

Program Year 2024/ Fiscal Year 2025 Annual Report

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

December 2025

**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).

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 22 comprehensive MassHire Career Centers, 3 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. PY2024 Summary of Statewide Program Performance

State performance goals for Program Year 2024 (July 1, 2024 - June 30, 2025) 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. PY2024 performance covers adults, dislocated workers, and youth who exited these programs between January 2023 and June 2024 and those who received MassHire services through June 2025.

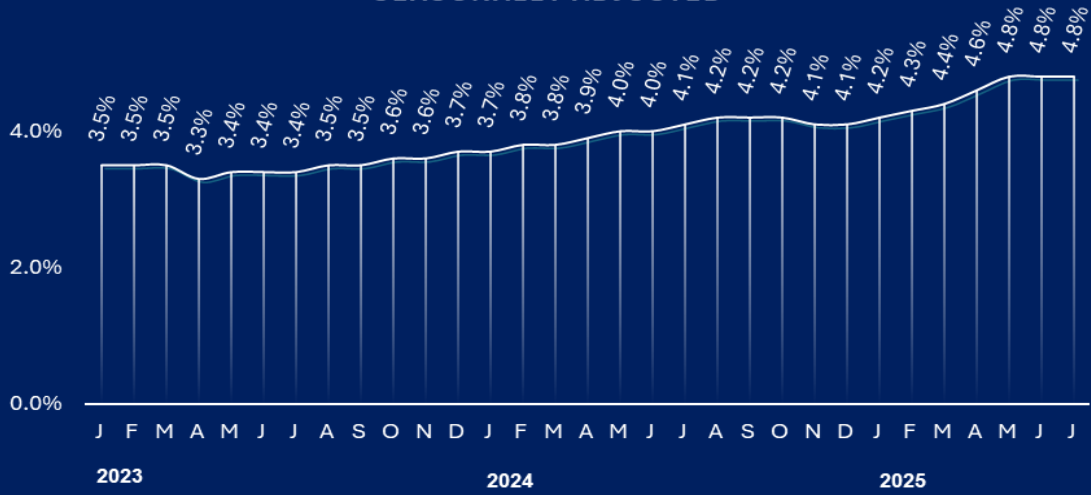
The five primary federal performance indicators—employed in the second quarter after exit, employed in the fourth quarter after exit, median earnings in the second quarter after exit, credential attainment, and measurable skills gain—measure employment, earnings outcomes, and credential attainment through 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 percentage 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 2023 and June 2025, 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 non-farm employment levels for Massachusetts for the period from January 2023 through July 2025. The unemployment rate was 4.2% in September 2024 but increased to 4.8% by July 2025. Employment, which had dropped significantly in the COVID-19 period, saw a steady month by month climb to 3,724,600 in July 2025.

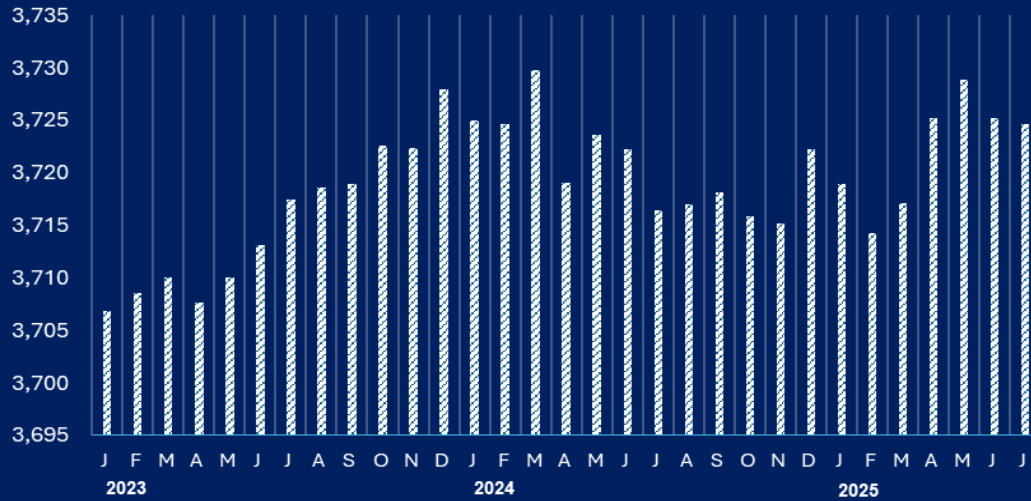
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**CHART 1: MASSACHUSETTS UNEMPLOYMENT RATES
JANUARY 2023 - JULY 2025
SEASONALLY ADJUSTED**



Source: EOLWD Department of Economic Research

**CHART 2: MASSACHUSETTS TOTAL NONFARM EMPLOYMENT
JANUARY 2023 - JULY 2025
SEASONALLY ADJUSTED - IN THOUSANDS**



Source: EOLWD Department of Economic Research

Tables 1 and 2 below provide the unemployment rates and nonfarm employment data for Massachusetts for the period from January 2023 through July 2025 that are represented graphically in the charts above.

**Table 1: Massachusetts Unemployment Rates
January 2023 - July 2025 Seasonally Adjusted**

2023	Jan	3.5%		2024	Jan	3.7%		2025	Jan	4.2%
2023	Feb	3.5%		2024	Feb	3.8%		2025	Feb	4.3%
2023	Mar	3.5%		2024	Mar	3.8%		2025	Mar	4.4%
2023	Apr	3.3%		2024	Apr	3.9%		2025	Apr	4.6%
2023	May	3.4%		2024	May	4.0%		2025	May	4.8%
2023	Jun	3.4%		2024	Jun	4.0%		2025	Jun	4.8%
2023	Jul	3.4%		2024	Jul	4.1%		2025	Jul	4.8%
2023	Aug	3.5%		2024	Aug	4.2%				
2023	Sep	3.5%		2024	Sep	4.2%				
2023	Oct	3.6%		2024	Oct	4.2%				
2023	Nov	3.6%		2024	Nov	4.1%				
2023	Dec	3.7%		2024	Dec	4.1%				

Source: EOLWD Department of Economic Research

**Table 2: Massachusetts Total Nonfarm Employment
January 2023 - July 2025 Seasonally Adjusted**

2023	Jan	3,706,900		2024	Jan	3,725,000		2025	Jan	3,718,900
2023	Feb	3,708,600		2024	Feb	3,724,600		2025	Feb	3,714,300
2023	Mar	3,710,000		2024	Mar	3,729,800		2025	Mar	3,717,100
2023	Apr	3,707,700		2024	Apr	3,719,100		2025	Apr	3,725,200
2023	May	3,710,000		2024	May	3,723,600		2025	May	3,728,900
2023	Jun	3,713,100		2024	Jun	3,722,300		2025	Jun	3,725,200
2023	Jul	3,717,500		2024	Jul	3,716,400		2025	Jul	3,724,600
2023	Aug	3,718,600		2024	Aug	3,717,000				
2023	Sep	3,718,900		2024	Sep	3,718,200				
2023	Oct	3,722,600		2024	Oct	3,715,900				
2023	Nov	3,722,400		2024	Nov	3,715,200				
2023	Dec	3,728,000		2024	Dec	3,722,200				

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 2023/Fiscal Year 2024 and Program Year 2024/Fiscal Year 2025, which covers the period from July 2023 to June 2025.

Service activity grew from PY23 to PY24, with 5,354 more job seekers served - an increase of 5.3%.

