

*Workforce Innovation and
Opportunity Act (WIOA)*
**Massachusetts 2020
WIOA Combined State Plan
Modification**



Agenda

- **Part I: State Plan Overview (60 min)**
 - Welcome & Agenda Review
 - Massachusetts' economic update, State Plan Goals & Strategies Update
 - WIOA Core Partners
 - Q & A, feedback
- **Part II: Breakout Rooms (30 min)**
 - Adult Education: ACLS
 - Vocational Rehabilitation: MRC & MCB
 - TANF/SNAP: DTA
 - Workforce Development & Unemployment Assistance: MDCS/EOLWD & DUA
 - Elder Affairs: SCSEP

Objectives for Today's Forum

- To provide an **update on the economic landscape** in Massachusetts since the 2020 WIOA State Plan launch and share how that has impacted workforce services.
- To provide an update on the WIOA State Plan **vision, goals, and strategies**
- To provide the public, stakeholders with an **opportunity to share their ideas** and input on the MA WIOA State Plan Modification.

WIOA State Plan Timeline

Task	Timeframe
2020 WIOA State Approved by federal agencies	June 2020
State Plan Modification public review and comment	February 2022
Massachusetts submits State Plan Modification for approval from federal agencies	March 2022
State Plan Modification approved	June 2022
WIOA State Plan continues to be implemented	July 2022 – June 2024
New WIOA State Plan Planning begins	Early 2023

Recall: WIOA Combined State Plan

- **Describes the state's workforce strategy**, including the implementation of the Workforce Innovation and Opportunity Act's (WIOA) principles and policies through WIOA core and partner programs.
- **Focused on integrating services across partners** to build up a set of shared customers: job seekers and businesses.
- **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).
- **The 2020 WIOA State Plan covers fiscal years 2021 – 2024** (July 1, 2020 – June 30, 2024)
- **Two-year State Plan modification** is required to reflect updates to the State Plan strategies, based on changes in the labor market economic conditions or other factors affecting the implementation of the State Plan.

Recall: WIOA State Plan Partners

System/Population Focus	Required Partners Funding Stream	State Agency Partner
MassHire Workforce Boards & Career Centers	WIOA Title I, Wagner Peyser, Trade Adjustment Assistance for Workers Programs, Jobs for Veterans State Grants Program	Executive Office of Labor and Workforce Development (EOLWD), Department of Career Services (DCS)
Adult Education	Adult Education and Family Literacy Act Program (Title II)	Department of Elementary and Secondary Education (DESE), Executive Office of Education (EOE)
Vocational Rehabilitation Services (people with disabilities)	Title I of the Rehabilitation Act of 1973, as amended by Title IV	Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB), Executive Office of Health and Human Services (EOHHS)
Public Assistance for low-income families	Temporary Assistance for Needy Families Program and Supplemental Nutrition Assistance Program	Department of Transitional Assistance (DTA), EOHHS
Senior Community Service Employment Program (Older workers)	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
ADDITIONAL PARTNERS		
Education, Youth Build, Job Corps, Housing, Economic Development, Apprenticeship, Veterans' Services, Community Based Partners		

WIOA Combined State Plan Modification

STRATEGIC PLANNING ELEMENTS

- Labor Market Information Analysis
- Workforce Activity Analysis
- Vision, Goals, Strategies

OPERATIONAL PLANNING ELEMENTS

- State Operating systems and policies

COMMON ASSURANCES

PROGRAM SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

- Each funding stream answers specific operational questions from federal guidance (WIOA, Wagner-Peyser, Title II Adult Education, Vocational Rehabilitation, etc.)

PROGRAM SPECIFIC REQUIREMENTS FOR COMBINED PARTNER PROGRAMS

- Each funding stream answers specific operational questions from federal guidance (UI, TANF, SNAP, SCSEP, etc.)

