

Program Year 2022 Annual Report

WIOA Title I: Adult, Dislocated Worker, and Youth

WIOA Title III: Wagner-Peyser Employment Service

January 2024

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

Commonwealth of Massachusetts

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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 23 comprehensive MassHire Career Centers, 2 affiliated MassHire Career Centers, and 4 youth-specific 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 MassHire partner agencies to ensure coordinated delivery of information and services throughout the Commonwealth.

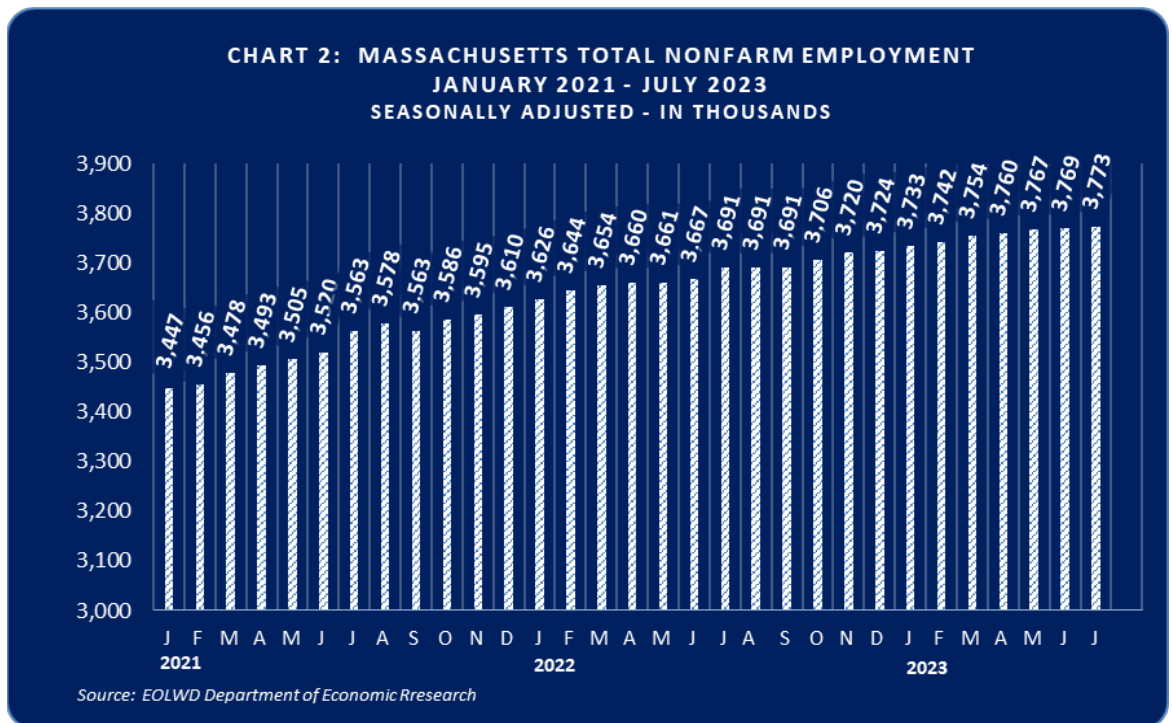
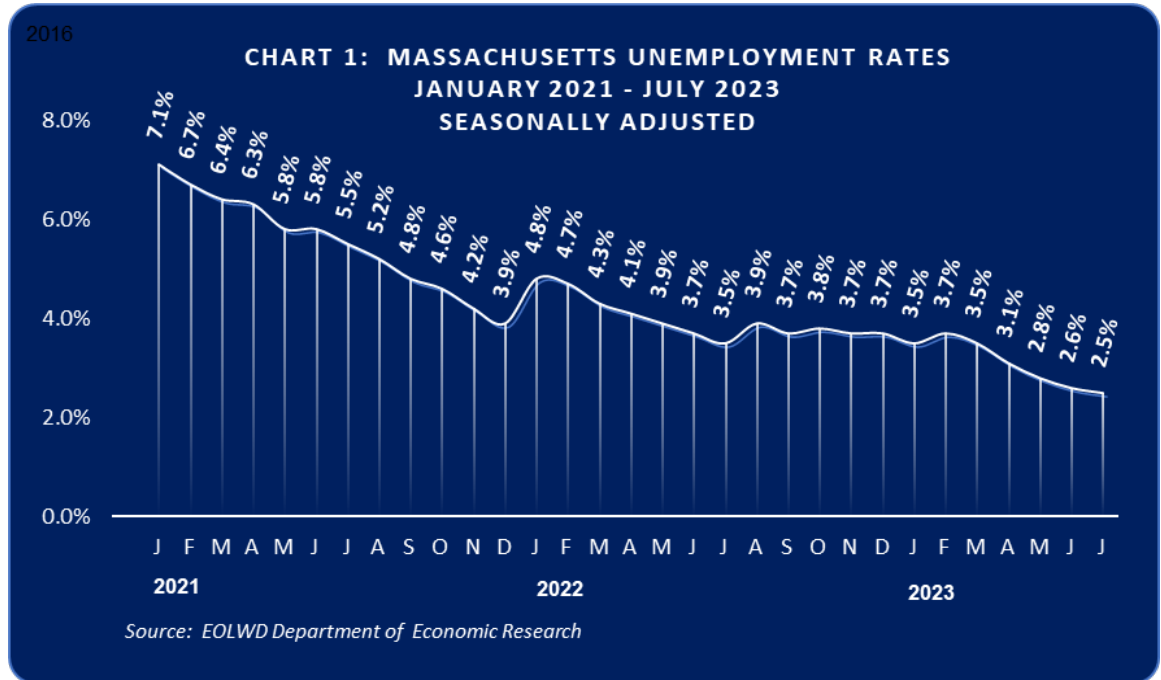
A. PY2022 Summary of Statewide Program Performance

State performance goals for Program Year 2022 (July 1, 2022 - June 30, 2023) 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. PY2022 performance covers adults, dislocated workers, and youth who exited these programs between January 2021 and June 2022 and those who received MassHire services through June 2023.

The five 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, credential attainment, and measurable skills gain—measure employment, earnings outcomes, and credential attainment through the four quarters after a participant has exited (received a final service). Statewide performance for these measures is shown in Tables 1-4 (page 7). 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 2021 and June 2023, encountered steadily improving economic conditions following the COVID-19 pandemic and experienced the beginnings of a turnaround and more job options. The steady improvement in the economy at that time is reflected in the improved 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 2021 through July 2023. The unemployment rate was 7.1% in January 2021 but dropped steadily to 2.5% by July 2023. Employment, which had dropped significantly in the COVID-19 period, saw a steady month by month climb to 3,773,300 in July 2023.



Tables 1 and 2 below provide the unemployment rates and nonfarm employment data for Massachusetts for the period from January 2021 through July 2023 that are represented graphically in the charts above.

**Table 1: Massachusetts Unemployment Rates
January 2021 - July 2023 Seasonally Adjusted**

2021	Jan	7.1%		2022	Jan	4.8%		2023	Jan	3.5%
2021	Feb	6.7%		2022	Feb	4.7%		2023	Feb	3.7%
2021	Mar	6.4%		2022	Mar	4.3%		2023	Mar	3.5%
2021	Apr	6.3%		2022	Apr	4.1%		2023	Apr	3.1%
2021	May	5.8%		2022	May	3.9%		2023	May	2.8%
2021	Jun	5.8%		2022	Jun	3.7%		2023	Jun	2.6%
2021	Jul	5.5%		2022	Jul	3.5%		2023	Jul	2.5%
2021	Aug	5.2%		2022	Aug	3.9%				
2021	Sep	4.8%		2022	Sep	3.7%				
2021	Oct	4.6%		2022	Oct	3.8%				
2021	Nov	4.2%		2022	Nov	3.7%				
2021	Dec	3.9%		2022	Dec	3.7%				

Source: EOLWD Department of Economic Research

**Table 2: Massachusetts Total Nonfarm Employment
January 2021 - July 2023 Seasonally Adjusted**

2021	Jan	3,446,800		2022	Jan	3,626,300		2023	Jan	3,732,800
2021	Feb	3,455,700		2022	Feb	3,644,100		2023	Feb	3,742,000
2021	Mar	3,476,200		2022	Mar	3,654,300		2023	Mar	3,754,100
2021	Apr	3,493,000		2022	Apr	3,660,100		2023	Apr	3,760,000
2021	May	3,505,200		2022	May	3,660,600		2023	May	3,767,300
2021	Jun	3,520,200		2022	Jun	3,666,600		2023	Jun	3,768,700
2021	Jul	3,563,000		2022	Jul	3,690,900		2023	Jul	3,773,300
2021	Aug	3,577,700		2022	Aug	3,690,900				
2021	Sep	3,563,300		2022	Sep	3,691,400				
2021	Oct	3,585,700		2022	Oct	3,705,600				
2021	Nov	3,594,800		2022	Nov	3,720,100				
2021	Dec	3,610,300		2022	Dec	3,723,900				

Source: EOLWD Department of Economic Research

Table 3a and 3b on the next two pages present a portrait of the number of job seekers and employers who received services from MassHire Career Centers in Program Year 2021/Fiscal Year 2022 and Program Year 2022/Fiscal Year 2023, which covers the period from July 2021 to June 2023.