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 2023/Fiscal Year 2024
July 2023 – June 2024**

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2023/FISCAL YEAR 2024	
Total Job Seekers Served	126,284
Unemployed Job Seekers	115,480
<i>As a Percent of Job Seekers Served</i>	91.5%
Persons with Disabilities	9,279
<i>As a Percent of Job Seekers Served</i>	7.4%
Unemployment Insurance Claimants	78,665
<i>As a Percent of Job Seekers Served</i>	62.3%
Veterans	3,826
<i>As a Percent of Job Seekers Served</i>	3.1%
MassHire Rapid Response Participants	1,431
<i>As a Percent of Job Seekers Served</i>	1.2%
Total Employers Served	15,424
Employers Receiving Enhanced Services	8,423
<i>As a Percent of Employers Served</i>	54.6%
Employers Receiving Referrals	3,040
<i>As a Percent of Employers Served</i>	19.7%
Employers who Hired a Referral	666
<i>As a Percent of Employers Served</i>	4.3%
<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 2024/Fiscal Year 2025
July 2024 – June 2025**

JOB SEEKERS AND EMPLOYERS SERVED PROGRAM YEAR 2024/FISCAL YEAR 2025	
Total Job Seekers Served	131,638
Unemployed Job Seekers	118,732
<i>As a Percent of Job Seekers Served</i>	90.2%
Persons with Disabilities	10,864
<i>As a Percent of Job Seekers Served</i>	8.3%
Unemployment Insurance Claimants	77,580
<i>As a Percent of Job Seekers Served</i>	58.9%
Veterans	3,860
<i>As a Percent of Job Seekers Served</i>	2.9%
MassHire Rapid Response Participants	1,857
<i>As a Percent of Job Seekers Served</i>	1.4%
Total Employers Served	12,919
Employers Receiving Enhanced Services	7,282
<i>As a Percent of Employers Served</i>	56.4%
Employers Receiving Referrals	2,565
<i>As a Percent of Employers Served</i>	19.8%
Employers who Hired a Referral	645
<i>As a Percent of Employers Served</i>	5.0%
<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 2024 State Performance

Tables 1–4 below display the negotiated goal, actual state performance, and percent of goal attained as reported for Program Year 2024 to the Employment and Training Administration (ETA). State performance goals are negotiated annually with DOLETA. Performance for PY2024 is based on participants who exited program services between January 2023 and June 2024. *Massachusetts exceeded or met all goals for PY2024.* 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	73.5%	68.8%	93.7%
Employment Rate Q4	75.0%	70.2%	93.6%
Median Earnings Q2	\$7,900	\$8,180	103.5%
Credential Attainment	68.0%	60.1%	88.4%
Measurable Skill Gain	41.5%	60.1%	144.7%

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	78.0%	76.2%	97.7%
Employment Rate Q4	81.0%	76.0%	93.8%
Median Earnings Q2	\$12,000	\$13,538	112.8%
Credential Attainment	70.0%	65.4%	93.4%
Measurable Skill Gain	45.0%	70.7%	157.0%

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%	70.2%	93.5%
Employment/Education Rate Q4	72.0%	72.1%	100.1%
Median Earnings Q2	\$4,500	\$5,105	113.4%
Credential Attainment	60.0%	68.7%	114.5%
Measurable Skill Gain	45.0%	62.8%	139.7%

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	63.5%	63.5%	100.0%
Employment Rate Q4	67.0%	66.9%	99.8%
Median Earnings Q2	\$9,500	\$11,183	117.7%

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 percentage of goal < 90%)*

B. Deployment of a Statistical Adjustment Model for Negotiating Local Performance Goals

The US Department of Labor, Employment and Training Administration (ETA)-issued *Training and Employment Guidance Letter (TEGL) 11-19*, requires states to develop a statistical adjustment model (SAM) for use in performance negotiations with local workforce areas and to make year-end adjustments as needed for annual local levels of performance. During FY2024 (PY2023) MDCS finalized development of the model and used it to establish local area performance goals for FY2025. We will follow the same development model to establish local area performance goals for FY2026

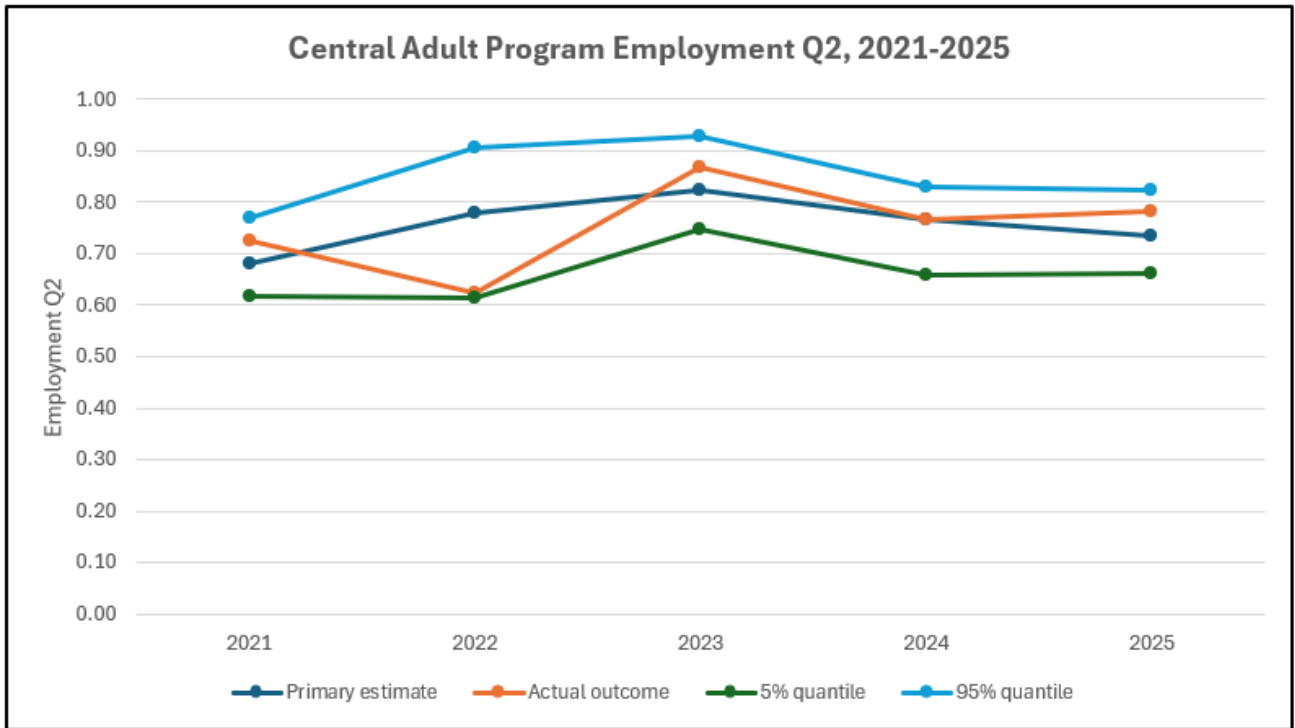
Predictive models were developed to estimate each local workforce area's future performance across WIOA target measures. The following parameters were used in the development:

- The output of these models is a predicted value of the designated outcome measure that a workforce area's program may achieve each year.
- 90 percent confidence intervals were also calculated to help quantify the uncertainty in each estimate. The wider the confidence interval, the less certain the estimate.
- Each model was trained on program participant data from FY2021-FY2025. Estimates are based on previous local workforce program outcomes, cohort demographics, and economic data.
- A model was created for each combination of the following programs and performance measures:

Programs	Measures
Adult, DW, Youth	Employment 2nd Quarter After Exit
	Employment 4th Quarter After Exit
	Median Earnings 2nd Quarter After Exit
	Credential Attainment Rate
	Measurable Skill Gains

The models were used in FY2026 during the negotiation process with the workforce areas to set their local area goals for FY2026. Target goals for the measures were estimated by the model and local workforce areas accepted those target goals or proposed goals different than those, based on justifications not considered by the model. In a few instances, where it was determined that the model did not have enough data to predict a valid outcome, the local workforce boards were given an option of using the state level goals for FY2026 for that measure.

