

Program Year 2020 Annual Report

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

January 1, 2022

**Submitted by the Commonwealth of Massachusetts
to the United States Department of Labor
Employment and Training Administration**

Commonwealth of Massachusetts
Charles D. Baker, Governor
Rosalin Acosta, Secretary
Executive Office of Labor and Workforce Development
Alice Sweeney, Director
MassHire Department of Career Services
Christine Abrams, President and CEO
Commonwealth Corporation



Table of Contents

Introduction	2
A. PY2020 Summary of Statewide Program Performance	2
B. Research and Evaluation	7
C. Customer Satisfaction	8
D. Waivers.....	9
E. National Dislocated Worker Grants.....	10
F. Registered Apprenticeships.....	11
G. Workforce Training Fund Programs (WTFP).....	16
H. MassHire Branding	17
I. MassHire Virtual Pathway	18
J. Business Engagement	18
Appendix A: Performance for MassHire Workforce Areas	21

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 25 Comprehensive MassHire Career Centers, 4 Affiliated Centers and 3 Youth 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.

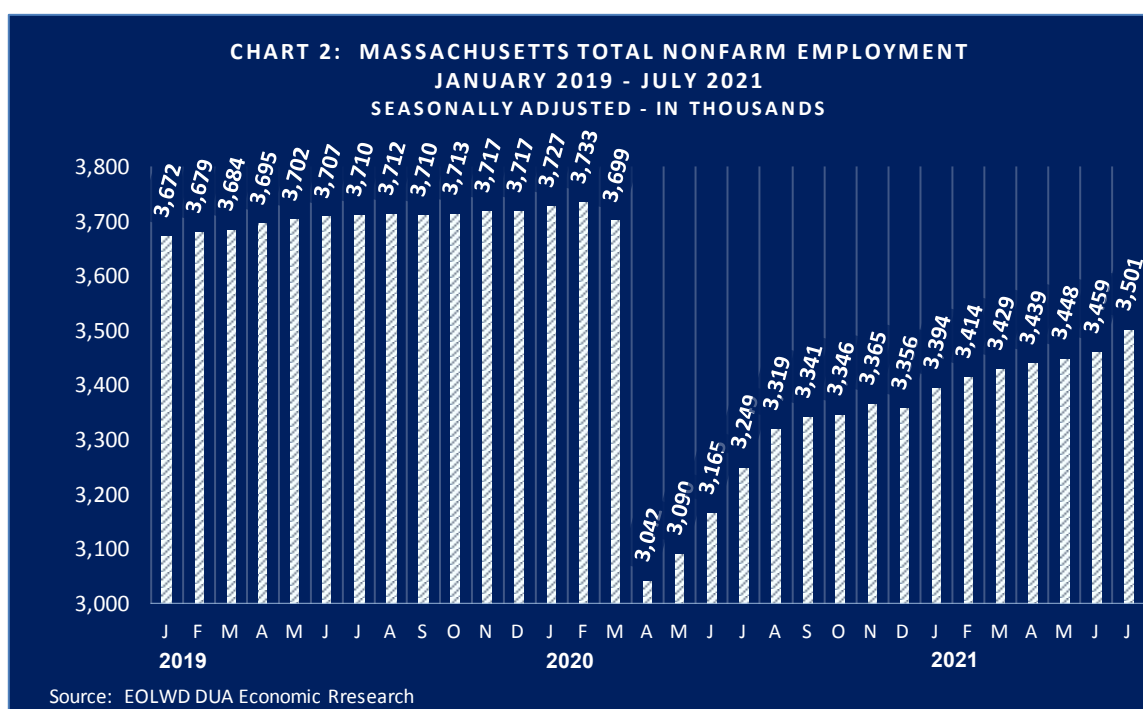
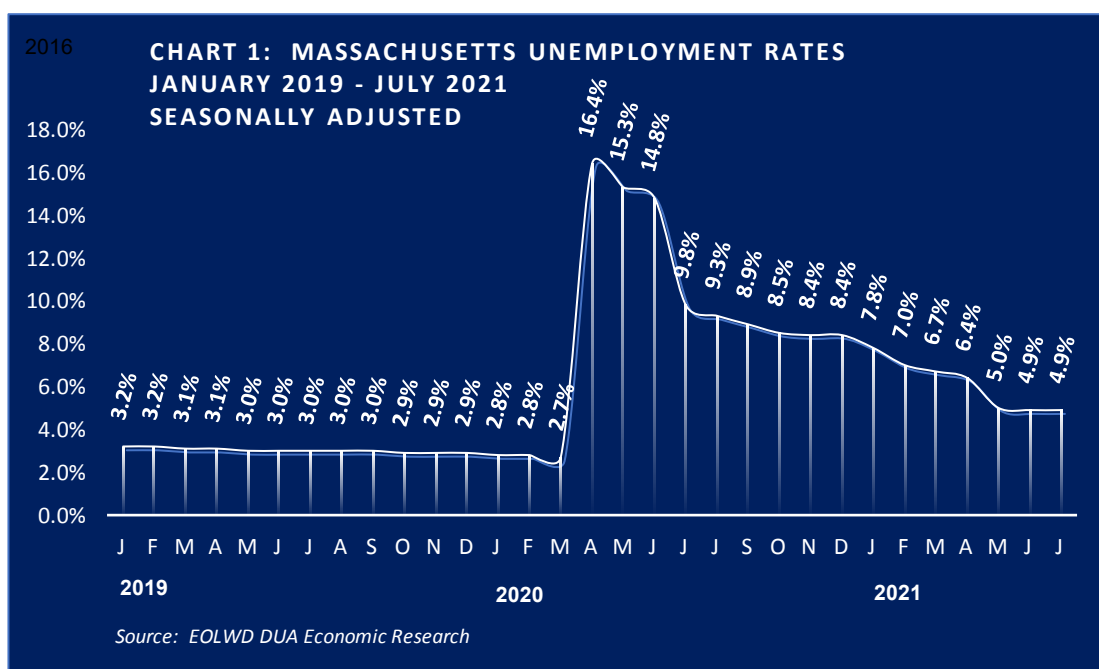
A. PY2020 Summary of Statewide Program Performance

State performance goals for Program Year 2020 (July 1, 2020 to June 30, 2021) 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. PY2020 performance covers adults, dislocated workers, and youth who exited these programs between January 2019 and June 2020 and those who received MassHire services through June 2021.

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 (page 5). 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 both the credential attainment rate and the measurable skill gain for Title I for those who received training services.

Participants in the reporting groups, who exited program services between January 2019 and June 2020, encountered difficult economic conditions as a result of the COVID pandemic that began in April 2020. The significant turmoil in the economy at that time is reflected in the decline in performance outcomes for participants during this period.