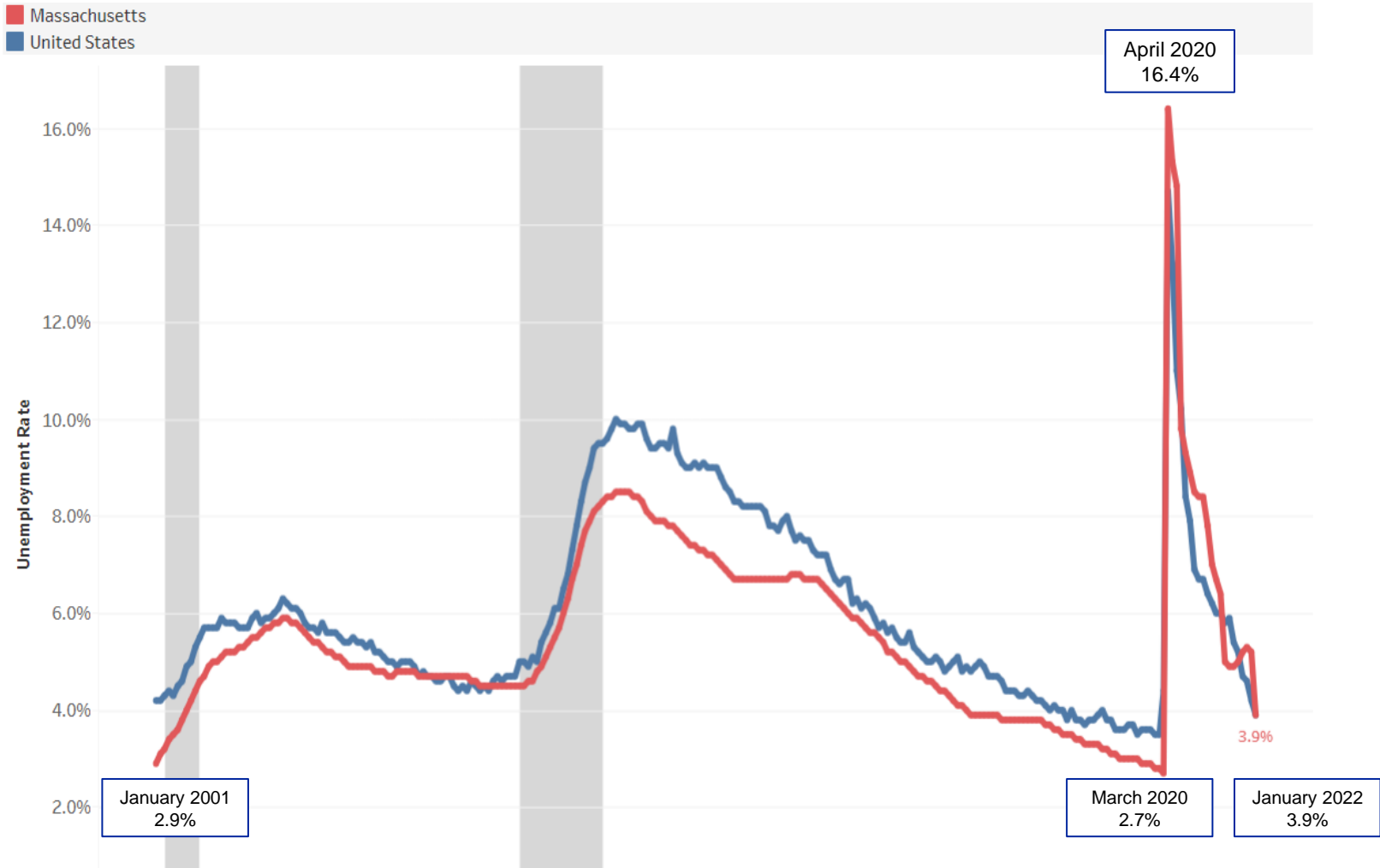
- The WIOA State Plan modification is an updated version of the original 2020 WIOA State Plan.
- Today's session will share highlights of the bigger changes for the administering agencies and the broader Massachusetts workforce system.
- The Breakout rooms are an opportunity to provide program-specific feedback or ask questions directly to an administering agency.
- The draft State Plan modification can be found [here](#).

