

WIOA STATE PLAN OVERVIEW



What is WIOA?

The federal **Workforce Innovation and Opportunity Act (WIOA)** promotes an integrated, job-driven public workforce system that links diverse, talented individuals to businesses to improve employment outcomes.

WIOA is based on four key pillars:

- **Career Centers are the foundation** of the public workforce system
- **Businesses and workers** will drive public workforce system actions
- **Strategic partnerships and regional coordination** support a strong workforce and strong regional economies.
- **Continuous improvement** through evaluation, accountability, best practice identification, and data driven decision making.

WIOA Combined State Plan

- Describes the state's strategy for implementing the Workforce Innovation and Opportunity Act's (WIOA) principles and policies through WIOA core and partner programs
- WIOA Combined State Plan is Organized Into:
 - Strategic Planning Elements
 - Economic & Labor Market Analysis
 - Vision, Goals, Strategy ACROSS the partners and system
 - Operational Planning Elements
 - State Operating Systems and Program Administration
 - Assurances
- Submitted every 4 years to the federal Department of Labor (USDOL), federal Department of Education, Office of Career, Technical and Adult Education, (OCTAE), and the federal Department of Health and Human Services, Rehabilitation Services Agency (RSA).

WIOA State Plan Partners

| System/Population Focus | Required Partners Funding Stream | Agency Partner (State/Local) |
|---|--|---|
| MassHire Workforce Boards & MassHire Career Centers | WIOA Title I, WIOA Title III (Wagner Peyser), Trade Adjustment Assistance, Jobs for Veterans State Grants (JVSG) | Exec. Office of Labor and Workforce Development (EOLWD), MassHire Dept of Career Services (MDCS) |
| Adult Education | Adult Education and Family Literacy Act Program (WIOA Title II) | Dept. of Elementary and Secondary Education (DESE), Exec, Office of Education (EOE) |
| Vocational Rehabilitation Services (people with disabilities) | Title I of the Rehabilitation Act of 1973, as amended by WIOA Title IV | MA Rehabilitation Commission (MRC) and MA Commission for the Blind (MCB), Exec. Office of Health and Human Services (EOHHS) |
| Public Assistance for low-income families | Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance (SNAP) | Dept. of Transitional Assistance (DTA), EOHHS |
| Older workers | Senior Community Service Employment (SCSEP) / Title V of the Older Americans Act of 1965 | Executive Office of Elder Affairs |
| Unemployment Insurance | Federal-state unemployment | Dept. of Unemployment Assistance (DUA), EOLWD |
| Youth & Young Adults | Youth Build, Job Corps | Various Community-Based Programs/Operators |
| ADDITIONAL PARTNERS | | |
| Education (K-12, Higher Education), Housing, Economic Development, Apprenticeship, Veterans' Services, Community Based Partners | | |

2020 WIOA STATE PLAN RECAP



2020 WIOA State Plan Vision Statement

All Massachusetts residents will benefit from a seamless system of workforce and education services that supports ***career pathways*** for individuals and leads to a more informed, educated, diverse and skilled workforce that meets the Commonwealth's businesses' demands and sustains a diverse labor force and thriving economy.

To achieve this vision, ***WIOA partners will work to:***

- **Design inclusive and effective career and service pathways** across partners that are aligned with business demand
- **Improve foundation skills *and* transitions** to education, training, and credentialing for individuals with challenges to employment
- Assist individuals with challenges to employment to achieve **economic self-sufficiency through support services, labor-market driven credentialing, and employment**
- Meet the workforce needs of **job seekers and businesses** who engage in the public workforce system.

