

2026-2029



BOSTON WORKFORCE BOARD

Draft Four Year Plan
Public comments accepted through 8/18/25

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Section 1

1. Strategic Planning elements, including:

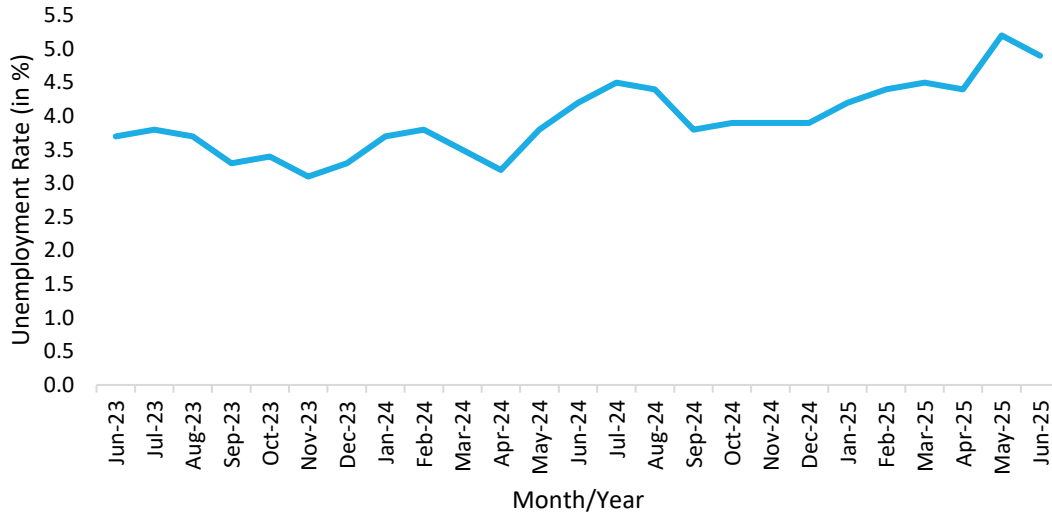
<p><i>(1) A regional (local) analysis of:</i></p>
<p><i>I. Economic conditions including existing and emerging in-demand industry sectors and occupations; and</i></p>
<p><i>II. Employment needs of businesses in existing and emerging in-demand industry sectors and occupations.</i></p>
<p><i>III. As appropriate, your local area may use an existing analysis that is a timely current description of the regional economy to meet the requirements of this section.</i></p>

The MassHire Boston Workforce Board and city's Office of Workforce Development have developed economic and labor market dashboard to monitor changes in economic trends and specifically labor market and industry-occupation employment change. The city's new labor market [dashboard](#) provides current population and labor market statistics for the city of Boston. The Boston Workforce Development Board has also produced a [regional labor market dashboard](#) to track trends in labor market conditions in the Greater Boston Regional Planning area. Both tools leverage data and resources made available by the state's Department of Economic Research. Together, these tools and associated reports provide timely data on job growth, labor force levels, and industry employment changes that can be used to plan workforce development and training strategies.

Summer 2025 Labor Market Update

In summer of 2025, the Boston labor market continues to show signs of a weakening economy. The city's unemployment rate has climbed from 3.7% in June 2023 to 4.9% in June 2025, with most of the increase in the past year. Job growth in the city has slowed considerable since 2023. Based on employment data from the state's 202 employment series, payroll employment in the city declined by 1,550 jobs from the fourth quarter of 2023 to the 4th quarter of 2024, the most recent quarter available. Labor market weakness was apparent in several of the region's key industrial sectors, including life sciences and software/ technology in 2024. The recent changes in federal policies have had direct employment impacts on the some of the city's largest employers including colleges and universities, life sciences research, and the federal government, and many more employers have had to adjust to changes in economic and immigration policies. The longer-term impact of these changes and how they will impact Boston's economy is still not clear. The following sections will share findings from the Greater Boston regional plan on longer-term trends in industry sector employment in the Greater Boston region, which can be used to inform the WIOA local plan.

Chart 1: Recent Trends in the Unemployment Rate, City of Boston, 2023-2025



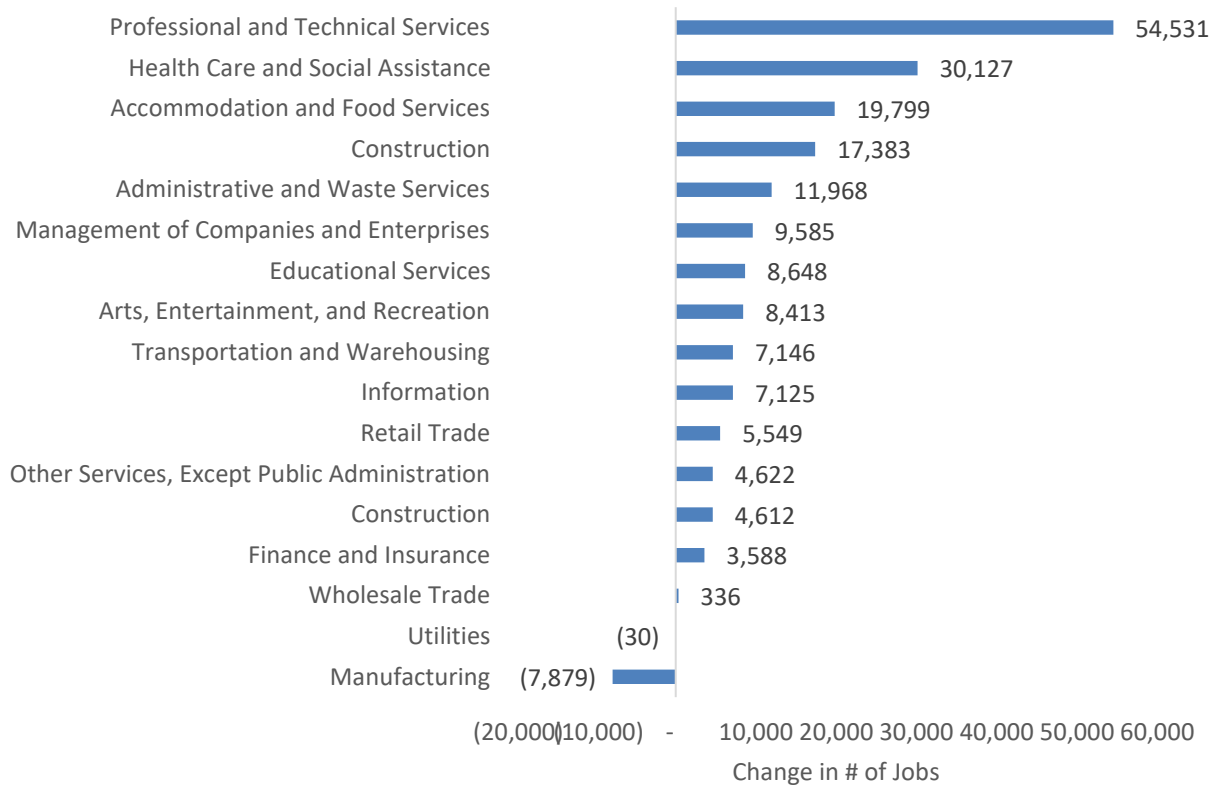
Source: Massachusetts DER, Local Area Unemployment Statistics

Employment Changes Across 2-digit NAICS Industry Sectors in Greater Boston

To assess longer-term changes in industry employment, we analyzed private sector employment change across 2-digit NAICS industry sectors for these same two time periods over the past 10 years.

From 2013 to 2019Q2, most sectors added jobs in the region (Chart 2). The top 3 industry sectors ranked by private sector jobs gained were: professional and technical services (+54,531), healthcare and social services (+30,127), accommodation and food services (+19,800), and construction (+17,383). Manufacturing and utilities were the only two sectors to experience employment declines.