Service activity grew from PY21 to PY22, with 30,279 more job seekers served, an increase of 41.7%. Employers served increased by 11.9% over the year with an additional 2,267 served in PY22.

Data on individuals served and exited is available at *MassHire Career Center Performance Reports* www.mass.gov/massworkforce-career-center-performance-reports-ccpr.

Table 3a: Job Seekers and Employers Served
Program Year 2021/Fiscal Year 2022
July 2021 – June 2022

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2021/FISCAL YEAR 2022	
Total Job Seekers Served	72,445
Unemployed Job Seekers	66,834
<i>As a Percent of Job Seekers Served</i>	92.3%
Persons with Disabilities	5,814
<i>As a Percent of Job Seekers Served</i>	8.0%
Unemployment Insurance Claimants	43,509
<i>As a Percent of Job Seekers Served</i>	60.1%
Veterans	3,112
<i>As a Percent of Job Seekers Served</i>	4.3%
Rapid Response Participants	646
<i>As a Percent of Job Seekers Served</i>	0.9%
Total Employers Served	19,021
Employers Receiving Enhanced Services	10,272
<i>As a Percent of Employers Served</i>	54.0%
Employers Receiving Referrals	3,270
<i>As a Percent of Employers Served</i>	17.2%
Employers who Hired a Referral	658
<i>As a Percent of Employers Served</i>	3.5%
<i>Data Source: One-Stop Career Center Activity Report (OSCCAR) Statewide All Offices and OSCCAR Statewide Rapid Response/Career Center Performance Reports (CCPR)</i>	

Table 3b: Job Seekers and Employers Served
Program Year 2022/Fiscal Year 2023
July 2022 – June 2023

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2022/FISCAL YEAR 2023	
Total Job Seekers Served	102,734
Unemployed Job Seekers	94,648
<i>As a Percent of Job Seekers Served</i>	92.1%
Persons with Disabilities	7,904
<i>As a Percent of Job Seekers Served</i>	7.7%
Unemployment Insurance Claimants	66,444
<i>As a Percent of Job Seekers Served</i>	64.7%
Veterans	3,479
<i>As a Percent of Job Seekers Served</i>	3.9%
MassHire Rapid Response Participants	1,077
<i>As a Percent of Job Seekers Served</i>	10.4%
Total Employers Served	21,288
Employers Receiving Enhanced Services	9,605
<i>As a Percent of Employers Served</i>	41.2%
Employers Receiving Referrals	3,025
<i>As a Percent of Employers Served</i>	15.1%
Employers who Hired a Referral	616
<i>As a Percent of Employers Served</i>	2.9%
<i>Data Source: One-Stop Career Center Activity Report (OSCCAR) Statewide All Offices and OSCCAR Statewide Rapid Response/Career Center Performance Reports (CCPR)</i>	

Program Year 2022 State Performance

Tables 1–4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2022 to the Employment and Training Administration (ETA). State performance goals are negotiated annually with DOLETA. Performance for PY2022 is based on participants who exited program services between January 2021 and June 2022. *Massachusetts exceeded or met all goals for PY2022.* Definitions of each measure are provided in Appendix A at the end of this report.

Table 1: Title I Adult Program

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	79.0%	72.0%	91.1%
Employment Rate Q4	78.0%	73.2%	93.8%
Median Earnings Q2	\$6,300	\$8,016	128.7%
Credential Attainment	73.5%	66.2%	90.0%
Measurable Skill Gain	40.0%	53.9%	134.8%

Table 2: Title I Dislocated Worker Program

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	83.0%	75.7%	91.2%
Employment Rate Q4	83.0%	79.9%	96.3%
Median Earnings Q2	\$10,000	\$11,961	119.6%
Credential Attainment	71.0%	68.8%	96.9%
Measurable Skill Gain	45.0%	49.1%	109.0%

Table 3: Title I Youth Program

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment/Education Rate Q2	75.0%	74.1%	98.7%
Employment/Education Rate Q4	72.0%	70.0%	97.2%
Median Earnings Q2	\$3,600	\$4,713	130.9%
Credential Attainment	65.0%	61.1%	94.1%
Measurable Skill Gain	45.0%	57.5%	127.9%

Table 4: Title III Wagner-Peyser Employment Service

<i>Measure</i>	<i>Negotiated Goal</i>	<i>Actual Performance</i>	<i>Percent of Goal</i>
Employment Rate Q2	63.0%	65.0%	103.2%
Employment Rate Q4	65.0%	68.3%	105.1%
Median Earnings Q2	\$8,000	\$9,776	122.2%

USDOL/ETA Measures State Level Performance by the rules shown below:

- *Any single Individual Indicator Score for any single core program falls below 50 percent of the adjusted level of performance;*
- *The Overall State Program Score falls below 90 percent for that single core program; or (e.g., average of all Title I Adult measures percent of goal < 90%)*
- *The Overall State Indicator Score falls below 90 percent for that single measure. (e.g., average of all statewide Q2 Entered Employment percent of goal < 90%)*

B. 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. After connecting with a consultant provided by the U.S. Department of Labor, Massachusetts began developing a local SAM. MDCS has solicited and engaged Eastern Research Group (ERG) and development of the SAM will begin in January 2024. 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.

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 116 surveys (2,101 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	77.8%
Met Expectations	77.8%
Comparison to Ideal	83.3%

Results from 120 surveys (2,202 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	83.3%
Met Expectations	78.9%
Comparison to Ideal	76.7%

D. Waivers

Massachusetts did not have any waivers in process during Program Year 2022.

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 2022, Massachusetts operated 4 NDWG projects with a total funding of \$6,993,000, providing reemployment services, including occupational training, to dislocated workers from multiple companies, and to individuals affected by the opioid crisis and lingering effects of COVID-19.

The table below summarizes NDWG projects operating from July 1, 2021 to June 30, 2022.

National Dislocated Worker Grant Projects Operating During PY2022				
NDWG/Project Name	MassHire Area - Local Operator	Award Amount	Planned Number of Participants	Companies
COVID-19 Disaster DWG Project DW-34650-20-60-A 4/10/20-3/31/23	Hampden County and Statewide	\$6,993,000	200	Emergency Temporary Food Service and Security workers
Southwick DW-36812-21-60-A-25 4/1/21-6/30/23	Merrimack Valley	\$890,188	203	Dislocated workers from Southwick, Philips North
National Health Emergency Opioid Disaster DWG DW-36735-21-60-A-25 7/1/21-6/30/24	Greater New Bedford	\$1,600,000	140	Disaster: National Health Emergency
Career DW-37003-21-60-A-25 9/24/21-9/23/23	EOLWD/MDCS	\$3,000,000	n/a	Enhancements to MassHire JobQuest to improve jobseeker and business access and resources.

F. Registered Apprenticeships

Registered Apprenticeship is a viable program model that leads to careers with sustainable wages and salaries. Massachusetts currently offers over 600 apprenticeships and there are over 11,500 registered apprentices as of Fiscal Year 2023. Over the last five years Massachusetts has been involved in efforts to expand non-traditional industries and diversify the apprenticeship pipeline. In June 2018, the Massachusetts Executive Office of Labor and Workforce Development and broad stakeholder representation developed a [Strategic Plan for Apprenticeship Expansion in Massachusetts](#). The plan demonstrates the commitment to diversifying the Registered Apprentice workforce and expanding apprenticeships to new occupations and industries.

