MASSHIRE | BizWorks

Resource Guide For Businesses

Connecting your business to the services you need

mass.gov/bizworks
(800) 252-1591

EXPANDING BUSINESS ENGAGEMENT
UNDERSTAND · ENGAGE · DELIVER · MEASURE

Table of Contents

Recruiting and Hiring

MassHire Department of Career Services – MassHire Career Centers 5

Massachusetts Public Higher Education – State Colleges and Universities 8

Tax Benefits for Hiring and Accommodating Individuals of Target Groups 10

Accessing Candidates from Target Groups with Related Tax Benefits 15

Training, Consultation, and Workplace Safety

Adult and Community Learning Services – Workplace Education Programs 20

Commonwealth Corporation – Workforce Training Fund Programs 21

MassHire Department of Career Services – On-the-Job Training Program 23

The Division of Apprentice Standards – Apprenticeship Programs 25

Department of Industrial Accidents – Safety Grant Program 27

Department of Labor Standards – OSHA Consultation Program 29

Layoff Aversion and Management

MassHire Department of Career Services – Rapid Response 33

Department of Unemployment Assistance – Unemployment Insurance (UI) Program 35

Department of Unemployment Assistance – WorkShare Program 38

Business Development and Partnerships

Massachusetts Office of Business Development – The Economic Development Incentive Program 43

MassDevelopment 45

Massachusetts Growth Capital Corporation 46

Massachusetts Small Business Development Center Network 48

Massachusetts Operational Services Division 50

MassHire Workforce Boards 53

External Resources (Non-State Government Affiliated) 57

Helpful Websites 61

Contact List 65

Important: The information provided in this guide may change without notice. For the latest information, please call your MassHire BizWorks representative at (**800) 252-1591**, or visit our website, **mass.gov/mass-bizworks**.
Rev 10-29-18

About the *MassHire BizWorks Resource Guide*

The goal of MassHire BizWorks is to enhance and align the resources and services offered to Massachusetts businesses through state workforce development, economic development, and education entities in order to help Massachusetts businesses grow and thrive.

To achieve this goal, the Commonwealth of Massachusetts will:

- build strong relationships across agencies and with businesses;
- develop standard staff business service knowledge and competencies across relevant state agencies; and
- coordinate and link resources and information.

As a result of these efforts:

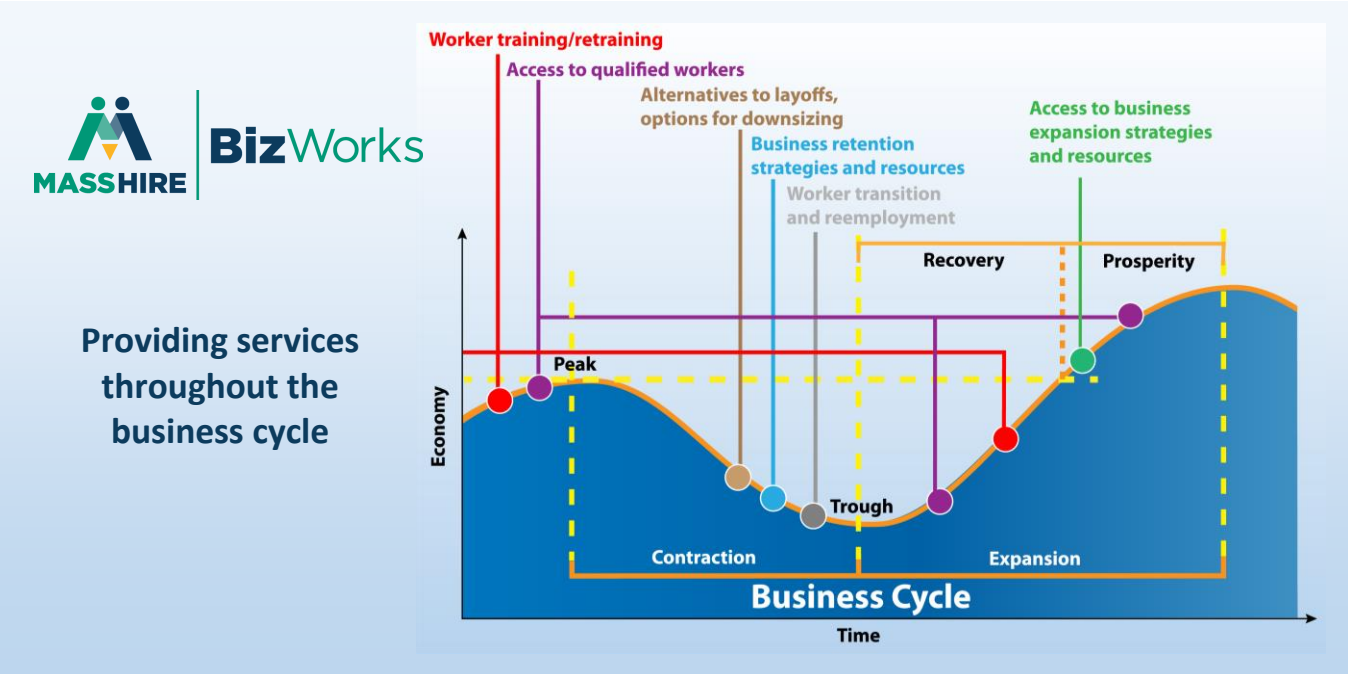
- more Massachusetts businesses will be aware of, and utilize, relevant state resources and incentives;
- there will be "no wrong door" for businesses to connect with business support; and
- services and outcomes will be captured to demonstrate the impact of these efforts.