A 5-year time series chart was produced for each workforce area for each performance indicator along with a data chart to help with the negotiation process:



	2021	2022	2023	2024	2025
Primary estimate	68.0%	77.9%	82.5%	76.5%	73.5%
Actual outcome	72.5%	62.5%	86.7%	76.6%	78.2%
5% quantile	61.9%	61.4%	74.7%	65.9%	66.3%
95% quantile	77.1%	90.6%	92.8%	83.1%	82.2%
Confidence interval	15.2%	29.2%	18.1%	17.1%	16.0%
Cohort denominator	69	24	30	47	87

The negotiation process for FY2026 was concluded successfully with all workforce boards. Once the program year (PY2024/FY2026) is concluded, MDCS will add the actual performance data from the program year to the model to get finalized adjusted levels of performance.

The final performance levels will allow local workforce areas to develop insights as shown 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 results in the best outcomes for selected groups?

C. Customer Satisfaction

Customer satisfaction was assessed through a survey of participants and employers served under WIOA Title I programs and Wagner-Peyser Employment Service.

Results from 146 surveys (2,619 participants were requested to complete the survey) completed by program participants who received services provided at MassHire Career Centers statewide showed the following results.

Category	Rating
Overall Satisfaction	83.3%
Met Expectations	80.8%
Comparison to Ideal	79.2%

Results from 192 surveys (2,509 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	86.1%
Met Expectations	82.6%
Comparison to Ideal	80.5%

D. Waivers

Massachusetts did not have any waivers in process during Program Year 2024.

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 2024, Massachusetts operated 1 National Health Emergency Opioid Disaster NDWG projects with a total funding of \$1,044,722 providing reemployment services, including occupational training, and temporary employment to support individuals impacted by the opioid crisis.

The table below summarizes the NDWG project operating from July 1, 2024 to June 30, 2025.

National Dislocated Worker Grant Projects Operating During PY2023				
NDWG/Project Name	MassHire Area - Local Operator	Award Amount	Planned Number of Participants	Companies
Berkshire National Health Emergency Opioid Disaster DWG DW-000024-23-60-A-23 9/19/23-9/30/25	Berkshire	\$1,044,722	50	Disaster: National Health Emergency

F. Registered Apprenticeships

Division of Apprentice Standards

The Division of Apprentice Standards (DAS) is Massachusetts’ state apprenticeship agency recognized by the U.S. Department of Labor Office of Apprenticeship that registers and oversees programs in Massachusetts. Massachusetts DAS is responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts.

USDOL Apprenticeship Grant Funding

In FY25, DAS was managing grants whose beginning balances totaled more than \$5 Million dollars. The overarching goals of these grants are to expand the registered apprenticeship model to non-traditional industries and build the apprentice pipeline – with the majority of DOL funding targeted at sub-grantees who were awarded grants via competitive RFR processes.

As of FY25, grants administered by DAS in partnership with the Massachusetts Department of Career Services included the State Apprenticeship Expansion Equity and Innovation (SAEEI) grant, and the State Apprenticeship Expansion Formula (SAEF) grant.

For FY26, DAS has secured the ability to manage its own grants and was awarded both SAEF3 Formula and Competitive Grants totaling more than \$6 Million dollars over 3 years.

Apprenticeship Expansion in Massachusetts

The Healey-Driscoll Administration has led major new investments to expand Registered Apprenticeship to high-growth industries. The Division of Apprentice Standards currently services more than 500 Registered Apprenticeship programs supporting over 9000 apprentices annually.

Increasing opportunities for Massachusetts residents is critical in attracting, retaining, and developing the talent industries and employers need today and for the Commonwealth’s future. Nationwide, there are over 640,000 active apprentices in more than 20 industries encompassing over 1,000 apprenticeable occupations. As Registered Apprenticeship programs expand beyond traditionally recognized occupations like construction trades and into sectors such as early childhood education, healthcare, and life sciences, DAS is committed to supporting high-quality programs.

Recent Accomplishments

- Approving 47 new Registered Apprenticeship and Pre-Apprenticeship Programs in expansion industries in FY25 and 108 new programs overall.
- Registering 983 Apprentices and Pre-Apprentices in expansion industries in FY24 and 4359 overall
- Increasing staffing and restructuring DAS operations to support Registered Apprenticeship.
- Record number of National Apprenticeship Week events in Massachusetts in 2024
- Supporting statewide apprenticeship intermediary hubs in key expansion industries.
- Revitalizing the Massachusetts Apprenticeship Council.
- Leveraging an increase in state funding and combining that with DOL funding to award more than \$3 million in Grants for Registered Apprenticeship Opportunities in the Workforce (GROW).
- Expansion of Apprenticeship Tax Credit eligibility to include sectors beyond Healthcare, Technology and Manufacturing that are determined to be critical to the state’s varying regions with \$480,000 awarded to 20 employers in 2025.

DOL-funded Apprenticeship Grants Awarded to EOLWD:

Grant name	Value	Outcomes	Activities	Projected activity
State Apprenticeship Expansion, Equity, and Innovation Grant (SAEEI)	\$3,999,999.00	Served 447 apprentices since the beginning of the grant on 7/1/2021	Increased the number of apprentices enrolled in RAPs, including from under-represented populations, and implement DEI plan mostly accomplished through sub-grantee process and funding some personnel costs. Sub-grantees awarded annually	Grant ended 6/30/25
State Apprenticeship Expansion Formula Grant (SAEF)	\$1,052,584 Year 2 (FY25)	Increase Division of Apprentice Standards’ capacity to increase apprenticeship growth and quality.	Developed updated five-year strategic plan and marketing material; developing new registration system on a Salesforce platform; hired DAS’ first General Counsel	Finalize registration system development and transition and funding of phase two marketing plan and continued funding of some personnel functions to support apprenticeship expansion

G. Workforce Training Fund Program (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, in PY24, WTFP offered matching grants up to \$125,000 to offset costs of training workers. In PY24, 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 improve the competitiveness and productivity of thousands 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 to a consortium application.) In PY24, businesses could request up to \$125,000, for up to two years, to support training for their workforce. Grant funds must be matched dollar-for-dollar in 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 4,500 registered courses. In PY24, businesses could receive up to \$15,000 per calendar year; the maximum payment per trainee per course was \$3,000.