2020 State Plan Goals & Progress (1/2)

| Topic | Goal | Progress To-Date |
|--------------------------|---|--|
| Adult Job Seekers | Expand capacity of the workforce system to accelerate employment, especially for those with challenges to employment (priority populations). | <ul style="list-style-type: none"> • Doubled the percent of “shared customers” enrolled with MassHire (TANF, SNAP, Veterans, individuals with disabilities and key target populations) referred from partner organizations. • Designed statewide joint programming with MRC, TANF/SNAP, SCSEP partners • Deployed customized programming within local areas for veterans, returning citizens, substance use disorder recovery populations, vocational rehabilitation, etc. • Strong placement rates for target populations compared to state/national rates. • Implementation of new MassHire Upskilling Navigator roles to add capacity to coach clients to enroll in training pathways. • Launched Mass Internet Connect to provide computer and internet access for MassHire customers with barriers to employment (11K+ customers since 2020.) |
| Youth | Improve career mobility for youth, 16-24. | <ul style="list-style-type: none"> • Expanded employability and career navigation skills for youth through K-12 Innovation Pathway models. • Dramatically boosted Youthworks scope and reach since 2020. • Increased WIOA Title Youth employment from FY 21 to FY22. |

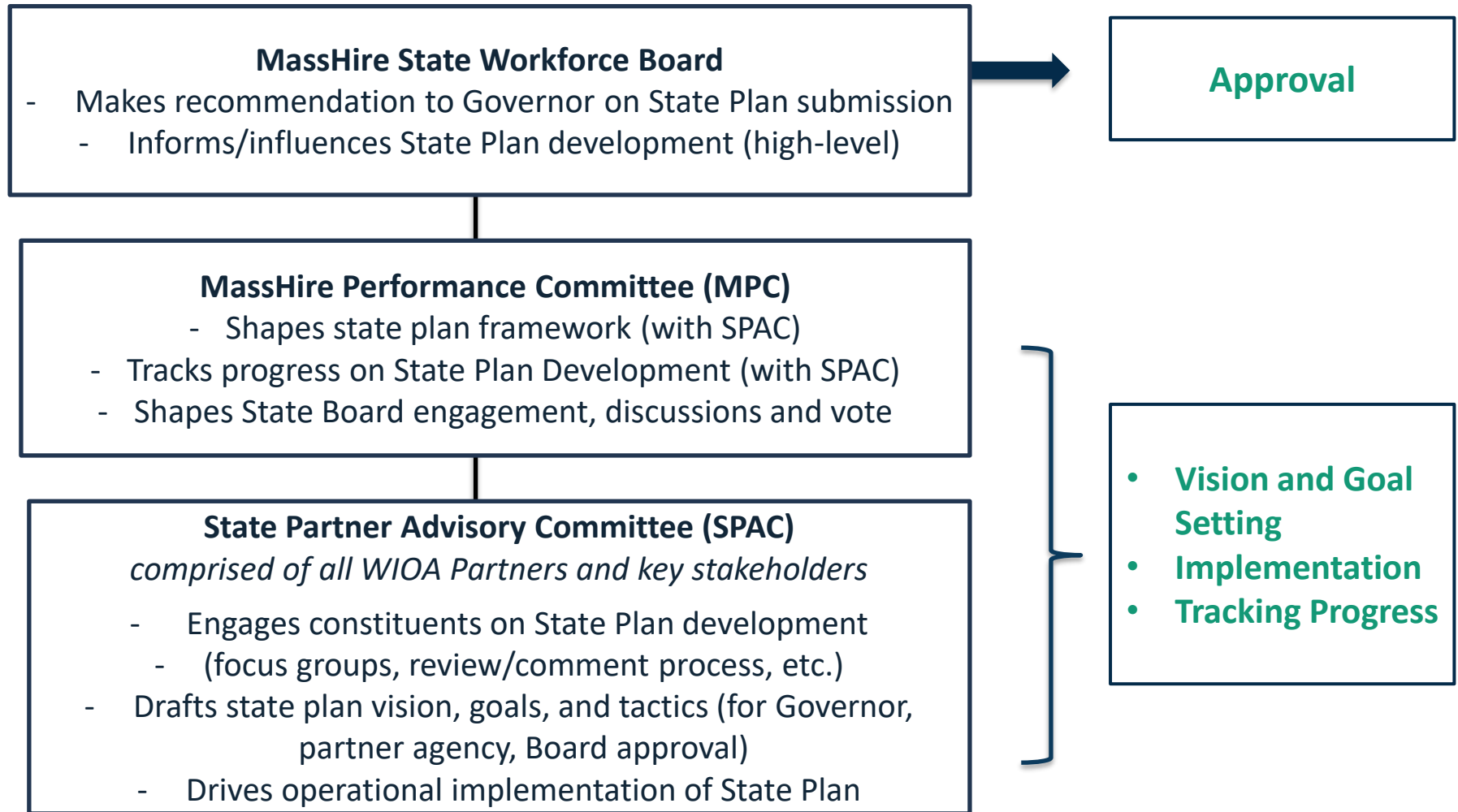
2020 State Plan Goals & Progress (2/2)