This guide serves as an overview of resources* (organizations and programs), which offer benefits and services to address the workforce development and expansion needs of businesses and employers in Massachusetts. The guide is organized into four main categories:

1. Recruiting and hiring;
2. Training, consultation, and workplace safety;
3. Layoff aversion and management; and
4. Business development and partnerships.

There is also a list of external resources (non-state affiliated), important websites, and resource contacts (names, phone numbers, email, etc.) for a number of programs listed in the guide for easy referencing. This guide is available as a hardcopy handbook produced by The Executive Office of Labor and Workforce Development's MassHire Department of Career Services (MDCS), as well as a downloadable document, which can be accessed at **mass.gov/mass-bizworks**.

***A certified copy of a *Certificate of Good Standing* from the Massachusetts Department of Revenue that is less than six months old must be provided by a business prior to consideration for grant awards. Link to the application here: mass.gov/how-to/request-a-certificate-of-good-standing-tax-compliance-or-a-corporate-tax-lien-waiver.**



Recruiting and Hiring

MassHire Department of Career Services — MassHire Career Centers

What is the purpose of this resource?

The MassHire Department of Career Services (MDCS) is one of several constituent departments of the Massachusetts Executive Office of Labor and Workforce Development. MDCS oversees Massachusetts' network of MassHire Career Centers. There are numerous MassHire Career Centers throughout the state.

A variety of employment-related services for businesses are available at the centers for little or no cost. Staff at MassHire Career Centers can assist with recruiting and screening applicants. They can also provide guidance on how to reach out to specific populations, as well as provide information on hiring tax credits for which a company may be eligible.

What benefits or services are offered to businesses by this resource?

MassHire Career Centers can provide the following services to businesses:

- **Posting job openings:** Employment openings can be posted by MassHire Career Center staff on JobQuest, making them accessible to thousands of job seekers at no cost.
- **Job fairs:** Job fairs, organized by MassHire Career Center staff, provide an opportunity for employers to meet a large number of qualified job seekers. Employers are able to screen and recruit job seekers in an effective and efficient manner, including interviewing and making offers to candidates at job fairs. There are also opportunities for employers to participate in industry-specific job fairs.
- **Use of MassHire Career Center facilities:** Many MassHire Career Centers make their conference rooms, resource rooms, and/or other areas available for employers to use for recruiting, interviewing, hiring, and training at little or no cost.
- **Labor market information:** MassHire Career Centers have current labor market information and can provide employers with data on prevailing industry wages, employment data by community, and other state/national trends regarding employment and the labor market.
- **Initial pre-screening of applicants prior to referral:** Based on the qualifications desired by employers when job orders are filed, MassHire Career Center staff can pre-screen applicants for job openings prior to their referral to the employer.
- **Job matching:** Staff at MassHire Career Centers can match qualified candidates with employers' openings. As job seekers work with career center specialists, the specialists can send employers the resumes of candidates who have the skills, education, and experience that the employer requires.
- **Targeted recruitments:** MassHire Career Center staff can organize a specialized recruitment event exclusively for an employer at the career center. Staff will contact candidates who have qualifications, skills, and experience needed to fill an employer's vacancies, all of which are focused solely on the employer's requirements. The centers offer private facilities with a professional atmosphere to use to interview candidates in addition to staff assistance, and marketing of the company and its available openings to a large pool of candidates.
- **Outplacement services:** MassHire Career Centers can provide programs and services to help dislocated workers find jobs after a layoff or reduction in force has occurred.
- **Youth engagement:** MassHire Career Centers coordinate opportunities for employers to engage youth and teach them the skills needed to succeed and reach their full potential. Opportunities may include: student employment, internships, job shadowing, or guest speaking to a group of youth.
- **Information resources:** MassHire Career Center staff can provide information and guidance on funding for training/employee skills development, working with individuals with disabilities, Unemployment Insurance, Work Opportunity Tax Credits, and other topics.