State Plan Modification Highlights

- Updated Labor Market Information (post-COVID 19)
 - Economic Analysis
 - Workforce Analysis
- New programs, initiatives, and other operational changes to pursue State Plan goals and priorities
- Partner Summaries of State Plan Modification

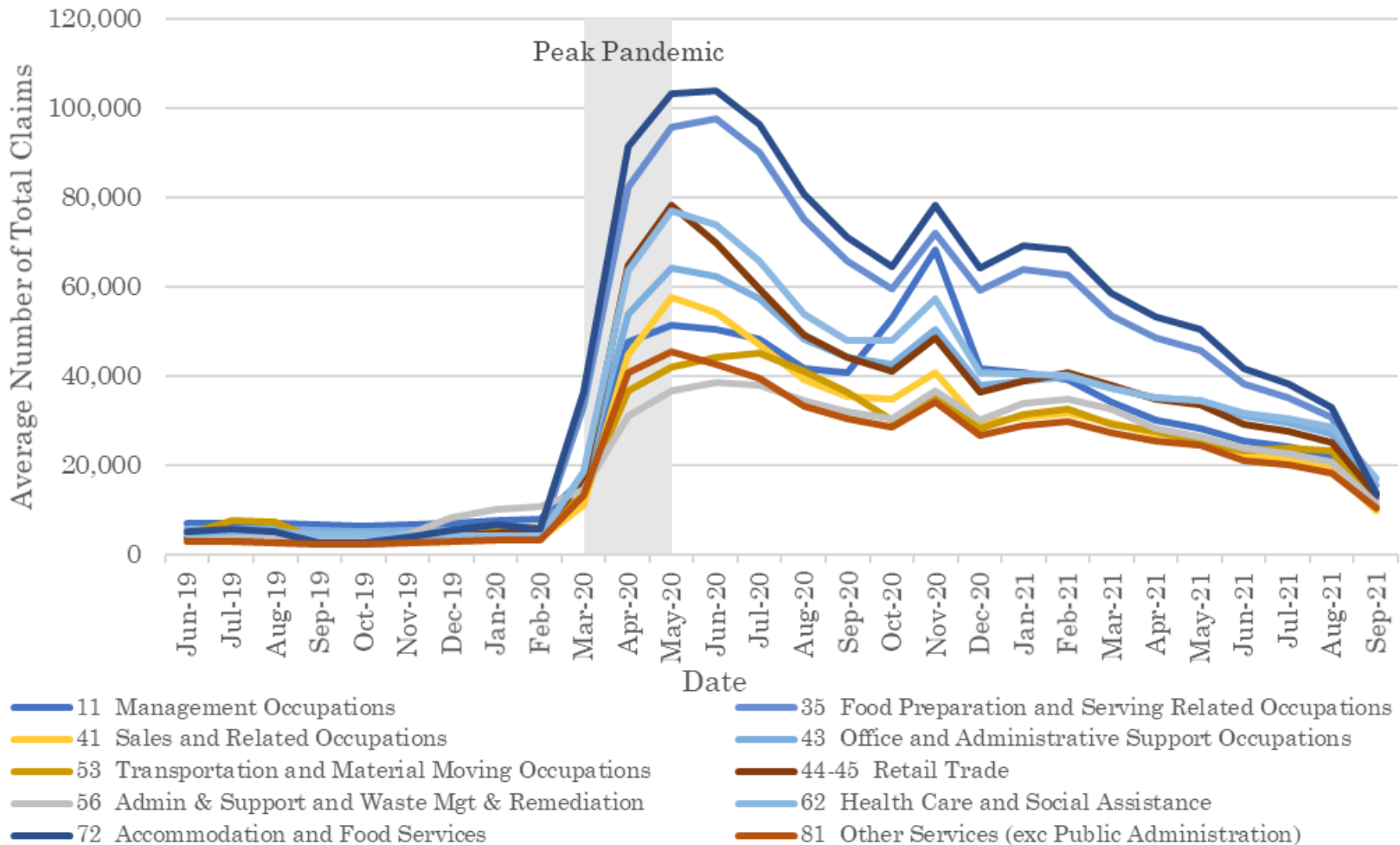
Massachusetts Unemployment Rate Trends

After peaking at 16.4% (compared to 14.8% nationally) in April 2020, we now sit at 3.9% the same as the national average