Charts 1 and 2 below show the unemployment rates and nonfarm employment levels for Massachusetts for the period from January 2019 through July 2021. The unemployment rate was 2.8% in January 2020 and rose sharply to 16.4% in April 2020 and gradually declined to 4.9% by July 2021. Following the same pattern, employment plummeted from around 3,726,000 in January 2020 to a low of 3,041,500 in April 2020 and rose to 3,500,900 by July 2021.



Tables 1 and 2 below provide the unemployment rates and nonfarm employment data for Massachusetts for the period from January 2019 through July 2021 that are represented graphically in the charts above.

**Table 1: Massachusetts Unemployment Rates
January 2019 - July 2021 Seasonally Adjusted**

2019	Jan	3.2%		2020	Jan	2.8%		2021	Jan	7.8%
2019	Feb	3.2%		2020	Feb	2.8%		2021	Feb	7.0%
2019	Mar	3.1%		2020	Mar	2.7%		2021	Mar	6.7%
2019	Apr	3.1%		2020	Apr	16.4%		2021	Apr	6.4%
2019	May	3.0%		2020	May	15.3%		2021	May	5.0%
2019	Jun	3.0%		2020	Jun	14.8%		2021	Jun	4.9%
2019	Jul	3.0%		2020	Jul	9.8%		2021	Jul	4.9%
2019	Aug	3.0%		2020	Aug	9.3%				
2019	Sep	3.0%		2020	Sep	8.9%				
2019	Oct	2.9%		2020	Oct	8.5%				
2019	Nov	2.9%		2020	Nov	8.4%				
2019	Dec	2.9%		2020	Dec	8.4%				

Source: EOLWDDUA Economic Research

**Table 2: Massachusetts Total Nonfarm Employment
January 2019 - July 2021 Seasonally Adjusted**

2019	Jan	3,671,700		2020	Jan	3,726,000		2021	Jan	3,394,200
2019	Feb	3,679,400		2020	Feb	3,733,400		2021	Feb	3,413,900
2019	Mar	3,683,500		2020	Mar	3,699,400		2021	Mar	3,428,700
2019	Apr	3,694,600		2020	Apr	3,041,500		2021	Apr	3,438,900
2019	May	3,701,900		2020	May	3,090,400		2021	May	3,448,100
2019	Jun	3,706,700		2020	Jun	3,164,700		2021	Jun	3,459,300
2019	Jul	3,710,000		2020	Jul	3,248,500		2021	Jul	3,500,900
2019	Aug	3,712,200		2020	Aug	3,318,800				
2019	Sep	3,709,700		2020	Sep	3,341,000				
2019	Oct	3,712,900		2020	Oct	3,345,600				
2019	Nov	3,717,200		2020	Nov	3,365,000				
2019	Dec	3,717,400		2020	Dec	3,356,300				

Source: EOLWDDUA Economic Research

Program Year 2020 State Performance

Tables 1-4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2020 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 this report.

Table 1: Title I Adult Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.5%	68.7%	79.4%
Employment Rate Q4	78.0%	66.9%	85.8%
Median Earnings Q2	\$5,800	\$6,180	106.5%
Credential Attainment	73.0%	71.1%	97.4%
Measurable Skill Gain	40.0%	31.1%	77.8%

Table 2: Title I Dislocated Worker Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	86.0%	75.9%	88.3%
Employment Rate Q4	85.0%	76.6%	90.1%
Median Earnings Q2	\$8,300	\$10,895	131.3%
Credential Attainment	65.0%	69.4%	106.8%
Measurable Skill Gain	40.0%	44.7%	111.8%

Table 3: Title I Youth Program

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment/Education Rate Q2	81.0%	66.6%	82.2%
Employment/Education Rate Q4	74.0%	63.8%	86.2%
Median Earnings Q2	\$3,500	\$3,462	98.9%
Credential Attainment	70.5%	61.6%	87.4%
Measurable Skill Gain	50.0%	30.3%	60.6%

Table 4: Title III Wagner-Peyser Employment Service

Measure	Negotiated Goal	Actual Performance	Percent of Goal
Employment Rate Q2	65.0%	56.7%	87.3%
Employment Rate Q4	65.0%	59.6%	91.7%
Median Earnings Q2	\$6,400	\$7,931	123.9%

Massachusetts met the required PY 2020/FY2021 percent of goal performance rate of at least 50% for the individual indicators—Employment Rate for 2nd Quarter and Median Earnings for 2nd Quarter—for WIOA Title I and Title III core programs.

Development of a Statistical Adjustment Model for Negotiating Local Performance Goals

Training and Employment Guidance Letter (TEGL) 11-19 requires states to develop a statistical adjustment model (SAM) for use in performance negotiations with local areas and year-end adjustments of local levels of performance. Massachusetts will acquire a provider to develop the SAM in 2022. DOL has developed the framework for an objective statistical adjustment model that satisfies WIOA requirements. The types of data and analyses needed to set and evaluate local performance goals are illustrated below.

- What are the local economic conditions (unemployment and industry employment gains and losses) and characteristics of participants in the area?
- What sectors are career center customers coming from and where are they being employed?
- What occupations are customers training in and what are the outcomes with a focus on earnings?
- What career services result in the best outcomes for selected groups?
- The impact of COVID 19 requires additional variables to be considered in any adjustment model such as office disruptions, limited training options, job seekers' ability to work from home, and issues such as childcare that restrict labor force participation, etc.

B. Research and Evaluation

STEM Research

For the annual *Massachusetts STEM Week* in October 2021, Commonwealth Corporation published a research brief "See What You Can Do in STEM" which highlights key labor market information and trends in STEM industries and occupations. STEM jobs are vital to the Massachusetts economy with STEM workers representing over 20% of the workforce and the demand for STEM occupations is projected to grow at over twice the rate of all occupations. The report includes a review of Census and workforce data that illustrates the lagging gender and racial diversity in STEM jobs. <https://commcorp.org/wp-content/uploads/2021/10/STEM-BRIEF-2021-uploaded-2.pdf>

Evaluations of State Workforce Initiatives

Commonwealth Corporation has an agreement with the Massachusetts Department of Unemployment Assistance for access to wage record data. This access to wage record data is supporting the longer-term performance analysis and evaluations of the post-program outcomes of state funded YouthWorks summer jobs program and WCTF sectoral training. This review of wage record matching results combined with participant characteristics and program services data is currently in progress.

Evaluation Peer Learning Cohort (EvalPLC) and the Massachusetts WIOA Evaluation Agenda

In September 2020, Massachusetts was one of six state teams selected through an application process to participate in the Evaluation Peer Learning (EvalPLC) cohort. The EvalPLC is an interactive technical assistance forum with a focus on assisting states to assess readiness to design and conduct evaluations.