Additional specialized services for businesses are available at certain MassHire Career Centers such as business-to business (B2B) networking opportunities and employer-of-the-month recognition with website advertisements.

What businesses are eligible for these benefits and services?

All businesses can access services at a MassHire Career Center.

Contact information:

An employer may contact the nearest MassHire Career Center and ask to speak with the Business Service Representative for more information. **A list of MassHire Career Centers, along with links to each individual center's website, can be found at mass.gov/how-to/find-a-massachusetts-career-center.**

An employer may also call the MassHire Department of Career Services at (617) 626-5300 or the federal American Job Center/MassHire Career Center helpline at 1-877-US-2JOBS (or 1-877-872-5627) to find your local MassHire Career Center.

In addition, a business/employer may post job openings online on JobQuest at: **jobquest.detma.org/jobquest/employers/default.aspx.**

MASSHIRE CAREER CENTERS

MassHire Career Centers

A business or employer may ask to speak with a Business Service Representative at any MassHire Career Center

Boston/Metro North Region

MassHire Boston Career Center
1010 Harrison Avenue
Boston, MA 02119
(617) 541-1400
bostoncareerlink.org

MassHire Metro North Career Center
186 Alewife Brook Parkway, Suite 310
Cambridge, MA 02138
(617) 661-7867
yourcareersource.com

MassHire Downtown Boston Career Center
75 Federal Street, Third Floor
Boston, MA 02110
(617) 399-3100
careersolution.org

MassHire Metro North Career Center
(affiliated limited services)*
4 Gerrish Avenue
Chelsea, MA 02150
(617) 884-4333
yourcareersource.com

MassHire Metro North Career Center
100 Trade Center, Suite G100
Woburn, MA 01801
(781) 932-5500
thecareerplace.org

Central Region

MassHire North Central Career Center
100 Erdman Way
Leominster, MA 01453
(978) 534-1481
ccncm.com

MassHire Framingham Center Center
1671 Worcester Road
Framingham, MA 01701
(508) 861-7993
mswajc.com

MassHire Worcester Career Center
340 Main Street, Suite 400
Worcester, MA 01608
(508) 799-1600
workforcecentralma.org

MassHire Norwood Career Center
32 Day Street
Norwood, MA 02062
(781) 269-5494
mswajc.com

MassHire Southbridge Career Center
5 Optical Drive, Suite 200
Southbridge, MA 01550
(508) 765-6430
workforcecentralma.org

Northeast Region

MassHire Lowell Career Center
107 Merrimack Street
Lowell, MA 01852
(978) 458-2503
cclowell.org

MassHire North Shore Career Center
70 Washington Street, First Floor
Salem, MA 01970
(978) 825-7200
nscareers.org

MassHire Merimack Valley Career Center
255 Essex Street
Lawrence, MA 01840
(978) 722-7000
valleyworks.cc

MassHire North Shore Career Center
(affiliated limited services)*
5 Pleasant Street
Gloucester, MA 01930
(978) 283-4772
nscareers.org

MassHire North Shore Career Center
(affiliated limited services)*
North Shore Community College
300 Broad Street, LW 131
Lynn, MA 01901
(781) 691-7450
nscareers.org

MassHire Merimack Valley Career Center
Haverhill Opportunity Works
(How Building) 671 Kenoza Street
Haverhill, MA 01830
(978) 241-4730
valleyworks.cc

Southeast Region

MassHire Attleboro Career Center
95 Pine Street
Attleboro, MA 02703
(508) 222-1950
bristolwib.org

MassHire Cape & Islands Career Center
372 North Street
Hyannis, MA 02601
(508) 771-JOBS (5627)
capejobs.com

MassHire Taunton Career Center
72 School Street
Taunton, MA 02780
(508) 977-1400
bristolwib.org

MassHire Greater New Bedford Career Center
618 Acushnet Avenue
New Bedford, MA 02740
(508) 990-4000
newbedfordcareercenter.org

MassHire Fall River Career Center
446 North Main Street
Fall River, MA 02720
(508) 730-5000
bristolwib.org

MassHire South Shore Career Center
1515 Hancock Street, Suite 101
Quincy, MA 02169
(617) 745-4000
southshorecareercenters.org