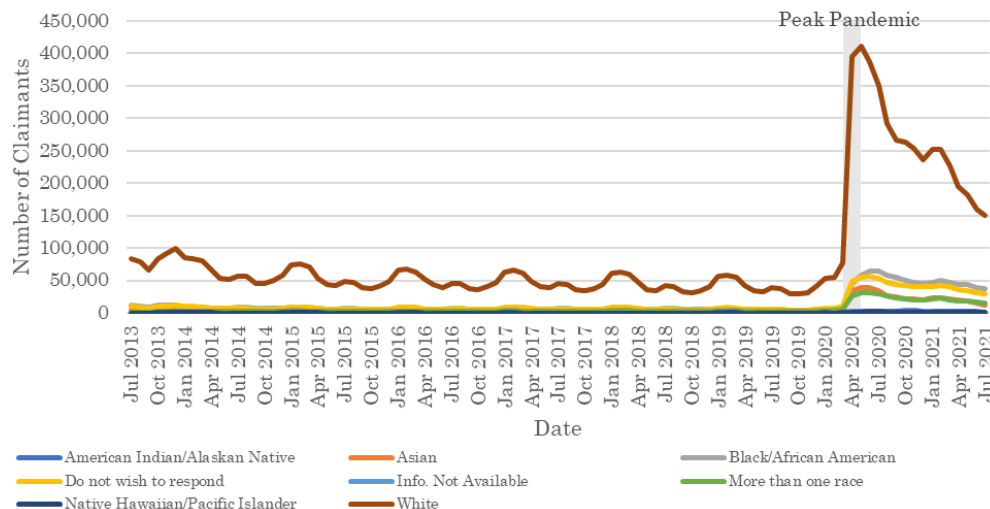


Leisure and Hospitality, Trade, Transportation, and Utilities industries were most affected by the pandemic

Unemployment Claims in Massachusetts by Industry, June 2019 to September 2021

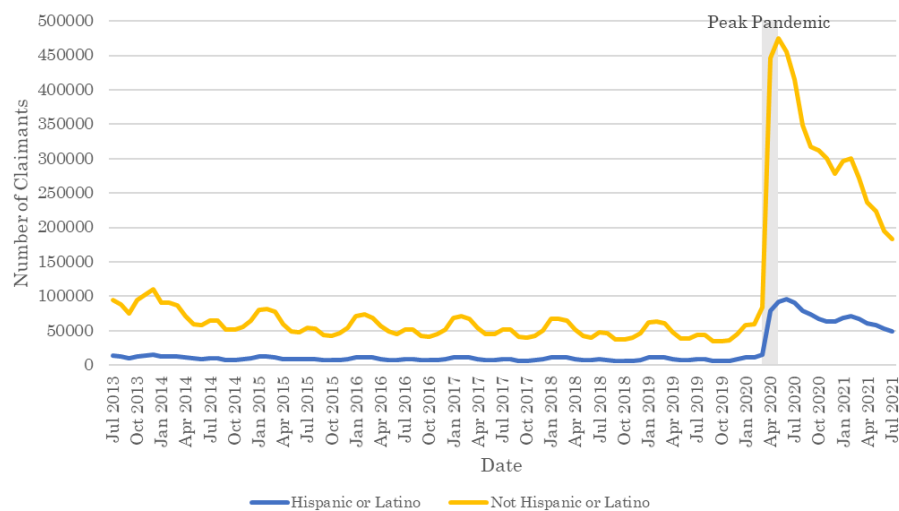


Asian, Black, and Hispanic workers were disproportionately impacted by COVID-related employment losses



Unemployment Claims in Massachusetts by Race, July 2013 to July 2021

Unemployment Claims in Massachusetts by Ethnicity, July 2013 to July 2021

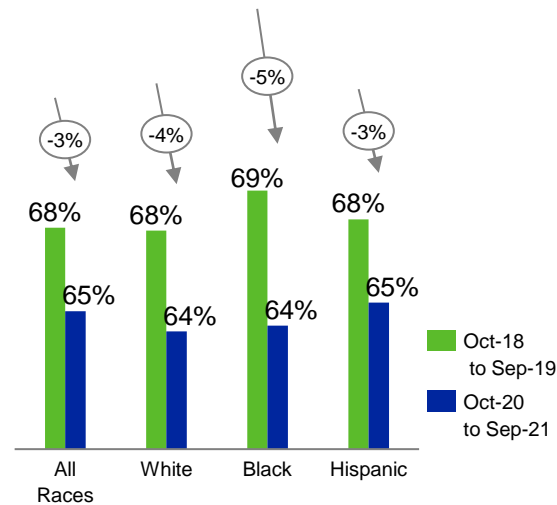




Labor force participation rates have failed to rebound to pre-COVID norms across almost all demographics, with Black workers, women, and workers 55+ seeing the greatest declines