Chart 2: Private Sector Employment Change By Industry Sector, Greater Boston, 2013 to 2019Q2

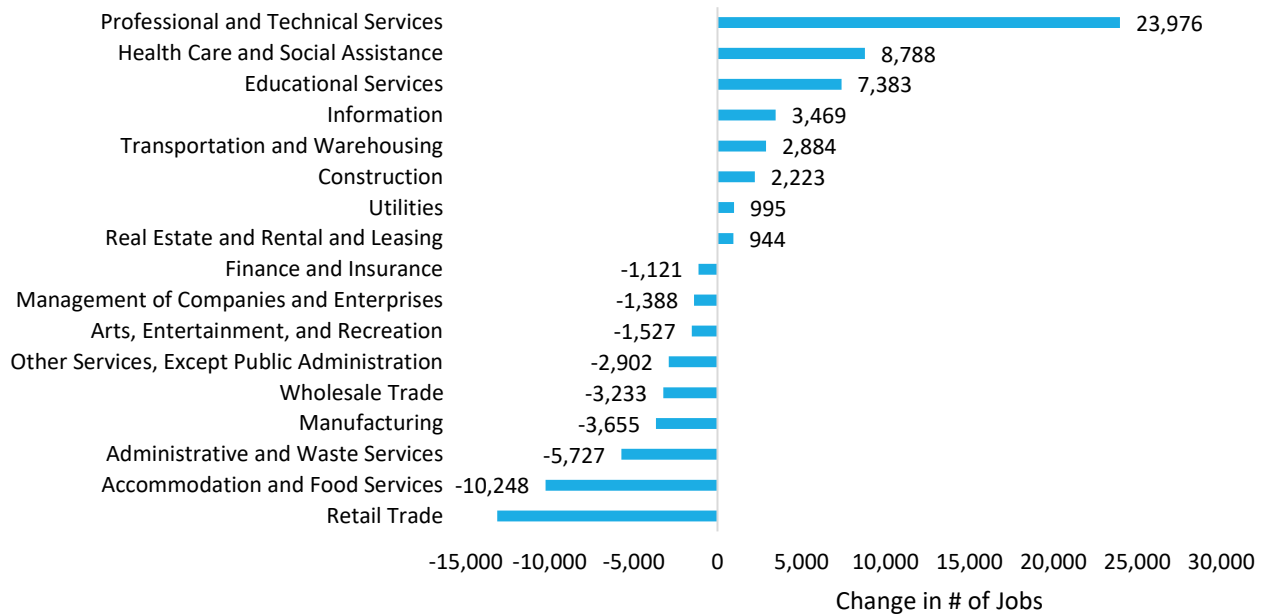


Source: Quarterly Census of Employment and Wages (QCEW)

In the Greater Boston region, private sector employment level changes varied more substantially across 2-digit NAICS industry sectors over the past four years (Chart 3). The top 3 industry sectors, ranked by jobs gained, were professional and technical services (+23,976), healthcare and social assistance (+8,788), and education (+7,383, mostly higher education). The information sector (+3,469), which includes software publishing, came in fourth; followed by transportation and warehousing (+2,884), construction (+2,223), utilities (+995), and real estate services (+944).

The four sectors that lost the most jobs were retail trade (-13,120); accommodation and food service (-10,248); administration and waste services (-5,727), which includes temporary help firms and agencies; and manufacturing (-3,655). These four sectors experienced substantial job losses during the pandemic and have yet to regain their pre-pandemic levels.

Chart 3: Private Sector Employment Change by Industry Sector, Greater Boston, 2019Q2 to 2023Q2



Source: Quarterly Census of Employment and Wages (QCEW)

(2) Describe the knowledge and skills needed to meet the employment needs of businesses in your region, including employment needs in in-demand industry sectors and occupations.

Greater Boston Priority Industries

Using the regional labor market data tool and employment data available from the Executive Office of Labor and Workforce Development (EOLWD), the regional planning team identified two industry sectors that are most important to the region’s economic success. They are:

- NAICS 62: Healthcare and Social Assistance
- NAICS 54: Professional and Technical Services – specifically the 5415- Computer Systems and Design Services industry. However, the computer/IT occupations that are prioritized for the region are critical needs throughout multiple industries within NAICS 54 and across many other industries.

These two sectors are the two largest in terms of employment in the Greater Boston region, with nearly 281,000 jobs in Healthcare and Social Assistance and over 268,000 in Professional and Technical Services. They also rank 1st and 2nd based on employment level change over the past four years and the decade. Combined, they accounted for 550,000 jobs in the region in 2023, representing 35 percent of all

payroll employment in Greater Boston. This 35 percent share of private sector employment is up five percentage points from 2016, when these sectors accounted for 30 percent of employment.

In healthcare, we continue to prioritize healthcare practitioners and technical occupations, with a focus on those that require less than a bachelor's degree. Due to increased demand, we have expanded the occupation list within this sector to include behavioral health specialists who work for healthcare organizations, and community and social services organizations that would be classified in the Social Assistance industry (NAICS-624).

Critical Industries and Clusters

In addition to these sectors, there are several other industries and emerging and growing industry clusters that are crucial to the Greater Boston region's economy and the state's overall economic competitiveness. These include **life sciences, clean energy/climate tech, the creative economy, construction, advanced manufacturing, and educational services.**

Parts of these industry clusters overlap with the Healthcare and Social Assistance and Professional and Technical Services industries. The state's Department of Economic Research has also identified another key industry/occupational cluster, referred to as "Advanced Services", which includes science, engineering, and technology-intensive services. Many of these would fall within the Professional and Technical Services industry sector and have been a driver of employment growth in Greater Boston for the past two decades. We've added educational services to this revised blueprint to reflect the need to expand and diversify the STEM teacher pipeline with a particular focus on the credentials needed to teach specialized computer/IT and health sciences courses at both the secondary and postsecondary levels. In both priority industry sectors, our community college partners have informed us of the challenges in recruiting for health science and computer/IT teaching positions because the community college's compensation is not competitive with private sector wages.

Occupational Demand

Employment growth in the Professional and Technical Services industry has contributed to a strong demand for highly skilled workers in STEM roles and managerial positions. Job postings in the region often require at least a bachelor's degree for consideration, with a rising number requiring a master's or higher. In the Healthcare and Social Assistance sector, there are notable job opportunities at various education and skill levels. However, many lower-paying healthcare support roles are encountering severe worker shortages.

The region faces challenges with an aging workforce that is retiring combined with slow labor force growth; contributing to worker shortages across many industries, not just those with strong net employment growth. Thus, there is also an increased demand for workers in blue-collar occupations, such as manufacturing, and service industries, from retail to restaurants and food services.

To identify occupations with the greatest employment demand over the next 10 years, we used the Department of Economic Research's Regional Occupation Explorer to generate a list of occupations with

projected annual openings that exceed 1,000 per year from 2020 to 2030. These openings include projected growth and openings from workers leaving the occupation for another job or retirement. This does not reflect annual growth in the number of employees but rather a combination of growth and replacement needs.