The Massachusetts state team consists of Core WIOA partner agencies and local MassHire Workforce Boards. Agencies participating on the team include Executive Office of Labor and Workforce Development / MassHire Department of Career Services (Title I and III), Adult Community Learning

Services (Title II), Massachusetts Rehabilitation Commission (Title IV), Department of Transition (TANF/SNAP), the MassHire Hampden County Workforce Board, the MassHire Metro North Workforce Board, and Commonwealth Corporation.

Participation in the EvalPLC cohort resulted in an evaluation action plan that identifies areas of strength and focused areas of opportunity for improvement in evaluation. Through this process Massachusetts seeks to enhance the capacity to conduct evaluations.

The Massachusetts team has also used participation in the EvalPLC cohort as an opportunity to focus on the development of a WIOA Evaluation Agenda. The WIOA Evaluation Agenda will guide the design and analyses of evaluations to review program impact and identify promising practices across WIOA Core Programs.

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 and Wagner-Peyser.

Results from 180 surveys (1,875 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	86.7%
Met Expectations	84.4%
Comparison to Ideal	81.1%

Results from 132 surveys (1,408 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	70.0%
Met Expectations	65.6%
Comparison to Ideal	64.4%

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, and in FY21 again approved this waiver for Program Years 2019 and 2020.

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.

Data resulting from waiver usage utilizing National Dislocated Worker Grant (DWG) funds during the time period of 2009 – 2019 (OJT NEG, Job-Driven NEG, and Hurricane Disaster DWG) demonstrates that the OJT total for the ten-year period was 301, averaging 30 per year. Of the 301, 222 or 74% were at the 90% reimbursement level (small employers with 50 or fewer employees), 58 OJTs or 19% were at 75% reimbursement and only 21 of the 301, or 7% were reimbursed at the standard 50% rate.

Implementation of On-the-Job Training (OJT) utilizing WIOA formula funds occurs at a much slower rate due to the higher cost of OJT in comparison with ITA. During FY2019 – FY2020, Massachusetts career centers implemented 8 OJTs, virtually all (100%) with small employers, characterized as businesses with 50 or fewer employees.

Massachusetts' experience with these programs clearly demonstrates that small employers have been highest users of OJT.

The Coronavirus pandemic has dramatically altered the landscape of business in Massachusetts. The OJT program, including the flexibility provided by this waiver, provides the MassHire Boards and Career Centers an additional tool to market the workforce system and engage businesses that might not have utilized the system in this way before, as well as support remote learning models to address the needs of hard-to-serve populations during the COVID-19 pandemic.

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, 2021.

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 anticipated achieving the following goals with implementation of this waiver:

- Removal of a potential disincentive for schools and training providers to participate in ETPs 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.

As noted, this waiver expired June 20, 2021. Massachusetts implemented an addition to the TrainingPro application in October 2021 to collect data on all students participating in training programs listed on the state's Eligible Training Provider List (ETPL).

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 2020, Massachusetts operated 8 NDWG projects with a total funding of \$15,263,802, providing reemployment services, including occupational training, to dislocated

workers from multiple companies, and to individuals affected by the opioid crisis and COVID-19 pandemic.

The table below provides summary information on NDWG projects operating between July 1, 2020 and June 30, 2021.

National Dislocated Worker Grant Projects Operating During PY2020				
NDWG	Local operator	Award amount	Planned number of participants	Companies
Polartec	Lawrence	\$1,308,911	150	Polartec
Garelick	North Shore	\$803,501	130	Garelick Farms
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
COVID	Hampden County	\$6,993,000	520	Emergency Temporary Food Service and Security workers
Southwick	Merrimack Valley	\$800,000	203	Southwick, Philips North America, 3M Touch Systems

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 2021, there were 9,661 Active 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 widespread talent search, EOLWD hired a new Director of Apprenticeship Expansion and Work-Based Learning who is charged with the implementation of the Strategic Plan. In February 2020, the Director was appointed to lead the efforts of Massachusetts' State Apprenticeship Agency (SAA) the Division of Apprentice Standards.

In 2020, the Director continued implementation of the Strategic Plan, in an effort to ensure that Massachusetts meets grant and strategic plan goals and milestones and oversees several large projects including the rebuild of the DAS database, a statewide marketing campaign, development of career pathways tools, and a plan for re-organization of the State Apprenticeship Agency, DAS.

During 2020 and 2021, EOLWD/MDCS applied for additional grant funding 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. USDOL approved MDCS requests for No Cost Extensions on the AAI and SAE grants. The extensions allowed the State to make adjustments necessitated by COVID restrictions to programs and training delivery models and in turn meet grant goals and milestones.

In 2021, the Director implemented significant apprenticeship expansion and diversity efforts including awarding more than \$2.7 million in grants, and led efforts to integrate workforce, education and training services focused on realizing diversity, equity, and inclusion through apprenticeship. New apprenticeship efforts in the Life Sciences and Financial Services sectors were also cultivated and efforts funded to realize new apprentice able occupations in biotechnology, including vaccine development supply chain occupations, and community bank commercial lending.

A summary of the DOL funded apprenticeship grants awarded to EOLWD/MDCS is presented in the table below.

DOL Funded Apprenticeship Grants Awarded to EOLWD/MDCS: \$15,461,510

Grant name	Value	Anticipated outcomes	To date 9/30/21	Projected activity
American Apprenticeship Initiative (AAI)	\$2,999,999	Enroll 300 Apprentices	Enrolled 380 apprentices and 98 pre-apprentices	<ul style="list-style-type: none"> Grant successfully closed September 30, 2021. Two large healthcare employers, five large manufacturing employers, an Industry intermediary, and employer members engage to provide programs across approximately 10 new programs.
Apprenticeship Accelerator Grant (AAG)	\$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.	<ul style="list-style-type: none"> 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.
State Apprenticeship Expansion Grant (SAE)	\$3,316,649	Increase the number of apprentices enrolled in Massachusetts by 15%	<p>Enrolled 459 apprentices. 133 new businesses engaged, and 48 new registered apprenticeships established.</p> <p>EOLWD successfully procured and developed a new online apprenticeship database to streamline and scale apprenticeship services</p> <p>EOLWD developed new workforce- and employer-facing apprenticeship educational materials including evergreen career pathways visuals and how-to guides.</p>	<ul style="list-style-type: none"> Grant successful closed October 31, 2021. 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. Redesign the DAS website to include an e-commerce component allowing for a more streamlined process for sponsors and apprentices. Market new Registered Apprenticeship Tax Credit. Provide statewide training to workforce practitioners across partner agencies.