Apprenticeship Expansion in Massachusetts: Strategic Plan

In June 2018, the Executive Office of Labor and Workforce Development issued the [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.

The apprenticeship strategic plan outlines a systematic approach to talent development, retention, and diversification of the apprenticeship pipeline. Since 2019, EOLWD's Director of Apprenticeship and Work-Based Learning has led implementation of the Strategic Plan as well as the efforts of Massachusetts' State Apprenticeship Agency (SAA), the Division of Apprentice Standards.

To date, this work has encompassed an entire rebuild of the Division of Apprentice Standards including moving away from paper-based services to a modern online apprenticeship registration system, increasing agency staffing capacity from 8 FTE to 29 FTE, creating and scaling new state-wide apprenticeship programs through intermediary models in Financial Services, Life Sciences, Manufacturing, and the Care Economy among many other new apprenticeship industries and occupations, promoting transparency and action to increase diversity and inclusion in the construction and building trades, and increasing the Division's budget from ~\$1–\$1.5M in FY20 to \$8.7M in FY24.

Key to these and related efforts, particularly the ability to add DAS staffing capacity and realize apprenticeship expansion, has been a close partnership between the MDCS and DAS to successfully apply for federal grant funding. Since 2019, this has included an additional \$8.4M in apprenticeship program resources. Additionally, for FY24, the Healey-Driscoll administration worked with the Massachusetts State Legislature to increase the state's investment in apprenticeship by \$2.8M.

In 2023, Governor Healey and the Massachusetts Legislature also expanded tax credit eligibility beyond the three priority industries identified in the Strategic Plan—Healthcare, Technology, and Manufacturing—to others determined to be critical to the state's varying regions. Available since 2019, the Massachusetts [Registered Apprenticeship Tax Credit](#) provides eligible employers up to \$9,600 in tax credits for each qualified apprentice (over two years) and up to \$100,000 per employer per calendar year.

USDOL Apprenticeship Grant Funding

EOLWD is currently the recipient of more than \$8.4M in multiple US Department of Labor apprenticeship grants. The overarching goals of these grants are to expand the registered apprenticeship model to non-traditional industries and diversify the apprentice pipeline. As of FY23, current grants administered by DAS in partnership with MDCS include: The Apprenticeship State Expansion (ASE) grant, the State Apprenticeship Expansion Capacity Building Grant (SAE2020), the State Apprenticeship Expansion Equity and Innovation (SAEEI) grant, and the State Apprenticeship Expansion Formula (SAEF) grant.

DOL-funded Apprenticeship Grants Awarded to EOLWD:

Grant name	Value	Anticipated outcomes	To date 9/30/23	Projected activity
Apprenticeship State Expansion Grant (ASE)	\$1,494,862.79	Serve 800 apprentices in manufacturing and in manufacturing and in construction trade occupations.	Successfully procured and stood up Statewide Manufacturing Apprenticeship Intermediary. Construction inclusion efforts including DEI resources. Sustained state manufacturing apprenticeship intermediary grant efforts through SAE2020 and state funding in FY24.	Grant successfully closed June 30, 2023. Served 755 participants (94% of goal) and completed foundational DEI work that will both continue and scale through SAEI and SAEF grant efforts.
State Apprenticeship Expansion Capacity Building Grant (SAE2020)	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.	New programming in the following sectors: healthcare, life sciences, manufacturing, construction, and the care economy, among others. Completed database development for improved RAPIDS reporting; to date, Massachusetts is the ONLY state able to share apprenticeship data with USDOL via API integration. Developed new State Apprenticeship Agency Program Compliance services in alignment with USDOL standards. Launched MassHire Apprenticeship Subject Matter Expert pilot increasing number of local workforce boards participating to nine in total.	Maintain existing and establish new programs through \$1.5 M Apprenticeship Innovation Fund through the end of the term, June 30, 2024. Expand and scale Apprenticeship Subject Matter Expert pilot through the end of the term.

State Apprenticeship Expansion, Equity, and Innovation Grant (SAEEI)	\$3,999,999.00	500 apprentices will enroll in RAPs during the life of grant.	<p>Programs in technology, construction, clean energy, manufacturing, and care economy.</p> <p>Creation of new pre-apprenticeship programs in construction focusing on inclusion of women, people of color, and returning citizens.</p> <p>New Accessibility Apprenticeship pilot launched for all sectors.</p>	Increase the number of apprentices enrolled in RAPs, including from under-represented populations, and implement DEI plan.
State Apprenticeship Expansion Formula Grant (SAEF)	\$920,638	Increase Division of Apprentice Standards' capacity to increase apprenticeship growth, inclusion, and quality.	Implementation underway in first quarter of grant.	Develop updated strategic plan; align and enhance pre-apprenticeship services; ensure effective DEIA training and services; further modernize technology infrastructure and streamline customer service experience.

Massachusetts Fiscal Year 2023

In Fiscal Year 2023, Registered Apprenticeship highlights included:

- Efforts to successfully increase the state's FY24 investment in registered apprenticeship by \$2.8M.
- Expansion of Apprenticeship Tax Credit eligibility in 2023 to include sectors beyond Healthcare, Technology and Manufacturing that are determined to be critical to the state's varying regions.
- As of 2023, Registered Apprenticeship Tax Credit claims totaled nearly \$1M to date (since 2019) with over 200 apprentices receiving \$10M+ in wages during the period that the credits were claimed.
- Continued expansion efforts including a new pre-apprenticeship program for operating engineers with Job Corps, new apprenticeship programs for Life Sciences Lab Technician, Cybersecurity Specialist, Childcare Administrator, etc., and scaling of Childcare Teacher apprenticeship programs.
- Launch of the MassHire Apprenticeship Subject Matter Expert pilot to provide apprenticeship business development and job referral services and thereby increase number of local workforce boards providing collaborative apprenticeship service delivery to nine in total.
- Through the USDOL ASE grant, DAS published a how-to guide for *Increasing Gender and Racial Diversity in Massachusetts' Construction and Building Trades*.

- Successful completion of the Apprenticeship State Expansion (ASE) grant serving 755 participants (94% of goal) and completing foundational DEI work in the construction and building trades that will both continue and scale through USDOL SAEI and SAEF grant efforts.

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 \$200,000 to offset costs of training workers. In PY22, the Workforce Training Fund Program awarded two types of grants to Massachusetts businesses. Businesses who are eligible to participate must contribute to the Workforce Training Fund Program 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: Businesses of any size are eligible to apply. (Intermediaries may lead a consortium application.) They may request up to \$200,000, 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: Small businesses with 100 or fewer Massachusetts employees are eligible to apply for grants to cover training selected from a database of over 3,000 registered courses. Businesses may receive up to \$20,000 per calendar year; the maximum payment per trainee per course is \$3,000.

WTFP Summary for Program Year 2022			
	<i>Trainees</i>	<i>Amount</i>	<i>Employers</i>
General Program	11,085	\$19,536,490	192
Express Program	19,255	\$19,580,757	1,477
	30,340*	\$39,117,247	1,669*
*Includes some duplication in cases where employers participated in more than one grant/program during the program year.			

H. MassHire Partnerships

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 an expanding 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. 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.

Collectively, the partners administer workforce programs such as adult education and literacy, vocational rehabilitation that assist individuals with disabilities, youth workforce development, and employment

programs for individuals and families on public assistance and/or with barriers to employment, as well as migrant farm workers, Veterans, and workers displaced by a layoff, and all constituents looking for career opportunities. MassHire creates and sustains powerful connections between businesses and jobseekers through a public workforce system comprising a network of employment professionals to support prosperity in every community in the Commonwealth. Learn about MassHire partners online by clicking the links below.

Department of Corrections

The Department of Correction (DOC) oversees the state prison system, managing inmates at 16 institutions across the state.

Department of Elementary and Secondary Education/Adult Community Learning Services

The goal of the Massachusetts public K-12 and adult education system is to prepare all students for success in life.