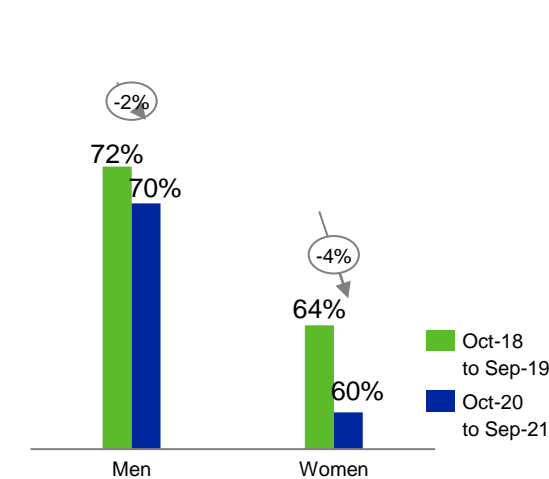
By race: Labor force participation has decreased most among Black workers; 5% since 2019

Labor force participation rates by race
Percent of total workers



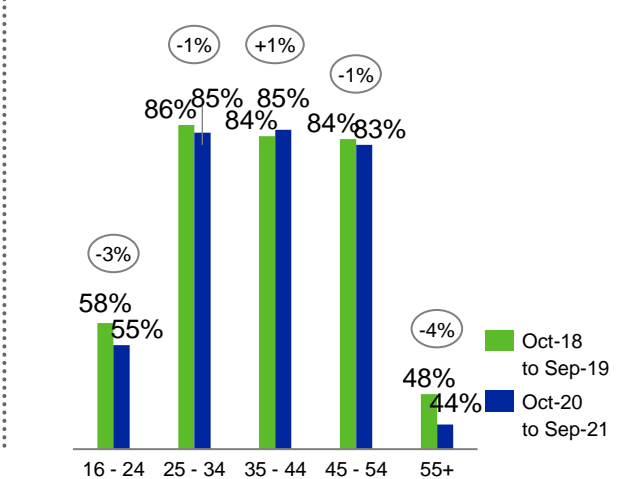
By gender: Labor force participation has dropped twice as much for women as men since 2019

Labor force participation rates by gender
Percent of total workers



By age: Labor force participation has dropped most for workers ages 55+; 4% since 2019

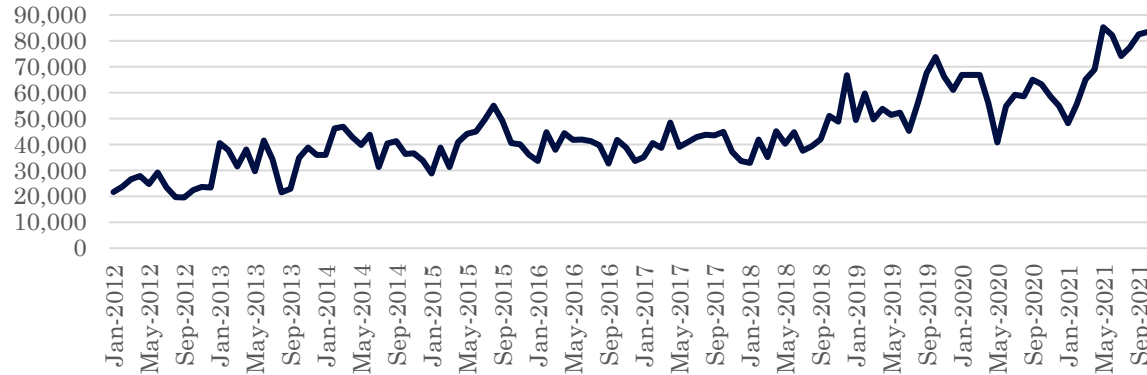
Labor force participation rates by age
Percent of total workers