Table 1: Occupations With More Than 1,000 Projected Annual Openings in Greater Boston Region, 2020-2030

Occupation Title	Typical Education Required	Projected Annual Openings
General and Operations Managers	Bachelor's degree	6,872
Software Developers	Bachelor's degree	6,612
Home Health and Personal Care Aides	High school diploma or equivalent	5,345
Customer Service Representatives	High school diploma or equivalent	3,867
Management Analysts	Bachelor's degree	3,590
Registered Nurses	Bachelor's degree	3,154
Accountants and Auditors	Bachelor's degree	2,907
Office Clerks, General	High school diploma or equivalent	2,563
Security Guards	High school diploma or equivalent	2,478
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	High school diploma or equivalent	2,434
Bookkeeping, Accounting, and Auditing Clerks	Some college, no degree	2,220
Market Research Analysts and Marketing Specialists	Bachelor's degree	2,213
Nursing Assistants	Postsecondary non-degree award	2,191
Financial Managers	Bachelor's degree	2,100
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	High school diploma or equivalent	2,037
First-Line Supervisors of Office and Administrative Support Workers	High school diploma or equivalent	1,995
First-Line Supervisors of Food Preparation and Serving Workers	High school diploma or equivalent	1,811
Computer and Information Systems Managers	Bachelor's degree	1,668
Project Management Specialists	Bachelor's degree	1,661
Human Resources Specialists	Bachelor's degree	1,575
Medical Secretaries and Administrative Assistants	High school diploma or equivalent	1,537
Maintenance and Repair Workers, General	High school diploma or equivalent	1,529
Business Operations Specialists, All Other	Bachelor's degree	1,445

Medical and Health Services Managers	Bachelor's degree	1,381
Marketing Managers	Bachelor's degree	1,355
Medical Scientists, Except Epidemiologists	Doctoral or professional degree	1,347
Lawyers	Doctoral or professional degree	1,334
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	High school diploma or equivalent	1,309
Sales Managers	Bachelor's degree	1,282
Light Truck or Delivery Services Drivers	High school diploma or equivalent	1,270
Hairdressers, Hairstylists, and Cosmetologists	Postsecondary non-degree award	1,266
First-Line Supervisors of Retail Sales Workers	High school diploma or equivalent	1,255
Receptionists and Information Clerks	High school diploma or equivalent	1,227
Childcare Workers	High school diploma or equivalent	1,209
Heavy and Tractor-Trailer Truck Drivers	Postsecondary non-degree award	1,144
Teaching Assistants, Except Postsecondary	Some college, no degree	1,139
Computer User Support Specialists	Some college, no degree	1,101
Carpenters	High school diploma or equivalent	1,076
Biochemists and Biophysicists	Doctoral or professional degree	1,046
Computer Systems Analysts	Bachelor's degree	1,032

Source: Massachusetts Department of Economic Research, Regional Occupation Explorer

(3) Please provide an analysis of your regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

a) Strengths and weaknesses of workforce development activities

Boston's labor force information shows signs of weakening under current economic conditions. The decline in immigration, a retiring workforce and a weak inflow of younger workers are all contributing to the labor market trends. An analysis of the Boston workforce development system generated the following:

The Boston Workforce Board has strengths in the following areas:

- Board membership represents key industries and the largest employers in Boston who collaborate with WFD system
- Two comprehensive career centers, located in different areas of the city, operated by large non-profits and new Access Points to increase participation geographically and demographically through use of virtual services to employers and job seekers
- Robust network of CBO's that offer training and wrap around services including a strong network of ABE/ESL providers throughout the city

- Additional training opportunities beyond WIOA training through the city's Neighborhood Jobs Trust and foundation support. Ability to raise philanthropic and federally funding for programs and services
- Boston PIC, the city's MassHire Workforce Board, has high recognition and a strong reputation in city.
- Strong regional planning partnerships to maximize employer impact

We recognize the following challenges:

- High cost of housing and cost of living in Boston makes it had to attract and retain talent.
- Federal and state reduction in funding
- Limited capacity in training for middle-skill jobs
- Inflated credential needs of jobs - Demand for post-secondary certificates, two-year and four-year degrees
- Over reliance on public funding
- Cost of education and training
- Public workforce system has limited resources, and outdated technology, limiting its ability to be truly responsive to employer needs

b) Address the capacity to provide the workforce development activities around:

I. Education and skill need of the workforce

The Board, in collaboration with OWD, focuses on innovative ways to expand training and education. Mass Reconnect, and the City of Boston free community college programs makes it easier for residents to access training at the 2-Yr and certificate programs at local colleges. This is an opportunity to upskill entry level employees to middle skill jobs. An example of this is the HealthCare Hub Grant to train Surgical Technicians to gain an associates degree within two years.

WIOA funds are not used for incumbent workers, so we rely on other funding sources like Commonwealth Corporation to support employers through the Workforce Training Fund and the Workforce Competitiveness Trust Fund. Braiding funding from employers, federal and philanthropic funds allows us to provide both wrap around support and stipends to participants.

Registered Apprenticeship programs (RAP) in non-traditional industries are areas of interest to the federal and state government and will expand the training portfolio for Boston residents. The ability to work across regions with the regional planning infrastructure allows us to train for multiple employers with demonstrated need.

II. Individuals with barriers to employment

The strength of the Boston WFD system is the large network of community-based organizations that provide training, education and job readiness throughout the city. Programs are available to residents in every neighborhood, to meet the needs of all demographics. To serve customers with barriers to employment, the Board established agreement at the local level to design and coordinate service

delivery systems through the career centers. Partners have committed to making jobseekers, including those individuals with disabilities, low-income status, Veteran status, education or language barriers, to be co-enrolled with required partners.

III. Employment needs of businesses.

A substantial share of the employer need is in high skilled jobs that require college degrees or jobs requiring limited education/ training and work experience. Recognizing the need, we convene and collaborate with employers to identify additional capacity to work with employers. We convene sector partners in IT ([TechHire Boston](#)) and Healthcare ([Boston Healthcare Careers Consortium](#)) to connect with employers, understand current and future hiring needs, and develop programs to meet those needs. Employers are encouraged to engage with programs at all levels of selection, training and placement of graduates.

c) *Describe the local area's work with community colleges and Career Technical Initiatives.*

The Board works closely with our local community colleges to provide college persistence support. We deploy postsecondary coaches to assist students at Bunker Hill Community College, Roxbury Community College, Benjamin Franklin Institute of Technology, Quincy College, and students transitioning from community college to UMass Boston. We work regionally with the community colleges on healthcare programs at Bunker Hill CC, North Shore CC, and MassBay CC to train for jobs as surgical technicians.

Career Centers are working with Madison Park Vocational Technical High School to offer career technical programs to adults in Automotive Technician, HVAC. and Carpentry with plans to expand into additional career in the building trades.

(4) Please describe the MassHire board's strategic vision to support regional economic growth and economic self- Include goals for preparing an educated and skilled workforce (including youth, UI claimants, and individuals with barriers to employment), and goals relating to the performance accountability measures based on performance indicators described in § 677.155(a)(1).

Mission

The mission of the Boston Private Industry Council, as the MassHire Boston Workforce Board, is to strengthen Boston's communities and its workforce by connecting youth and adults with education and employment opportunities that meet the current and future needs of area employers.

Unified Strategy

The Board convenes multiple sector collaborations to strengthen transitions between education and workforce systems to create visible career pathways into economically self-sustaining careers that are responsive to industry changes. The PIC uses labor market information and the data we gather from our

initiatives to recommend policy changes, improve programs, and create an education and workforce development system that supports Boston residents from youth through adulthood.

The Board facilitates employment experience and educational opportunities to prepare Boston youth and adults for careers. Utilizing research and labor market information as well as feedback from employer relationships, the PIC teaches people how to navigate careers in Boston’s high-demand sectors. The PIC focuses on Boston’s residents, with a targeted emphasis on underserved populations, to diversify the talent pipeline, and promote and advance equitable access to careers.

The Board believes that paid work experience cultivates aspiration and motivates people to persist and succeed. Therefore, the PIC works to increase the integration of learning and work at all levels of education.

The following metrics are used to track success (FY2025)

WIOA Adults	Adults	Dislocated Workers	Youth
Employment (Second Quarter after Exit)	73.50%	78.00%	75.00%
Employment (Fourth Quarter after Exit)	75.00%	81.00%	72.00%
Median Earnings	\$7,900.00	\$12,000.00	\$4,500.00
Credential Attainment Rate	68.00%	70.00%	60.00%
Measurable Skill Gains	41.50%	45.00%	45.00%

(5) Considering the analysis described above, please describe your strategy to work with the entities that carry out the core programs and workforce system partners to align available resources to achieve the strategic vision and goals described in paragraph (4) of this section.