			DAS website updated including new video assets to market apprenticeship to diverse populations and expansion industries and streamlined access to register programs and apprentices online.	
Apprenticeship State Expansion Grant (ASE)	\$1,494,862.79	Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.	<p>Successfully procured and stood up Statewide Manufacturing Apprenticeship Intermediary</p> <p>Construction diversity and inclusion efforts including performance-based pilot services procured and in progress</p>	<ul style="list-style-type: none"> Establish a Manufacturing intermediary. 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.
SAE2020 Grant	Tier I: \$ 450K Tier II: \$ 3M	Serve 980 Apprentices in in-demand occupations, specifically occupations that contribute to safety and quality of life of Massachusetts residents (and) employers who qualify for Massachusetts' Registered Apprenticeship Tax Credit.	<p>Initial enrollments through 9/30/21 in life sciences and human services sectors.</p> <p>Completed database development for WIPS and RAPIDS reporting; additional data integrity and sharing efforts in progress.</p>	<ul style="list-style-type: none"> DAS Infrastructure Building Data Integrity/Data sharing: DAS and Federal RAPIDS database Establish \$ 1.5 M Apprenticeship Innovation Fund Apprenticeship Liaison Support for SMEs at MassHire Career Centers
State Apprenticeship Expansion, Equity, and Innovation (SAEEI)	\$3,999,999.00	500 apprentices will enroll in RAPs during the life of grant.	<p>Direct services and apprentice enrollments will begin in the quarter ending 12/31/21</p> <p>Competitive procurement vehicle was developed and bid opportunity released by EOLWD that included funding from the SAEEI grant in addition to USDOL ASE, SAE2020 grants and State funding in order to maximize impact.</p> <p>A total of five awards totaling \$406, 304 has been made for SAEEI.</p>	<ul style="list-style-type: none"> Support the development, modernization, and diversification of RAPs, particularly as a support for state reemployment and recovery efforts Partner and align to support workforce system alignments Increase the number of apprentices enrolled in RAPs, including from under-represented populations Innovate in apprenticeship expansion efforts to include program development and recruitment strategies

Massachusetts Fiscal Year 2021 and 2022

State Budget Line Item to Support Registered Apprenticeship

The FY22 Massachusetts state budget and economic development bill included a \$1,000,000 (7/1/21 – 6/30/22) line item to support the expansion of Registered Apprenticeship Programs in priority industries. This doubled previous years (FY19 forward) of \$500,000 line item.

- Line item funds have historically funded RTI for expansion sectors, an evidence-based strategy to grow apprenticeship. In FY21/22, EOLWD broadened efforts to maximize impact of USDOL grant funding, including procuring services to support ASE grant manufacturing sector efforts, sector hub apprenticeship business services (a promising practice Massachusetts is expanding), and direct participant apprenticeship placement services through the state's workforce system.

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 implemented a statewide RATC marketing plan, engaging employers in eligible priority industries of healthcare, manufacturing, and technology. To date (CY19 and 20), Massachusetts has awarded more than \$500,000 in tax credits to eligible employers in these sectors.

Expansion/Priority Sector Apprenticeship Growth and Support

EOLWD has cultivated multiple sectors in expansion efforts. In addition to the priority sectors of technology, healthcare and manufacturing, significant progress has been made in the life sciences and financial sectors—two new priority sectors that align with high-growth, high-wage occupations and are key to Massachusetts' economic development. Essential to these efforts are partnerships with regional workforce development boards, MassHire career centers, industry associations and other statewide connectors. In the manufacturing sector, for example, where Massachusetts has seen the greatest percentage growth in apprenticeship recently, efforts have a state-wide footprint but are supported by regional and local coordination through one intermediary. Key expansion partnerships to effectively scale apprenticeship programs and services throughout the state include the Northeast Advanced Manufacturing Consortium, Apprenti, the Massachusetts Biotechnology Educational Foundation, and the Massachusetts Bankers Association.

Diversity, Equity, and Inclusion

Massachusetts is committed to enhancing diversity, equity, and inclusion through registered apprenticeship, particularly in the construction and building trades. In CY21, EOLWD awarded \$786,000 dollars to partners implementing these efforts. This includes two state-wide pilots that intend to increase inclusive hiring through apprenticeship, investment in training that incorporates inclusive recruitment and hiring practices, and additional stakeholder outreach and research to identify promising practices.

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 PY20, the Workforce Training Fund Program awarded 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 support training for thousands of workers and improving the competitiveness and productivity of hundreds of businesses across the Commonwealth.

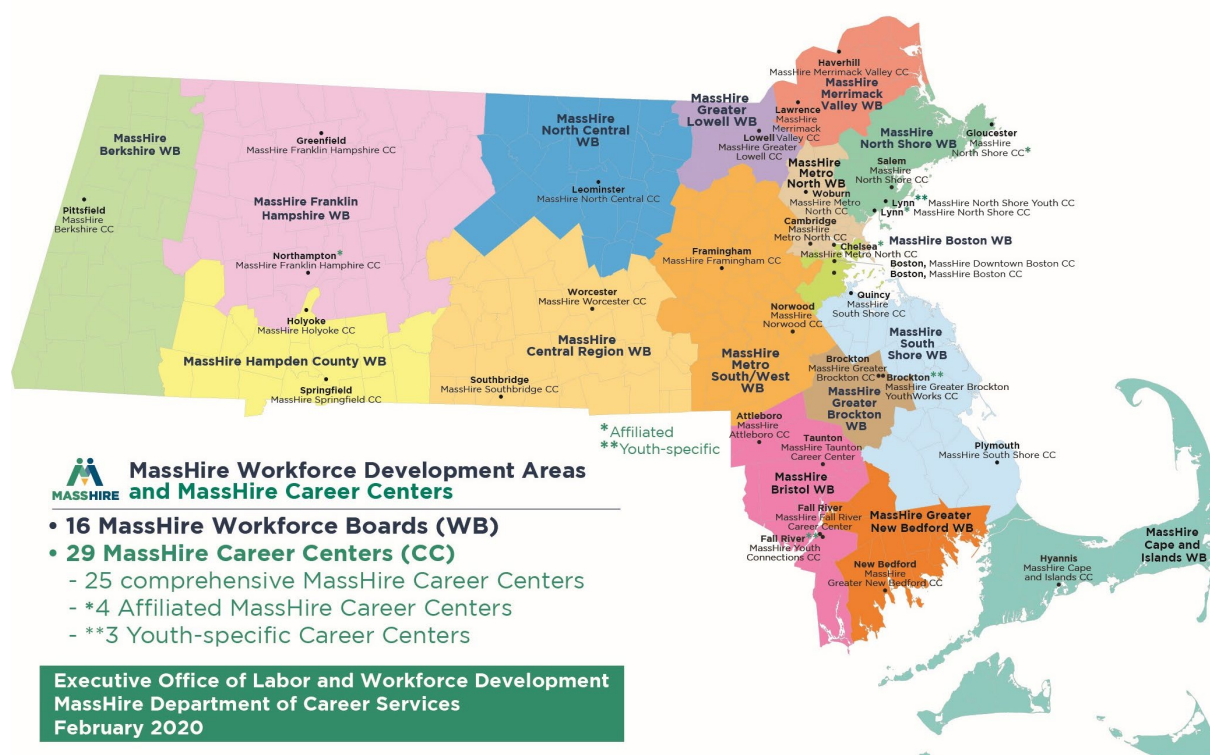
The types of grants are described below:

- **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 of any size are eligible to apply. Grant funds will pay for up to 50 percent 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.
- **Manufacturing Emergency Response Training Grant:** In response to the global COVID-19 pandemic, the Baker-Polito Administration launched the Manufacturing Emergency Response Team (M-ERT), which is a coordinated response by the Administration and leading academic and industry stakeholders to support the Commonwealth's manufacturers in their efforts to produce much-needed supplies for front-line workers and the health care system. The M-ERT was launched alongside \$10.6 million in new funding to help manufacturers scale their operations to produce PPE and other critical items. This includes \$1 million for workforce training through the Workforce Training Fund Program's Manufacturing Emergency Response Training Grants. Approved businesses may receive \$2,000 for each employee that is retrained to support the production of PPE or other critical items. Grant of up to \$80,000 per company are awarded to support projects that have been vetted by experts to determine critical needs and viable production efforts.

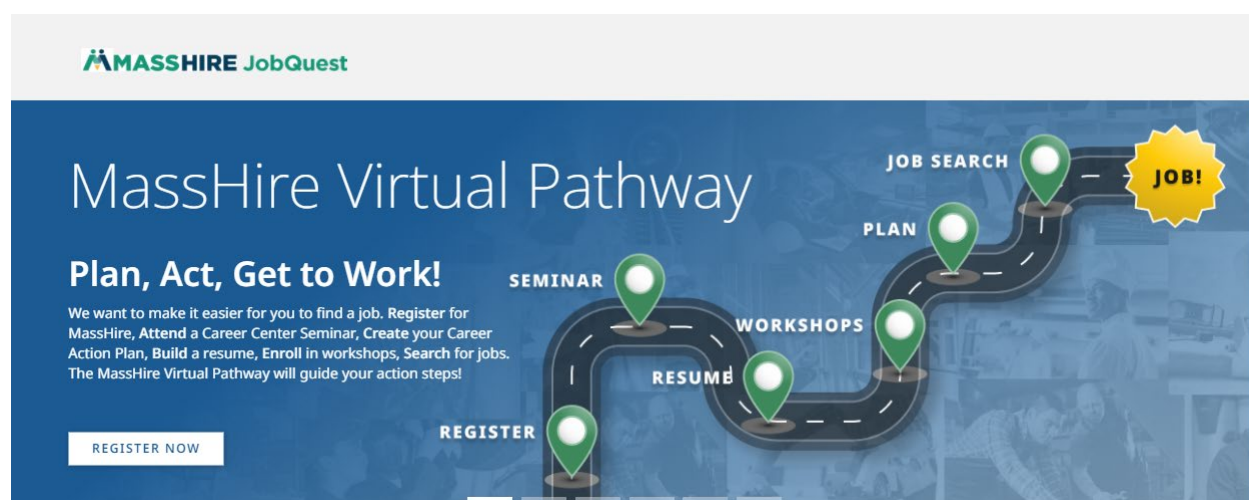
WTFP Summary for Program Year 2020			
Program	Trainees	Amount	Employers
General Program	9,320	\$16,668,786	170
Express Program	3,470	\$3,708,549	385
Manufacturing Emergency Response Training Grant Program	137	\$274,000	5
	12,927*	\$20,651,335	560*
* Includes some duplication in cases where employers participate in more than one grant/program during the program year.			

H. MassHire Branding

MassHire is the brand unifying the Massachusetts Workforce Development System under a single name and shared mission. Commissioned by the Executive Office of Labor and Workforce Development (EOLWD) and launched in late 2018, it signifies the state's commitment to ensuring meaningful career opportunities for job seekers and expanding the talent pool for businesses seeking trained, skilled employees. MassHire has unified and empowered all state, regional, and local workforce entities. It enables cross-communication with clients—job seekers and businesses—with a clear, consistent, powerful message. MassHire continues to provide a foundation for conveying the depth, breadth, and connectivity of its value and services across all audiences. WIOA partner agencies co-brand 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. MassHire Virtual Pathway



A major upgrade of the MassHire JobQuest application for jobseekers began in early 2021 with a goal to provide those who lost work due to COVID a pathway to re-employment. MassHire JobQuest is now fully mobile, and features a personal dashboard, a structured Career Action Plan for RESEA claimants, targeted job matching powered by BurningGlass, access to on-demand videos, and other improved features. This project will continue in 2022 with a comparable upgrade for employers.

J. Business Engagement

MassHire Department of Career Services (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 pivoted to virtual services to meet the need for services due to the continued Covid-19 Pandemic and received an increased number of WARN notices. The MDCS Rapid Response Team served 648 companies experiencing closings, layoffs and furloughs affecting 76,630 employees in 2020. The companies served by Rapid Response in 2020 were centered in the following industrial sectors: accommodation and food services (23%), retail trade (18%), manufacturing (13%), healthcare and social assistance (10%), arts, entertainment, & recreation (6%),

transportation & warehousing (4%), other services (4%), professional, scientific, & technical services (2%), admin & support (2%), education (2%), public administration (2%), education services (2%), and miscellaneous – sectors less the 2% (14%).

To address the increased need, the MHDCS RR/Business Manager led the team in preparing and presenting a Rapid Response Covid-19 Employer Information PowerPoint presentation and resource guide that assisted local area partners, businesses, and their employees by combining all Federal and State Covid-19 programs and grant funding into one document. They were updated on a timely basis to meet the rapidly changing grants, programs, and regulations. A link to the Resource Guide was provided for use by all. www.mass.gov/doc/rapid-response-covid-19-employer-information/download. A MDCS Rapid Response Covid-19 report was delivered to the Secretary's Office for her daily briefing to the Governor. The MDCS Rapid Response Team also outreached "We're Here to Help" to 4,000+ Employers by industry.

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 Rapid Response. The MDCS Rapid Response Team utilized The WorkShare program in PY20 due to the increased demand during the pandemic. 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. The MDCS Rapid Response Team worked in collaboration with the Department of Unemployment Assistance's WorkShare staff resulting in 513+ companies participating in the program. This effort resulted in an EOLWD Performance Recognition Award.

MDCS Rapid Response Team through MassHire BizWorks continues to proactively identify at-risk companies, intervene early, and propose alternatives to layoffs. The team advises companies of available federal, state, and local assistance programs, in addition to 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.

Effectiveness in Serving Employers

Massachusetts selected the approaches for the WIOA Partners shown 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 nd and 4 th quarters after exit rate	63,389	80.5%
	78,803	
Repeat business customers rate	6,298	28.9%
	21,815	

Source: PY2020 Annual PIRL report - includes data provided by Massachusetts Rehabilitation Commission (MRC), Massachusetts Commission for the Blind (MCB), and Adult and Community Learning Services (ACLS).

