

COMMONWEALTH OF MASSACHUSETTS

WORKFORCE INFORMATION GRANT

ANNUAL PERFORMANCE REPORT

PROGRAM YEAR 2016

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

Massachusetts Workforce Information Grant Program Year 2016 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 Workforce Development Board (MWDB) 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 products and new tools to disseminate state and local workforce labor market information.

Based on workforce partner input and tight labor market conditions in many of the local workforce development areas, recent emphasis has focused on information on jobs in demand, staffing patterns, demand occupations, occupational supply, wage information, quarterly workforce indicators and labor force trends Statewide and for each local Workforce Development Area. Training on the uses of workforce labor market information and uses of data tools to enhance job search and job development have been offered to all sixteen of the local workforce development boards and Career Center Managers. Data, information products produced with the Workforce Information funding provide the Governor, State Workforce Board and other state and local policy makers with the tools to assist them in planning and meeting the state's strategic workforce, education and economic development goals.

Workforce Information Grant funds support subscriptions to the Conference Board's Help Wanted On-Line (HWOL) Analytics. Each Career Center (CC), Local Workforce Development Board (LWDB) and workforce partner agencies have licenses to access HWOL Analytics that provides instant access to analyze trends in job openings from the companies posting the job vacancies by occupation Statewide and by LWDA. The dashboard 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. HWOL

uses Wilson auto coder to identify the O'NET and Standard Occupational Classification (SOC) codes. The same software is used in DUA's UI On-Line system to identify occupational codes for all those claiming unemployment insurance benefits. SOC codes can be compared to the labor supply estimates of jobs and wages from the Occupational Employment Statistics (OES) program, the short-term and long-term projections, detailed staffing patterns at the State and LWIA levels and six digit SOC codes for UI claimants. These tools allow Workforce partner agencies, Local Workforce Development Area, and Career Center Directors to access the trends in on-line advertised job postings overtime, by occupation, by skills and by employer. Expanding relationships with local businesses that post jobs included on HWOL and developing information from the job postings, the Occupational Employment Statistics and projections can be used to assist those unemployed and those seeking other career pathways or job opportunities through the services provided by the LWDBs, CCs. State and local workforce agencies can develop new ties to local businesses and produce products on job openings, trends and skills. Community Colleges, the Departments of Higher Education and Economic Development also have access to HWOL Analytics' allowing all workforce collaborates to independently analyze the job openings available in the Commonwealth's on-line JobQuest.

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 state and local workforce development partners. Its key focus is identifying and serving the needs of local workforce boards, 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, or through email.

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 PY2016 WLMI was compiled for each of the seven designated "workforce regions". All grant-funded products, reports and workforce information are available on <https://www.mass.gov/orgs/labor-market-information> in a manner accessible to the public and comply with Rehabilitation Act Section 508 requirements.

Workforce Information Database (WIDb):

Populated the Workforce Information Database (WID 2.7) with current WLMI and began converting the LMI web pages and other data tools to use the WID 2.7 database. 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 including formats requested by customers. WIDb 2.7 was populated, implemented and maintained. New pages were developed for the Commonwealth's updated Mass.gov site. New web pages were built to display monthly

unemployment rates for the State and by LWDA. Additional pages were built to display monthly Profiles of Unemployment insurance Claimants statewide and for each LWDA. DUA participated in the Occupational Separations' methodology test with the Projections Managing Partnership and built test web site to display and analysis the data. Analyst Resource Center (ARC) designated core tables were populated following ARC guidelines.

Industry and Occupational Projections:

Short-term industry and occupational projections for 2016 to 2018 statewide and for each WDA and sub-state long-term projections 2014 to 2024 were published for each LWDA using the new Projection Suite software and incorporating the staffing patterns produced using LEWIS software. Files were provided timely to the projections Managing Partnership in the manner they specified. Short -term projections were published on the internet in February 2017 and long-term published on the internet the end of June 2017. Web pages displaying long-term projections for STEM occupations in Massachusetts and each local WDA were added providing likely entry level of education and training and mean and median Occupational Employment and Wage Statistics (OES) wages. Other pages allow customers to select occupational projections by most job openings, fastest growing occupations and all occupations. All of the data are available at the time of release through the Commonwealth's web site at [Find employment information by occupation | Mass.gov](#) and [Find employment information by industry | Mass.gov](#) .

At the request of the LWDAs occupational employment and wage estimates and staffing patterns for each LWDA are produced annually. These high demand data can only be developed and published with Workforce Information grant funds and the LEWIS software system. Training was provided on the uses of staffing patterns.