Department of Labor Standards

Among the programs overseen by DLS are the Minimum Wage Program, the Prevailing Wage Program, several occupational and workplace safety programs, Occupational Safety and Health Statistics Program and other programs to advise and protect workers and businesses

Department of Transitional Assistance

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term, economic self-sufficiency. DTA serves one in nine residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

Department of Unemployment Assistance

DUA oversees the unemployment insurance (UI) program, which provides temporary income assistance to eligible workers in Massachusetts. DUA also determines and collects employer contributions to the UI program.

Department of Youth Services

As the Juvenile Justice agency for the Commonwealth of Massachusetts, the Department of Youth Services (DYS) promotes positive change in the youth in their care and custody.

EMPath: Economic Mobility Pathways

EMPath transforms people's lives by helping them move out of poverty and provides other institutions with the tools to systematically do the same.

Executive Office of Education

From pre-school to post-secondary education, the Executive Office of Education works to connect all Massachusetts residents with an education that creates opportunities.

Executive Office of Elder Affairs

Promotes independence, empowerment, and well-being of older people, individuals with disabilities, and their families. We ensure access to the resources you need to live healthy in every community in the Commonwealth.

Executive Office of Health and Human Services

The Executive Office of Health and Human Services (EOHHS) is the largest secretariat in state government and is comprised of 12 agencies, in addition to 2 Soldiers' Homes and the MassHealth program. Our

efforts are focused on the health, resilience, and independence of the one in four residents of the Commonwealth we serve. Our public health programs touch every community in the Commonwealth.

Executive Office of Housing and Livable Communities

DHCD oversees funding and resources to help people in Massachusetts live affordably and safely.

Executive Office of Labor and Workforce Development

EOLWD manages the Commonwealth's Workforce Development and Labor Departments to ensure that workers, employers, and the unemployed have the tools and training needed to succeed in the Massachusetts economy.

Job Corps

Job Corps is a voluntary program that prepares people ages 16-24 with education and hands-on career training for entry-level positions that lead to careers in today's job market.

MassHire Department of Career Services

The MassHire Department of Career Services (MDCS) oversees Massachusetts's network of MassHire Career Centers that assist businesses in finding qualified workers and provides job seekers with career guidance as well as referrals to jobs and training.

Massachusetts Commission for the Blind

The Massachusetts Commission for the Blind (MCB) provides the highest quality rehabilitation and social services to Massachusetts residents who are blind, leading to their independence and full community participation.

Massachusetts Rehabilitation Commission

The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living, and eligibility determination for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. *Note: A name change to MassAbility is expected early 2024.*

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) helps low-income job seekers age 55 and older develop the skills and self-confidence to get jobs and become financially self-sufficient.

YouthBuild

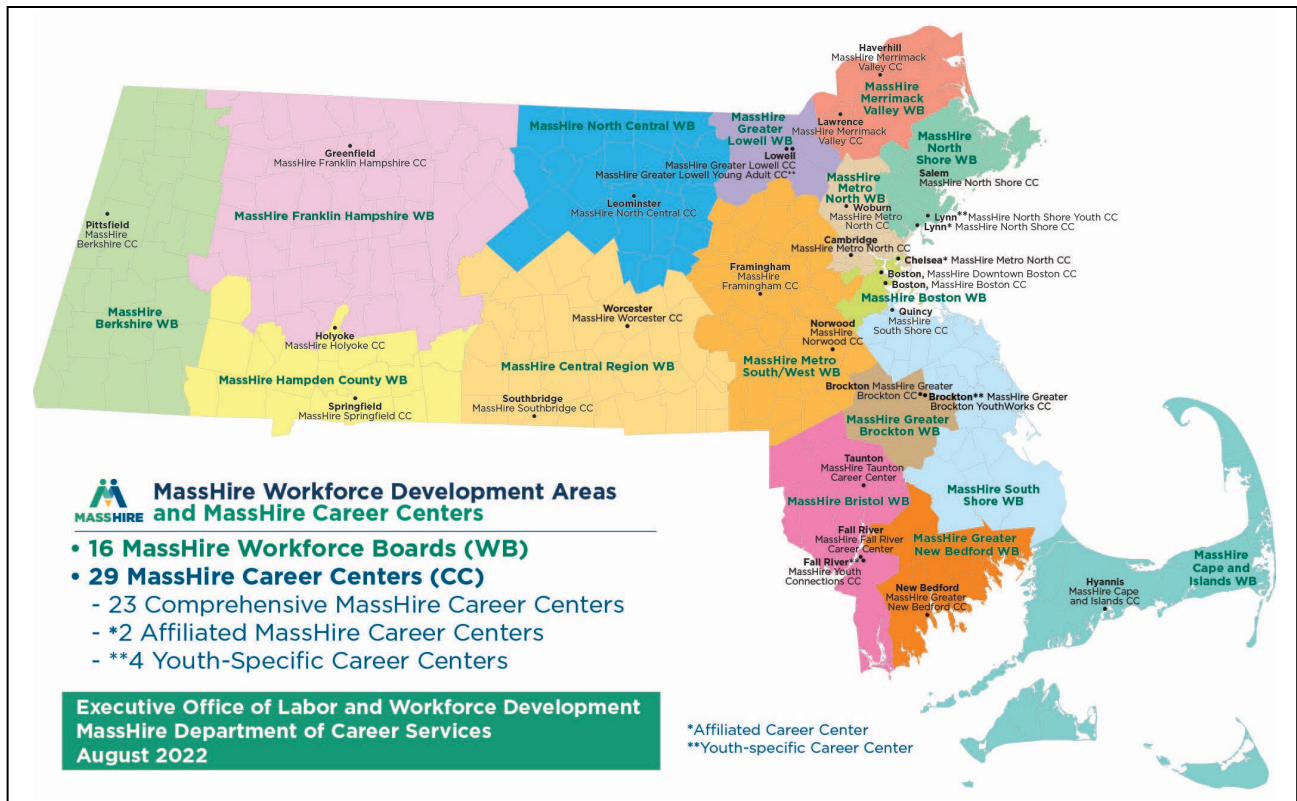
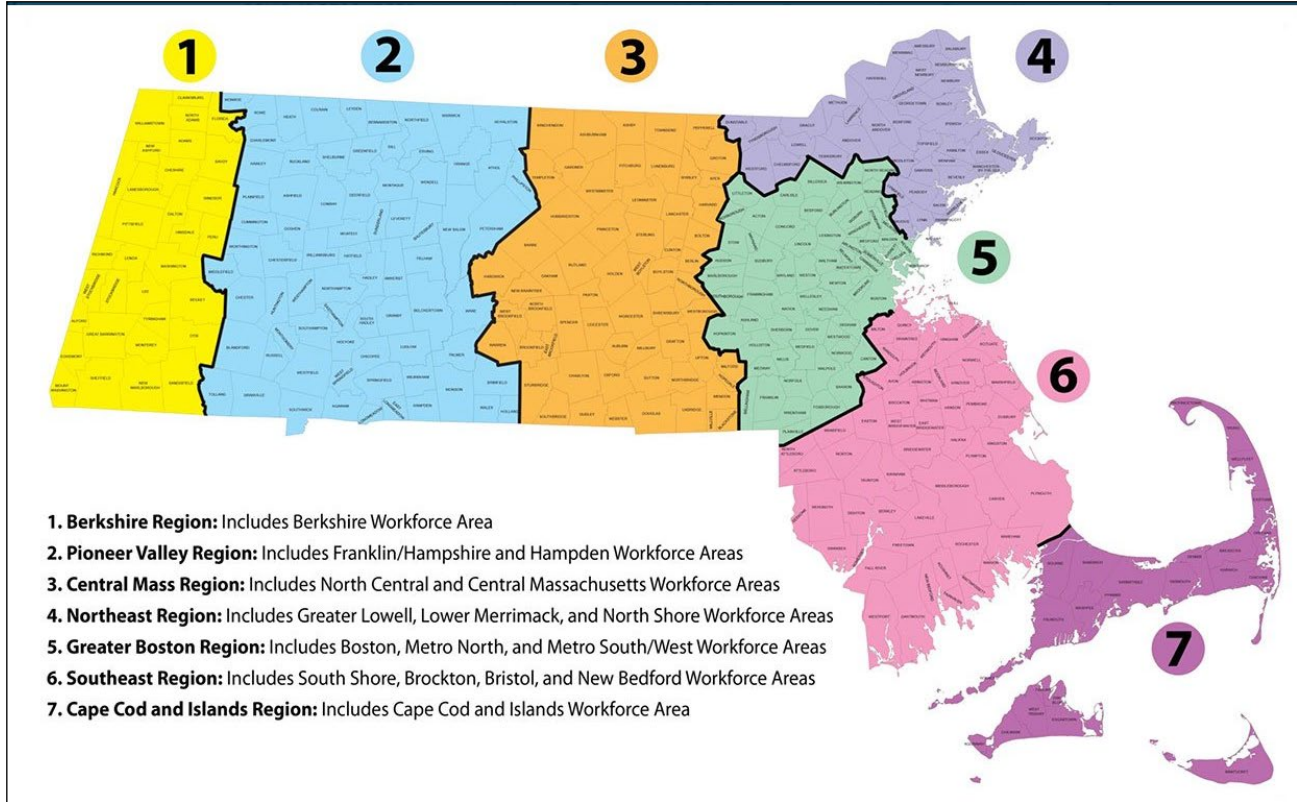
YouthBuild gives young people, between the ages of 16 and 24, the chance to turn their lives around. Programs offer a unique curriculum, combining academic instruction with workforce development training, in which students spend one week in the classroom working toward their high school equivalency or diploma, followed by one week on a job site building or renovating affordable housing in their communities.