Under the direction of the Executive Office of Labor and Workforce Development, MassHire has defined a statewide 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 2020/Fiscal Year 2021

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.

WIOA Primary Indicators of Performance

Employment Rate 2nd Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the 2nd 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 2nd quarter after exit)

Employment Rate 4th Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the 4th 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 4th quarter after exit)

Median Earnings 2nd Quarter After Exit:

The median earnings of participants who are in unsubsidized employment in the 2nd 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 2nd and 4th quarters after exit with the same employer. Refer to the table on page 20.

Massachusetts WIOA Performance Program Year 2020/Fiscal Year 2021

Massachusetts				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	68.7%	79.4%
	Q4 Entered Employment	78.0%	66.9%	85.8%
	Q2 Median Wage	\$5,800	\$6,180	106.5%
	Credential Attainment	73.0%	71.1%	97.4%
	Measurable Skill Gain	40.0%	31.1%	77.8%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	75.9%	88.3%
	Q4 Entered Employment	85.0%	76.6%	90.1%
	Q2 Median Wage	\$8,300	\$10,895	131.3%
	Credential Attainment	65.0%	69.4%	106.8%
	Measurable Skill Gain	40.0%	44.7%	111.8%
TITLE I YOUTH	Q2 Entered Employment	81.0%	66.6%	82.2%
	Q4 Entered Employment	74.0%	63.8%	86.2%
	Q2 Median Wage	\$3,500	\$3,462	98.9%
	Credential Attainment	70.5%	61.6%	87.4%
	Measurable Skill Gain	50.0%	30.3%	60.6%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	56.7%	87.3%
	Q4 Entered Employment	65.0%	59.6%	91.7%
	Q2 Median Wage	\$6,400	\$7,931	123.9%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Berkshire Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	75.0%	77.8%	103.7%
	Q4 Entered Employment	75.0%	58.8%	78.4%
	Q2 Median Wage	\$5,000	\$5,602	112.0%
	Credential Attainment	65.0%	55.6%	85.5%
	Measurable Skill Gain	35.0%	50.0%	142.9%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	83.3%	96.9%
	Q4 Entered Employment	85.0%	72.2%	85.0%
	Q2 Median Wage	\$7,800	\$6,482	83.1%
	Credential Attainment	62.0%	83.3%	134.4%
	Measurable Skill Gain	35.0%	55.6%	158.7%
TITLE I YOUTH	Q2 Entered Employment	65.0%	56.4%	86.8%
	Q4 Entered Employment	65.0%	48.9%	75.2%
	Q2 Median Wage	\$2,000	\$2,790	139.5%
	Credential Attainment	65.0%	62.9%	96.7%
	Measurable Skill Gain	45.0%	37.5%	83.3%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	56.4%	86.8%
	Q4 Entered Employment	65.0%	57.0%	87.7%
	Q2 Median Wage	\$6,400	\$6,565	102.6%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire Boston Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	67.0%	77.4%
	Q4 Entered Employment	78.0%	58.7%	75.3%
	Q2 Median Wage	\$5,300	\$7,513	141.8%
	Credential Attainment	73.0%	71.4%	97.8%
	Measurable Skill Gain	40.0%	26.0%	65.1%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	72.4%	84.2%
	Q4 Entered Employment	85.0%	72.4%	85.2%
	Q2 Median Wage	\$8,300	\$11,420	137.6%
	Credential Attainment	65.0%	65.7%	101.1%
	Measurable Skill Gain	40.0%	38.5%	96.3%
TITLE I YOUTH	Q2 Entered Employment	81.0%	62.7%	77.4%
	Q4 Entered Employment	74.0%	59.8%	80.8%
	Q2 Median Wage	\$3,500	\$3,747	107.1%
	Credential Attainment	67.0%	47.3%	70.6%
	Measurable Skill Gain	40.0%	41.4%	103.4%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	54.3%	83.5%
	Q4 Entered Employment	65.0%	57.9%	89.0%
	Q2 Median Wage	\$6,400	\$7,836	122.4%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire Bristol Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	83.5%	81.2%	97.2%
	Q4 Entered Employment	75.0%	66.3%	88.4%
	Q2 Median Wage	\$5,400	\$5,985	111.0%
	Credential Attainment	70.0%	84.5%	120.7%
	Measurable Skill Gain	40.0%	40.0%	100.0%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	83.0%	75.9%	91.4%
	Q4 Entered Employment	82.0%	76.1%	92.9%
	Q2 Median Wage	\$7,800	\$10,393	133.2%
	Credential Attainment	62.0%	76.2%	123.0%
	Measurable Skill Gain	40.0%	52.2%	130.4%
TITLE I YOUTH	Q2 Entered Employment	77.0%	72.7%	94.5%
	Q4 Entered Employment	70.0%	74.4%	106.3%
	Q2 Median Wage	\$3,200	\$4,291	134.1%
	Credential Attainment	66.5%	85.7%	128.9%
	Measurable Skill Gain	48.0%	25.0%	52.1%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	60.5%	93.0%
	Q4 Entered Employment	65.0%	62.9%	96.8%
	Q2 Median Wage	\$6,400	\$7,038	110.0%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Brockton Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	70.7%	81.7%
	Q4 Entered Employment	78.0%	66.3%	84.9%
	Q2 Median Wage	\$5,800	\$3,935	68.0%
	Credential Attainment	73.0%	84.8%	116.2%
	Measurable Skill Gain	40.0%	48.1%	120.4%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	72.5%	84.3%
	Q4 Entered Employment	85.0%	76.2%	89.6%
	Q2 Median Wage	\$8,300	\$9,638	116.1%
	Credential Attainment	65.0%	77.0%	118.5%
	Measurable Skill Gain	40.0%	56.7%	141.7%
TITLE I YOUTH	Q2 Entered Employment	81.0%	60.0%	74.1%
	Q4 Entered Employment	74.0%	70.7%	95.6%
	Q2 Median Wage	\$3,500	\$4,492	128.3%
	Credential Attainment	70.5%	67.5%	95.7%
	Measurable Skill Gain	50.0%	37.5%	75.0%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	57.4%	88.3%
	Q4 Entered Employment	65.0%	62.5%	96.1%
	Q2 Median Wage	\$6,400	\$7,746	121.0%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Cape and Islands Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	40.0%	46.2%
	Q4 Entered Employment	78.0%	63.6%	81.6%
	Q2 Median Wage	\$5,800	\$12,728	219.0%
	Credential Attainment	73.0%	40.0%	54.8%
	Measurable Skill Gain	40.0%	57.1%	142.9%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	74.5%	86.6%
	Q4 Entered Employment	85.0%	70.3%	82.7%
	Q2 Median Wage	\$8,300	\$9,341	112.5%
	Credential Attainment	65.0%	66.7%	102.6%
	Measurable Skill Gain	40.0%	54.1%	135.1%