The Boston Workforce Board has a unified strategy to support the workforce development system in meeting the agreed goals. The PIC uses labor market information and the data we gather from our initiatives to recommend policy changes, improve programs, and create an education and workforce development system that supports Boston residents from youth through adulthood.

The Board works with the WIOA partners to implement the WIOA MOU and align resources in our area. The partners meet quarterly to share program information and discuss the needs of their shared customers. Each partner has committed time and funding to working with the career centers to make services more accessible through the partners and at the career centers. Career centers have appointed a point person for each partner organization, while several partners co-locate staff at the career center to provide services.

Board staff and OWD work closely with the service providers to define outcome goals are ensure alignment with the overall strategic plan. Providers receive regularly scheduled contract-management visits to review outcomes and receive technical assistance from Board and OWD staff. Providers are also strongly encouraged to attend network meetings, including the WIOA Partners meeting, Best Practices meeting, Boston Youth Services Network, ALI and other information sharing events.

Section 2 –Under WIOA, the plan must include a description of the following requirements (WIOA secs. 108(b)(2)-(21)):

1 Identify the following elements of the workforce development system in your area:

a. Please list all programs included in your local workforce system

The Adult Program (Title I)	Department of Career Services (DCS) Mayor’s Office of Workforce Development(OWD) MassHire Boston ABCD Career Center MassHire Downtown Boston Career Center
The Dislocated Worker Program (Title I)	DCS OWD Rapid Response Career Centers /AJC
The Youth Program (Title I)	DCS OWD Community based orgs. YouthBuild Boston Job Corp
The Wagner-Peyser Act Program	DCS MassHire Career Centers/ AJC’s
The Vocational Rehabilitation Program	MassAbility Massachusetts Commission for the Blind (MCB) Massachusetts Commission for the Deaf
Federal-state unemployment compensation program	Department of Unemployment Assistance (DUA) Department of Career Services
Employment and Training Programs under the Supplemental Nutrition Assistance Program	DTA

Senior Community Service Employment Program	Operation Able Greater Boston Golden Age Center
The Adult Education and Family Literacy Act Program	Training providers and Education partners listed below
Corrections and Reentry	Suffolk County Sherriff's Depart MA Department of Corrections Boston Office of Returning Citizens
Tribal and Native American program	Native American Center of Boston
Apprenticeship	Division of Apprenticeship Standards Building Pathways
Training	Refer to the Boston ETPL

The Adult Education and Family Literacy Act Program (Title II), as part of Adult and Community Learning Services (ACLS), Department of Elementary and Secondary Education (DESE) Executive Office of Education (EOE) and represented by 18 community partners listed:

- Action for Boston Community Development, Inc.
- Asian American Civic Association
- Boston Public Schools
- Bridge Over Troubled Waters
- Bunker Hill Community College – Boston
- CCAB, Inc. d/b/a Laboure Center Adult Education Program
- CCAB, Inc. d/b/a El Centro
- CCAB, Inc. d/b/a Haitian Multi-Service Center
- Charlestown Community Center
- East Boston Harborside
- International Institute of New England-Boston
- Jackson Mann
- Jamaica Plain Community Centers-Adult Learning Program
- Jewish Vocational Services
- Julie's Family Learning Program
- Mujeres Unidas Avanzando
- Project Hope Boston
- YMCA of Greater Boston International Learning Center-Boston
- Suffolk County House of Corrections

b. How your Board will support the strategies identified in the State Plan/MA Workforce Agenda and work with the entities carrying out core programs and other workforce development programs to support service alignment.

The workforce board will support the state plan through a coordinated effort to bring partners to the career center and support the integration of services. The board convenes workforce partners to align systems and define the delivery of career center services. WIOA and other workforce partners signed a Memorandum of Understanding (MOU) outlining the roles and responsibilities of the OSCC required

partners to operationalize the delivery of services necessary to produce the best possible outcomes for shared customers – youth, job seekers, and businesses. Career centers will work with partners who have a common mission to provide employment and training services and will work to support the “shared” customers.

Adult Basic Education

In Boston, Adult Basic Education and English for Speakers of Other Languages (ABE/ESOL) is provided by a publicly funded ABE system, a partnership with the MA Department of Elementary and Secondary Education’s (DESE) Adult and Community Learning Services (ACLS) and the City of Boston’s Office of Workforce Development (OWD). Programs funded through charitable foundations and individual donations, along with volunteer services that do not receive public funds, complement the ABE/ESOL system.

The Massachusetts Department of Elementary and Secondary Education (DESE) partners with the Mayor’s Office of Workforce Development (OWD) to provide structured guidance to this publicly funded Adult Basic Education (ABE) programs through the Adult Literacy Initiative (ALI), which includes 31 ABE providers in Boston. OWD convenes ALI on a quarterly basis to facilitate a conversation on the overall vision, opportunities, and needs in Boston’s ABE system with a goal of collaboratively improving the quality and access to services for low-income adults that allow them to develop the academic, work- readiness, and support necessary to be economically secure. The ABE program provides out stationed staff at the career centers with the ABE Navigator making referrals to the career centers for ABE/ESOL partners and from the career center to education partners.

Transition to community college

The Boston PIC serves both as the MassHire Boston Workforce Board and as a school-to-career intermediary organization with the Boston Public Schools (BPS). The PIC has provided postsecondary coaching services to Boston students since 2008 in the context of Success Boston, the city's college completion initiative. The coaching program helps students navigate the academic, financial, and administrative challenges that inhibit college persistence and completion. Coaches connect students with college and community resources, while providing them with guidance and support.

We deploy postsecondary coaches to assist students at Bunker Hill Community College, Roxbury Community College, Benjamin Franklin Institute of Technology, Quincy College, and students transitioning from community college to UMass Boston.

Workforce preparation activities

In collaboration with the Mayor’s Office, the Boston Public Schools, and the PIC coordinates summer and school year jobs and internships for Boston public high school students. Career Specialists working at each of the Boston public high schools, guide and connect students with job opportunities. Year- round career readiness activities prepare students for the workplace and

engage employers interested in the summer or school year internship programs. Every year, we work with over 200 employers from across industry sectors to connect thousands of Boston public high school students to summer employment. During the months leading up to the summer, many of these employers take part in career exploration activities. These activities help students explore their own career interests by learning about local companies and career pathways from professionals across the city. Participation in career exploration activities provides students with the opportunity to:

- Identify career interests and the required skills for certain jobs
- Practice appropriate workplace behaviors, including arriving on-time and dressing professionally.
- Engage in networking activities and begin to build a professional network.
- Learn more about a particular industry or company with the goal of working there in the future

2 *Please describe how your Board will work with entities carrying out core programs to:*

- a. *Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.*
- b. *Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs*
- c. *Improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).*

The Board will convene local WIOA partners to facilitate access to employment, training and supportive services for all customers. The WIOA memorandum defines the relationship between partners to allow for seamless referral and unified service to “shared customers”. Career centers offer priority of service to eligible WIOA individuals who experience significant barriers to service. WIOA partners co-enroll customers for career center and partner services including career pathway planning. Partners are encouraged to enhance customer experience through supportive services from more than one partner and to share information on all eligible activities and support services available across WIOA titles 1-4.

The board will ensure the career centers are providing integrated services through the Career Center certification process that includes meeting rigorous career center standards.

3 Please describe the strategies and services that will be used in your local area

- a. *To facilitate engagement of businesses in workforce development programs, including small businesses and businesses in high- demand industry sectors and occupations.*

The MassHire Boston Workforce board is currently engaged in multi-regional, cross-sector planning activities to support its strategic priorities. Each initiative seeks to strengthen collaboration among employers, workforce development agencies, including Boston’s MassHire Career Centers, and educational institutions to enhance the alignment between education/ training pathways and future employment opportunities. All of these workforce initiatives intersect with local, regional, and statewide economic development strategies.

