforce Training Fund Program (WTFP), operated by Commonwealth Corporation, provides Massachusetts businesses with resources to invest in the skills of their workforce. Financed by Massachusetts employers, WTFP offers matching grants up to \$250,000 to offset costs of training workers. In PY18, the Workforce Training Fund Program offered three types of grants to Massachusetts businesses. Businesses who are eligible to participate must contribute to the Workforce Training Fund via a surcharge on Unemployment Insurance payments. These grants are supporting training for thousands of workers and improving the competitiveness and productivity of hundreds of businesses across the Commonwealth. The three types of grants are described below:

- **General Program Training Grant:** Businesses of any size are eligible to apply. (Intermediaries may lead a consortium application.) They may request up to \$250,000 for up to two years to support training for their workforce. Grant funds must be matched dollar-for-dollar. The match may be cash or in-kind (including wages paid to employees during training).
- **Express Program Grant:** Businesses with 100 or fewer employees are eligible to apply. Grant funds will pay for up to 50% of the cost of an employee's participation in training courses selected from a database of registered courses. Businesses may receive up to \$30,000 per calendar year; the maximum payment per trainee, per course is \$3,000.
- **On-The-Job Training Program:** This pilot program began in PY16. Grant funds are targeted to support businesses in hiring and training Massachusetts residents who have been unemployed for 30 weeks or longer. Businesses work with a participating MassHire Career Center to recruit eligible job seekers, develop a training plan, and receive a wage subsidy of up to 75% (a maximum of \$7,500) for training the new employee over a period of up to 26 weeks. The MassHire Hampden County Workforce Board is managing the statewide program; the Board and participating career centers are paid a service fee for each individual who is enrolled in the program and is retained in training for at least 4 weeks.

WTFP Summary for Program Year 2018			
	Trainees	Amount	Employers
General Program*	12,411	\$17,484,340	189
Express Program*	2,793	\$2,828,400	401
OJT Program**	8	\$73,877	7
	<b>15,212**</b>	<b>\$20,386,617</b>	<b>597**</b>
*Activity proposed in grants of up to 2 years, approved in 2019 with training continuing through 2021.			
**Includes some duplication in cases where employers participate in more than one grant/program during 2019.			

## H. MassHire Branding

MassHire is the brand unifying the entire Massachusetts Workforce Development System under a single name and shared mission. Commissioned by the Executive Office of Labor and Workforce Development (EOLWD), it signifies the state's commitment to increasing meaningful career opportunities for job seekers and expanding the talent pool for businesses seeking trained, skilled employees. The brand, MassHire, unifies and empowers all state, regional, and local workforce entities. It enables them to communicate with clients—job seekers and businesses—with a clear, consistent, powerful message. MassHire provides a foundation for conveying the depth, breadth, and connectivity of its value and services across all audiences.

Massachusetts launched MassHire on August 29, 2018. The Massachusetts Workforce Development Board and each of the sixteen local workforce development boards became MassHire Workforce Boards and the 29 One-Stop Career Centers became MassHire Career Centers. WIOA partner agencies are co-branding with MassHire furthering unification of the workforce system through a vision shared on behalf of the customer and establishment of pathways to services focused on customers not funding streams.



## I. Business Engagement

### MassHire Department of Career Service's (MDCS) Rapid Response Services

The MDCS Rapid Response staff works closely with the Department of Unemployment Assistance, local MassHire Career Center management and business service representatives, the 16 MassHire Workforce Boards, state and local business and economic development professionals, employer associations and organizations, unions, and local educational institutions. The MDCS Rapid Response deployment approach is closely coordinated with the MDCS with respect to harnessing administrative, programmatic, systems, and reporting support for local efforts. MDCS Rapid Response information gathering begins the essential processes for development of National Dislocated Worker Grant applications, and identification of state and local resources to effect layoff aversion wherever possible. Additionally, MDCS Rapid Response assists employers with Trade Program certification.

The MDCS Rapid Response Team served 319 companies experiencing closings or layoffs affecting 14,336 employees in PY18. Ninety percent of the companies served by Rapid Response in PY18 were centered in the following industrial sectors: manufacturing (22%), retail trade (36%), miscellaneous (12%), healthcare and social assistance (12%), professional, scientific and technical services (4%), finance and insurance (4%), accommodation and food services (11%), information (1%), transportation and warehousing (2%).