TITLE I YOUTH	Q2 Entered Employment	81.0%	63.0%	77.7%
	Q4 Entered Employment	74.0%	62.7%	84.8%
	Q2 Median Wage	\$3,500	\$1,814	51.8%
	Credential Attainment	70.5%	52.2%%	74.0%
	Measurable Skill Gain	50.0%	33.3%%	66.7%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	55.7%	85.7%
	Q4 Entered Employment	65.0%	57.7%	88.8%
	Q2 Median Wage	\$6,400	\$7,638	119.3%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Central Region Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	72.5%	83.8%
	Q4 Entered Employment	78.0%	75.8%	97.1%
	Q2 Median Wage	\$5,800	\$6,877	119.0%
	Credential Attainment	73.0%	76.0%	104.1%
	Measurable Skill Gain	40.0%	18.8%	46.9%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	72.4%	84.2%
	Q4 Entered Employment	85.0%	78.7%	92.6%
	Q2 Median Wage	\$8,300	\$10,985	132.4%
	Credential Attainment	65.0%	78.0%	120.0%
	Measurable Skill Gain	40.0%	39.3%	98.4%
TITLE I YOUTH	Q2 Entered Employment	81.0%	88.0%	108.6%
	Q4 Entered Employment	74.0%	67.9%	91.8%
	Q2 Median Wage	\$3,500	\$2,765	79.0%
	Credential Attainment	70.5%	61.5%	87.3%
	Measurable Skill Gain	50.0%	41.8%	83.5%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	56.3%	86.5%
	Q4 Entered Employment	65.0%	61.2%	94.1%
	Q2 Median Wage	\$6,400	\$8,260	129.1%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Franklin- Hampshire Workforce Area				
Program Year 2020/ Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	61.9%	71.6%
	Q4 Entered Employment	78.0%	66.7%	85.5%
	Q2 Median Wage	\$5,800	\$7,696	133.0%
	Credential Attainment	73.0%	73.7%	100.9%
	Measurable Skill Gain	40.0%	21.1%	52.6%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	80.0%	93.0%
	Q4 Entered Employment	85.0%	88.2%	103.8%
	Q2 Median Wage	\$8,300	\$11,380	137.1%
	Credential Attainment	65.0%	75.0%	115.4%
	Measurable Skill Gain	40.0%	39.3%	98.2%
TITLE I YOUTH	Q2 Entered Employment	79.0%	71.0%	89.8%
	Q4 Entered Employment	74.0%	64.5%	87.2%
	Q2 Median Wage	\$3,500	\$2,770	79.1%
	Credential Attainment	65.0%	61.5%	94.7%
	Measurable Skill Gain	50.0%	15.8%	31.6%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	66.2%	95.7%
	Q4 Entered Employment	65.0%	58.7%	90.3%
	Q2 Median Wage	\$6,400	\$8,255	129.0%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Greater Lowell Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	66.7%	77.1%
	Q4 Entered Employment	78.0%	80.0%	102.6%
	Q2 Median Wage	\$5,800	\$7,092	122.0%
	Credential Attainment	73.0%	95.7%	131.0%
	Measurable Skill Gain	40.0%	31.8%	79.5%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	86.2%	100.2%
	Q4 Entered Employment	85.0%	84.0%	98.8%
	Q2 Median Wage	\$8,300	\$13,325	160.5%
	Credential Attainment	65.0%	79.2%	121.9%
	Measurable Skill Gain	40.0%	44.6%	111.5%
TITLE I YOUTH	Q2 Entered Employment	81.0%	73.3%	90.5%
	Q4 Entered Employment	74.0%	65.9%	89.1%
	Q2 Median Wage	\$3,500	\$3,040	86.9%
	Credential Attainment	70.5%	88.6%	125.7%
	Measurable Skill Gain	50.0%	56.3%	112.7%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	59.5%	91.5%
	Q4 Entered Employment	65.0%	63.4%	97.6%
	Q2 Median Wage	\$6,400	\$9,100	142.2%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Greater New Bedford Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	68.4%	79.1%
	Q4 Entered Employment	78.0%	67.2%	86.2%
	Q2 Median Wage	\$5,800	\$4,962	86.0%
	Credential Attainment	73.0%	64.3%	88.1%
	Measurable Skill Gain	40.0%	32.3%	80.6%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	64.7%	75.2%
	Q4 Entered Employment	85.0%	65.1%	76.6%
	Q2 Median Wage	\$8,300	\$8,305	100.1%
	Credential Attainment	65.0%	43.9%	67.5%
	Measurable Skill Gain	40.0%	46.0%	115.0%
TITLE I YOUTH	Q2 Entered Employment	78.0%	57.1%	73.3%
	Q4 Entered Employment	72.5%	72.5%	100.0%
	Q2 Median Wage	\$3,500	\$2,820	80.6%
	Credential Attainment	68.0%	3.2%	4.7%
	Measurable Skill Gain	50.0%	0.0%	0.0%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	57.8%	88.9%
	Q4 Entered Employment	65.0%	58.4%	89.8%
	Q2 Median Wage	\$6,400	\$5,201	81.3%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire Hampden County Workforce Area				
Program Year 2020/ Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	85.0%	66.2%	77.9%
	Q4 Entered Employment	76.0%	67.9%	89.4%
	Q2 Median Wage	\$5,000	\$4,894	98.0%
	Credential Attainment	71.0%	66.5%	93.6%
	Measurable Skill Gain	40.0%	31.5%	78.8%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	85.0%	74.9%	88.1%
	Q4 Entered Employment	80.0%	82.8%	103.5%
	Q2 Median Wage	\$7,600	\$7,254	95.5%
	Credential Attainment	57.0%	63.0%	110.5%
	Measurable Skill Gain	40.0%	42.3%	105.8%
TITLE I YOUTH	Q2 Entered Employment	81.0%	66.0%	81.4%
	Q4 Entered Employment	73.5%	64.4%	87.6%
	Q2 Median Wage	\$3,500	\$3,676	105.0%
	Credential Attainment	66.0%	69.5%	105.3%
	Measurable Skill Gain	50.0%	15.4%	30.9%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	53.0%	81.5%
	Q4 Entered Employment	65.0%	53.4%	82.1%
	Q2 Median Wage	\$6,400	\$5,948	92.9%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Merrimack Valley Workforce Area				
Program Year 2020/ Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	78.6%	90.8%
	Q4 Entered Employment	78.0%	79.4%	101.8%
	Q2 Median Wage	\$5,800	\$7,566	130.0%
	Credential Attainment	73.0%	61.3%	84.0%
	Measurable Skill Gain	40.0%	30.8%	76.9%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	69.5%	80.8%
	Q4 Entered Employment	85.0%	72.3%	85.1%
	Q2 Median Wage	\$8,300	\$10,743	129.4%
	Credential Attainment	65.0%	71.3%	109.7%
	Measurable Skill Gain	40.0%	17.3%	43.3%
TITLE I YOUTH	Q2 Entered Employment	81.0%	66.7%	82.3%
	Q4 Entered Employment	74.0%	58.8%	79.5%
	Q2 Median Wage	\$3,500	\$5,260	150.3%
	Credential Attainment	70.5%	81.3%	115.2%
	Measurable Skill Gain	50.0%	37.5%	75.0%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	59.5%	91.5%
	Q4 Entered Employment	65.0%	63.5%	97.7%
	Q2 Median Wage	\$6,400	\$8,615	134.6%