MassHire Greater Brockton Career Center
34 School Street
Brockton, MA 02301
(508) 513-3400
careerworks.org

MassHire South Shore Career Center
71R Obery Street
Plymouth, MA 02360
(508) 732-5300
southshorecareercenters.org

Western Region

MassHire Franklin Hampshire Career Center
One Arch Place, Second Floor
Greenfield, MA 01301
(413) 774-4361
fhcc-onestop.com

MassHire Holyoke Career Center
850 High Street
Holyoke, MA 01040
(413) 532-4900
careerpointma.org

MassHire Springfield Career Center
STCC Technology Park
1 Federal Street, Building 103-3
Springfield, MA 01105
(413) 858-2800
futureworksjobs.org

MassHire Berkshire Career Center
160 North Street
Pittsfield, MA 01201
(413) 499-2220
berkshireworks.org

MassHire Franklin Hampshire Career Center
Access Point, Forbes Library
(affiliated limited services)*
20 West Street
Northampton, MA 01060
(413) 774-4361
ww.fhcc-onestop.com

* Affiliated limited services: Contact the MassHire Career Center for hours of operation and services available.
Visit mass.gov/how-to/find-a-massachusetts-career-center for the most updated information.

Massachusetts Public Higher Education — State Colleges

What is the purpose of this resource?

The Massachusetts public higher education system has a growing record of achievement in meeting the workforce training needs of the Commonwealth's employers. The state's colleges are committed to offering timely, comprehensive assistance to businesses that want to provide training and educational opportunities for their new or incumbent workers.

The higher education system is comprised of 29 campuses divided into three segments, including 15 community colleges, nine state universities, and five campuses of the University of Massachusetts. These institutions serve approximately 300,000 students annually.

What benefits or services are offered to businesses by this resource?

The Massachusetts public higher education system can provide the following to businesses:

- A large pool of talented graduates that possess the skills and education levels that companies look to hire in order to compete in today's global economy. Nine out of every ten graduates of a Massachusetts public college or university remains in state one year after graduation, working or pursuing further studies. On campus, local employers will find opportunities to participate in career and internship fairs as well as hold information sessions.
- Contract workforce training is offered, on a fee-for-service basis, by community colleges to meet specific and immediate training needs of individual employers. Contract training courses are typically designed to improve the skills of incumbent workers or those of unemployed workers seeking jobs with the particular employer.
- Other specialized services for employers are offered by state colleges, such as employer networking events or the opportunity to rent campus space for events.

What businesses are eligible for these benefits and services?

All businesses can access business services and participate in career events of the Massachusetts public higher-education system.

Contact information:

An employer may contact any community college or state university to reach a school's career services or workforce development department and inquire about how to recruit students and graduates or to inquire about contract training. A list of Massachusetts community colleges and state universities can be found on the following page, and links to the colleges and universities can be found at: **mass.edu/system/campusdirectory.asp**.

Massachusetts Public Higher Education

Community Colleges

Berkshire Community College
1350 West Street
Pittsfield, MA 01201
(413) 236-1000
berkshirecc.edu

Bristol Community College
777 Elsbree Street
Fall River, MA 02720
(508) 678-2811
bristolcc.edu

Bunker Hill Community College
250 New Rutherford Avenue
Boston, MA 02129
(617) 228-2000
bhcc.mass.edu

Cape Cod Community College
2240 Iyannough Road
West Barnstable, MA 02668
(508) 362-2131
capecod.edu

Greenfield Community College
One College Drive
Greenfield, MA 01301
(413) 775-1000
gcc.mass.edu

Holyoke Community College
303 Homestead Avenue
Holyoke, MA 01040
(413) 538-7000
hcc.edu

MassBay Community College
50 Oakland Street
Wellesley Hills, MA 02481
(781) 239-3000
massbay.edu

Massasoit Community College
900 Randolph Street
Canton, MA 02021
(508) 588-9100
massasoit.edu

Middlesex Community College
33 Kearney Square
Lowell, MA 01852
(978) 656-3370
middlesex.mass.edu

Mount Wachusett Community College
444 Green Street
Gardner, MA 01440
(978) 632-6600
mwcc.edu

North Shore Community College
One Ferncroft Road
Danvers, MA 01923
(978) 762-4000
northshore.edu

Northern Essex Community College
100 Elliott Street
Haverhill, MA 01830
(978) 556-3000
necc.mass.edu

Quinsigamond Community College
670 West Boylston Street
Worcester, MA 01606
(508) 853-2300
qcc.edu