| Topic | Goal | Progress To-Date |
|-------------------------------|---|---|
| Business Customer | Support business growth and sustainability by elevating workforce services and resources , and developing diverse talent pipelines for businesses. | <ul style="list-style-type: none"> • Increased business customer base through outreach activity. Increased from an average of 15,000 business customers to over 19,000 in FY22. <ul style="list-style-type: none"> • Conducted large-scale outreach and marketing to companies to participate in statewide job fairs and MassHire services as economy re-opened following COVID shutdown. • Launched business outreach activities through BizWorks to minority owned businesses. • Launched \$200M FutureSkills campaign (state and ARP resources) to fund training pipelines aligned to company hiring needs (in-progress). • 2022 redesign of JobQuest portal for companies to streamline service access to MassHire for companies including JobQuest process to match companies' job openings with candidates. (launching May 2023) • Rebuilt Workforce Training Fund application pipeline in 2022/2023 to expand internal training at companies despite COVID pause in applications. |
| Modernizing the System | Ensure Massachusetts has a world-class workforce system by integrating use of modern tools and techniques. | <ul style="list-style-type: none"> • Pivoted to new virtual tools to support MassHire customers in response to COVID. <ul style="list-style-type: none"> • New career pathway tool in JobQuest to increase access and availability of MassHire services for general public (job seekers and employers), and WIOA partners for referrals. • Statewide platform for virtual recruitment events (job fairs, program enrollments, etc.) • Built EOLWD-wide data sharing capacity across DUA and DCS to improve tracking for public workforce system. • Future technology replacements: • Board's MassHire Performance Committee, EOLWD, and stakeholder groups informed replacement of UI online system and developed business requirements for future replacement of reemployment system (On hold through transition.) |

2024 WIOA STATE DEVELOPMENT



Proposed WIOA State Plan Development Groups



Proposed State Plan Development Timeline and Process

Visioning *Spring 2023*

- **March 16:** State Board briefed on state plan development process
- **March - April:** MPC-led and SPAC-led focus groups Board, stakeholders, etc.)
- MPC shape vision, framework for plan's high-level goals and strategies
- **June 15:** State Board briefed on visioning progress

Development *May – Sept, 2023*

- May-Aug: SPAC develops state plan vision, goals (based on MPC framework)
- *September: complete draft of Strategic Planning Elements of State Plan*
- **Sept 21:** State Board briefed on draft of Strategic Planning Elements of the State Plan

Refinement *Oct 2023 - Feb 2024*

- Oct-Nov: SPAC integrates feedback from 1st draft
- *Nov: Full draft of State Plan sent for Gov's Office review*
- **Nov 30:** State Board briefed on State Plan draft and progress
- Jan-Feb: Public review & comment

Approval *Feb – June 2024*

- **Feb:** State Board approves final draft, and makes recommendation to Governor to submit State Plan
- Mid-March: State Plan submitted to federal agencies for approval (pending Governor approval)
- June: State Plan approved by feds and goes into effect

Appendix



WIOA Partners – All in!