MassHire Workforce Area Performance Program Year 2020/Fiscal Year 2021

MassHire Metro North Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	57.1%	66.1%
	Q4 Entered Employment	78.0%	65.5%	84.0%
	Q2 Median Wage	\$5,800	\$8,633	149.0%
	Credential Attainment	73.0%	35.5%	48.6%
	Measurable Skill Gain	40.0%	26.2%	65.5%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	73.9%	85.9%
	Q4 Entered Employment	85.0%	70.9%	83.4%
	Q2 Median Wage	\$8,300	\$13,846	166.8%
	Credential Attainment	65.0%	60.2%	97.7%
	Measurable Skill Gain	40.0%	48.1%	120.3%
TITLE I YOUTH	Q2 Entered Employment	81.0%	62.2%	76.7%
	Q4 Entered Employment	74.0%	67.4%	91.1%
	Q2 Median Wage	\$3,500	\$3,043	86.9%
	Credential Attainment	70.5%	23.8%	33.8%
	Measurable Skill Gain	50.0%	3.2%	6.5%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	57.5%	88.4%
	Q4 Entered Employment	65.0%	62.4%	96.1%
	Q2 Median Wage	\$6,400	\$11,902	186.0%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire Metro South/West Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	65.6%	75.9%
	Q4 Entered Employment	78.0%	66.7%	85.5%
	Q2 Median Wage	\$5,800	\$10,738	185.0%
	Credential Attainment	73.0%	55.6%	76.1%
	Measurable Skill Gain	40.0%	20.8%	52.1%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	78.0%	90.7%
	Q4 Entered Employment	85.0%	76.6%	90.1%
	Q2 Median Wage	\$8,300	\$17,214	207.4%
	Credential Attainment	65.0%	47.5%	73.1%
	Measurable Skill Gain	40.0%	31.4%	78.4%
TITLE I YOUTH	Q2 Entered Employment	81.0%	80.6%	99.6%
	Q4 Entered Employment	74.0%	72.1%	97.4%
	Q2 Median Wage	\$3,500	\$3,304	94.4%
	Credential Attainment	70.5%	69.2%	98.2%
	Measurable Skill Gain	50.0%	25.7%	51.4%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	58.8%	90.4%
	Q4 Entered Employment	65.0%	64.4%	99.0%
	Q2 Median Wage	\$6,400	\$14,014	219.0%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire North Central Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	75.0%	86.7%
	Q4 Entered Employment	78.0%	75.0%	96.2%
	Q2 Median Wage	\$5,800	\$6,990	121.0%
	Credential Attainment	73.0%	100.0%	137.0%
	Measurable Skill Gain	40.0%	--	--
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	81.8%	95.1%
	Q4 Entered Employment	85.0%	82.0%	96.5%
	Q2 Median Wage	\$8,300	\$12,477	150.3%
	Credential Attainment	65.0%	72.3%	111.2%
	Measurable Skill Gain	40.0%	57.1%	142.9%
TITLE I YOUTH	Q2 Entered Employment	81.0%	87.5%	108.0%
	Q4 Entered Employment	74.0%	71.4%	96.5%
	Q2 Median Wage	\$3,500	\$2,614	74.7%
	Credential Attainment	70.5%	86.7%	122.9%
	Measurable Skill Gain	50.0%	39.3%	78.6%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	59.0%	90.8%
	Q4 Entered Employment	65.0%	65.0%	99.9%
	Q2 Median Wage	\$6,400	\$10,192	159.2%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire North Shore Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	84.6%	97.8%
	Q4 Entered Employment	78.0%	65.2%	83.6%
	Q2 Median Wage	\$5,800	\$7,420	128.0%
	Credential Attainment	73.0%	82.6%	113.2%
	Measurable Skill Gain	40.0%	34.6%	86.5%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	81.0%	94.1%
	Q4 Entered Employment	85.0%	74.7%	87.9%
	Q2 Median Wage	\$8,300	\$10,387	125.1%
	Credential Attainment	65.0%	82.6%	127.0%
	Measurable Skill Gain	40.0%	44.9%	112.2%
TITLE I YOUTH	Q2 Entered Employment	81.0%	54.2%	66.9%
	Q4 Entered Employment	74.0%	61.5%	83.2%
	Q2 Median Wage	\$3,500	\$6,030	172.3%
	Credential Attainment	70.5%	80.8%	114.6%
	Measurable Skill Gain	50.0%	17.1%	34.3%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	56.2%	86.4%
	Q4 Entered Employment	65.0%	57.8%	88.9%
	Q2 Median Wage	\$6,400	\$7,888	123.3%

MassHire Workforce Area Performance

Program Year 2020/Fiscal Year 2021

MassHire South Shore Workforce Area				
Program Year 2020 / Fiscal Year 2021				
Program	Performance Measure	Goal	Actual	% of Goal
TITLE I ADULT	Q2 Entered Employment	86.5%	71.4%	82.6%
	Q4 Entered Employment	78.0%	60.0%	76.9%
	Q2 Median Wage	\$5,800	\$8,557	148.0%
	Credential Attainment	73.0%	57.1%	78.3%
	Measurable Skill Gain	40.0%	33.3%	83.3%
TITLE 1 DISLOCATED WORKER	Q2 Entered Employment	86.0%	82.0%	95.3%
	Q4 Entered Employment	85.0%	77.5%	91.2%
	Q2 Median Wage	\$8,300	\$11,038	133.0%
	Credential Attainment	65.0%	79.6%	122.5%
	Measurable Skill Gain	40.0%	54.3%	135.8%
TITLE I YOUTH	Q2 Entered Employment	81.0%	47.1%	58.1%
	Q4 Entered Employment	74.05%	44.4%	60.1%
	Q2 Median Wage	\$3,500	\$1,730	49.4%
	Credential Attainment	70.5%	61.5%	87.3%
	Measurable Skill Gain	50.0%	48.6%	97.1%
WAGNER- PEYSER	Q2 Entered Employment	65.0%	54.0%	83.0%
	Q4 Entered Employment	65.0%	58.0%	89.2%
	Q2 Median Wage	\$6,400	\$8,850	138.3%

