

COMMONWEALTH OF MASSACHUSETTS

WORKFORCE INFORMATION GRANT

ANNUAL PERFORMANCE REPORT

PROGRAM YEAR 2019

October 2020

**Massachusetts
Executive Office of Labor and Workforce Development
Department of Unemployment Assistance**

Massachusetts Workforce Information Grant Program Year 2019 Annual Performance Report

Statewide Workforce Information System Overview

The Executive Office of Labor and Workforce Development (EOLWD) oversee Massachusetts' Workforce Development system. Workforce Information products and services are developed and disseminated primarily by EOLWD's Department of Unemployment Assistance (DUA) and the Department of Career Services (DCS), in coordination with EOLWD.

The workforce information products and services provided with these grant funds are consistent with the Governor's Strategic Plan and Goals, with the vision of the Massachusetts MassHire Workforce Development Board (MMHWDB) and with the grant requirements. Labor market and workforce information resources provide the Commonwealth with information on jobs, wages, labor force, and occupations that support education and economic development efforts, workforce partners' job development, reemployment services, performance management and business planning, and customer needs at the state and local levels.

The products and services are designed to meet customer needs and to offer flexibility for adjustments with changes in the Commonwealth's economic climate and labor force, the strategic plan, new customer product requests and new tools to disseminate state and local workforce and labor market information.

Workforce Information Grant funds support subscriptions to the Conference Board's Help Wanted On-Line (HWOL) Analytics and helps fund a subscription to Burning Glass' Labor Insight for each Local MassHire Workforce Development Board (LMWDB) that enables access to analyze the hard and soft skill requirements for the job openings from the companies posting the job vacancies available on the Commonwealth's on-line JobQuest and the ability to customize data and information requests to assist job seekers and unemployment claimants in entry to the labor force and reemployment. Labor Insight allows users to research each job order to assess skills, certifications and experience needed for each job opening and for business representatives to provide a complete range of services to the companies posting openings in their areas. Information on hard and soft skills for each occupation provide insight into employer's current job postings and help Career Centers in assisting job seekers and assess their needs for training. Burning Glass occupational coding utilizes three methods of occupational coding: O'NET, Standard Occupational Classification (SOC), and Burning Glass more detailed and contemporary codes. SOC codes can be compared to the labor supply estimates of jobs, job openings and wages from the Occupational Employment Statistics (OES) program, the short-term and long-term projections and detailed staffing patterns developed with LEWIS at the State and LMHWDA levels. DUA uses the six-digit SOC codes for UI claimant records and for developing claimant

demographic information statewide and by area. The projections along with available openings are used to assist those unemployed and those seeking other career pathways or job opportunities through the services provided by the LMHWDBs.

EOLWD has the responsibility of ensuring the appropriate development and dissemination of workforce information and labor market information, including economic, career, and occupational data to all of the Commonwealth's workforce development partners. Its key focus is identifying and serving the needs of MHLWDA Boards, MassHire One-Stop Career Centers and their partnering organizations, as well as educators and job seekers, employers, students and parents served by local workforce providers.

Labor market and workforce information are available via the Internet and through customized information based on request. Direct assistance is provided to all individuals in person, by phone, through the LMI website funded by this grant or through email.

From July through February the Commonwealth was experiencing tight labor market conditions in most areas. Information on jobs in demand, staffing patterns by industry and occupation, industry and occupational projections and occupational supply, wage information, quarterly workforce indicators and labor force trends, statewide and for each local MassHire Workforce Development Area was available on-line for job seekers, claimants and new entrants to the labor force. Data and information products produced with the Workforce Information Grant funding provide the Governor, State MassHire Workforce Board, MassHire Local Workforce Development Boards, partner agencies and other state and local policy makers with information and tools to assist them in planning and meeting the state's strategic workforce, education and economic development goals.

By April record numbers of unemployment claims were filed weekly as the pandemic resulted in temporary layoffs and business closings. Workers who commuted to work transitioned to teleworkers from home. As unemployment continued to rise so did the demand for information on the changing labor force and those filing claims for unemployment.

PRODUCTS, SERVICES and PUBLICATIONS:

EOLWD's Department of Unemployment Assistance, Economic Research Department developed and provided workforce information products and services in the following core areas as defined in the Workforce Information grant. During PY2019 projections and staffing patterns were compiled for each of the sixteen MHLWDAs. Weekly demographic information on those filing initial and continued weeks claimed were published by city and town, customer requested areas, and for each of the 16 MHWDBs. All grant-funded products, reports and workforce information are available on the LMI website <https://lmi.dua.eol.mass.gov/lmi> in a manner accessible to the public and comply with Rehabilitation Act Section 508 requirements.