Roxbury Community College
1234 Columbus Avenue
Roxbury Crossing, MA 02120
(617) 427-0060
rcc.mass.edu

Springfield Technical Community College
One Armory Square
Springfield, MA 01105
(413) (781) 7822
stcc.edu

State Universities

Bridgewater State University
131 Summer Street
Bridgewater, MA 02325
(508) 531-1000
bridgew.edu

Fitchburg State University
160 Pearl Street
Fitchburg MA 01420
(978) 665-3000
fitchburgstate.edu

Framingham State University
100 State Street
Framingham, MA 01701
(508) 620-1220
framingham.edu

Massachusetts College of Art and Design
621 Huntington Avenue
Boston, MA 02115
(617) 879-7000
massart.edu

Massachusetts College of Liberal Arts
375 Church Street
North Adams, MA 01247
(413) 662-5000
mcla.mass.edu

Massachusetts Maritime Academy
101 Academy Drive
Buzzards Bay, MA 02532
(508) 830-5000
maritime.edu

Salem State University
352 Lafayette Street
Salem, MA 01970
(978) 542-6000
salemstate.edu

Westfield State University
577 Western Avenue
Westfield, MA 01086
(413) 572-5300
westfield.ma.edu

Worcester State University
486 Chandler Street
Worcester, MA 01602
(508) 929-8000
worcester.edu

University of Massachusetts

University of Massachusetts Amherst
300 Massachusetts Avenue
Amherst MA 01003
(413) 545-0111
umass.edu

University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02125
(617) 287-5000
umb.edu

University of Massachusetts Dartmouth
285 Old Westport Road
Dartmouth, MA 02747
508 999-8000
umassd.edu

University of Massachusetts Lowell
220 Pawtucket Street
Lowell, MA 01854
(978) 934-4000
uml.edu

University of Massachusetts Medical School
55 Lake Avenue North
Worcester, MA 01655
(508) 856-8989
umassmed.edu

Tax Benefits for Hiring and Accommodating Individuals of Target Groups

The Internal Revenue Service (IRS) has a range of tax credits and deductions for which businesses may qualify. More detailed information may be found at the IRS website: **irs.gov**. Businesses that hire and accommodate individuals from specific target groups (unemployed Veterans, individuals with disabilities, ex-felons, individuals that receive TANF and SNAP, and others) may qualify for some of the following Federal tax credits and deductions:

- Work Opportunity Tax Credit
- Disabled Access Credit
- The Architectural Barrier Removal Tax Deduction

Note: Businesses may use the Disabled Access Tax Credit with the Architectural Barrier Removal Tax Deduction in the same tax year, if the expenses meet the requirements of both sections. To use both, the deduction must be equal to the difference between the total expenditures and the amount of the credit claimed.

1. Work Opportunity Tax Credit (WOTC)

What is the purpose of this resource?

The MassHire Department of Career Services (MDCS) oversees a number of labor and workforce development programs including the Work Opportunity Tax Credit (WOTC) program. WOTC is a federal income tax credit incentive provided to private sector employers. An employer may be eligible for WOTC when they hire and retain Veterans and individuals from other target groups with significant barriers to employment. The WOTC tax credit is a one-time tax credit for each new hire, and there is no limit to the number of new hires who can qualify an employer for a tax credit. The requirements for this program are set by the IRS and the United States Department of Labor Employment and Training Administration. Employers claim about $1 billion in tax credits each year under the WOTC program.

What benefits or services are offered to businesses by this resource?

The tax credit employers can claim depends on the target group of the individual hired, the wages paid to that individual in the first year of employment, and the number of hours that individual worked. The maximum tax credit for each target group ranges from **$1,200 to $9,600**, depending on the employee hired.

- If the individual works at least 120 hours, the employer may claim a tax credit equal to 25% of the individual's first year wages, up to the maximum tax credit.
- If the individual works at least 400 hours, the employer may claim a tax credit equal to 40% of the individual's first year wages, up to the maximum tax credit.

Only for the Long-term Temporary Assistance for Needy Families (TANF) target group, the credit is available to employers who hire members of this group for a two-year period. In the first year, employers may claim a tax credit equal to:

- 25% of the first-year wages, up to the maximum tax credit, if the individual works at least 120 hours.
- 40% of the first-year wages, up to the maximum tax credit, if the individual works at least 400 hours.

In the second year, employers may claim a tax credit equal to:

- 25% of the second-year wages, up to the maximum tax credit, if the individual works at least 120 hours.
- 50% of the second-year wages, up to the maximum tax credit, if the individual works at least 400 hours.