WTFP Summary for Program Year 2024				
	Trainees	Amount	Employers	Average Cost Per Trainee
General Program	7,324	\$9,465,999	133	\$1,292
Express Program	13,740	\$14,605,797	1,484	\$1,063
	21,064	\$24,071,796	1,617	\$1,143
<i>*May include duplication if an employer/employee participates in both programs within one fiscal year</i>				

H. State Workforce Advisory Committee (SWAC)

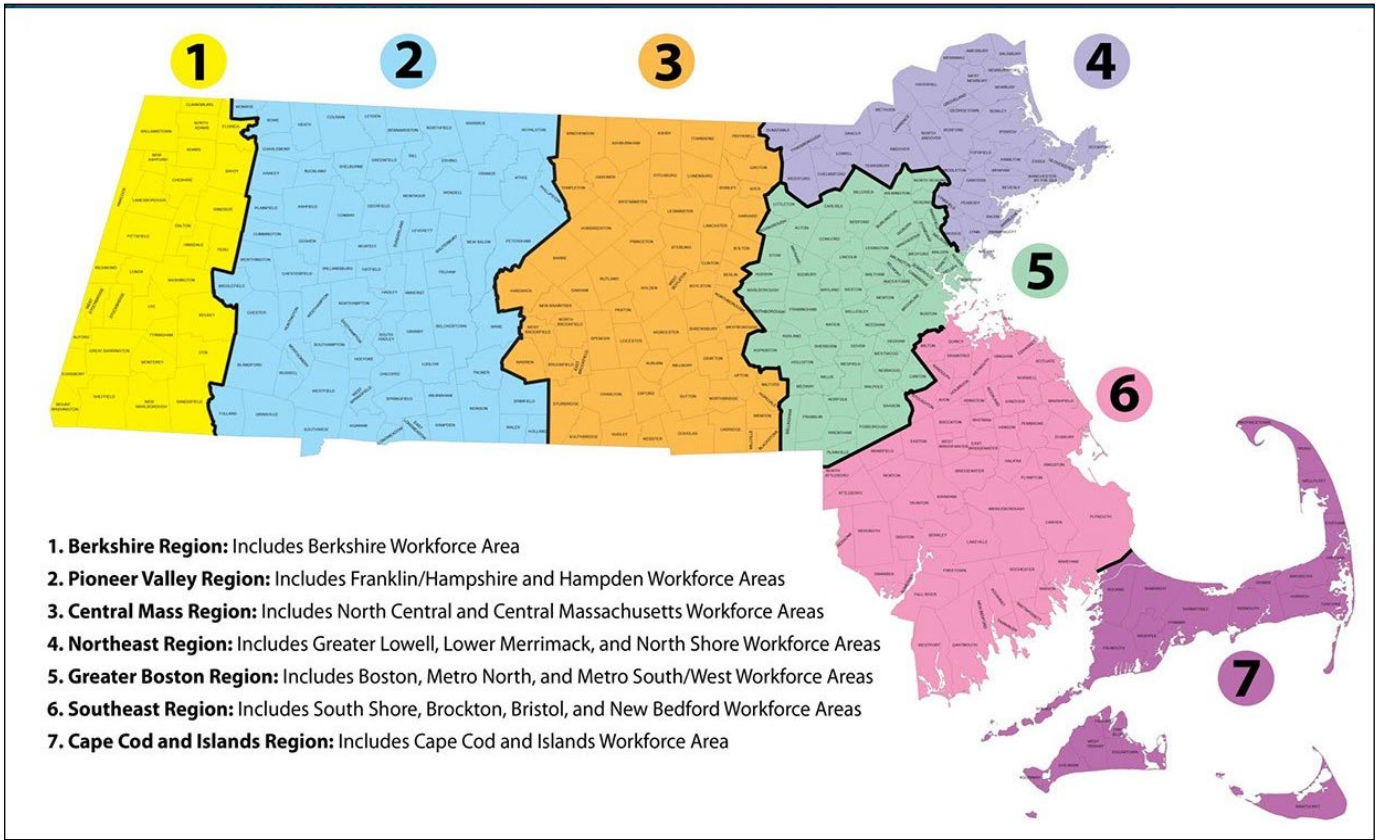
The State Workforce Advisory Committee (SWAC) serves as the statewide coordinating committee for oversight of implementation of WIOA policies and principles across WIOA core programs and additional partner agencies. The SWAC includes the primary agencies that serve Massachusetts citizens who require or seek special services to assist them with training and finding employment. The SWAC meets regularly to evaluate their efforts toward coordination of services for their focused populations.

- Drive operational implementation of the WIOA state plan.
- Develop program partnerships and leverage resources to provide services to shared customers.
- Develop joint policies across WIOA partner programs.
- Advise on the development of partner agency cross-training for regional front-line staff.
- Work on strategies for referrals of shared customers across partner agencies to lead to improved outcomes.
- Identify and discuss best practices for serving job seekers and businesses that can be scaled.
- Participate in the process to develop the 4-year WIOA state plan and 2-year WIOA State Plan modification.
- Serve as the state level model for local-level partnership, e.g., state partners agree to work together to develop local MOU guidance to provide direction to local teams toward building an integrated workforce system.
- Maintain communications and relationships between the WIOA Core programs and additional partner agencies.

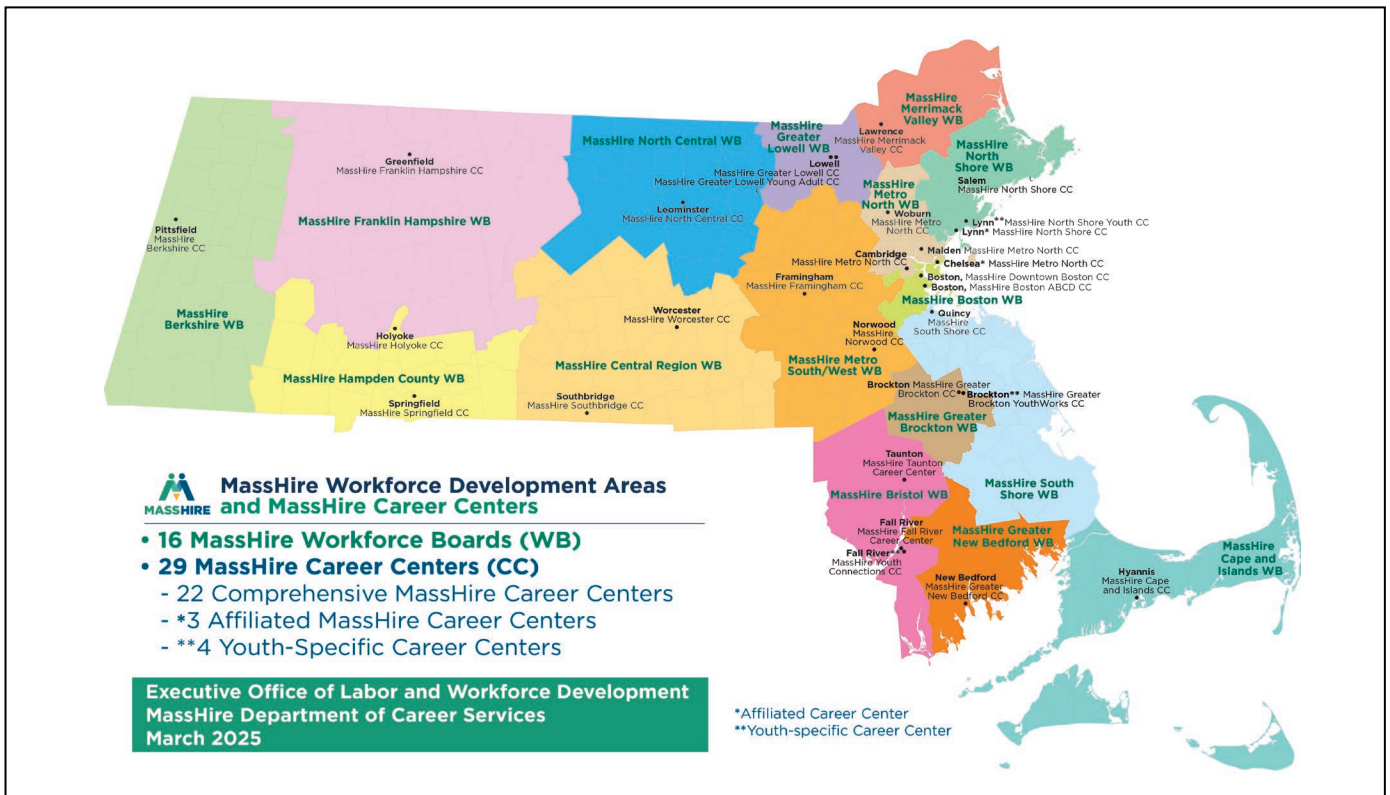
The current membership of the SWAC includes the following agencies:

- Adult and Community Learning Services
- Commonwealth Corporation
- Department of Youth Services
- Department of Transitional Assistance
- Division of Apprenticeship Standards
- Department of Corrections
- Executive Office of Education
- Executive Office of Labor and Workforce Development
- Job Corps
- Department of Youth Services
- Massachusetts Commission for the Blind
- MassAbility
- MassHire Department of Career Services
- Massachusetts Workforce Association
- The Center for Workforce Inclusion
- Youth Build
- Other Partners

I. Massachusetts Workforce Regions and MassHire Career Centers



1. **Berkshire Region:** Includes Berkshire Workforce Area
2. **Pioneer Valley Region:** Includes Franklin/Hampshire and Hampden Workforce Areas
3. **Central Mass Region:** Includes North Central and Central Massachusetts Workforce Areas
4. **Northeast Region:** Includes Greater Lowell, Lower Merrimack, and North Shore Workforce Areas
5. **Greater Boston Region:** Includes Boston, Metro North, and Metro South/West Workforce Areas
6. **Southeast Region:** Includes South Shore, Brockton, Bristol, and New Bedford Workforce Areas
7. **Cape Cod and Islands Region:** Includes Cape Cod and Islands Workforce Area



J. MassHire JobQuest Virtual Pathway

The screenshot shows the MassHire JobQuest Virtual Pathway landing page. At the top, there is a logo for MASSHIRE JobQuest. Below it is a yellow banner with a bell icon and the text 'ALERTS | Important Updates'. A security notice follows: 'SECURITY NOTICE: Be On The Lookout For Job Scams. Especially unsolicited requests for personal information, including SSN, banking information, etc. PLEASE NOTE: Federal Law prohibits MassHire from promoting or assisting in staffing any jobs associated in any way with the Cannabis industry due to our Federally funded status.' The main content area has a blue background with the title 'MassHire Virtual Pathway' and the sub-header 'Plan, Act, Get to Work!'. A text block explains: 'We want to make it easier for you to find a job. Register for MassHire, Attend a Career Center Seminar, Create your Career Action Plan, Build a resume, Enroll in workshops, Search for jobs. The MassHire Virtual Pathway will guide your action steps!'. A 'REGISTER NOW' button is present. A winding road graphic leads through steps: REGISTER, SEMINAR, RESUME, WORKSHOPS, PLAN, JOB SEARCH, and finally a yellow starburst labeled 'JOB!'.

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 the comparable upgrade for employers has been completed, providing employers enhanced management and control of their accounts, an improved employer dashboard, and quick links on their new home page. New features include a streamlined job posting process and the facility for employers to easily reach candidates matching their requirements. Job seekers also find that they can apply to jobs more easily.

The screenshot shows the MassHire JobQuest for Employers landing page. At the top, there is a logo for MASSHIRE JobQuest for Employers. The background is a green-to-white gradient with a photo of a worker in a yellow hard hat and blue overalls looking at a clipboard. The main text reads 'Hire Qualified Candidates' and 'Search, Save & Track'. A text block explains: 'With our search, filter and sorting options we make it easy for employers to find candidates that fit their needs. Once you find who you're looking for, be sure to save them to favorites while simultaneously inviting them to interview.' A 'FIND CANDIDATES' button is located at the bottom left.

K. Business Engagement

MassHire’s business services connect employers with talent, align training to industry needs, and support economic growth through data-driven, employer-focused partnerships across the Commonwealth.

Massachusetts’ business services operate as a coordinated, demand-driven system that partners with employers, training providers, and regional stakeholders to close talent gaps and accelerate hiring. At the core are MassHire Career Centers and regional workforce initiatives that deliver employer outreach, labor market intelligence, customized recruitment, and sector-aligned training and apprenticeship supports. These services emphasize rapid response to employer needs, using real-time labor market data and regional blueprints to prioritize high-growth sectors and tailor solutions—whether that means convening employer cohorts, designing short-term credential programs, or coordinating incumbent-worker training. The system also focuses on equity and access, targeting support for underserved communities and workers with barriers to employment, while measuring outcomes through performance metrics tied to placements, retention, and wage progression.

MassHire Rapid Response Services

Rapid Response information gathering is a critical step to coordinating state and local resources to support layoff aversion whenever possible. The MassHire Rapid Response team collaborates with the Department of Unemployment Assistance, local MassHire Career Center leadership and Business Service Representatives, the 16 MassHire Workforce Boards, state and local business and economic development professionals, employer associations, unions, and educational institutions. Deployment efforts are to leverage administrative, programmatic systems, and reporting support for local initiatives.

To meet customer needs, Rapid Response has adopted virtual service delivery in addition to in-person services. In FY25, the team received 101 *Worker Adjustment and Retraining Notification (WARN) Notices* and engaged with 312 companies experiencing closures, layoffs, or furloughs, collectively impacting 15,771 employees. Rapid Response engagements and support in FY25 were concentrated in the following sectors:

- Retail trade (29%)
- Manufacturing (17%)
- Healthcare and social assistance (14%)
- Professional, scientific, and technical services (8%)
- Accommodation and food services (8%)
- Finance and insurance (5%)
- Educational services (5%)
- Transportation and warehousing (3%)
- Arts, entertainment, and recreation (2%)
- Construction (2%)
- Public administration (2%)
- Miscellaneous sectors under 2% each (5%)

One significant event, the bankruptcy of Steward Health Care and subsequent layoffs, resulted in the closure of five hospitals and the loss of approximately 2,400 healthcare jobs across multiple states, including Massachusetts. These layoffs disrupted access to critical medical services in vulnerable communities and highlighted the broader risks of financial instability within privatized hospital systems. The MassHire Rapid Response team supported six Steward Hospital locations and their 1,477 employees across the Commonwealth during their closure.

In addition, the team also addressed several fire-related incidents in the Central region that affected eight small businesses in downtown Worcester.

Layoff Aversion Strategic Services

The U.S. Department of Labor's Employment and Training Administration (DOLETA) defines a layoff aversion as either saving a worker's job with an employer at risk of downsizing, closure or enabling a worker at risk of dislocation to transition to another job—either with the same employer or a new one—with little or no period of unemployment. Successful layoff aversion depends on identifying at-risk companies and implementing early intervention strategies by MassHire Rapid Response.

In FY25 the MassHire Rapid Response team utilized the Massachusetts WorkShare Program to meet an increased demand. WorkShare allows employees within a company, department, or unit to work reduced hours while receiving unemployment insurance benefits to offset lost wages. The Rapid Response team collaborates closely with the Department of Unemployment Assistance's WorkShare staff to support employers and workers participating in the program. Rapid Response teams also provide proactive outreach to employers, informing them about the Massachusetts WorkShare Program as a flexible alternative to layoffs that allows businesses to retain skilled staff during temporary downturns.

MassHire Rapid Response Business Engagement Program

Through the Rapid Response program and ongoing proactive business engagements, the MassHire Rapid Response team continues to identify at-risk companies, intervene early, and recommend alternatives to layoffs. The team advises employers on available federal, state, and local assistance alternatives, including Tax Credits, WorkShare and the Workforce Training Fund Program (WTFP) and helps match soon-to-be dislocated workers with growing companies.

In addition, the Rapid Response team collaborates with local MassHire Workforce partners and Career Center Business Services teams to link businesses and non-profit organizations to programs and opportunities tailored to their specific needs.