MA Rehab Commission *People with Disabilities*

- Partnership with MassHire to **expand training options**
- **Expanded partnerships** with Dept. of Transitional Assistance and Dept. of Mental Health to support consumers
- **Co-located counseling** at MassHire
- **Performance measures** to evaluate, inform, and enhance services
- Focus on **serving transition students**

MA Commission for the Blind *People who are legally blind*

- **Cross-training** with MassHire staff
- **Assistive technology assessments** of MassHire locations
- Develop **guide for employers** on tax incentives
- Partnerships with MA Rehab Commission to serve **Pre-Employment Transition Services**

Adult and Community Learning Services *Adult Learners*

- **Diversity, equity and inclusion** at core
- Theory of Action ensures **learners access college and careers pathways**
- **Collaboration with MassHire** at state, regional, and programmatic level
- Aligned **program quality and performance** metrics

Department of Transitional Assistance *TANF/SNAP Recipients*

- Continue to **partner with MassHire** to enhance Work Participant Program
- Increase **transportation and job retention supports** for SNAP clients
- Collaborate with partners to identify and expand **career pathway models**

Senior Community Service Employment Program *Older Workers*

- Collaborate with WIOA partnership to enhance **Person-Centered System of services** for older workers
- Increase **business awareness** of the value of older workers
- Strengthen partnership with MassHire BizWorks to **engage businesses** in hiring older workers

Dept. of Unemployment Assistance *UI Claimants*

- **Commitment to re-employment** thru partnership with MassHire (Career Centers, Rapid Response, etc.)
- Effective **service to Veterans**
- **Wage matching** for all WIOA partners to fulfill performance requirements

Goal I: Adult Job Seekers

Expand capacity of the workforce system to accelerate employment, especially those with challenges to employment (priority populations)*

- **Increase the number of job seekers and incumbent workers from priority populations earning high-value credentials for priority industries and occupations.**
 - Expand Work-Based Learning and career pathway programs, including increasing Registered apprenticeship in non-traditional fields and diversifying the apprenticeship pipeline
 - Leverage funding streams (Title I, Title II (adult ed/ESOL), Voc Rehab, etc.) and increase collaboration in Perkins Post Secondary programs to pay for training enrollments
 - Adopt Signal Success (career readiness) or other soft skills curricula across adult training provider network
 - Develop a validated list of high-value, Industry-Recognized Credentials
 - Use Prior Learning Assessments (PLA) to award college credits from sources such as work and life experiences

**Priority populations includes individuals that are: low income, low skilled, persons with Limited English Proficiency, people with disabilities, older workers, returning citizens, racial/ethnic minorities, Veterans, unemployment claimants, etc.*

STATEWIDE METRICS

All Job Seekers

- Shared customers across partners
- Customer diversity
- Entered Employment
- Employment Retention
- Credential Attainment
- Educational advancement

Priority Populations –

- Entered Employment
- Credential Attainment
- Educational advancement
- Career/wage “pathway”

Goal I: Adult Job Seekers

- **Streamline access and customer navigation across the network of workforce system partners.**
 - Imbed Universal Design principles in system-wide adoption of customer flow
 - Support intentional training program design and statewide adoption of standard curricula
 - Increase proximity of services through customer-centered design (co-location, online access)
- **Enhance state and local partnerships to expand the workforce system's capacity to mitigate barriers to employment.**
 - Develop strategic partnerships with key support agencies (e.g. ESOL support, Learn to Earn partnerships, transportation, EOPSS/Department of Corrections, Perkins Programs, etc.)
 - Convene the business community to address opportunities and partnerships to increase employment for individuals with barriers to employment, including workplace ESOL
 - Develop resource guide for customers and staff with Learn to Earn communication materials
 - Explore additional resources and supports needed to enable workforce participation (new tactic in State Plan modification)

STATEWIDE METRICS

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Priority Populations –

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Goal I: Adult Job Seekers (cont'd)