The Boston Healthcare Career Consortium

The Boston Healthcare Careers Consortium is comprised of healthcare organizations, educational institutions, labor organizations, the public workforce system and others from the city of Boston. This group comes together regularly to share labor market information and best practices for supporting employees who are furthering their education. There is a focus on identifying systemic barriers to an aligned and efficient education and training system. As a regional industry partnership, led by employers, the Consortium looks at the continuum of care and relationships among institutions to better understand occupational roles and responsibilities across healthcare settings to build career ladders and ensure that healthcare providers have the staff that they need to deliver the best care possible to patients in a culturally competent environment. They have participated in the regional plan and have identified priority careers within the sector.

Greater Boston IT Convening

The Workforce Board manages an IT/Tech collaborative comprised of leading technology and IT professionals. The collaborative focuses on the talent supply pipeline and the issues employers experience in finding workers. The collaborative builds a broader awareness in the high schools through a pilot of Tech Apprentice Signal Success curriculum and Tech Apprentice summer jobs. The TechHire Advisory Group worked with the Greater Boston Regional planning group to review the LMI and helped prioritize the jobs/careers for the 3-year regional plan. The PIC is exploring registered apprenticeships with key employers.

Small Business Development

The City of Boston has a Small Business Development Office (SBDO) that provides all small businesses owners and entrepreneurs with the tools and guidance to successfully start, grow, and build a business in Boston. The office provides support through technical assistance, ownership help, and storefront improvements. SBDO is responsible for assisting and permitting the growing number of food trucks doing business in Boston.

Boston Main Streets is a network of 20 Main Streets Organizations that use a comprehensive revitalization approach to create, build, and sustain healthy commercial districts. Started in 1983, there are now 91 businesses and more than 500 employees engaged in the Main Streets initiative.

b. To serve agricultural businesses and how you intend to improve those services

While there is no significant agricultural business in the City of Boston the MassHire Workforce Board (MWB) assures that the local MassHire Career Center(s) (MCC) Operators will ensure (in accordance with all relevant Federal and State policies and procedures that Migrant and Seasonal Farm Workers (MSFWs) will receive the full array of workforce development services, benefits and protections in a non-discriminatory manner.

c. To support a local workforce development system that meets the needs of businesses in your area;

See Section 2(1)b

d. To better coordinate workforce development programs and economic development.

The Boston Workforce Board and the Office of Workforce Development partners closely with the City of Boston Offices of Workforce Development and Economic Development to meet and adapt to the evolving needs of current and future employers. Employers are attracted to Boston in part because our workforce has some of the highest levels of educational attainment in the country, first class education systems and a city that embraces innovation. As a system, we focus on developing the talents and credentials of, and training opportunities for, the remainder of the workforce.

Our offices of Workforce Development and Economic Development collaborate on research and initiatives to tap into this considerable talent pool. They assist with grant funding and program development for the workforce system. An example of this is a USDOC \$23m grant to the City of Boston to train staff in key industries. The board also collaborates with Economic and Workforce Development on Boston's 2030 Climate Action Plan and the Boston Climate Jobs Alliance Advisory Board.

e. To strengthen linkages between reemployment assistance and unemployment insurance programs.

The career centers assist jobseekers with the job search and managing their participation in the Reemployment Services and Eligibility Assessment (RESEA) program. The two Boston centers serve approximately 7000 participants in the RESEA program for each year. While the career center cannot solve UA issues, they can help elevate them to UA staff as needed. We hope that all career centers will have UA staff on site over the next year in compliance with Chapter 151A of the Massachusetts General Laws.

- f. Describe how your Board coordinates workforce investment activities carried out in the local area with statewide Rapid Response activities.*

Career centers work with Rapid Response (RR) when a WARN notice has been posted and RR teams send notification. It is the responsibility of the MassHire Department of Career Services (MDCS) Rapid Response (RR) Coordinator to make initial contact and offer onsite services prior to business layoff/closings and to formally (Workforce Delivery Area Notice – WDA) or informally (under 50 employees - email) notify the MassHire Boston Workforce Board and the MassHire Boston Career Center(s).

The MDCS Rapid Response Team utilizes the MassHire BizWorks Program to partner and collaborate with a range of organizations that can help identify and avert potential layoffs. These partnerships include but are not limited to: Massachusetts Office of Business Development (MOBD), the U.S. Department of Labor Trade Adjustment Assistance (TAA) for Firms and the Department of Unemployment Assistance (DUA) Incumbent Worker Training and Workshare Programs.

The career center staff work with RR and the affected employees to assist with transition either to a different job with the same employer or to a new job with a different employer while experiencing minimal or no unemployment.

- g. Please describe procedures to offer MassHire Career Center Business Services programs to local businesses.*

Boston career centers have developed a demand-driven employer engagement strategy that offers an extensive network of employers who understand the value of career centers to their business. Business service staff from both centers are involved in statewide employer business strategies and BizWorks initiatives.

The board convenes an employer network for businesses who participate in work-based learning, internships and summer jobs. The Career centers work with local employers to post jobs, recruit and screen candidates, host job fairs and recruitment sessions for a broad range of jobseekers. The board will work with employer partners to collaborate on funding and training opportunities. We promote the Workforce Competitive Trust Fund and other state funding to help employers train and hire jobseekers.

- h. Describe implementation of any initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional businesses. .*

The Boston Workforce Board has strong employer partners who set the direction for workforce engagement through sector convening and representation on the workforce board. As discussed in previous responses, we collaborate closely with employers and training providers to assess the needs of

businesses, design training and other interventions to address those needs, and bring innovative solutions to scale. We braid funding from various sources to help build pipelines of new employees and, in partnership with employers, we coordinate to upskill workers. [The Good Jobs Challenge](#) is an example of healthcare, childcare and clean energy sectors addressing their current and future needs through sector workforce strategies. In healthcare, UMASS Global worked with Mass General Brigham to train medical assistants using online training and onsite clinicals. Beth Israel Lehigh Health created on-the-job training for incumbent workers, while the City of Boston increased their apprenticeship programs for EMTs. Green energy and Childcare sectors also created partnerships with employers to enhance recruitment and retention and the quality of jobs in their fields. The board receives funding from Commonwealth Corp to develop a regional hub for healthcare careers and expand training opportunities in patient care and community health workers.

4 *Please provide a description of how your Board:*

- a. *Coordinates local workforce investment activities with regional economic development activities.*
- b. *Promotes entrepreneurial skills training and micro-enterprise services.*

The Board will coordinate local activities with regional economic development activities through the regional planning process. Boston, Metro North and Metro South/West workforce development boards collaborate on a regional plan for the encompassed 64 cities and towns. The regional plan report can be found [here](#). The Boston board is committed to the following mutually reinforcing activities as part of the regional planning initiative:

- Embed these goals and strategies into existing health care and technology industry initiatives
- Focus funds under control of WDBs on chosen sector jobs (i.e. ITAs and other Training funds)
- Focus Youth Works (publicly funded internships) and connecting activities (employer-paid internships) on jobs in chosen sectors/occupations and career awareness activities
- Increase access to ESOL for adult learners

The Board supports small and micro-business through the Mayor's Small Business Development Center. The center offers training, access to loan funds, and technical assistance to entrepreneurs in Boston. Career centers make referrals to the SBDC for jobseekers for whom self-employment is a viable option.