## **Layoff Aversion Strategic Services**

The United States Department of Labor, Employment and Training Administration (DOLETA) considers a layoff averted when either a worker's job is saved with an existing employer that is at risk of downsizing or closing, or when a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer experiencing little or no unemployment. The key to successful layoff aversion is identification of at-risk companies and early intervention by the MDCS Rapid Response team.

MDCS Rapid Response through MassHire BizWorks proactively seeks to identify at-risk companies, intervene early and propose alternatives to layoffs. The team advises companies of available federal, state and local assistance programs, such as WorkShare; the Economic Development Incentive Program (EDIP); the Employee Ownership (ESOP) program; and the Workforce Training Fund Program (WTFP); and matching soon-to-be dislocated workers with growing companies. The Massachusetts WorkShare Program allows workers in a company, a department or smaller unit within the company to work reduced hours while collecting unemployment insurance benefits to supplement their reduced wages. ESOPs are employee-owned businesses where the employees buy the business from the owner. Tools, such as the Layoff Aversion Services Database match businesses and non-profit organizations to various programs and opportunities based on the company's parameters.

The MDCS Rapid Response Team continued to improve layoff aversion strategies in PY18 under MassHire BizWorks featuring a robust marketing program and an expanded partnership with stakeholders in and outside of state government.

There were many states interested in adopting the MDCS Rapid Response team's layoff aversion strategies for which team members traveled to other states utilizing the Peer-to-Peer Technical Assistance and Training Grant (TAT) from the Department of Labor. The TAT grant ended on June 30, 2019. During the three years of operation, the Rapid Response team presented at 19 out-of-state sessions, as well as sessions held in Massachusetts for staff from other states. The MassHire BizWorks Program was the most requested program in the TAT Catalog.

## Effectiveness in Serving Employers

Massachusetts selected the approaches for the WIOA Partners in the table below for federal performance reporting. The state partners are evaluating these measures and reviewing additional metrics as part of State Plan development to broaden the scope for measuring effectiveness in serving employers in the future.

Pilot approaches	Numerator	Rate
	Denominator	
Retention with same employer in the 2 <sup>nd</sup> and 4 <sup>th</sup> quarters after exit rate	77,527	87.1%
	89,045	
Repeat business customers rate	7,160	29.3%
	24,420	

*FY 2019 Annual PIRL report. Includes data provided by Massachusetts Rehabilitation Commission (MRC), Massachusetts Commission for the Blind (MCB), and Adult and Community Learning Services (ACLS).*

A Business Engagement Committee, under the direction of the Executive Office of Labor and Workforce Development, has defined a statewide MassHire Recruitment Solutions Initiative (RSI). This business service model provides MassHire Career Centers with operational policies and procedures to assist with large-scale business recruitments and hiring by establishing strong business working relationships for sourcing and delivering quality human capital talent with the goal of improving the value of the MassHire workforce system to the business community.

## Appendix A

### Performance for MassHire Workforce Areas Program Year 2018/Fiscal Year 2019

The following pages provide data on WIOA performance for Massachusetts and each MassHire Workforce Area. WIOA Title I performance goals were negotiated by the MassHire Department of Career Services with each local MassHire Workforce Board. All areas were required to adopt the state goals for WIOA Title III Wagner-Peyser Employment Service. Overall performance is based on the percent of goal reached on each performance indicator.

#### Assessment of Performance on Individual Negotiated Goals

- Fails: Actual performance is less than 80.0% of the negotiated level.  
Meets: Actual performance is between 80.0% and 100.0% of the negotiated level.  
Exceeds: Actual performance is greater than 100.0% of the negotiated level.

#### WIOA Primary Indicators of Performance

##### **Employment Rate 2<sup>nd</sup> Quarter After Exit:**

The percentage of participants who are in unsubsidized employment during the 2<sup>nd</sup> quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education and training activities, or in unsubsidized employment during the 2<sup>nd</sup> quarter after exit)

##### **Employment Rate 4<sup>th</sup> Quarter After Exit:**

The percentage of participants who are in unsubsidized employment during the 4<sup>th</sup> quarter after exit from the program (for Title I Youth, the indicator is the percentage of participants in education and training activities, or in unsubsidized employment during the 4<sup>th</sup> quarter after exit)

##### **Median Earnings 2<sup>nd</sup> Quarter After Exit:**

The median earnings of participants who are in unsubsidized employment in the 2<sup>nd</sup> quarter after exit from the program.