Source: Massachusetts Labor Market Information (LMI); the labor force participation rate represents the number of people in the labor force as a percentage of the civilian noninstitutional population. In other words, the participation rate is the percentage of the population that is either working or actively looking for work (BLS definition)

Massachusetts' economy is rebounding from the economic downturn

Monthly new job postings in MA are at an all-time high



Job demand by industry is similar to pre-pandemic; skilled workers are most in-demand

Top Industries by Share of New Job Postings from mid-March 2020 to Mid-September 2021

NAICS Code	Industry	Share (%)
622	Hospitals	7.9%
541	Professional, Scientific, and Technical Services	7.3%
611	Educational Services	6.9%
454	Non-store Retailers	4.3%
621	Ambulatory Health Care Services	3.7%
722	Food Services and Drinking Places	3.7%
524	Insurance Carriers and Related Activities	2.6%
561	Administrative and Support Services	2.4%
624	Social Assistance	2.1%
325	Chemical Manufacturing	2.0%

Source: The Conference Board®-Burning Glass® Help Wanted OnLine® (HWOL) Data Series



Investing in in-demand occupations will maximize employment opportunities

UI claimants and job openings by occupation category

Occupation category ¹	Annual growth rate ²	UI claimants, 9/2021 ³ (K)	Job openings, 9/2021 (K)	Openings v. claimants (K)
Management	0.6%	6.5	30.3	23.8
☆ Computer and Mathematical	1.2%	1.1	19.9	18.8
Sales and Related	-0.1%	4.0	20.1	16.1
☆ Healthcare Practitioners and Technical	0.7%	1.9	18.0	16.0
Office and Administrative Support	-0.6%	6.6	22.4	15.7
☆ Transportation and Material Moving	0.3%	4.6	16.0	11.4
☆ Business and Financial Operations	0.6%	2.0	12.3	10.2
Food Preparation and Serving Related	0.4%	4.2	11.6	7.4
Education, Training, and Library	-0.1%	1.7	9.1	7.4
Arts, Design, Entertainment, Sports, and Media	0.6%	0.7	5.9	5.2
☆ Architecture and Engineering ⁴	0.9%	0.8	5.1	4.3
☆ Installation, Maintenance, and Repair	0.3%	1.3	5.4	4.1
Healthcare Support	0.8%	2.4	5.9	3.5
Community and Social Service	0.6%	1.1	4.4	3.3
Life, Physical, and Social Science	0.1%	0.3	3.6	3.3
Protective Service	0.2%	0.9	3.0	2.0
Building and Grounds Cleaning and Maintenance	0.4%	1.6	3.5	2.0
Production	-0.3%	2.5	4.4	1.9
Personal Care and Service ⁵	1.1%	3.2	4.9	1.7
☆ MA priority occupations				

In-demand occupations with a high number of job openings compared to UI claimants

Occupations with fewer job openings compared to UI claimants

1. Construction (excluding Civil Engineering), farming, legal, and military SOC occupation categories excluded from analysis; 2. Weighted CAGR between 2018 - 2028 calculated using LMI long-term occupation projections; 3. UI claimants weekly average, 9/2021; PEUC and EB excluded; 4. Architecture and Engineering includes Civil Engineering; 5. Personal Care and Service includes childcare occupations

2020 WIOA State Plan Vision, Mission, Goals, Strategies & Metrics



Recall: 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.

Recall: State Plan Goals

Topic	Goal
Adult Job Seekers	Expand capacity of the workforce system to accelerate employment , especially for those with challenges to employment (priority populations.)
Youth & Young Adults	Improve career mobility and unsubsidized employment outcomes for youth.
Business Customer	Accelerate business growth and sustainability by elevating workforce services and resources, and developing diverse talent pipelines for businesses.
Modernizing the System	Ensure Massachusetts has a world-class service delivery system by integrating use of modern tools and techniques .