Workforce Information Database (WIDb):

The Workforce Information Database (WID 2.7) was populated with current WLMI. The WIDb was redesigned and moved to the cloud in early February to support the modernized website. The LMI web pages and other data tools that use the WIDb database were converted and moved to the cloud in February. WIDb has been populated with the most current labor market and workforce information for all data and information products developed through this grant and the BLS LMI Cooperative Agreement along with formats requested by customers. WIDb 2.7 was populated and maintained. WIDb 2.8 was developed and will be tested and implemented in PY2020. The new website went live February 14, 2020. Grant funding provides IT for some of the development and maintenance of the website and the WIDb.

Industry and Occupational Projections:

Short-term industry and occupational projections for 2018 to 2020 statewide and for each MHWDA were published. Projections were developed using Projection Suite software incorporating the staffing patterns produced using LEWIS software. Files were provided to the projections Projection Managing Partnership in the manner they specified. Short-term projections were published on the LMI website, submitted to PMP and ETA RO in March 7, 2020. Long-term projections were published on the LMI website, submitted to PMP and ETA RO on August 7, 2020.

Web pages displaying projections for STEM occupations in Massachusetts and each local MHWDA were added providing likely entry level of education, training, mean and median Occupational Employment and Wage Statistics (OES) wages. Other pages allow customers to select occupational projections by most job openings, fast growing occupations and all occupations. All of the data are available at the time of release through the Commonwealth's web site at <https://lmi.dua.eol.mass.gov/lmi/>.

Staffing patterns for each MHLWDA that provide occupational employment and wage estimates by industry down to the six-digit occupation are produced annually and published in September on the LMI website at <https://lmi.dua.eol.mass.gov/lmi/OccupationalEmploymentAndWageByIndustry>. They provide information for each MHLWDAs share of the seven regions. These high demand data can only be developed and published with Workforce Information Grant funds and the LEWIS software system. Estimates provide counselors, job seekers and job developers with more detailed information than the all industry OES estimates.

Annual Economic Analysis Report:

The PY2019 Annual Economic Analysis Report provides information on the rapid changes in the workforce, labor force and unemployment claimants over the year from July to July, September to September and on the impacts of the pandemic from March to September statewide and for each of the MHLWDAs. The report notes the continuing impact of the covid recession including the larger shares of unemployed by gender, age groups, ethnicity, race, educational attainment and occupation; the decline in labor force, labor force participation rates and employment population ratios that reflect the changing labor force status of the Commonwealth's residents; and the changes in industries as measured by jobs. The impact on lower wage front line service jobs and the rapid changes to the state's labor and workforces present an array of new

challenges to the workforce system partners to meet the Commonwealth's changing economic environment.

Providing Training to Workforce Partners:

The MassHire Department of Career Services provide training services on the uses of the DUA LMI web site data and information and coordinates training for the MHWDA's and MHCCs on Burning Glass Labor Insight.

Workforce and Labor Market Information on the Web:

DUA's LMI available through Mass.Gov provides real time access at time of release for all WI and LMI data and products. Customers have access to long and short-term projections, and staffing patterns and get access to all information in downloadable formats. The Monthly Claimant Profiles provide visualizations for demographic characteristics of residents claiming unemployment insurance for the survey week for the BLS Current Employment Statistics, the weekly information on UI claimants at city and town level and the Local Area Unemployment Statistics. The monthly reports are published at the time of the statewide and local unemployment rate releases. Unemployment Rates by MHWDA provide page at a glance maps for the monthly local unemployment rates. The weekly information on UI claimants can be found at <https://lmi.dua.eol.mass.gov/lmi/ClaimsData>. Subscriptions to Tableau were used to create visualizations for labor force maps and for use in presentations. Tableau Rapid Server was purchased with WIG funds to support developing new LMI and WI products for internal and external use.

As previously noted the new data base that encompasses thirty business processes and twenty website applications were modernized to improve the delivery and efficiency of LMI to our customers. Since implementation February 14, 2020 through October 23, 32,373 unique clients and 858,264 unique hits were made. The enhanced site provides faster access to download larger data files.

Collaborating and Consulting with Workforce Development Boards:

LWIAs, CCs and partner agencies were provided with information on the web. Career Centers customers including those receiving RESEA services are provided with information on LMI accessible through the LMI website along with information from O'NET and DCS. Customized products were developed and provided to support developing new programs and services.