##### **Credential Attainment:**

The percentage of participants who attain a post-secondary recognized credential or a secondary school diploma or equivalent during participation in, or within one year after exit from the program.

**Measurable Skill Gain:**

The percentage of participants who, during a program year, are in education or training, and who achieve academic, technical, occupational, or other form of progress towards such a credential or employment.

**Effectiveness in Serving Employers - Employer Retention:**

The percentage of participants who are employed in both the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit with the same employer.

## Massachusetts WIOA Performance Program Year 2018/Fiscal Year 2019

Massachusetts				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	75.8%	88.2%
	Q4 Entered Employment	78.0%	74.8%	95.9%
	Q2 Median Wage	\$5,200	\$6,298	121.1%
	Credential Attainment	71.0%	72.1%	101.6%
	Measurable Skill Gain		38.5%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	78.5%	91.2%
	Q4 Entered Employment	85.0%	80.2%	94.3%
	Q2 Median Wage	\$7,700	\$10,064	130.7%
	Credential Attainment	60.0%	74.9%	124.8%
	Measurable Skill Gain		44.1%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	70.0%	87.0%
	Q4 Entered Employment	73.0%	72.0%	98.6%
	Q2 Median Wage		\$3,410	
	Credential Attainment	70.5%	70.4%	99.8%
	Measurable Skill Gain		41.7%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	65.5%	102.3%
	Q4 Entered Employment	63.0%	67.6%	107.2%
	Q2 Median Wage	\$6,000	\$7,207	120.1%



## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Berkshire Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	75.0%	69.6%	92.8%
	Q4 Entered Employment	75.0%	70.6%	94.1%
	Q2 Median Wage	\$5,200	\$3,819	73.4%
	Credential Attainment	71.0%	57.1%	80.5%
	Measurable Skill Gain		18.2%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	74.4%	86.5%
	Q4 Entered Employment	85.0%	81.6%	96.0%
	Q2 Median Wage	\$7,700	\$8,118	105.4%
	Credential Attainment	60.0%	84.2%	140.4%
	Measurable Skill Gain		42.9%	
TITLE I YOUTH	Q2 Entered Employment	70.0%	57.1%	81.6%
	Q4 Entered Employment	70.0%	57.9%	82.7%
	Q2 Median Wage		\$2,169	
	Credential Attainment	70.0%	57.6%	82.3%
	Measurable Skill Gain		51.2%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	63.6%	99.3%
	Q4 Entered Employment	63.0%	63.9%	101.4%
	Q2 Median Wage	\$6,000	\$5,420	90.3%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Boston Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	70.6%	82.1%
	Q4 Entered Employment	78.0%	77.3%	82.1%
	Q2 Median Wage	\$5,200	\$6,904	132.8%
	Credential Attainment	71.0%	68.7%	96.7%
	Measurable Skill Gain		51.9%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	46.0%	70.6%	82.0%
	Q4 Entered Employment	85.0%	78.8%	92.6%
	Q2 Median Wage	\$7,700	\$9,579	124.4%
	Credential Attainment	60.0%	81.0%	135.0%
	Measurable Skill Gain		50.0%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	71.0%	88.2%
	Q4 Entered Employment	73.0%	75.0%	102.7%
	Q2 Median Wage		\$3,637	
	Credential Attainment	65.0%	63.2%	97.2%
	Measurable Skill Gain		42.6%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.1%	103.2%
	Q4 Entered Employment	63.0%	68.6%	109.0%
	Q2 Median Wage	\$6,000	\$6,978	116.3%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Bristol Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	83.0%	82.2%	99.1%
	Q4 Entered Employment	75.0%	80.4%	107.1%
	Q2 Median Wage	\$4,800	\$5,956	124.1%
	Credential Attainment	68.0%	80.6%	118.5%
	Measurable Skill Gain		45.3%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	83.0%	82.4%	99.3%
	Q4 Entered Employment	82.0%	82.2%	100.3%
	Q2 Median Wage	\$7,200	\$9,521	132.2%
	Credential Attainment	57.0%	80.0%	140.4%
	Measurable Skill Gain		43.4%	
TITLE I YOUTH	Q2 Entered Employment	75.5%	88.7%	117.5%
	Q4 Entered Employment	68.0%	72.3%	106.4%
	Q2 Median Wage		\$4,360	
	Credential Attainment	65.5%	93.3%	142.5%
	Measurable Skill Gain		67.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	70.0%	109.3%
	Q4 Entered Employment	63.0%	70.5%	111.8%
	Q2 Median Wage	\$6,000	\$6,803	113.4%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Brockton Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	67.7%	78.8%
	Q4 Entered Employment	78.0%	73.8%	94.6%
	Q2 Median Wage	\$5,200	\$6,375	122.6%
	Credential Attainment	71.0%	91.2%	128.4%
	Measurable Skill Gain		46.4%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	74.9%	87.1%
	Q4 Entered Employment	85.0%	76.3%	89.8%
	Q2 Median Wage	\$7,700	\$9,422	122.4%
	Credential Attainment	60.0%	70.9%	118.1%
	Measurable Skill Gain		47.4%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	73.3%	91.1%
	Q4 Entered Employment	73.0%	58.3%	79.9%
	Q2 Median Wage		\$3,698	
	Credential Attainment	70.5%	47.6%	67.5%
	Measurable Skill Gain		50.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	69.0%	107.8%
	Q4 Entered Employment	63.0%	70.1%	111.3%
	Q2 Median Wage	\$6,000	\$7,495	124.9%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Cape and Islands Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	85.7%	99.7%
	Q4 Entered Employment	78.0%	77.4%	99.3%
	Q2 Median Wage	\$5,200	\$8,141	156.5%
	Credential Attainment	71.0%	85.7%	120.7%
	Measurable Skill Gain		28.6%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	77.7%	90.3%
	Q4 Entered Employment	85.0%	83.3%	98.0%
	Q2 Median Wage	\$7,700	\$10,111	131.3%
	Credential Attainment	60.0%	64.7%	107.8%
	Measurable Skill Gain		50.0%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	71.1%	88.3%
	Q4 Entered Employment	73.0%	75.7%	103.7%
	Q2 Median Wage		\$2,884	
	Credential Attainment	70.5%	42.9%	60.8%
	Measurable Skill Gain		38.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.0%	103.2%
	Q4 Entered Employment	63.0%	64.2%	102.0%
	Q2 Median Wage	\$6,000	\$6,846	114.1%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Central Region Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	70.3%	81.7%
	Q4 Entered Employment	78.0%	77.0%	98.7%
	Q2 Median Wage	\$5,200	\$6,296	121.1%
	Credential Attainment	71.0%	82.7%	116.4%
	Measurable Skill Gain		38.6%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	90.9%	105.7%
	Q4 Entered Employment	85.0%	84.0%	98.8%
	Q2 Median Wage	\$7,700	\$10,246	133.1%
	Credential Attainment	60.0%	83.8%	139.7%
	Measurable Skill Gain		67.9%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	68.6%	85.3%
	Q4 Entered Employment	73.0%	68.9%	94.4%
	Q2 Median Wage		\$3,730	
	Credential Attainment	70.5%	78.0%	110.6%
	Measurable Skill Gain		55.5%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.7%	104.2%
	Q4 Entered Employment	63.0%	69.5%	110.4%
	Q2 Median Wage	\$6,000	\$7,409	123.5%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Franklin-Hampshire Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	81.5%	94.7%
	Q4 Entered Employment	78.0%	80.0%	102.6%
	Q2 Median Wage	\$5,200	\$6,887	132.4%
	Credential Attainment	71.0%	91.7%	129.1%
	Measurable Skill Gain		73.9%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	75.0%	86.4%	115.3%
	Q4 Entered Employment	85.0%	85.2%	100.2%
	Q2 Median Wage	\$7,700	\$8,669	112.6%
	Credential Attainment	60.0%	83.3%	138.9%
	Measurable Skill Gain		51.6%	
TITLE I YOUTH	Q2 Entered Employment	75.0%	70.8%	94.4%
	Q4 Entered Employment	73.0%	66.7%	91.3%
	Q2 Median Wage		\$2,711	
	Credential Attainment	65.5%	23.1%	35.2%
	Measurable Skill Gain		34.8%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.7%	104.3%
	Q4 Entered Employment	63.0%	66.7%	105.8%
	Q2 Median Wage	\$6,000	\$6,735	112.3%



## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Greater Lowell Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	87.1%	101.3%
	Q4 Entered Employment	78.0%	83.3%	106.8%
	Q2 Median Wage	\$5,200	\$7,405	142.4%
	Credential Attainment	71.0%	93.1%	131.1%
	Measurable Skill Gain		87.1%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	90.3%	105.0%
	Q4 Entered Employment	85.0%	89.3%	105.1%
	Q2 Median Wage	\$7,700	\$12,425	161.4%
	Credential Attainment	60.0%	93.8%	156.3%
	Measurable Skill Gain		64.5%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	87.5%	108.7%
	Q4 Entered Employment	73.0%	81.8%	112.1%
	Q2 Median Wage		\$4,550	
	Credential Attainment	70.5%	81.5%	115.6%
	Measurable Skill Gain		54.5%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	67.5%	105.5%
	Q4 Entered Employment	63.0%	69.9%	110.9%
	Q2 Median Wage	\$6,000	\$9,323	155.4%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Greater New Bedford Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	69.7%	81.1%
	Q4 Entered Employment	78.0%	80.6%	103.3%
	Q2 Median Wage	\$5,200	\$5,398	103.8%
	Credential Attainment	71.0%	64.3%	90.5%
	Measurable Skill Gain		41.4%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	86.5%	100.6%
	Q4 Entered Employment	85.0%	88.7%	104.4%
	Q2 Median Wage	\$7,700	\$7,721	100.3%
	Credential Attainment	60.0%	76.6%	127.7%
	Measurable Skill Gain		35.1%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	45.1%	56.0%
	Q4 Entered Employment	73.0%	51.4%	70.3%
	Q2 Median Wage		\$2,781	
	Credential Attainment	70.5%	47.2%	67.0%
	Measurable Skill Gain		2.1%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	65.8%	102.9%
	Q4 Entered Employment	63.0%	68.7%	109.0%
	Q2 Median Wage	\$6,000	\$5,327	88.8%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Hampden County Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	84.5%	78.7%	93.1%
	Q4 Entered Employment	75.0%	74.7%	99.6%
	Q2 Median Wage	\$4,600	\$5,071	110.2%
	Credential Attainment	70.0%	66.5%	95.0%
	Measurable Skill Gain		23.8%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	85.0%	76.5%	90.0%
	Q4 Entered Employment	79.0%	77.9%	98.6%
	Q2 Median Wage	\$7,500	\$7,582	101.1%
	Credential Attainment	56.0%	62.7%	111.9%
	Measurable Skill Gain		24.0%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	70.9%	88.0%
	Q4 Entered Employment	73.0%	71.9%	98.5%
	Q2 Median Wage		\$2,635	
	Credential Attainment	65.0%	92.3%	142.0%
	Measurable Skill Gain		7.5%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	59.8%	93.5%
	Q4 Entered Employment	63.0%	62.7%	99.5%
	Q2 Median Wage	\$6,000	\$5,324	88.7%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Merrimack Valley Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	92.1%	107.1%
	Q4 Entered Employment	78.0%	79.5%	101.9%
	Q2 Median Wage	\$5,200	\$7,629	146.7%
	Credential Attainment	68.0%	77.8%	114.4%
	Measurable Skill Gain		34.1%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	70.0%	81.4%
	Q4 Entered Employment	85.0%	71.0%	83.5%
	Q2 Median Wage	\$7,700	\$12,258	159.2%
	Credential Attainment	60.0%	60.2%	100.3%
	Measurable Skill Gain		42.7%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	88.1%	109.4%
	Q4 Entered Employment	73.0%	95.2%	130.5%
	Q2 Median Wage		\$5,978	
	Credential Attainment	70.5%	82.9%	117.6%
	Measurable Skill Gain		30.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	68.5%	107.1%
	Q4 Entered Employment	63.0%	71.1%	112.8%
	Q2 Median Wage	\$6,000	\$7,459	124.3%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire Metro North Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	78.6%	91.4%
	Q4 Entered Employment	78.0%	80.1%	102.7%
	Q2 Median Wage	\$5,200	\$6,571	126.4%
	Credential Attainment	71.0%	59.0%	83.1%
	Measurable Skill Gain		6.3%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	66.8%	77.7%
	Q4 Entered Employment	85.0%	73.4%	86.4%
	Q2 Median Wage	\$7,700	\$12,541	162.9%
	Credential Attainment	60.0%	66.3%	110.4%
	Measurable Skill Gain		19.1%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	57.6%	71.6%
	Q4 Entered Employment	73.0%	71.1%	97.3%
	Q2 Median Wage		\$2,659	
	Credential Attainment	70.5%	70.7%	100.2%
	Measurable Skill Gain		4.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.2%	103.4%
	Q4 Entered Employment	63.0%	66.4%	105.3%
	Q2 Median Wage	\$6,000	\$10,162	169.4%