WIOA State Plan: New Developments

- Baker-Polito administration launched ***Partnerships for Recovery*** to drive Massachusetts' economic recovery. A key component of this initiative was **Getting Massachusetts Back to Work**.
- Aligned new federal and state dollars to focus on areas most in need:
 - Building Workforce Skills
 - Upgrading the Workforce System Infrastructure & Operations
 - Supports to enable the workforce

Getting Massachusetts Back to Work

- **Building Workforce Skills**
 - New Training & Upskilling Programs: Rapid Reemployment Program, RENEW grants, Donnelly Workforce Success Grants, sector-specific (manufacturing, healthcare), population-specific
 - Scaled up existing programs (Career Technical Institute, Workforce Competitiveness Trust Fund)
- **Upgrading the Workforce System Infrastructure & Operations**
 - Virtual Re-employment Pathway & enhanced MassHire JobQuest
 - Employment Modernization & Transformation Project
 - New roles: Upskilling Navigators & Market Maker roles
- **Supports to enable the Workforce**
 - Mass Internet Connect
 - Streamline UI-MassHire Connection
 - Topic-specific projects: childcare, job quality
- **Diversity, Equity, and Inclusion**

State Plan: Same Goals, Expanded Work

Topic	Goal	State Plan Modification
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"> • Building Workforce Skills • Upgrading the Workforce System Infrastructure & Operations • Supports to enable the Workforce
Youth & Young Adults	Improve career mobility and unsubsidized employment outcomes for youth.	
Business Customer	Accelerate business growth and sustainability by elevating workforce services and resources, and developing diverse talent pipelines for businesses.	
Modernizing the System	Ensure Massachusetts has a world-class service delivery system by integrating use of modern tools and techniques .	

Partner Summaries of State Plan Modification & Breakout Rooms

- Senior Community Service Employment Program (SCSEP)
- Adult & Community Learning Service (ACLS)
- Dept. of Transitional Assistance (DTA)
- MassHire Department of Career Services (MDCS)
- Mass Commission for the Blind (MCB)
- Mass Rehab Commission (MRC)



Massachusetts Commission for the Blind

Nathan Skrocki – Director of Policy and Compliance
Patricia Hart – Policy Development



The Massachusetts Commission for the Blind is a state agency that provides a wide range of social and rehabilitation services to Massachusetts residents of all ages who are legally blind. (25,000 registered)

The agency has a vocational rehabilitation program, separate from the Massachusetts Rehabilitation Commission, for persons who are legally blind. In addition, MCB rehabilitation teachers, mobility instructors, and assistive technology specialists work with agency rehabilitation counselors and workforce partners to ensure that workplaces are accessible and that consumers who are blind have these specialized wrap-around skills to succeed in employment.

Vocational rehabilitation counselors meet consumers in their homes, workplaces, one-stop centers, or other convenient locations. All staff have the ability to meet virtually as well if a consumer is more comfortable or needs to use this method of communication.

MCB plans to increase collaboration with core WIOA partners including working with MRC on a joint Pre-ETS procurement and developing new supported employment opportunities for persons who are blind with other significant disabilities.



MCB has developed a guide for Massachusetts business employers on tax incentives available for hiring individuals with disabilities.

MCB has developed virtual soft skills training for prospective student interns and job-ready consumers. This has been invaluable during the pandemic.

MCB's internship program has continued throughout the pandemic with 65 consumers completing internships (about half with virtual work) this past summer.

MCB staff will continue to cooperate closely with meet frequently with workforce staff at both the state and local levels, with MOU and infrastructure cost-sharing agreements and the involvement of MCB regional staff on local MassHire Workforce Boards to bring the MCB consumer "voice" to the table.

MCB will continue to offer assistive technology assessments, staff training at MassHire Career Centers to help them: understand accessibility requirements, plan for needed hardware and software upgrades, and work with legally blind and visually impaired consumers.

Massachusetts Rehabilitation Commission (MRC)

MRC Mission

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Massachusetts Rehabilitation Commission (MRC)

VOCATIONAL REHABILITATION

MRC, through its Vocational Rehabilitation Division, assists people with disabilities in finding or returning to work.

Massachusetts Rehabilitation Commission

2020 – 2024 WIOA State Plan

- DEIA is an important priority for MRC. MRC has established Employee Resource Groups to work on DEIA efforts, and has established a DEIA council. MRC hired a consultant to do an assessment of the agency for DEIA and to make recommendations.
- MRC continued to keep its offices open and serve consumers during the COVID-19 pandemic. MRC has developed a hybrid model for service provision to meet the needs of our consumers.
- As a result of increased and stronger partnerships with workforce partners, MRC is striving to see continued increase in consumer employment, wages, hours, credential attainment, and achievement of skills gains.