L. Effectiveness in Serving Employers - Updated Performance Measure

The Massachusetts WIOA retention rate for effectiveness in serving employers across the partner agencies in Program Year 2024 is shown below. This is now a permanent measure used by all states.

Measure	Rate PY 2024
Retention rate with the same employer in the second and fourth quarters after exit.	68.8%

Source: PY2024 Annual PIRL Report - including data provided by the partner agencies below:

- MassAbility
- Massachusetts Commission for the Blind (MCB)
- Adult and Community Learning Services (ACLS)
- MassHire Department of Career Services (MDCS)

The *Effectiveness in Serving Employers* measure indicates participants who retained employment with the same employer in the second and fourth quarters following a participant’s exit from any WIOA core program. This new PY24 retention rate measure is shown in the following table for each MassHire workforce area.

EFFECTIVENESS IN SERVING EMPLOYERS	
MassHire Workforce Area	Rate PY 2024
Berkshire	62.5%
Boston	71.5%
Bristol	75.0%
Brockton	75.0%
Cape Cod and Islands	76.7%
Central Region	70.5%
Franklin-Hampshire	76.2%
Greater Lowell	78.0%
Greater New Bedford	71.7%
Hampden County	65.3%
Merrimack Valley	68.5%
Metro North	73.6%
Metro South/West	78.1%
North Central	66.7%
North Shore	73.3%
South Shore	70.7%

Appendix A

Performance for MassHire Workforce Areas Program Year 2024/Fiscal Year 2025

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 percentage-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%.

Massachusetts WIOA Performance Program Year 2024/Fiscal Year 2025

Massachusetts				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	73.5%	68.8%	93.7%
	Q4 Entered Employment	75.0%	70.2%	93.6%
	Q2 Median Wage	\$7,900	\$8,180	103.5%
	Credential Attainment	68.0%	60.1%	88.4%
	Measurable Skill Gain	41.5%	60.1%	144.7%
Title 1 Dislocated Worker	Q2 Entered Employment	78.0%	76.2%	97.7%
	Q4 Entered Employment	81.0%	76.0%	93.8%
	Q2 Median Wage	\$12,000	\$13,538	112.8%
	Credential Attainment	70.0%	65.4%	93.4%
	Measurable Skill Gain	45.0%	70.7%	157.0%
Title I Youth	Q2 Entered Employment	75.0%	70.2%	93.5%
	Q4 Entered Employment	72.0%	72.1%	100.1%
	Q2 Median Wage	\$4,500	\$5,105	113.4%
	Credential Attainment	60.0%	68.7%	114.5%
	Measurable Skill Gain	45.0%	62.8%	139.7%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.5%	100.0%
	Q4 Entered Employment	67.0%	66.9%	99.8%
	Q2 Median Wage	\$9,500	\$11,183	117.7%

