

WIOA STATE WORKFORCE PLAN

PUBLIC SESSION



DEPARTMENT OF
CAREER SERVICES

MassHire Department Of Career Services

- The U.S. Department of Labor designates the MDCS as Massachusetts' State Workforce Agency (SWA). As such, MDCS oversees the MassHire system comprising 16 local Workforce areas, each led by a MassHire Workforce Board and providing public service to both businesses and jobseekers through one or more MassHire Career Centers.
- The MassHire system continually strives to create high-quality connections between businesses and jobseekers, providing opportunities for employers to hire skilled, prepared individuals and for those individuals to connect with employment that pays family-sustaining wages toward a better future.
- The MassHire system is operated by varied workforce structures (State, Municipal, non-profit, for-profit) and guided by laws, conditions and regulations that are organized into seamless delivery system.

MassHire Workforce Development System

The MassHire Department of Career Services (MDCS) is the designated State Workforce Agency (SWA) with primary responsibility to provide oversight of the MA Workforce Development System (MassHire).



MassHire Career Centers and MassHire JobQuest



DEPARTMENT OF
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Find a MassHire Career Center Near You

Visit a MassHire Career Center for:

- Job search assistance;
- Career planning information;
- Workshops on job search techniques including interviewing, networking, and resume writing;
- Data on the current statewide and local job market; and
- Resources to help you find the right training opportunities;
- Tools to help you conduct an effective job search.

Greater Boston

MassHire Boston Career Center

1010 Harrison Avenue
Boston, MA 02119
(617) 541-1400, TTY #: (617) 442-3610

MassHire Downtown Boston Career Center

75 Federal Street, 3rd Floor
Boston, MA 02110
(617) 399-3100, 800-436-WORK (9675)

MassHire Metro North Career Centers

186 Alewife Brook Parkway, Suite 310
Cambridge, MA 02138
(617) 661-7867

(affiliated limited services)*

4 Gerrish Avenue
Chelsea, MA 02150
(617) 884-4333

100 TradeCenter, Suite G-100
Woburn, MA 01801
(781) 932-5500

MassHire Framingham Career Center

39 Grant Street
Framingham, MA 01702
(508) 861-7993

MassHire Norwood Career Center

128 Carnegie Row, Suite 109
Norwood, MA 02062
(781) 369-5494

Northeastern Massachusetts

MassHire Merrimack Valley Career Center

160 Merrimack Street, Suite 209
Haverhill, MA 01830
(978) 519-3762

420 Common Street, 2nd Floor
Lawrence, MA 01840
(978) 722-7000

MassHire Lowell Career Center

107 Merrimack Street
Lowell, MA 01852
(978) 458-2503, TTY #: (978) 805-4915

MassHire Lowell Young Adult Career Center**

115 Merrimack Street
Lowell, MA 01852
(978) 458-2503, TTY #: (978) 805-4915

MassHire North Shore Career Centers

70 Washington Street, First Floor
Salem, Massachusetts 01970
(978) 825-7200

(affiliated limited services)*

North Shore Community College
300 Broad Street, LE-102
Lynn, MA 01901
(781) 691-7450

MassHire North Shore Youth Career Center**

300 Broad Street, LE-139
Lynn, Massachusetts 01901
(781) 691-7435

Southeastern Massachusetts

MassHire Cape & Islands Career Center

372 North Street
Hyannis, MA 02601
(508) 771-JOBS (5627),
TTY #: (508) 862-6102

MassHire Greater Brockton Career Center

34 School Street
Brockton, MA 02301
(508) 513-3400

MassHire Greater Brockton YouthWorks**

128 Carnegie Row, Suite 109
Brockton, MA 02301
(508) 584-9800

MassHire Fall River Career Center

446 North Main Street
Fall River, MA 02720
(508) 730-5000

MassHire Youth Connections**

139 South Main Street
Fall River, MA 02720
(508) 675-9245

MassHire Greater New Bedford Career Center

618 Acushnet Avenue
New Bedford, MA 02740
(508) 990-4000

MassHire Taunton Career Center

72 School Street
Taunton, MA 02780
(508) 977-1400

MassHire South Shore Career Centers

1515 Hancock Street
Quincy, MA 02169
(617) 745-4000

Central Massachusetts

MassHire North Central Career Center

100 Erdman Way
Leominster, MA 01453
(978) 534-1481, TTY #: (978) 534-1657

MassHire Southbridge Career Center

14 Mechanic Street, Suite 330
Southbridge, MA 01550
(508) 765-6430, TTY #: (508) 765-6437

MassHire Worcester Career Center

340 Main Street, 4th Floor, Suite 400
Worcester, MA 01608
(508) 799-1600

Western Massachusetts

MassHire Franklin Hampshire Career Centers

One Arch Place, Suite 2
Greenfield, MA 01301
(413) 774-4361, TTY #: (413) 772-2174

MassHire Holyoke Career Center

850 High Street
Holyoke, MA 01040
(413) 532-4900, TTY #: (413) 535-3098

MassHire Berkshire Career Center

160 North Street
Pittsfield, MA 01201
(413) 499-2220, TTY #: (413) 499-7306

MassHire Springfield Career Center

95 Liberty Street, Third Floor
Springfield, MA 01103
(413) 858-2800, TTY #: (413) 858-2800

Jobseekers and Businesses access services through the MassHire Career Centers in-person or virtually.