5 *Please describe the MassHire Career Center system in your area, including:*

- a. *How the Board ensures the continuous improvement of eligible providers and that such providers will meet the employment needs of local businesses, workers and job seekers.*

The Board works closely with our fiscal agent, OWD, to manage the outcomes and standards of training and education providers. Adult basic education and English for Speakers of Other Languages (ESOL) funding is competitively procured every five years and monitored annually by the Board, DESE, and OWD. The board has designated the Office of Workforce Development to manage the Eligible Training Provider List (ETPL) and review the consistency of the planned course/provider eligibility and approval in accordance with state and local performance criteria such as completion rate, entered employment rate, etc. The Board has a subcommittee on workforce development to monitor the approval and expenditure of WIOA funding. The Board and OWD work with Department of Career Services to maintain the following standards:

- 65% Entered employment /placement rate
- 75% of placements training-related
- At least a \$20/hour average for each program

b. How the Board facilitates access to services provided through the MassHire Career Center(s), including in remote areas, using virtual services, technology and other means.

The Boston workforce ecosystem consists of two comprehensive career centers, several access points, financial opportunity centers, training and education providers, and a network of community-based organizations (CBO's). This robust workforce network provides customers access to services in locations outside of the career centers. In the last career center operator procurement, we required the career centers to have partnerships within the communities where residents could access career center information and services. Access Points are sites where customers can enroll in the system and learn about the services available at the Comprehensive One-Stop Centers and other partner agencies. In Boston, we are using access points to expand services to geographic areas to engage customers traditionally underserved by the comprehensive centers. We selected operators who demonstrated strong existing partnerships and the intention to expand services.

Career centers have expanded and updated their service model by developing new and innovative service delivery through virtual programming, on-line job fairs, a catalogue of virtual workshops, and individual appointments over zoom. Employers adapted quickly and numbers served were consistent with the previous year. Jobseekers have access to virtual workshops at all career centers providing greater exposure to services.

c. How entities within the MassHire Career Center system, including Career Center Operators and Partners, ensure compliance the Americans with Disabilities Act of 1990

Career centers are monitored annually for compliance with Americans Disability Act. The Board members include representation from the Mass Ability and MA Commission for the Blind, and all

decision making are vetted in compliance with ADA. Career center operators also monitor for ADA compliance.

- d. *The roles and resource contributions of your Partners – please describe how these relationships are sustained and kept productive*

The WIOA partners' MOU guides the roles and resource contributions of your partners. Each partner has defined their commitment to service, shared costs and outcomes. We review and renew the MOU every 3- years to ensure appropriate funding and delivery of services. State Partners will enter into Inter-agency Service Agreements (ISAs) with the Department of Career Services, the designated State Workforce Agency, to issue the local allocations. The Board will ensure the local integrated budget includes all allocations.

6 *Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in your local area.*

The Career Centers, MassHire Boston Career Center – ABCD and MassHire Downtown Boston Career Center (MHDB) take a customer focused approach to assessments and use several tools to determine the best direction for the customer. There are three main entry points to the career center network – Career Center Seminar/Department of Unemployment Assistance, referral from a partner agency, and self-directed. At each point, the customer receives an orientation to the range of services available. Orientations are available daily in either group or individual format that includes enrollment on Job Quest and an initial assessment.

Trained career center staff use several tools to provide a complete assessment of basic skills, work readiness, interests and aptitudes, occupational skills and supportive service needs. These include comprehensive assessment tools such as Career Ready 101, O*Net, WorkKeys and a digital literacy assessment. The Career Center may use TABE test to assess basic skills, especially for job seekers interested in training or additional education.

Career centers offer a wide array of WIOA funded programs for adult and dislocated workers. There is universal access to labor exchange services, self-directed services, guided career navigation, and access to education, training, and related workforce development services. Under WIOA, MassHire career centers provide 4 types of career services, basic, individualized, training, and follow-up.

Basic Career Services

- Determination of eligibility
- Outreach, intake and orientation
- Initial assessment

- Labor exchange services including
 - o job search assistance
 - o job referral
 - o placement assistance for job seekers
 - o re-employment services to unemployment insurance claimants
- Referral to other programs within the WFD system
- Provision of LMI including job listings, skills needed, and information on in-demand occupations.
- Information on eligible training providers

Individualized Career Services

- Comprehensive and specialized assessments of the skill levels and service needs;
- Development of an individual employment plan;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational ;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy services;
- English language acquisition and integrated education and training programs.

Training Services

- Training services may be available to individuals who are determined appropriate for WIOA customers who are
 - o unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through the career services described above;
 - o be in need of training services to obtain or retain employment that leads to economic self- sufficiency or wages comparable to or higher than wages from previous employment; and
 - o have the skills and qualifications to successfully participate in the selected program of training services;
- Who select programs of training services that are directly linked to the employment opportunities in the local area or the planning region, or in another area to which the adults or dislocated workers are willing to commute or relocate;

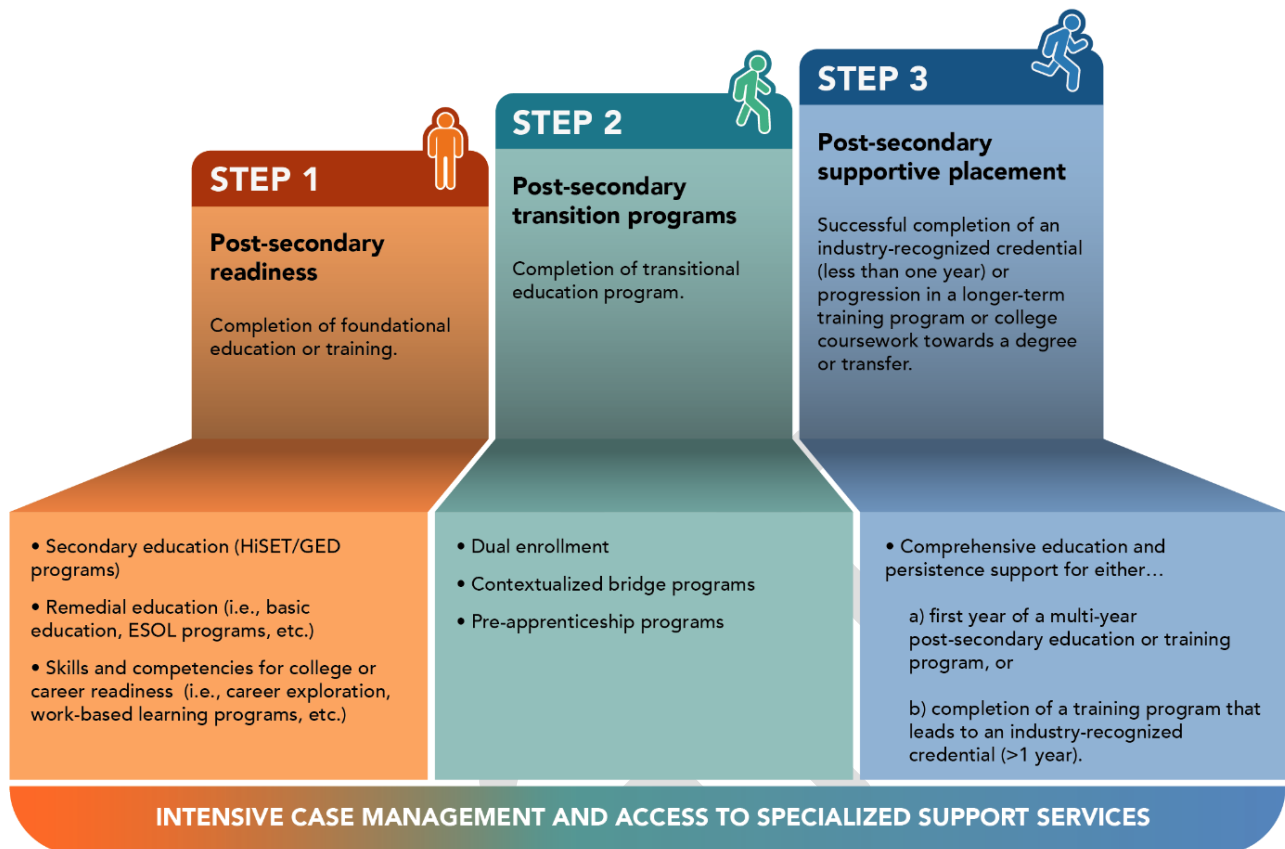
- Are unable to obtain grant assistance from other sources to pay the cost of such training

Follow-Up Services

One-Stop Career Centers must provide follow-up services for up to 12 months after the first day of employment, as appropriate, including counseling regarding the workplace for participants in adult, or dislocated workers, workforce investment activities who are placed in unsubsidized employment.