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 percentage of goal < 90%)*

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Berkshire Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	76.8%	65.5%	85.3%
	Q4 Entered Employment	76.9%	50.0%	65.0%
	Q2 Median Wage	\$7,498	\$7,441	99.2%
	Credential Attainment	67.8%	50.0%	73.7%
	Measurable Skill Gain	53.1%	60.0%	113.0%
Title I Dislocated Worker	Q2 Entered Employment	72.4%	81.5%	112.5%
	Q4 Entered Employment	72.4%	78.6%	108.5%
	Q2 Median Wage	\$12,703	\$13,199	95.6%
	Credential Attainment	81.0%	77.8%	96.0%
	Measurable Skill Gain	45.0%	88.1%	195.9%
Title I Youth	Q2 Entered Employment	62.7%	66.7%	106.3%
	Q4 Entered Employment	70.9%	73.1%	103.1%
	Q2 Median Wage	\$4,088	\$4,435	108.5%
	Credential Attainment	53.5%	40.0%	74.8%
	Measurable Skill Gain	52.1%	65.5%	125.8%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.9%	100.7%
	Q4 Entered Employment	67.0%	64.5%	96.3%
	Q2 Median Wage	\$9,500	\$8,900	93.7%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Boston Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	62.4%	68.3%	109.5%
	Q4 Entered Employment	71.6%	69.1%	96.6%
	Q2 Median Wage	\$8,457	\$9,237	109.2%
	Credential Attainment	51.9%	70.9%	136.7%
	Measurable Skill Gain	51.6%	54.8%	106.3%
Title I Dislocated Worker	Q2 Entered Employment	76.5%	66.3%	86.7%
	Q4 Entered Employment	69.8%	73.3%	105.1%
	Q2 Median Wage	\$12,942	\$13,660	96.4%
	Credential Attainment	57.0%	68.4%	120.0%
	Measurable Skill Gain	62.5%	58.3%	93.3%
Title I Youth	Q2 Entered Employment	79.1%	68.3%	86.3%
	Q4 Entered Employment	68.1%	68.7%	100.8%
	Q2 Median Wage	\$5,599	\$5,399	96.4%
	Credential Attainment	44.2%	66.7%	150.8%
	Measurable Skill Gain	49.3%	55.6%	112.7%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.3%	99.7%
	Q4 Entered Employment	67.0%	66.7%	99.6%
	Q2 Median Wage	\$9,500	\$11,881	125.1%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Bristol Workforce Area				
<i>Program Year 2024/Fiscal Year 2025</i>				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	76.8%	81.0%	105.4%
	Q4 Entered Employment	80.0%	67.9%	84.8%
	Q2 Median Wage	\$8,671	\$8,151	94.0%
	Credential Attainment	64.1%	79.2%	123.5%
	Measurable Skill Gain	64.7%	78.0%	120.6%
Title I Dislocated Worker	Q2 Entered Employment	75.0%	73.3%	97.8%
	Q4 Entered Employment	73.8%	64.3%	87.1%
	Q2 Median Wage	\$13,273	\$15,801	115.9%
	Credential Attainment	77.7%	82.6%	106.3%
	Measurable Skill Gain	75.0%	83.8%	111.8%
Title I Youth	Q2 Entered Employment	62.8%	50.0%	79.6%
	Q4 Entered Employment	68.9%	66.7%	96.8%
	Q2 Median Wage	\$7,500	\$9,202	122.7%
	Credential Attainment	67.5%	64.3%	95.2%
	Measurable Skill Gain	77.9%	100.0%	128.4%
Wagner-Peyser	Q2 Entered Employment	63.5%	65.1%	102.6%
	Q4 Entered Employment	67.0%	70.3%	104.9%
	Q2 Median Wage	\$9,500	\$10,013	105.4%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Brockton Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	60.3%	58.1%	96.4%
	Q4 Entered Employment	67.9%	64.6%	95.1%
	Q2 Median Wage	\$6,978	\$5,786	82.9%
	Credential Attainment	63.0%	42.9%	68.0%
	Measurable Skill Gain	41.5%	20.6%	49.6%
Title I Dislocated Worker	Q2 Entered Employment	73.5%	81.5%	110.9%
	Q4 Entered Employment	72.4%	83.3%	115.1%
	Q2 Median Wage	\$12,822	\$11,367	91.3%
	Credential Attainment	70.0%	55.3%	79.0%
	Measurable Skill Gain	80.3%	77.1%	96.0%
Title I Youth	Q2 Entered Employment	81.4%	63.0%	77.4%
	Q4 Entered Employment	66.3%	64.4%	97.1%
	Q2 Median Wage	\$5,051	\$7,227	143.1%
	Credential Attainment	57.0%	35.0%	61.4%
	Measurable Skill Gain	45.0%	66.7%	148.1%
Wagner-Peyser	Q2 Entered Employment	63.5%	67.0%	105.4%
	Q4 Entered Employment	67.0%	70.4%	105.1%
	Q2 Median Wage	\$9,500	\$10,627	111.9%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Cape and Islands Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	73.5%	60.0%	81.6%
	Q4 Entered Employment	64.0%	81.3%	127.0%
	Q2 Median Wage	\$10,001	\$5,422	54.2%
	Credential Attainment	68.0%	40.0%	58.8%
	Measurable Skill Gain	64.2%	83.3%	129.8%
4Title I Dislocated Worker	Q2 Entered Employment	77.7%	83.6%	107.6%
	Q4 Entered Employment	74.6%	76.1%	102.0%
	Q2 Median Wage	\$14,150	\$11,395	90.1%
	Credential Attainment	79.8%	52.6%	66.0%
	Measurable Skill Gain	68.5%	61.8%	90.2%
Title I Youth	Q2 Entered Employment	78.2%	68.2%	87.2%
	Q4 Entered Employment	68.7%	87.5%	127.4%
	Q2 Median Wage	\$4,136	\$3,697	89.4%
	Credential Attainment	58.9%	71.4%	121.3%
	Measurable Skill Gain	49.1%	68.6%	139.7%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.7%	100.3%
	Q4 Entered Employment	67.0%	62.6%	93.5%
	Q2 Median Wage	\$9,500	\$11,456	120.6%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Central Region Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	75.4%	78.2%	103.7%
	Q4 Entered Employment	71.9%	76.1%	105.9%
	Q2 Median Wage	\$10,986	\$10,913	99.3%
	Credential Attainment	68.3%	70.2%	102.7%
	Measurable Skill Gain	52.4%	41.7%	79.5%
Title I Dislocated Worker	Q2 Entered Employment	77.1%	73.7%	95.6%
	Q4 Entered Employment	78.8%	78.1%	99.1%
	Q2 Median Wage	\$13,929	\$14,258	99.5%
	Credential Attainment	76.4%	72.7%	95.2%
	Measurable Skill Gain	58.0%	58.3%	100.6%
Title I Youth	Q2 Entered Employment	78.9%	78.6%	99.6%
	Q4 Entered Employment	69.8%	75.3%	107.9%
	Q2 Median Wage	\$5,047	\$6,210	123.0%
	Credential Attainment	72.3%	78.7%	108.8%
	Measurable Skill Gain	63.3%	58.0%	91.7%
Wagner-Peyser	Q2 Entered Employment	63.5%	66.4%	104.5%
	Q4 Entered Employment	67.0%	69.9%	104.4%
	Q2 Median Wage	\$9,500	\$11,149	117.4%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Franklin-Hampshire Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	66.5%	51.9%	78.0%
	Q4 Entered Employment	59.9%	66.7%	111.3%
	Q2 Median Wage	\$8,270	\$8,740	105.7%
	Credential Attainment	62.0%	73.3%	118.3%
	Measurable Skill Gain	58.6%	59.1%	100.8%
Title I Dislocated Worker	Q2 Entered Employment	78.3%	72.2%	92.2%
	Q4 Entered Employment	77.2%	67.9%	87.9%
	Q2 Median Wage	\$13,143	\$15,606	85.3%
	Credential Attainment	70.0%	65.0%	92.9%
	Measurable Skill Gain	61.8%	60.0%	97.1%
Title I Youth	Q2 Entered Employment	71.4%	58.3%	81.7%
	Q4 Entered Employment	71.9%	78.9%	109.8%
	Q2 Median Wage	\$4,500	\$4,985	110.8%
	Credential Attainment	60.0%	57.1%	95.2%
	Measurable Skill Gain	45.0%	4.0%	8.9%
Wagner-Peyser	Q2 Entered Employment	63.5%	57.9%	91.2%
	Q4 Entered Employment	67.0%	63.5%	94.7%
	Q2 Median Wage	\$9,500	\$9,514	100.2%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Greater Lowell Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	75.5%	75.0%	99.3%
	Q4 Entered Employment	69.9%	74.3%	106.3%
	Q2 Median Wage	\$7,939	\$10,663	134.3%
	Credential Attainment	83.1%	63.0%	75.8%
	Measurable Skill Gain	70.6%	86.1%	122.0%
Title I Dislocated Worker	Q2 Entered Employment	78.8%	81.2%	103.0%
	Q4 Entered Employment	81.1%	74.1%	91.3%
	Q2 Median Wage	\$15,581	\$15,519	100.1%
	Credential Attainment	84.1%	73.0%	86.8%
	Measurable Skill Gain	73.1%	84.9%	116.2%
Title I Youth	Q2 Entered Employment	71.3%	66.7%	93.5%
	Q4 Entered Employment	70.3%	85.3%	121.3%
	Q2 Median Wage	\$6,135	\$5,944	96.9%
	Credential Attainment	57.9%	81.8%	141.3%
	Measurable Skill Gain	57.7%	80.7%	139.9%
Wagner-Peyser	Q2 Entered Employment	63.5%	64.3%	101.3%
	Q4 Entered Employment	67.0%	64.8%	96.7%
	Q2 Median Wage	\$9,500	\$10,918	114.9%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Greater New Bedford Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	69.7%	63.0%	90.4%
	Q4 Entered Employment	68.3%	68.5%	100.3%
	Q2 Median Wage	\$8,364	\$7,120	85.1%
	Credential Attainment	71.3%	40.9%	57.4%
	Measurable Skill Gain	41.5%	44.9%	108.2%
Title I Dislocated Worker	Q2 Entered Employment	81.3%	84.5%	104.0%
	Q4 Entered Employment	77.0%	83.9%	108.9%
	Q2 Median Wage	\$12,370	\$10,670	90.8%
	Credential Attainment	66.8%	43.8%	65.5%
	Measurable Skill Gain	53.9%	52.7%	97.8%
Title I Youth	Q2 Entered Employment	63.1%	56.4%	89.4%
	Q4 Entered Employment	54.8%	58.7%	107.1%
	Q2 Median Wage	\$4,357	\$5,518	126.7%
	Credential Attainment	60.0%	46.2%	76.9%
	Measurable Skill Gain	45.0%	41.2%	91.5%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.1%	99.4%
	Q4 Entered Employment	67.0%	65.5%	97.7%
	Q2 Median Wage	\$9,500	\$8,985	94.6%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Hampden County Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	69.8%	72.3%	103.6%
	Q4 Entered Employment	71.5%	72.0%	100.7%
	Q2 Median Wage	\$7,254	\$7,629	105.2%
	Credential Attainment	56.4%	59.3%	105.2%
	Measurable Skill Gain	60.6%	79.4%	131.1%
Title I Dislocated Worker	Q2 Entered Employment	74.4%	77.7%	104.5%
	Q4 Entered Employment	73.6%	81.9%	111.2%
	Q2 Median Wage	\$9,377	\$10,693	114.2%
	Credential Attainment	62.5%	71.1%	113.8%
	Measurable Skill Gain	65.0%	71.3%	109.7%
Title I Youth	Q2 Entered Employment	77.1%	75.5%	97.9%
	Q4 Entered Employment	75.0%	81.2%	108.3%
	Q2 Median Wage	\$4,000	\$4,164	104.1%
	Credential Attainment	65.9%	82.4%	125.1%
	Measurable Skill Gain	45.0%	70.7%	157.1%
Wagner-Peyser	Q2 Entered Employment	63.5%	57.4%	90.4%
	Q4 Entered Employment	67.0%	60.5%	90.2%
	Q2 Median Wage	\$9,500	\$8,021	84.4%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Merrimack Valley Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	80.0%	71.4%	89.3%
	Q4 Entered Employment	77.3%	74.5%	96.3%
	Q2 Median Wage	\$7,956	\$9,282	116.7%
	Credential Attainment	53.3%	50.0%	93.8%
	Measurable Skill Gain	38.9%	40.0%	102.8%
Title I Dislocated Worker	Q2 Entered Employment	71.9%	75.5%	105.0%
	Q4 Entered Employment	68.3%	70.0%	102.5%
	Q2 Median Wage	\$11,653	\$19,049	163.5%
	Credential Attainment	47.5%	65.6%	138.2%
	Measurable Skill Gain	50.0%	58.7%	117.3%
Title I Youth	Q2 Entered Employment	76.5%	81.8%	107.0%
	Q4 Entered Employment	78.3%	76.5%	97.7%
	Q2 Median Wage	\$6,800	\$7,531	110.7%
	Credential Attainment	61.2%	40.0%	65.4%
	Measurable Skill Gain	41.7%	51.1%	122.6%
Wagner-Peyser	Q2 Entered Employment	63.5%	66.3%	104.3%
	Q4 Entered Employment	67.0%	68.6%	102.4%
	Q2 Median Wage	\$9,500	\$11,045	116.3%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Metro North Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	72.0%	77.5%	107.6%
	Q4 Entered Employment	69.6%	64.8%	93.1%
	Q2 Median Wage	\$9,417	\$11,406	121.1%
	Credential Attainment	55.0%	51.3%	93.2%
	Measurable Skill Gain	61.4%	78.0%	127.0%
Title I Dislocated Worker	Q2 Entered Employment	71.7%	69.2%	96.6%
	Q4 Entered Employment	70.5%	61.7%	87.6%
	Q2 Median Wage	\$18,550	\$16,672	90.6%
	Credential Attainment	69.9%	70.2%	100.4%
	Measurable Skill Gain	51.2%	81.6%	159.3%
Title I Youth	Q2 Entered Employment	80.7%	57.1%	70.8%
	Q4 Entered Employment	67.6%	64.7%	95.7%
	Q2 Median Wage	\$4,500	\$2,909	64.6%
	Credential Attainment	60.0%	81.3%	135.4%
	Measurable Skill Gain	45.0%	62.3%	138.4%
Wagner-Peyser	Q2 Entered Employment	63.5%	62.8%	98.9%
	Q4 Entered Employment	67.0%	68.5%	102.3%
	Q2 Median Wage	\$9,500	\$15,672	165.0%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire Metro South/West Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	69.2%	59.1%	85.4%
	Q4 Entered Employment	80.7%	90.9%	112.7%
	Q2 Median Wage	\$10,955	\$10,020	91.5%
	Credential Attainment	68.0%	44.4%	65.4%
	Measurable Skill Gain	41.5%	76.5%	184.3%
Title I Dislocated Worker	Q2 Entered Employment	74.8%	68.2%	91.2%
	Q4 Entered Employment	77.8%	76.0%	97.7%
	Q2 Median Wage	\$17,498	\$16,100	84.8%
	Credential Attainment	59.7%	58.1%	97.4%
	Measurable Skill Gain	52.7%	85.3%	161.9%
Title I Youth	Q2 Entered Employment	75.8%	79.1%	104.3%
	Q4 Entered Employment	74.7%	72.0%	96.4%
	Q2 Median Wage	\$7,367	\$5,321	72.2%
	Credential Attainment	58.5%	57.1%	97.7%
	Measurable Skill Gain	51.4%	74.7%	145.3%
Wagner-Peyser	Q2 Entered Employment	63.5%	63.8%	100.4%
	Q4 Entered Employment	67.0%	68.2%	101.9%
	Q2 Median Wage	\$9,500	\$17,264	181.7%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire North Central Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	73.5%	33.3%	45.4%
	Q4 Entered Employment	75.0%	100.0%	133.3%
	Q2 Median Wage	\$7,900	\$1,002	12.7%
	Credential Attainment	68.0%	100.0%	147.1%
	Measurable Skill Gain	41.5%	20.0%	48.2%
Title I Dislocated Worker	Q2 Entered Employment	88.8%	75.0%	84.5%
	Q4 Entered Employment	80.7%	92.9%	115.1%
	Q2 Median Wage	\$18,746	\$14,715	83.7%
	Credential Attainment	78.2%	54.5%	69.8%
	Measurable Skill Gain	78.5%	72.7%	92.6%
Title I Youth	Q2 Entered Employment	75.0%	66.7%	88.9%
	Q4 Entered Employment	72.0%	64.3%	89.3%
	Q2 Median Wage	\$5,793	\$4,705	81.2%
	Credential Attainment	60.0%	90.9%	151.5%
	Measurable Skill Gain	53.3%	63.4%	119.0%
Wagner-Peyser	Q2 Entered Employment	63.5%	68.7%	108.3%
	Q4 Entered Employment	67.0%	70.5%	105.3%
	Q2 Median Wage	\$9,500	\$12,607	132.7%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire North Shore Workforce Area				
Program Year 2024/ Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	59.5%	79.2%	133.1%
	Q4 Entered Employment	71.2%	60.0%	84.3%
	Q2 Median Wage	\$7,900	\$10,146	128.4%
	Credential Attainment	72.6%	84.2%	116.0%
	Measurable Skill Gain	41.5%	61.9%	149.2%
Title I Dislocated Worker	Q2 Entered Employment	78.8%	83.0%	105.4%
	Q4 Entered Employment	68.5%	76.7%	112.0%
	Q2 Median Wage	\$13,979	\$13,509	101.1%
	Credential Attainment	81.1%	73.7%	90.9%
	Measurable Skill Gain	49.0%	65.1%	132.8%
Title I Youth	Q2 Entered Employment	74.0%	72.0%	97.3%
	Q4 Entered Employment	71.3%	85.7%	120.2%
	Q2 Median Wage	\$4,943	\$3,480	70.4%
	Credential Attainment	65.5%	75.0%	114.5%
	Measurable Skill Gain	45.0%	44.0%	97.8%
Wagner-Peyser	Q2 Entered Employment	63.5%	65.1%	102.5%
	Q4 Entered Employment	67.0%	68.9%	102.8%
	Q2 Median Wage	\$9,500	\$11,791	124.1%