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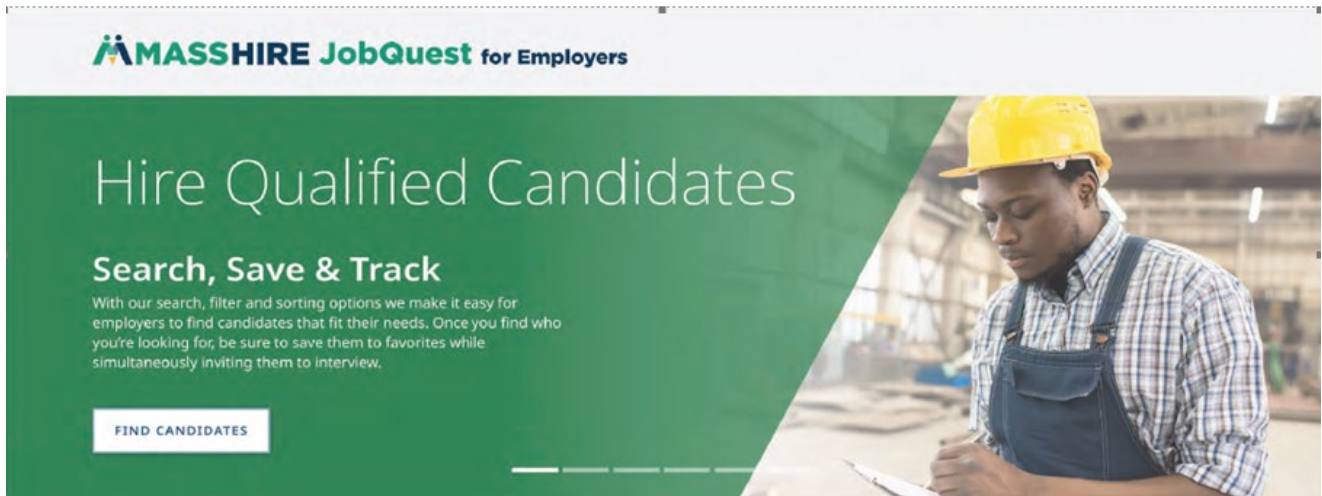
Commonwealth Corporation

Commonwealth Corporation (CommCorp) is a quasi-public agency responsible for administering and delivering a wide range of publicly and privately funded programs. CommCorp is governed by a 19-member board of directors that includes leaders from the private sector, organized labor, academia, and government, and is overseen by the Executive Office of Labor and Workforce Development (EOLWD).

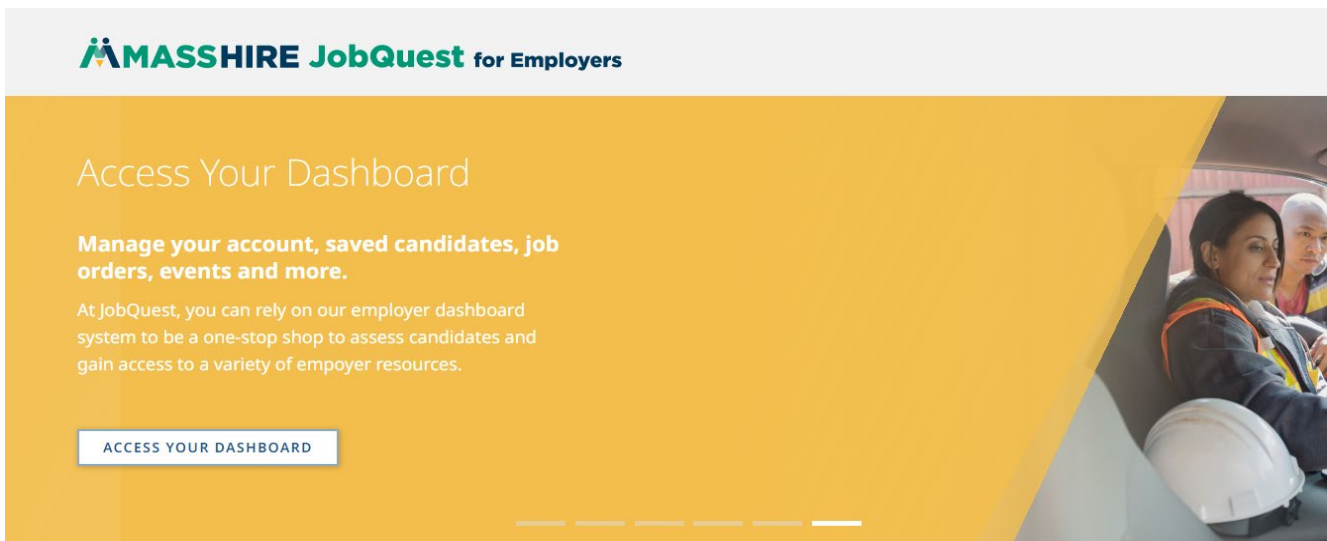
Massachusetts Workforce Regions and MassHire Career Centers



I. MassHire JobQuest Virtual Pathway



The enhancements to the MassHire JobQuest application for jobseekers are fully mobile, featuring a personal dashboard, a structured Career Action Plan for RESEA claimants, targeted job matching, access to on-demand videos, and other improved features. Work on a comparable upgrade for employers began in February 2022, with the first changes available in 2023 providing employers enhanced management and control of their accounts, an improved employer dashboard, and quick links on their new home page. New features coming in early 2024 will include a streamlined job posting process and the facility for employers to easily reach out to candidates matching their requirements. Job seekers will also find that they can apply to jobs more easily. *This project is supported through a National Dislocated Worker Grant.*



J. Business Engagement

MassHire Rapid Response Services

The MassHire Rapid Response team 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 MassHire Rapid Response deployment approach is closely coordinated with the MDCS with respect to harnessing administrative, programmatic, systems, and reporting support for local efforts. MassHire 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, MassHire Rapid Response assists employers with a Trade Program Certification.

MassHire Rapid Response adopted virtual services as one of the ways we can meet the needs of our customers. We have received an increased number of Worker Adjustment and Retraining Notification (WARN) notices since COVID. The MassHire Rapid Response team served 255 companies experiencing closings, layoffs, and furloughs affecting 12,849 employees in FY23. The companies served by MassHire Rapid Response in FY23 were centered in the following industrial sectors: retail trade (34%), manufacturing (17%), healthcare and social assistance (11%), scientific & technical services, (11%), accommodation and food services (8%), finance & Insurance (4%), transportation & warehousing (2%), professional, arts, entertainment & recreation (2%), wholesale (2%), and miscellaneous – sectors less than 2% each (9%).

Minority Business Outreach and Engagement Business Program

Beginning in 2019 the Rapid Response Team emphasized the need for outreach exceeding 4,000 minority businesses identified in Dun & Bradstreet EconoVue, and these efforts continue into 2023. Team members attended and presented at 45 events across the Commonwealth including: the Black Minority Massachusetts Council, Black Economic Council of Massachusetts, El Mundo, Berkshire Black Economic Council, Latin American Business Organization, LGBTQ+ Massachusetts Chamber of Commerce, Veterans, Women, and the Chinese Progressive Association. MassHire Rapid Response is dedicated to continuing to reach out and engage with these minority businesses in the coming months and next year.