7. Please provide a description and assessment of the type and availability of youth workforce investment activities in your area including activities for youth who are individuals with disabilities. Please include an identification of successful models of such activities.

In 2022, the MassHire Boston Youth Council engaged in a strategic planning process to identify a new set of strategic goals related to youth workforce investment activities. The goal was to better align the type of programming funded through WIOA with career-pathway employment opportunities. To this end, we fund programs that lead to meaningful post-secondary education or training. The illustration below provides an overview of the three key steps of secondary to postsecondary transitions. We seek to fund programs that incorporate at a minimum two of three steps, for example a HiSET/GED program that then transitions youth into a training program resulting in an industry-recognized credential.



In keeping with WIOA requirements, programs offer work-based learning opportunities and robust wrap-around services to ensure that young people with barriers to employment can persist in, and complete, training. Several pilot initiatives have shown promise for increasing retention and completion:

Bridge Programming: In FY23, we provided WIOA Youth Funding to support two “bridge” training initiatives at Xcel Education, Inc. One training pathway supported youth through a OWD’s City Academy Program for EMT. This program consists of a pre-apprenticeship prep program, transitioning into an 18-month Recruit Academy. Graduates are full members of the City’s EMS Service, earning a starting wage of \$72,000 per year with full benefits. The second pathway supports youth through Franklin Cumming Tech’s HVAC certificate program. This program lasts a full academic year and results in certification as an HVAC-r technician (once on-the-job training has been completed). HVAC is an in-demand career field paying a median hourly wage of \$37.31 according to BLS data. Both bridge programs are open to any youth enrolled in our WIOA portfolio.

Access to Behavioral Health Services: Our providers have identified lack of access to behavioral health services as a barrier to program persistence and completion. We have provided funding to support a centralized referral source for all WIOA-enrolled youth. Case managers can refer youth for

services with a licensed clinician, whose costs are born centrally. This streamlined approach alleviates the administrative burden of each program contracting centrally.

Our youth programs meet monthly throughout the year via the Boston Youth Services Network (BYSN). At these meetings, we provide access to training and professional development opportunities. BYSN hosts regular cross-sectoral convenings with the ALI network to increase the breadth of partnership and information shared.

8 Please explain how the Board coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

The Boston PIC, as the MassHire Boston Workforce Board, is the local board and a school-to-career intermediary organization with the Boston Public Schools (BPS). Our collaboration with BPS dates back to the signing of the Boston Compact in 1982. The Board is relatively unique in its theory of action. Rather than choosing between policy development and practice in the field, we strive to create a balance and an interaction between policy and practice in its activities, staffing, and committee membership. This balance and interaction are accomplished through a set of organizational functions designed to coordinate secondary and postsecondary education programs and career pathways. The Board:

- **Convenes** multi-sector collaborations, such as the Youth Transitions Task Force, which focuses on high school dropout prevention and re-engagement, the Opportunity Youth Collaborative, focusing on 16 to 24-year old's who neither in school nor employed, as well as the committees that help us to fulfil our WIOA Adult and Youth governance responsibilities. Within the convening space, the PIC also staffs sector initiatives in technology and health care, which bring together employers, educators, training organizations and local and state policymakers to address labor market challenges, such as training gaps.
- **Connects** individuals with education, training and employers, and connects industry with educational systems. The PIC brokers over 1,100 paid internships for BPS high school students at local employers

each summer as part of the City of Boston's Summer Jobs Campaign. In collaboration with the BPS, the PIC co-operates the Re-Engagement Center, a nationally recognized model for re-engaging former dropouts and off-track youth.

- **Measures** progress and success on key indicators such as high school dropout, college persistence and completion, and employment rates, in its role as a workforce board, conducts labor market research to help inform the development of new secondary and postsecondary career pathways.

- **Sustains** initiatives over time through leadership transitions and shifts in available funding to ensure continuity and coordination of services among partners.

We use our experiences as a practitioner as well as the latest education and labor market research insights to influence policy and systems change. As part of the Workforce Skills Cabinet's Regional Planning initiative, the PIC collaborates with the Metro North and Metro South/West Workforce Development Boards, local secondary and postsecondary education institutions, and economic development partners on a regional labor market blueprint. The blueprint identifies priority occupations in health care and computer/ information technology fields that are in high demand but projected to be under-supplied in Greater Boston. Through this effort, the partners are working to increase secondary and postsecondary education and training capacity in these high demand fields and to ensure that underrepresented populations can access these growing opportunities. The goal is to increase capacity in areas of strong labor market demand and to coordinate educational programs across the region to use resources efficiently and effectively.

9 How does the Board coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area? Please include a description of how other programs and services in your local area are leveraged to complement workforce investment activities.

The Board, following the guidance of the WIOA issuance 100.08.106, may authorize needs-related transportation support for an eligible adult or dislocated worker enrolled in a training program or in individualized service. Customers who are co-enrolled with a partner WIOA agency are required to exhaust all resources before accessing WIOA Title 1 funds. The Board, together with the WIOA MOU partners will catalogue the resources available to Title 1 participants, including the process for application and any limitations on funds.

10 What plans, assurances, and strategies do you have in place for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the Career Center delivery system?

Boston, and three other regions, has an exemption on the requirement to use merit staff (State employees) to offer Wagner Peyser services at the career center. Staff at Boston centers report directly to the career center director with less possibility of any confusion or duplication of services.

11 How are career and training services required under WIOA, provided to Migrant Seasonal Farm Workers (MSFWs) through the MassHire Career Center(s)?

Boston does not have any MSFWs enrolled in its programs as agriculture is not a relevant industry.

12 Please describe how the Board coordinates WIOA title I workforce investment activities with adult education and literacy activities under WIOA title II. This description must include how the Board carries out the review of local applications submitted under title II consistent with WIOA secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232:

We continue to work with DESE on evaluating Boston programs and providing technical assistance to Boston programs funded through Title I. The Mayors Office of Workforce Development leads an ongoing meeting of DESE-funded Boston programs entitled the Boston Adult Literacy Initiative in collaboration with DESE. The ALI gives ABE directors an opportunity to share best practices, network and discuss issues with peers, identify resources from both the public workforce development system and the larger community, and clarify their understanding of DESE's priorities and policies. One of the main goals for the ALI is to further the integration of ABE programs into the public workforce system in the Boston region. OWD also participates in site visits to programs to identify possible areas of assistance needs. OWD provides targeted funding from City-managed sources to complement, or supplement, DESE funding.

13 Please provide the name and contact information of your Fiscal Agent.

City of Boston	Economic Development and Industrial Corporation, D/b/a Boston Planning & Development Agency 43 Hawkins Street. Boston, MA 02114
Contact	Trinh Nguyen, Director

14 Please describe the competitive process that is used to award the subgrants and contracts for WIOA title I activities.

Career Center Charters

Every four years the Board runs an open and competitive procurement process for career center services. The process begins with the board setting the priorities to guide the selection of a career center operator. The Board follows 2 CFR 200 Uniform Guidance Procurement Standards and awards contracts only to responsible applicants possessing the ability to perform successfully. Consideration is given to organizational integrity, compliance with public policy, past performance and financial and technical resources. A request for proposals is issued to a wide audience, posted on state and local web sites. The Board host a bidder's conference to present the RFP, outline the process, and explain the scoring and the award timeline. Members of the Workforce Board State agencies and interested partners are trained to read and score the proposals. Proposals are accepted up to a published deadline. A team of reviewers receives any proposals that contain all required documentation (budget, narrative, assurances etc.) Results are presented to the Workforce Board for approval. After a right to appeal , successful vendors are notified of the option to contract.