## MassHire Workforce Area Performance

### Program Year 2018/Fiscal Year 2019

MassHire Metro South/West Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	76.0%	88.4%
	Q4 Entered Employment	78.0%	76.0%	97.4%
	Q2 Median Wage	\$5,200	\$7,151	137.5%
	Credential Attainment	71.0%	73.3%	103.3%
	Measurable Skill Gain		25.0%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	76.9%	89.4%
	Q4 Entered Employment	85.0%	75.4%	88.8%
	Q2 Median Wage	\$7,700	\$13,581	176.4%
	Credential Attainment	60.0%	56.5%	94.2%
	Measurable Skill Gain		35.8%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	73.6%	91.4%
	Q4 Entered Employment	73.0%	83.0%	113.7%
	Q2 Median Wage		\$4,373	
	Credential Attainment	70.5%	81.0%	114.8%
	Measurable Skill Gain		63.2%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	66.3%	103.6%
	Q4 Entered Employment	63.0%	69.8%	110.8%
	Q2 Median Wage	\$6,000	\$12,365	206.1%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire North Central Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	85.0%	100.0%	117.6%
	Q4 Entered Employment	78.0%	86.4%	110.7%
	Q2 Median Wage	\$5,200	\$4,742	91.2%
	Credential Attainment	71.0%	84.2%	118.6%
	Measurable Skill Gain		90.0%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	90.7%	105.5%
	Q4 Entered Employment	85.0%	89.1%	104.8%
	Q2 Median Wage	\$7,700	\$11,853	153.9%
	Credential Attainment	60.0%	89.2%	148.7%
	Measurable Skill Gain		65.9%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	65.9%	81.9%
	Q4 Entered Employment	73.0%	75.7%	13.7%
	Q2 Median Wage		\$2,391	
	Credential Attainment	70.5%	100.0%	141.8%
	Measurable Skill Gain		50.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	69.7%	108.9%
	Q4 Entered Employment	63.0%	71.2%	113.0%
	Q2 Median Wage	\$6,000	\$8,484	141.4%

## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire North Shore Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	82.1%	95.5%
	Q4 Entered Employment	78.0%	76.7%	98.3%
	Q2 Median Wage	\$5,200	\$7,202	138.5%
	Credential Attainment	71.0%	82.1%	115.7%
	Measurable Skill Gain		52.4%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	80.0%	93.0%
	Q4 Entered Employment	85.0%	88.6%	104.2%
	Q2 Median Wage	\$7,700	\$11,718	152.2%
	Credential Attainment	60.0%	79.4%	132.4%
	Measurable Skill Gain		40.8%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	73.8%	91.7%
	Q4 Entered Employment	73.0%	76.7%	105.0%
	Q2 Median Wage		\$2,464	
	Credential Attainment	70.5%	90.0%	127.7%
	Measurable Skill Gain		31.0%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	63.2%	98.8%
	Q4 Entered Employment	63.0%	66.0%	104.7%
	Q2 Median Wage	\$6,000	\$7,325	122.1%



## MassHire Workforce Area Performance Program Year 2018/Fiscal Year 2019

MassHire South Shore Workforce Area				
Fiscal Year 2019				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.0%	75.8%	88.2%
	Q4 Entered Employment	78.0%	72.7%	93.2%
	Q2 Median Wage	\$5,200	\$5,673	109.1%
	Credential Attainment	71.0%	72.1%	101.6%
	Measurable Skill Gain		17.4%	
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	78.6%	91.4%
	Q4 Entered Employment	85.0%	81.9%	96.4%
	Q2 Median Wage	\$7,700	\$9,723	126.3%
	Credential Attainment	60.0%	85.0%	141.7%
	Measurable Skill Gain		44.8%	
TITLE I YOUTH	Q2 Entered Employment	80.5%	67.9%	84.3%
	Q4 Entered Employment	73.0%	64.9%	88.9%
	Q2 Median Wage		\$3,675	
	Credential Attainment	70.5%	52.1%	73.8%
	Measurable Skill Gain		48.6%	
WAGNER- PEYSER	Q2 Entered Employment	64.0%	64.7%	101.0%
	Q4 Entered Employment	63.0%	67.4%	107.0%
	Q2 Median Wage	\$6,000	\$8,590	143.2%