What businesses are eligible for these benefits and services?

Businesses that hire individuals from certain target groups are eligible for WOTC tax credits.
Target groups include:

1. Veterans,
2. TANF (Temporary Assistance for Needy Families) recipients,
3. SNAP (Food Stamp) recipients,
4. Designated community residents (living in Empowerment Zones/Rural Renewal counties),
5. Vocational rehabilitation referrals,
6. Ex-felons,
7. Supplemental Security Income (SSI) recipients,
8. Summer youth employees (living in Empowerment Zones), or
9. Qualified long-term /Unemployment Insurance recipients (effective 1/1/16)

Target group eligibility definitions:

A **Veteran** who is:

- A member of a family that received SNAP benefits (Food Stamps) for at least a three-month period during the 15-month period ending on the hiring date; or
- Entitled to compensation for a service-connected disability, who has been:
  - Hired within one year of discharge or release from active duty, or
  - Unemployed at least six months in the year ending on the hiring date; or
- Unemployed for:
  - At least four weeks in the year ending on the hiring date; or
  - At least six months in the year ending on the hiring date.

Please note that to be considered a Veteran eligible for WOTC, an individual must have served on active duty (not including training) in the United States Armed Forces for more than 180 days or have been discharged or released from active duty for a service-connected disability; and not have a period of active duty (not including training) of more than 90 days that ended during the 60-day period ending on the hiring date.

Long-term Temporary Assistance for Needy Families (TANF) recipient: A member of a family that meets one of the following circumstances:

- Received TANF benefits for at least 18 consecutive months ending on the hiring date.
- Received TANF benefits for at least 18 consecutive or non-consecutive months after August 5, 1997, and has a hiring date that is not more than two years after the end of the earliest 18-month period after August 5, 1997.
- Stopped being eligible for TANF payments during the past two years because a federal or state law limited the maximum time those payments could be made.

Short-term TANF recipient: A member of a family that received TANF benefits for any nine-month period during the 18-month period ending on the hiring date.

SNAP (Food Stamp) recipient: An 18-39 year old member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits for the six months ending on the hiring date or received SNAP benefits for at least three of the five months ending on the hiring date.

Designated-community resident: An 18-39 year old who lives within one of the federally-designated Rural Renewal Counties or Empowerment Zones.

Vocational Rehabilitation referral: An individual with a disability who completed or is completing rehabilitative services from a state-certified agency, an Employment Network under the Ticket to Work program, or the United States Department of Veteran Affairs.

Ex-felon: An individual who has been convicted of a felony and has a hiring date that is not more than one year after the conviction or release from prison.

Supplemental Security Income (SSI) recipient: An individual who is a recipient of SSI benefits for any month that ends during the 60-day period ending on the hire date.

Summer youth employee: A youth who is 16 or 17 years old, works for the employer between May 1 and September 15, and resides in an Empowerment Zone (EZ).

Qualified long-term Unemployment Insurance recipient: An individual hired after December 31, 2015 who is in a period of unemployment that:

- Is not less than 27 consecutive weeks, and
- Includes a period (which may be less than 27 consecutive weeks) in which the individual received Unemployment Insurance compensation under state or federal law.

WOTC is not retroactive for current employees and the individual must be a "new" employee—not a rehire. The tax credit is time sensitive (28 days from employee's start date).

What is the process for a business to apply or register?

1. Complete page one of IRS *form 8850* by the day the job offer is made.
2. Complete page two of IRS *Form 8850* after the individual is hired.
3. Complete ETA *form 9061* or ETA *Form 9062* if the employee has been conditionally certified as belonging to a WOTC target group by a state workforce agency, vocational rehabilitation agency, or another participating agency.
4. Submit the completed and signed IRS and ETA forms to the MassHire Department of Career Services (MDCS). Forms must be submitted within 28 calendar days of the employee's start date.
5. Wait for a final determination from DCS. The determination will indicate whether the employee is certified as meeting the eligibility for one of the WOTC target groups.

Contact information:

MassHire Department of Career Services – Work Opportunity Tax Credit Unit
Charles F. Hurley Building,
19 Staniford Street, 1st Floor
Boston, MA 02114
(617) 626-5353
mass.gov/work-opportunity-tax-credit-program-wotc

2. Disabled Access Credit

What is the purpose of this resource?

The Disabled Access Credit provides a non-refundable credit for small businesses that incur expenditures for the purpose of providing access to persons with disabilities. These expenditures are amounts paid or incurred by the eligible small business in order to comply with applicable requirements under the Americans with Disabilities Act of 1990 (Public Law 101-336) as in effect on November 5, 1990. A disability of an individual is defined as a physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

What benefits or services are offered to businesses by this resource?