Adult and Dislocated Worker Training Funds

Training providers who are approved by the State as an eligible training provider must then make an application to the City of Boston to be accepted onto the Boston eligible training provider list. The Board, through the Workforce Development Committee, review the planned course/provider eligibility and add to the Boston ETPL.

Individuals who are interested in training must go to a career center for application and eligibility determination. The customer will meet with a career counselor and complete a comprehensive assessment that includes and English/Math TABE test. The onus is on the customer to provide substantial documentation that supports their ability to complete training and reenter the workforce. Career counselor's work with customers to choose the right training program based on labor market demand and the customers skills and interests. The customer will then research several programs offering the selected training and work with the customer to select the appropriate program and provider. When the application is complete, the counselor will submit the application to OWD staff for review and approval. This multi-layer process through the career center provides for ultimate customer choice as the customer is supported in the exploration of all available options.

Youth Funds

Every three years OWD, fiscal agent for the Board, runs an open and competitive procurement process for WIOA Title I Youth funds. In collaboration with the Workforce Development Board, OWD develops

and releases the Policy Principles that will guide the RFP development. After a public comment period, OWD holds a public Bidder's Conference to release the RFP and answer questions from those with an interest in submitting a proposal.

Internal and external reviewers are selected and oriented. After proposals are scored, reviewers discuss the strengths and weaknesses of each proposal's responsiveness to the request for proposal and its guiding Policy Principles. OWD and Board staff consider the priorities set in the Policy Principles, federal requirements, target population, and program model to make funding recommendations. Staff are looking to fund a variety of programs that can meet the needs of young people at different points along their career pathway, with a preference for programs that guide young adults through at least two of the following steps: high school equivalency credentials, bridge-to-college, career exploration, employment, and industry recognized post-secondary training. Recommendations are then presented to the MassHire Boston Youth Council and if approved, to the MassHire Boston Workforce Board for a final vote. In the two subsequent years, funded vendors submit refunding applications.

15 Please provide the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of your local area and to be used by the Local Board for measuring the performance of your local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the Career Center system in the local area.

The FY26 local performance goals are due on August 31 and will be linked to this plan once submitted.

16 What are the actions and activities that support the MassHire Board's continued status as a high-performance workforce board?

a. What trainings are provided to Board members?

The MassHire Boston Workforce Board meets three times a year, the executive committee meets four times a year, and the subcommittees (Youth and Workforce Development) each meet four times a year. Board members participate in both executive and subcommittees. These meetings are an opportunity to provide training and updates on topics relevant to the work of the committees and the operation of the board. Board members are apprised of all significant policy updates under WIOA such as priority of service, regional planning, and focus on out of school youth.

b. How do business Board members contribute to workforce development in your region?

The MassHire Boston Workforce Board is responsible for local strategic planning and policy development, in partnership with the Mayor's Office of Workforce Development. The Board is also responsible for engaging employers in publicly funded workforce development

activities and leveraging private sector investments in the emerging and entry-level workforce. The board members contribute to local workforce development in several ways:

- Board and committee membership: Board members provide leadership on the board sub- committees, youth and workforce development, and engage with the programs and providers we oversee. Committee members are an integral part of the career center chartering and certification process, reading proposals and conduction site visits.
- Local employer: Seventy-one percent of the Boston Workforce Board utilize services at the career services. The business, workforce and education members post open jobs, industry briefings, recruitments, applicant prescreening and applicant assessments
- Summer Jobs: Board members offer work experiences including internships and summer jobs. to thousands of youths each year
- Career exploration: members participate in events designed to expose high school students to the world of work. Students shadow professionals to gain a first-hand look at the skills and knowledge required to succeed in a career.

c. How does your Board support the business services in the career centers?

The Board promotes the services offered by the career centers in all promotional, outreach, and media events. Career centers events are posted on our website and through social media. Board members are encouraged to visit career centers and engage in business service events. Career centers are highlighted in the annual report each year with staff, employers, and customers recognized with awards. We connect all Board/PIC programs to career centers including the career coaches who work with community colleges and high school students in the school-to-career transition. They introduce the students and their families to the career center system.

d. To what extent does inter-intra-Board collaboration result in positive outcomes for job seekers and businesses?

The Board members are involved in all aspects of the MH Workforce Board operations and decision making. Members bring their professional experience to guide sub-committees (Youth, Workforce Development and Fiscal) and lead sector initiatives (IT and Healthcare). The Community Based Organizations provide a client perspective to all decision making and have helped guide the expansion through Access Points. Board members help recruit new members and engage experts in their fields to provide technical assistance when needed. Board members are a vital part of our performance management system from both quality and compliance perspectives.

17 How are the training services outlined in WIOA sec. 134 provided using individual training accounts

a) How does the Board ensure informed customer choice in the selection of training programs regardless of how the training services are provided?

The Board is responsible for the allocation and distribution of Title 1 training funds. Adult and dislocated worker funds are distributed as individual training accounts (ITA) while youth training services are competitively procured as group services.

Adult and Dislocated Worker

Training providers who are approved by the State as an eligible training provider must then make an application to the City of Boston to be accepted onto the Boston eligible training provider list. The Board, through the Workforce Development Committee, review the planned course/provider eligibility and add to the Boston ETPL.

Individuals who are interested in training must go to a career center for application and eligibility determination. The customer will meet with a career counselor and complete a comprehensive assessment that includes an English/Math TABE test. The onus is on the customer to provide substantial documentation that supports their ability to complete training and reenter the workforce.

Career counselor's work with customers to choose the right training program based on labor market demand and the customer's skills and interests. The customer will then research several programs offering the selected training and work with the customer to select the appropriate program and provider. When the application is complete, the counselor will submit the application to OWD staff for review and approval. This multi-layer process through the career center provides for ultimate customer choice as the customer is supported in the exploration of all available options.

18 Please describe the process the Board uses, consistent with WIOA sec. 108(d), to provide up to 30-days public comment period prior to submission of the plan, including an opportunity to have input into the development of your local plan particularly for representatives of businesses, education, and labor organizations.

The plan will be posted to the websites of the MassHire Boston and the Mayor's Office of Workforce Development for 15 days. This information will be included in all Board social media and agency information

19 Describe progress made implementing and transitioning to an integrated, technology-enabled intake, referral, and case management information system for WIOA Partner Shared Customers. (Note: A response to this section is only necessary if your local area currently has a model in place for an integrated case management system for WIOA Partner Shared Customers)

Not applicable

20 Please describe the local policy and processes that ensure priority for adult career and training services

- Veterans and eligible spouses
- Recipients of public assistance
- Other low-income individuals
- Individuals who are basic skills deficient

The Boston Workforce Board and career centers follow state policy (100 DCS 08-116) assuring career services and training services funded with Title I Adult Program funds will be given on a priority basis, regardless of funding levels, to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Individuals in the targeted groups are given priority over other individuals for receipt of individualized career services and training services funded by the Title I Adult program. Veterans within these groups receive priority over non-Veterans. Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Except for Veterans and eligible spouses, priority of service status does not apply to the Dislocated Worker or Youth populations.

Priority for individual career and training services are provided in the following order:

- Veterans and eligible spouses who are recipients of public assistance, low-income, or basic skills deficient.
- Individuals who are recipients of public assistance, low-income, or basic skills deficient.
- Veterans and eligible spouses who are not recipients of public assistance, are low-income, or basic skills deficient.
- The Boston Workforce Board defined priority group (10%)
- Individuals outside the WIOA priority group and the board's locally defined Adult Program priority group.