Annual Economic Analysis Report:

The Annual Economic Analysis Report provides information on labor force trends in Massachusetts and highlights for each of the LWDAs. The report notes the steady growth in the labor force and with additional participation for Hispanic/Latinos and Black/African Americans, increasing educational attainment of the labor force age twenty-five plus, and the correlation of education to lower unemployment rates. Solid job gains and slightly lower growth in the labor force challenge the workforce system to meet the demand for labor. The BLS alternate unemployment measures show the fewer residents who are working involuntary part- time but want full time work. [https://edit.mass.gov/files/documents/2017/10/04/MA2016 Workforce and Labor Area Review 0.pdf](https://edit.mass.gov/files/documents/2017/10/04/MA2016_Workforce_and_Labor_Area_Review_0.pdf)

Providing Training to Workforce Partners:

A *Labor Market information Training for Managers and Supervisors* course was developed and provided at several statewide and smaller WDA sessions. The six hour course includes a general overview of LMI, the BLS programs, distinguishing industries and occupations and their coding structures, a walk through the DUA LMI web site and overviews and uses for HWOL and US Census Longitudinal Employer-Household Dynamics tools.

Census' Local Employment Dynamics Quarterly Workforce Indicators (QWI) and On-Map data for Massachusetts and each LWDA provide customized unique information on the labor force and work force not available through other data programs. The On the Map in and out migration flows show commuting patterns for each WDA. QWI provide information on jobs and wages by industry and by gender providing new insight into each LWDA's workforce and enhanced understanding of the Local WDAs to help guide the delivery of WIOA services.

This training also addressed best practices in regard to integrating labor market information in day to day operations both in the Workforce Development Boards and One-Stop Career Centers. Practice discussed ranged from inserting LMI related duties in staff performance reviews to adding local LMI updates to regular staff meetings.

Development of LMI Packets for Regional Planning

The Workforce Investment and Opportunity Act (WIOA) requires that states engage in regional planning processes to develop, align and integrate workforce strategies. In order to support the seven regions identified in Massachusetts in this effort, LMI data packets were developed, presentations were facilitated and consulting provided in regards to priority industry and occupations for each region.

LMI packets included a five point ranking system of occupations at the six-digit SOC code level in order to help gauge priority jobs in terms of demand and wages. The methodology incorporated data regarding current openings, short term and long term hiring outlooks along with wages into a single five-point ranking metric. Projected occupations utilized BLS short and long-term methodology. For current occupational demand HWOL annual averages for job postings were used. and wages for each occupation were supplied from OES.

A supply indicator was also developed and compared to demand metric that used unemployment insurance claimant data and CIP to SOC crosswalk of completers from public and private colleges and universities. These labor supply and demand metrics were compiled at a regional level

In each of the seven regions, two workshops were facilitated. The first covered industry data from QCEW, staffing patterns, labor force trends, and projections for both industry and occupations: The second workshop focused on the labor supply and included data on completers of educational programs from, MA Department from Higher Education, IPEDS data and DUA UI claimant data.

Lastly, consultation was provided for each region in developing a template outlining the critical industries, occupations and labor supply pipelines. This consultation consisted of using metrics and objective criteria to identify the critical component of the LMI template. An example for critical industries included consultation on share of employment, median wages the number of establishments, and sub-sectors for each industry in the region,

During PY2016 there were 449,300 visits to the LMI web site. The site provides access at time of release for all workforce information and LMI data and products. Customers can see at a glance the latest information on jobs, the labor force, the unemployment rate, wages by industry and occupation, long and short-term projections, and staffing patterns and get access to all information in downloadable formats.

Visualization products include Monthly Claimant Profiles and Unemployment Rates by WDA. The Monthly Claimant Profiles provide demographic characteristics of residents claiming unemployment insurance published at the time of the statewide total unemployment rate release <http://lmi2.detma.org/lmi/claimant.asp>. Unemployment Rates by WDA provide page at a glance maps for the monthly local unemployment rates. Subscriptions to Tableau were used to create visualizations for labor force maps and for use in presentations.

Collaborating and Consulting with Workforce Development Boards:

LWIAs, CCs and partner agencies were provided with HWOL analytics to assist in analyzing trends by occupation and for use with customers in the Career Centers. Worked with the State Workforce Board's LMI subcommittee to understand the LMI and workforce information sources that are available and provided guidance on using the information. A quarterly dashboard was developed based on selected indicators that sub-committee members chose as most helpful.

Support for the MA State Workforce Development Board.

The Massachusetts State Workforce Development boards, mandated by WIOA, has several sub-committees, one of which is the LMI Subcommittee. Consultation was provided to this subcommittee in the development of a quarterly LMI dashboard, which members could use to present to State Workforce Board as a whole.

A second deliverable the LMI subcommittee received consulting on was a "deep" dive of the Manufacturing Industry. This included a review of manufacturing sub-sectors at the four-digit NAICS level, a staffing pattern of occupations most often utilized in this industry, wages, establishment counts as well as demographic and educational attainment break downs using the US Census Quarterly Workforce Indicator tool.