Businesses can receive a non-refundable credit up to **$5,000** annually. This credit is part of the general business credit. A business may take the credit each and every year they incur access expenditures. Eligible access expenditures include amounts paid or incurred:

1. To remove barriers that prevent a business from being accessible to or usable by individuals with disabilities;
2. To provide qualified interpreters or other methods of making audio materials available to hearing-impaired individuals;
3. To provide qualified readers, taped texts, and other methods of making visual materials available to individuals with visual impairments; or
4. To acquire or modify equipment or devices for individuals with disabilities.

The expenditures must be reasonable and necessary to accomplish the above purposes. Eligible expenditures do not include expenditures under number one listed above that are paid or incurred in connection with any facility first placed in service after November 5, 1990. Eligible access expenditures must meet those standards issued by the Secretary of the Treasury as agreed to by the Architectural and Transportation Barriers Compliance Board and set forth in regulations.

What businesses are eligible for these benefits and services?

Small businesses can benefit from the disabled access credit. An eligible small business is one that earned $1 million or less or had no more than 30 full time employees in the previous year. An employee is considered full time if they are employed at least 30 hours per week for 20 or more calendar weeks in the tax year.

What is the process for a business to apply or register?

Eligible small businesses should complete and file *Form 8826* to claim the disabled access credit for the tax year. Businesses should refer to *Publication 535* and *Form 8826*, *Disabled Access Credit* (PDF), for more information.

3. The Architectural Barrier Removal Tax Deduction

What is the purpose of this resource?

The Architectural Barrier Removal Tax Deduction encourages businesses of any size to remove architectural and transportation barriers to the mobility of persons with disabilities and the elderly.

What benefits or services are offered to businesses by this resource?

Businesses may claim a deduction of up to **$15,000** a year for qualified expenses that normally must be capitalized. Also, businesses can add any costs over this limit to the basis of the property and depreciate these excess costs. The deduction can be used for a variety of costs to make a facility or public transportation vehicle, owned or leased for use in the business, more accessible to and usable by persons with disabilities. The barrier removal must meet the guidelines and requirements issued by the Architectural and Transportation Barriers Compliance Board under the Americans with Disabilities Act (ADA) of 1990. Examples include:

- Providing accessible parking spaces, ramps, and curb cuts;
- Providing phones, water fountains, and restrooms that are accessible to persons in wheelchairs;
- Posting signage and symbols of accessibility; or
- Widening walkways to at least 48 inches wide.

The deduction may NOT be used for expenses incurred for new construction, a complete renovation of a facility, public transportation vehicle, or for the normal replacement of depreciable property.

What businesses are eligible for these benefits and services?

Businesses that employ and/or serve individuals with disabilities or the elderly can take advantage of the Architectural Barrier Removal Tax Deduction.

What is the process for a business to apply or register?

A business should claim the deduction by listing it as a separate expense on their income tax return for the tax year that the expenses were paid or incurred. The business must maintain adequate records to support their deduction. A business must file their return by its due date, including extensions. However, if a business timely filed their return for the year without claiming the deduction, they can still do so by filing an amended return within six (6) months of the due date of the return (excluding extensions). A business should clearly indicate the deduction on their amended return and write “Filed pursuant to section 301.91002.” Then they should file the amended return at the same address they filed the original return. Claiming the deduction is irrevocable after the due date, including extensions, of the return.

Accessing Candidates from Target Groups with Related Tax Benefits

The following organizations provide access to motivated candidates that are part of specific target groups and possess the skills and qualifications businesses are looking for. Hiring jobseekers from these organizations can result in the various benefits also listed below.

MassHire Department of Career Services – Reentry Reemployment Unit

The Reentry Reemployment Unit of the MassHire Department of Career Services (MDCS) works on the employer-demand side of the re-entry process by providing the following:

Access to job candidates: The unit provides employers with motivated job candidates who were formerly incarcerated and are ready to be productive citizens. Employers have access to a pool of screened and job-ready candidates to interview and hire.

Support for hiring ex-offenders: The work of the unit also involves educating employers on the benefits of hiring ex-offenders as well as developing relationships to give the employer a sense of support.

Opportunities to collaborate: The unit collaborates with correction agencies and core groups of employers that result in "second chance" job fairs, employer breakfasts, and employer advisory groups. This approach allows the Reentry Reemployment Unit to work with companies that will measure interviewees and hires on what they can do for the companies and not what they have done in the past.