- Pioneer cutting-edge supports for public assistance recipients to incentivize work and address labor gaps
 - Scale and enhance Worker Program Participant (WPP) model for public assistance recipients
 - Build MassHire/DHCD partnership to launch Moving to Work pilots for DHCD Section 8 Voucher holders
 - Use “Learn to Earn” resources to develop new innovations and approaches
- Develop new data sharing agreements to track customer progress along a career/wage pathway for priority populations (build on existing LTE DULA)

STATEWIDE METRICS

All Job Seekers

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- Educational advancement

Priority Populations –

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- Educational advancement
- Career/wage “pathway”

Goal II: Youth & Young Adults

Improve career mobility and unsubsidized employment outcomes for youth, ages 16 – 24.

- Build service pathways for youth to develop employability and career navigation skills
 - Streamline services among youth workforce programs to ensure continuity and connectivity across the broader workforce system network (e.g. Connecting Activities, Youth Works, WIOA Title I Youth, MyCap, etc.)
 - Adopt **Signal Success** (career readiness) or other soft skills curricula across broader youth and adult training provider network
- Expand Work Based Learning and career pathway opportunities for youth
 - Adopt High Quality Youth Program standards to align with in-school youth **High Quality College and Career Pathways**, and include Work Based Learning requirement.
 - Work with broader workforce system network to implement High Quality Youth Program standard to ensure youth have the opportunity to be engaged in career-based skill development programs (career exploration, internships, apprenticeships, etc.)
 - Establish young adult target for inclusion in **apprenticeship** expansion
 - Require all partner agencies work with EOE and DESE to scale Innovation Pathways across schools.

STATEWIDE METRICS

Youth & Young Adults

- Educational advancement
- Youth diversity
- Credential attainment
- Entered employment
- Career/wage “pathway”
- Shared youth customer across target programs
- % youth cohort in apprenticeship and Work-Based Learning programs

Goal III: Business

Accelerate business growth and sustainability by elevating workforce services and developing diverse talent pipelines for business

- **Expand business engagement in workforce services by enhancing access to and navigation among the broader workforce system**
 - Adopt common business customer flow across system
 - Build business-friendly access points with workforce system (e.g. self-directed and mobile-friendly internet-based tools)
 - Establish common communication channels to/from business
 - Enhance cross-training among partners who directly serve business, including economic development (MOBD)
- **Improve talent recruitment systems to enhance job matching**
 - Invest in technology and skill development to streamline talent sourcing (including from training providers) and matching for businesses
- **Engage business in building career pathways and enhancing the worker experience**
 - Increase Registered Apprenticeship and other Work-Based Learning Opportunities in priority industries and occupations
 - Enhance job quality to improve worker recruitment and retention.

STATEWIDE METRICS

- Number of businesses served
- Number of repeat businesses
- Number businesses by industry/region
- Number of referred applicants hired
- Number of businesses sponsoring apprenticeship or WBL program
- Business customer satisfaction

Goal IV: Modernizing the System

Ensure Massachusetts has a world-class workforce system by integrating use of modern tools and techniques.

- **Safeguard the integrity of systems** by enhancing security and reliability
- **Adopt a technological system across workforce partners** that can track activity, services and outcomes of shared customers (job seeker and businesses) – e.g. Learn to Earn DULA, P20 data system etc.
- **Develop a new integrated data system between unemployment insurance (UI Online) and MassHire** (MOSES/Workforce Connect) that accelerates progression from job loss to job gain (e.g. RESEA program)
- Increase availability and delivery of **virtual workforce services** (e.g. career exploration, virtual job fairs, skill development, etc.)
- **Implement a job referral applicant tracking system** that will enhance matching and connectivity between job seekers and job openings

STATEWIDE METRICS

Implementation of new systems

- Shared customers served; related employment outcomes.
- Average time to employment
- Number of employers posting jobs
- Number of Jobs posted
- Average time from job post to position filled