MassHire Rapid Response Disaster Assistance

The MassHire Rapid Response team responded to several disasters, including severe flooding in Leominster, North Andover, and North Attleboro, fires affecting several businesses and an explosion at a company in Newburyport which unfortunately claimed the life of one of the employees of the company and it affected 88 other employees. In response to the flooding, 33 companies were contacted and connected with additional resources to help their businesses recover after severe losses.

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 MassHire Rapid Response. The MassHire Rapid Response team utilized The WorkShare program in PY23 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 MassHire Rapid Response team works in

collaboration with the Department of Unemployment Assistance's WorkShare Program staff participating in the program.

MassHire BizWorks Program

MassHire 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.

MassHire BizWorks is providing training to other business service professionals across the state by presenting 12 MassHire BizWorks Mini Clinics with 186 attendees.

MassHire BizWorks is ensuring that all businesses are aware of the most up-to-date information and programs available with regular updates to the *MassHire BizWorks Resource Guide* that can be found at www.mass.gov/doc/masshire-bizworks-resource-guide.

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 the *State Plan* development to broaden the scope for measuring effectiveness in serving employers in the future.

Pilot approaches	Numerator	Rate PY 2022	Rate PY 2021
	Denominator		
Retention with same employer in the Second and Fourth quarters after exit rate	39,269	84.5%	84.7%
	46,467		
Repeat business customers rate	7,412	28.9%	28.9%
	25,665		

Source: PY2022 Annual PIRL report - includes data provided by Massachusetts Rehabilitation Commission (MRC), Massachusetts Commission for the Blind (MCB), and Adult and Community Learning Services (ACLS).

K. Grow with Google

MassHire Department of Career Services began offering the “Grow with Google” program in March 2022. The National Association of State Workforce Agencies (NASWA) partnered with Google and Coursera to offer the “Google Career Certificate Scholarship Program” to prepare customers for a new career in three to six months in high-growth fields with no experience required.

Recipients received professional training through Coursera that was designed by Google to earn a credential in Data Analytics, IT Support, Project Management, User Experience (UX) Design, Digital Marketing & E-Commerce, and IT Automation with Python. At the end of the training, completers had the opportunity to connect with top employers that were currently hiring.

The Grow with Google program is scheduled to sunset in January 2024. Massachusetts saw 347 individuals take advantage of this training opportunity, among the highest participating in the program across the country.

Appendix A

Performance for MassHire Workforce Areas Program Year 2022/Fiscal Year 2023

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 Second Quarter After Exit:

The percentage of participants who are in unsubsidized employment during the Second 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 second quarter after exit.

Employment Rate Fourth Quarter After Exit:

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

Median Earnings Fourth Quarter After Exit:

The median earnings of participants who are in unsubsidized employment in the second 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 forms of progress towards such a credential or employment.

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%.

Effectiveness in Serving Employers - Employer Retention:

The percentage of participants who are employed in both the second and fourth quarters after exit with the same employer. *Refer to the table on page 20 for the PY22 data for this measure.*

Massachusetts WIOA Performance Program Year 2022/Fiscal Year 2023

Massachusetts				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	72.0%	91.1%
	Q4 Entered Employment	78.0%	73.2%	93.8%
	Q2 Median Wage	\$6,300	\$8,106	128.7%
	Credential Attainment	73.5%	66.2%	90.0%
	Measurable Skill Gain	40.0%	53.9%	134.8%
Title 1 Dislocated Worker	Q2 Entered Employment	83.0%	75.7%	91.2%
	Q4 Entered Employment	83.0%	79.9%	96.3%
	Q2 Median Wage	\$10,000	\$11,961	119.6%
	Credential Attainment	71.0%	68.8%	96.9%
	Measurable Skill Gain	45.0%	49.1%	109.0%
Title I Youth	Q2 Entered Employment	75.0%	74.1%	98.7%
	Q4 Entered Employment	72.0%	70.0%	97.2%
	Q2 Median Wage	\$3,600	\$4,713	130.9%
	Credential Attainment	65.0%	61.1%	94.1%
	Measurable Skill Gain	45.0%	57.5%	127.9%
Wagner-Peyser	Q2 Entered Employment	63.0%	65.0%	103.2%
	Q4 Entered Employment	65.0%	68.3%	105.1%
	Q2 Median Wage	\$8,000	\$9,776	122.2%

USDOL/ETA Measures State-Level Performance by the rules shown below:

- Any single Individual Indicator Score for any single core program falls below 50 percent of the adjusted level of performance;
- The Overall State Program Score falls below 90 percent for that single core program; or (e.g., average of all Title I Adult measures percent of goal < 90%)
- The Overall State Indicator Score falls below 90 percent for that single measure. (e.g., average of all statewide Q2 Entered Employment percent of goal < 90%)