Massachusetts Rehabilitation Commission (MRC)

Opportunities for Continued Partnership

- MRC continues to expand its Job Driven Training programs in partnership with Community Colleges to include Cybersecurity training. Participating consumers who have gone to work are earning up to \$83,000 a year.
- MRC and MassHire have developed a project where MRC consumers have access to MassHire training vendors. Over 265 consumers have participated to date, with over 65 achieving employment outcomes.
- MRC will be expanding its “Empower to Employ” partnership with DTA, an initiative designed to assist DTA/MRC shared consumers in obtaining competitive employment opportunities. Over 450 consumers have been served with over 150 placements into employment to date.

Feedback, Q&A

Next Steps

- Draft WIOA State Plan modification has been [posted for review and comment](#) until February 22nd.
- Comments can be submitted via the [online form](#) or through email (see next slide for contact info).
- This presentation will be posted on the WIOA State Plan website; info shared in breakout rooms will also be posted.

Questions, Comments & Feedback

Contact Agency	Contact Info
General Questions/Feedback	StatePlanMDCS@detma.org
Adult Education / Adult Community and Learning Services (ACLS)	ACLS@doe.mass.edu
Vocational Rehabilitation / Massachusetts Commission for the Blind (MCB)	Patricia.Hart@mass.gov
Vocational Rehabilitation / Massachusetts Rehabilitation Commission (MRC)	RDSurvey@MassMail.State.MA.US
Older Workers / Executive Office of Elder Affairs & Senior Community Service Employment Program	Olga.Yulikova@state.ma.us
TANF & SNAP / Department of Transitional Assistance (DTA)	Erin.Quinn@massmail.state.ma.us
MassHire / MassHire Department of Career Services (MDCS); Exec. Office of Labor & Workforce Development (EOLWD)	StatePlanMDCS@detma.org
Unemployment / Department of Unemployment Assistance (DUA)	StatePlanMDCS@detma.org

Next Steps: Breakout Rooms

- **From the menu options, select your preferred breakout room**
 - Senior Community Service Employment Program (SCSEP)
 - Mass Commission for the Blind (MCB) & Mass Rehab Commission (MRC) – *Joint Session*
 - Dept. of Transitional Assistance (DTA)
 - Adult & Community Learning Service (ACLS)
 - MassHire Department of Career Services (MDCS) & Executive Office of Labor and Workforce Development (EOLWD) & Department of Unemployment Assistance (DUA)
- Breakout Room Presenters will share more on their agency's WIOA State Plan modification, take feedback/Q&A, and adjourn today's public session.

APPENDIX

2020 WIOA State Plan Goals & Strategies

Topic	Goal	Strategies
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"> • Increase the number of job seekers and incumbent workers from priority populations earning high-value credentials for priority industries and occupations. • Streamline access and customer navigation across the network of workforce system partners. • Expand the workforce system's capacity to mitigate barriers to employment leveraging state and local partnerships. • Pioneer cutting-edge supports for public assistance recipients to incentivize work and addressing labor gaps. • Develop new data sharing agreements to track customer progress along a career/wage pathway for priority populations.
Youth & Young Adults	Improve career mobility and unsubsidized employment outcomes for youth, 16-24.	<ul style="list-style-type: none"> • Expand employability and career navigation skills for youth. • Expand Work Based Learning and career pathway opportunities for youth.
Business Customer	Support business growth and sustainability elevating workforce services and resources, and developing diverse talent pipelines for businesses.	<ul style="list-style-type: none"> • Increase business engagement in workforce services by enhancing access to and navigation among the broader workforce system. • Improve talent recruitment systems (tech) that match companies job openings with candidates. • Engage business in building <u>internal</u> career pathways at companies (job design).
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"> • Safeguard the integrity of the data system(s) by enhancing security and reliability. • Track outcomes of shared customers through adoptions of a technological system across workforce partners that can track activity, services and outcomes. • Build a new integrated data system for unemployment insurance and MassHire. • Increase availability and delivery of virtual workforce services. • Implement a job referral applicant tracking system that will enhance matching and connectivity between job seekers and job openings.