- MassHire JobQuest is the portal to the MassHire Workforce System.
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For more information about MassHire Career Centers, visit www.mass.gov/careercenters

* Affiliated limited services - Contact the career center for hours of operation and services available.

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** Youth-specific Career Center - For access to unemployment insurance assistance, please contact a full-service career center.



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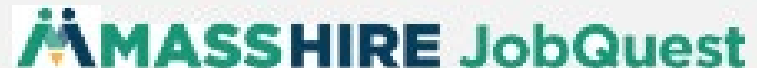
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MassHire Workforce Partners

MDCS collaborates, ongoing, with companion Commonwealth agencies to:

- **Negotiate funding to support career center services to shared customers**
- **Improve policy and programming**
- **Provide access to services through partner co location within MassHire Career Centers**



State Partner Advisory Committee (SPAC)

- Executive Office of Labor and Workforce Development (EOLWD)
- MassHire Department of Career Services (MDCS)
- EOLWD Multilingual Services
- Department of Unemployment Assistance (DUA)
- MDCS Jobs for Veterans State Grant Director
- Executive Office of Veterans Services
- Executive Office of Education (EOE)
- Department of Elementary and Secondary Education's (DESE) Adult Education
- Commonwealth Corporation
- Executive Office of Public Safety and Security (EOPSS)
- Department of Corrections (DOC)
- Executive Office of Health and Human Services (EOHHS)
- Department of Transitional Assistance (DTA)
- Massachusetts Rehabilitation Commission (pending name change to MassAbility)
- Massachusetts Commission for the Blind (MCB)
- Executive Office of Elder Affairs (EOEA)

Provides input into shaping ongoing joint partner vision, goals, and talent development strategies for target populations

Examples of MDCS Statewide Partnership Initiatives



Federal Fidelity Bond Program



FutureSkills



Grow with Goggle (GwG)



Work Participant Program



MRC-MDCS Training Partnership

Executive Office of Housing
and Livable Communities (EOHLC)

MassHire Career Partnership (MCP)

The Commonwealth continues to build on existing partnerships and develop new ones to expand capacity to deliver workforce development activities that meet diverse and changing needs for job seekers and business.

Goal # 2: Talent Development

Strategies:

- 1. Support Priority Populations**
- 2. Promote Targeted, High-Growth Industries,
and Employer Needs**
- 3. Address AI and the Future of Work**

Talent Development Strategies



Youth

Support, scale, and align state programming for youth:

- Sync *Work-Based Learning Plan* and *Signal Success curriculum*
- Coordinate business outreach across YW and Connecting Activities and STEM
- Single state website for employers and youth for internships
- Reimagine High Schools Campaign



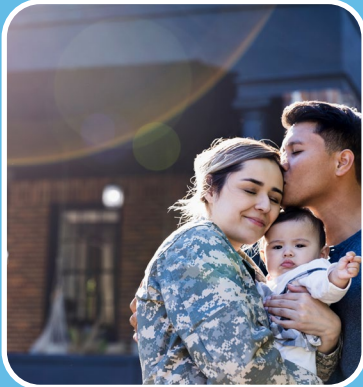
Immigrants

Immigration employment support:

- Increased resources for contextualized ESOL and work readiness
- Create Statewide Re-credentialing Center
- Create Statewide support for foreign-born post-secondary student retention

Shelter Response (MassHire Partnership + shelter provider + ESOL partner)

Talent Development Strategies



Veterans

- **Launch an employment campaign for Veteran's** and build on the vision established by the newly created cabinet-level secretary for the Executive Office of Veterans Services and ongoing work with cities and towns via MassHire.



Different Abilities

- **Align Massachusetts Rehabilitation Commission (proposed rebrand: MassAbility) training efforts with existing sector strategies (WCTF):** Work with CommCorp to scale-up effective sector strategy models that successfully engage and boost employment for people with disabilities.
- **Expand existing MDCS/ MRC training partnership (\$\$)** through MassHire aligned to targeted industries/ occupations.

Talent Development Strategies



Workers 55+

- MassHire and EOEa partner to create employer messaging campaign to educate employers about the benefits of hiring older workers and partner with MassHire to identify employment positions for mature workers.



Low-Income (TANF/SNAP)

- Provide work opportunities and training to TANF and SNAP clients through MassHire Work Participation program funded by DTA to MassHire, especially individuals with TANF work requirements in Fall 2023.



Returning Citizens

- Partner with EOPSS to build a statewide strategy to achieve employment goals and align state EOLWD/ CommCorp Reentry contracting to a statewide strategy.