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Berkshire Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	77.0%	77.8%	101.0%
	Q4 Entered Employment	76.0%	62.5%	82.2%
	Q2 Median Wage	\$6,000	\$4,723	78.7%
	Credential Attainment	65.0%	66.7%	102.6%
	Measurable Skill Gain	40.0%	29.2%	72.9%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	73.3%	88.4%
	Q4 Entered Employment	83.0%	66.7%	80.3%
	Q2 Median Wage	\$8,500	\$11,961	140.7%
	Credential Attainment	68.0%	80.0%	117.6%
	Measurable Skill Gain	45.0%	69.2%	153.8%
Title I Youth	Q2 Entered Employment	71.0%	57.7%	81.3%
	Q4 Entered Employment	68.0%	60.0%	88.2%
	Q2 Median Wage	\$3,000	\$3,025	100.8%
	Credential Attainment	63.0%	27.8%	44.1%
	Measurable Skill Gain	45.0%	44.8%	99.6%
Wagner-Peyser	Q2 Entered Employment	63.0%	62.4%	99.1%
	Q4 Entered Employment	65.0%	66.8%	102.7%
	Q2 Median Wage	\$8,000	\$7,849	98.1%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Boston Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	59.7%	75.6%
	Q4 Entered Employment	78.0%	66.7%	85.5%
	Q2 Median Wage	\$6,300	\$9,961	158.1%
	Credential Attainment	73.5%	55.3%	75.3%
	Measurable Skill Gain	40.0%	42.0%	104.9%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	64.4%	77.6%
	Q4 Entered Employment	83.0%	76.5%	92.1%
	Q2 Median Wage	\$10,000	\$11,929	119.3%
	Credential Attainment	71.0%	67.9%	95.7%
	Measurable Skill Gain	45.0%	34.6%	76.9%
Title I Youth	Q2 Entered Employment	75.0%	72.0%	96.0%
	Q4 Entered Employment	72.0%	71.2%	98.9%
	Q2 Median Wage	\$3,600	\$5,731	159.2%
	Credential Attainment	65.0%	44.4%	68.4%
	Measurable Skill Gain	40.0%	36.8%	92.1%
Wagner-Peyser	Q2 Entered Employment	63.0%	65.3%	103.6%
	Q4 Entered Employment	65.0%	68.0%	104.5%
	Q2 Median Wage	\$8,000	\$10,281	128.5%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Bristol Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	76.0%	82.9%	109.0%
	Q4 Entered Employment	75.0%	78.1%	104.2%
	Q2 Median Wage	\$6,100	\$8,448	138.5%
	Credential Attainment	72.0%	76.7%	106.5%
	Measurable Skill Gain	40.0%	67.6%	169.1%
Title I Dislocated Worker	Q2 Entered Employment	82.0%	68.5%	83.5%
	Q4 Entered Employment	81.5%	81.5%	100.0%
	Q2 Median Wage	\$10,000	\$11,576	115.8%
	Credential Attainment	69.0%	84.9%	123.1%
	Measurable Skill Gain	43.0%	65.6%	152.6%
Title I Youth	Q2 Entered Employment	71.0%	66.7%	93.9%
	Q4 Entered Employment	68.0%	62.0%	91.2%
	Q2 Median Wage	\$3,600	\$6,865	190.7%
	Credential Attainment	63.0%	59.4%	94.3%
	Measurable Skill Gain	43.0%	92.0%	214.0%
Wagner-Peyser	Q2 Entered Employment	63.0%	67.0%	106.3%
	Q4 Entered Employment	65.0%	71.4%	109.8%
	Q2 Median Wage	\$8,000	\$8,843	110.5%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Brockton Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	66.3%	83.9%
	Q4 Entered Employment	78.0%	77.0%	98.8%
	Q2 Median Wage	\$6,200	\$5,621	90.7%
	Credential Attainment	73.5%	65.2%	88.7%
	Measurable Skill Gain	40.0%	49.1%	122.6%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	69.8%	84.1%
	Q4 Entered Employment	83.0%	78.9%	95.0%
	Q2 Median Wage	\$10,000	\$11,327	113.3%
	Credential Attainment	71.0%	62.4%	87.9%
	Measurable Skill Gain	45.0%	66.7%	148.1%
Title I Youth	Q2 Entered Employment	75.0%	80.0%	106.7%
	Q4 Entered Employment	72.0%	73.7%	102.3%
	Q2 Median Wage	\$3,600	\$5,682	157.8%
	Credential Attainment	65.0%	40.0%	61.5%
	Measurable Skill Gain	45.0%	30.0%	66.7%
Wagner-Peyser	Q2 Entered Employment	63.0%	65.1%	103.4%
	Q4 Entered Employment	65.0%	68.5%	105.3%
	Q2 Median Wage	\$8,000	\$9,547	119.3%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Cape and Islands Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	40.0%	50.6%
	Q4 Entered Employment	78.0%	60.0%	76.9%
	Q2 Median Wage	\$6,300	\$12,398	196.8%
	Credential Attainment	73.5%	100.0%	136.1%
	Measurable Skill Gain	40.0%	42.9%	107.1%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	81.6%	98.4%
	Q4 Entered Employment	83.0%	87.5%	105.4%
	Q2 Median Wage	\$10,000	\$10,894	108.9%
	Credential Attainment	71.0%	80.0%	112.7%
	Measurable Skill Gain	45.0%	57.7%	128.2%
Title I Youth	Q2 Entered Employment	75.0%	72.4%	96.6%
	Q4 Entered Employment	72.0%	85.2%	118.3%
	Q2 Median Wage	\$3,600	\$4,965	137.9%
	Credential Attainment	65.0%	52.4%	80.6%
	Measurable Skill Gain	45.0%	47.2%	104.9%
Wagner-Peyser	Q2 Entered Employment	63.0%	62.7%	99.4%
	Q4 Entered Employment	65.0%	65.9%	99.8%
	Q2 Median Wage	\$8,000	\$9,923	124.0%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Central Region Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	86.7%	109.7%
	Q4 Entered Employment	78.0%	93.3%	119.7%
	Q2 Median Wage	\$6,300	\$8,569	136.0%
	Credential Attainment	73.5%	76.9%	104.7%
	Measurable Skill Gain	40.0%	16.3%	40.6%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	82.2%	99.0%
	Q4 Entered Employment	83.0%	70.0%	84.3%
	Q2 Median Wage	\$10,000	\$11,903	119.0%
	Credential Attainment	71.0%	62.3%	87.7%
	Measurable Skill Gain	45.0%	31.8%	70.7%
Title I Youth	Q2 Entered Employment	75.0%	86.3%	115.0%
	Q4 Entered Employment	72.0%	74.5%	103.4%
	Q2 Median Wage	\$3,600	\$5,056	140.4%
	Credential Attainment	65.0%	76.6%	117.8%
	Measurable Skill Gain	45.0%	73.8%	164.1%
Wagner-Peyser	Q2 Entered Employment	63.0%	67.0%	106.4%
	Q4 Entered Employment	65.0%	71.2%	109.6%
	Q2 Median Wage	\$8,000	\$9,804	122.6%

Performance Ranges for % of Goal Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Franklin-Hampshire Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	70.0%	66.7%	95.2%
	Q4 Entered Employment	75.0%	71.4%	95.2%
	Q2 Median Wage	\$6,300	\$9,070	144.0%
	Credential Attainment	73.5%	81.3%	110.5%
	Measurable Skill Gain	40.0%	64.7%	161.8%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	79.2%	95.4%
	Q4 Entered Employment	83.0%	79.3%	95.6%
	Q2 Median Wage	\$10,000	\$12,158	121.6%
	Credential Attainment	71.0%	70.8%	99.8%
	Measurable Skill Gain	45.0%	60.9%	135.3%
Title I Youth	Q2 Entered Employment	75.0%	78.9%	105.3%
	Q4 Entered Employment	72.0%	61.5%	85.5%
	Q2 Median Wage	\$3,600	\$5,377	149.4%
	Credential Attainment	60.0%	50.0%	83.3%
	Measurable Skill Gain	45.0%	60.0%	133.3%
Wagner-Peyser	Q2 Entered Employment	63.0%	64.5%	102.5%
	Q4 Entered Employment	65.0%	64.9%	99.9%
	Q2 Median Wage	\$8,000	\$7,880	98.5%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Greater Lowell Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	87.5%	110.8%
	Q4 Entered Employment	78.0%	86.7%	111.1%
	Q2 Median Wage	\$6,300	\$9,474	150.4%
	Credential Attainment	73.5%	62.5%	85.0%
	Measurable Skill Gain	40.0%	79.5%	198.9%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	85.7%	103.3%
	Q4 Entered Employment	83.0%	79.3%	95.6%
	Q2 Median Wage	\$10,000	\$16,837	168.4%
	Credential Attainment	71.0%	88.0%	123.9%
	Measurable Skill Gain	45.0%	77.2%	171.5%
Title I Youth	Q2 Entered Employment	75.0%	72.7%	97.0%
	Q4 Entered Employment	72.0%	69.0%	95.9%
	Q2 Median Wage	\$3,600	\$5,456	151.6%
	Credential Attainment	65.0%	64.3%	98.9%
	Measurable Skill Gain	45.0%	50.8%	112.9%
Wagner-Peyser	Q2 Entered Employment	63.0%	67.0%	106.4%
	Q4 Entered Employment	65.0%	67.3%	103.5%
	Q2 Median Wage	\$8,000	\$9,714	121.4%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Greater New Bedford Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	83.3%	105.5%
	Q4 Entered Employment	78.0%	81.6%	104.6%
	Q2 Median Wage	\$6,300	\$8,403	133.4%
	Credential Attainment	73.5%	77.8%	105.8%
	Measurable Skill Gain	40.0%	23.4%	58.5%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	85.5%	103.0%
	Q4 Entered Employment	83.0%	87.3%	105.1%
	Q2 Median Wage	\$10,000	\$10,559	105.6%
	Credential Attainment	71.0%	75.8%	106.7%
	Measurable Skill Gain	45.0%	23.1%	51.3%
Title I Youth	Q2 Entered Employment	75.0%	44.4%	59.3%
	Q4 Entered Employment	72.0%	68.8%	95.5%
	Q2 Median Wage	\$3,600	\$2,924	81.2%
	Credential Attainment	65.0%	50.0%	76.9%
	Measurable Skill Gain	45.0%	44.9%	99.8%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.4%	105.4%
	Q4 Entered Employment	65.0%	64.6%	99.4%
	Q2 Median Wage	\$8,000	\$7,686	96.1%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Hampden County Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	77.0%	67.2%	87.2%
	Q4 Entered Employment	76.5%	63.5%	83.0%
	Q2 Median Wage	\$5,500	\$7,141	129.8%
	Credential Attainment	71.5%	61.6%	86.2%
	Measurable Skill Gain	40.0%	80.7%	201.7%
Title I Dislocated Worker	Q2 Entered Employment	82.0%	79.9%	97.4%
	Q4 Entered Employment	80.0%	79.3%	99.2%
	Q2 Median Wage	\$9,000	\$9,612	106.8%
	Credential Attainment	63.0%	62.4%	99.0%
	Measurable Skill Gain	43.0%	70.2%	163.2%
Title I Youth	Q2 Entered Employment	75.0%	76.9%	102.5%
	Q4 Entered Employment	72.0%	68.6%	95.3%
	Q2 Median Wage	\$3,600	\$3,890	108.1%
	Credential Attainment	65.0%	67.2%	103.3%
	Measurable Skill Gain	45.0%	54.7%	121.5%
Wagner-Peyser	Q2 Entered Employment	63.0%	57.9%	91.9%
	Q4 Entered Employment	65.0%	62.5%	96.1%
	Q2 Median Wage	\$8,000	\$7,254	90.7%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Merrimack Valley Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	77.8%	106.2%
	Q4 Entered Employment	78.0%	84.6%	93.7%
	Q2 Median Wage	\$6,200	\$8,370	132.8%
	Credential Attainment	73.5%	76.9%	102.0%
	Measurable Skill Gain	40.0%	20.5%	72.7%
Title I Dislocated Worker	Q2 Entered Employment	80.0%	71.2%	89.0%
	Q4 Entered Employment	75.0%	75.0%	100.0%
	Q2 Median Wage	\$10,000	\$9,185	91.9%
	Credential Attainment	68.0%	52.2%	76.7%
	Measurable Skill Gain	38.0%	40.0%	105.3%
Title I Youth	Q2 Entered Employment	75.0%	83.3%	111.1%
	Q4 Entered Employment	72.0%	84.6%	117.5%
	Q2 Median Wage	\$3,600	\$7,119	197.7%
	Credential Attainment	65.0%	75.0%	115.4%
	Measurable Skill Gain	45.0%	21.7%	48.3%
Wagner-Peyser	Q2 Entered Employment	63.0%	67.8%	107.6%
	Q4 Entered Employment	65.0%	72.9%	112.2%
	Q2 Median Wage	\$8,000	\$9,774	122.2%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire Metro North Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	77.2%	97.7%
	Q4 Entered Employment	78.0%	77.5%	99.4%
	Q2 Median Wage	\$6,300	\$7,541	119.7%
	Credential Attainment	73.5%	73.1%	99.4%
	Measurable Skill Gain	40.0%	75.6%	189.1%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	64.0%	77.1%
	Q4 Entered Employment	83.0%	76.1%	91.7%
	Q2 Median Wage	\$10,000	\$13,182	131.8%
	Credential Attainment	71.0%	73.7%	103.8%
	Measurable Skill Gain	45.0%	41.3%	91.7%
Title I Youth	Q2 Entered Employment	75.0%	76.1%	101.4%
	Q4 Entered Employment	72.0%	77.8%	108.0%
	Q2 Median Wage	\$3,600	\$3,259	90.5%
	Credential Attainment	65.0%	55.6%	85.5%
	Measurable Skill Gain	45.0%	79.3%	176.2%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.6%	105.7%
	Q4 Entered Employment	65.0%	70.1%	107.8%
	Q2 Median Wage	\$8,000	\$13,093	163.7%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance

Program Year 2021/Fiscal Year 2022

MassHire Metro South/West Workforce Area				
Program Year 2021/Fiscal Year 2022				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	80.8%	102.2%
	Q4 Entered Employment	78.0%	85.2%	109.2%
	Q2 Median Wage	\$6,300	\$10,206	162.0%
	Credential Attainment	73.5%	55.6%	75.6%
	Measurable Skill Gain	40.0%	20.8%	52.1%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	78.8%	94.9%
	Q4 Entered Employment	83.0%	89.4%	107.7%
	Q2 Median Wage	\$10,000	\$18,401	184.0%
	Credential Attainment	71.0%	55.8%	78.6%
	Measurable Skill Gain	45.0%	30.8%	68.4%
Title I Youth	Q2 Entered Employment	75.0%	84.1%	112.1%
	Q4 Entered Employment	72.0%	71.4%	99.2%
	Q2 Median Wage	\$3,600	\$6,079	168.9%
	Credential Attainment	65.0%	65.4%	100.6%
	Measurable Skill Gain	45.0%	64.1%	142.4%
Wagner-Peyser	Q2 Entered Employment	63.0%	68.5%	108.7%
	Q4 Entered Employment	65.0%	70.7%	108.7%
	Q2 Median Wage	\$8,000	\$13,579	169.7%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire North Central Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	100.0%	126.6%
	Q4 Entered Employment	78.0%	100.0%	128.2%
	Q2 Median Wage	\$6,300	\$7,172	113.8%
	Credential Attainment	73.5%	100.0%	136.1%
	Measurable Skill Gain	40.0%	50.0%	125.0%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	85.4%	102.9%
	Q4 Entered Employment	83.0%	82.5%	99.4%
	Q2 Median Wage	\$10,800	\$10,841	108.4%
	Credential Attainment	71.0%	58.1%	81.8%
	Measurable Skill Gain	45.0%	61.9%	137.6%
Title I Youth	Q2 Entered Employment	75.0%	78.3%	104.3%
	Q4 Entered Employment	72.0%	53.3%	74.1%
	Q2 Median Wage	\$3,600	\$6,976	193.8%
	Credential Attainment	65.0%	100.0%	153.8%
	Measurable Skill Gain	45.0%	73.0%	162.2%
Wagner-Peyser	Q2 Entered Employment	63.0%	71.6%	113.6%
	Q4 Entered Employment	65.0%	72.0%	110.8%
	Q2 Median Wage	\$8,000	\$11,759	147.0%

Performance Ranges for % of Goal: Exceeds if > 100%– Meets if 80% to 99%– Fails if < 80%

MassHire Workforce Area Performance

Program Year 2022/Fiscal Year 2023

MassHire North Shore Workforce Area				
Program Year 2022 / Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	64.7%	81.9%
	Q4 Entered Employment	78.0%	85.0%	109.0%
	Q2 Median Wage	\$6,300	\$5,058	80.3%
	Credential Attainment	73.5%	77.8%	105.8%
	Measurable Skill Gain	40.0%	51.5%	128.8%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	82.8%	99.8%
	Q4 Entered Employment	83.0%	82.0%	98.8%
	Q2 Median Wage	\$10,000	\$13,570	135.7%
	Credential Attainment	71.0%	84.2%	118.6%
	Measurable Skill Gain	45.0%	43.1%	95.7%
Title I Youth	Q2 Entered Employment	75.0%	80.0%	106.7%
	Q4 Entered Employment	72.0%	93.3%	129.6%
	Q2 Median Wage	\$3,600	\$3,967	110.2%
	Credential Attainment	65.0%	80.0%	123.1%
	Measurable Skill Gain	45.0%	66.7%	148.1%
Wagner-Peyser	Q2 Entered Employment	63.0%	66.6%	105.7%
	Q4 Entered Employment	65.0%	69.5%	106.9%
	Q2 Median Wage	\$8,000	\$11,188	139.8%

Performance Ranges for % of Goal: Exceeds if > 100%—Meets if 80% to 99%—Fails if < 80%

MassHire Workforce Area Performance Program Year 2022/Fiscal Year 2023

MassHire South Shore Workforce Area				
Program Year 2022/Fiscal Year 2023				
Program	Performance Measure	Goal	Actual	% of Goal
Title I Adult	Q2 Entered Employment	79.0%	76.3%	96.6%
	Q4 Entered Employment	78.0%	70.3%	90.1%
	Q2 Median Wage	\$6,300	\$7,591	120.5%
	Credential Attainment	73.5%	29.4%	40.0%
	Measurable Skill Gain	40.0%	27.9%	69.8%
Title I Dislocated Worker	Q2 Entered Employment	83.0%	72.7%	87.6%
	Q4 Entered Employment	83.0%	75.8%	91.3%
	Q2 Median Wage	\$10,000	\$13,369	133.7%
	Credential Attainment	71.0%	64.9%	91.4%
	Measurable Skill Gain	45.0%	26.4%	58.7%
Title I Youth	Q2 Entered Employment	75.0%	60.0%	80.0%
	Q4 Entered Employment	72.0%	80.0%	111.1%
	Q2 Median Wage	\$3,600	\$4,306	119.6%
	Credential Attainment	65.0%	55.6%	85.5%
	Measurable Skill Gain	45.0%	57.4%	127.5%
Wagner-Peyser	Q2 Entered Employment	63.0%	64.0%	101.7%
	Q4 Entered Employment	65.0%	69.9%	107.5%
	Q2 Median Wage	\$8,000	\$11,456	143.2%

Performance Ranges for % of Goal: Exceeds if > 100% – Meets if 80% to 99% – Fails if < 80%