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

MassHire Workforce Area Performance Program Year 2024/Fiscal Year 2025

MassHire South Shore Workforce Area				
Program Year 2024/Fiscal Year 2025				
<i>Program</i>	<i>Performance Measure</i>	<i>Goal</i>	<i>Actual</i>	<i>% of Goal</i>
Title I Adult	Q2 Entered Employment	77.0%	63.3%	82.3%
	Q4 Entered Employment	65.8%	67.4%	102.4%
	Q2 Median Wage	\$8,022	\$6,874	85.7%
	Credential Attainment	68.0%	59.0%	86.7%
	Measurable Skill Gain	42.0%	43.9%	104.5%
Title I Dislocated Worker	Q2 Entered Employment	67.5%	75.0%	111.1%
	Q4 Entered Employment	68.8%	72.4%	105.3%
	Q2 Median Wage	\$14,607	\$17,769	117.6%
	Credential Attainment	52.1%	51.7%	99.2%
	Measurable Skill Gain	50.0%	69.7%	139.5%
Title I Youth	Q2 Entered Employment	59.0%	69.0%	116.9%
	Q4 Entered Employment	61.0%	55.9%	91.7%
	Q2 Median Wage	\$4,018	\$4,880	121.4%
	Credential Attainment	53.6%	77.6%	144.7%
	Measurable Skill Gain	45.0%	63.3%	140.6%
Wagner-Peyser	Q2 Entered Employment	63.5%	64.3%	101.2%
	Q4 Entered Employment	67.0%	69.2%	103.3%
	Q2 Median Wage	\$9,500	\$13,097	137.9%

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