Related tax credit and other benefits include:

- Federal bonding: A business insurance policy that insures businesses up to $5,000 against any potential theft or loss of money resulting from hiring an ex-offender
- Work Opportunity Tax Credit (for hiring ex-felons)

Contact information:

mass.gov/service-details/reentry-reemployment-unit-staff-resources

Massachusetts Rehabilitation Commission (MRC)

For many years, MRC has placed thousands of qualified candidates with businesses across all industries, looking to build an efficient and effective workforce, by providing the following:

Access to job candidates: MRC's customized sourcing and staffing programs identify talented professionals with disabilities who possess the skill set and expertise that Massachusetts's businesses want and need to help their businesses grow. Many of their pre-screened candidates are equipped and prepared with the knowledge to contribute from day one.

On-the-job training: MRC also offers an On-the-Job Training (OJT) partnership, which defrays training costs, to help a business gain a skilled employee without impacting their bottom line. Through an OJT partnership, a business has the flexibility and support to carefully evaluate candidates' abilities as they work for the business. MRC's expert team of employment professionals can offer businesses-critical guidance on how to maximize use of OJT supports.

Job-driven training: MRC designs customized jobs driven training programs in conjunction with businesses to ensure employer expectations are met.

Support for hiring and serving persons with disabilities: In addition, MRC can provide a business with technical assistance on understanding the Americans with Disabilities Act, accommodation solutions, as well as state and federal tax incentives.

Related Tax Credit and other benefits include:

- Work Opportunity Tax Credit (for hiring vocational rehabilitation referrals)
- Disabled Access Credit (for employing and serving individuals with disabilities)
- Architectural Barrier Removal Tax Deduction (for employing and serving individuals with disabilities)

Contact information:

1 (800) 245-6543
mass.gov/mrc-employer-and-business-services

MassHire Department of Career Services' — Veterans' Employment and Training Services (VETS) Program

The Massachusetts VETS program is committed to helping America's veterans and transitioning service members by preparing them for meaningful careers and providing employment resources and expertise to both veterans and the businesses who hire them. Benefits from working with the VETS Program include:

Access to job candidates: Employers receive assistance in recruiting qualified transitioning service members and veterans in Massachusetts and have access to a pool of screened and job-ready Veteran candidates to interview and hire.

Related tax credits/programs:

- Work Opportunity Tax Credit (for hiring Veterans)
- On-the-Job Training (OJT)/Apprenticeship program for Veterans with post-9/11 GI Bill benefits
- The Department of Veterans Affairs (VA) OJT/Apprenticeship program is an effective way to attract and increase retention of well-disciplined Veterans in hard-to-fill positions and provide them with the specific skills and knowledge needed to perform their duties.

Employers generally pay a reduced OJT/Apprenticeship wage (must be at least 50% of journeyman wage). Periodic wage increases must be granted and by the last full month of training, the wage must be at least 85% of the wage for a fully trained employee. Veterans in an approved program can use their post-9/11 G.I. Bill benefit and receive a tax-free housing stipend. The stipend starts at 100% and decreases by 20% every six months as wages increase.

The OJT/Apprenticeship program allows Veterans to learn a trade or skill through structured training and close supervision on-the-job rather than attending formal classroom instruction.

Contact information:

Brian Ottlinger
Massachusetts Jobs for Veterans State Grant Program Coordinator
(508) 977-1407
brian.j.ottlinger@massmail.state.ma.us

Christopher Mills
Veterans Employment Representative
Business Services
MassHire Department of Career Services
(508) 513-3424
Chris.Mills@MassMail.State.MA.US

mass.gov/service-details/veteran-employment-representatives-list

Department of Transitional Assistance (DTA)

The Employment Services Program (ESP) is a joint federal and state funded program administered by DTA whose primary goal is to assist clients in finding jobs, resolving barriers to employment, and providing a way to self-sufficiency. Employers can benefit from working with ESP including:

Access to job candidates: Employers have access to a pool of screened and job-ready candidates to interview and hire. Employers also have the option to work with candidates through ESP's internship program in order to determine if the candidate is a good fit for the position before hiring them. Candidates receive support services from DTA, which increases the rate of job retention and overall success.

Related Tax Credit and other benefits:

- Work Opportunity Tax Credit (for hiring individuals who receive SNAP or TANF benefits)
- Federal and state Earned Income Tax Credits (EITC) for employees who meet the EITC income requirements

Contact information:

(617) 348-5957
mass.gov/employment-and-training-resources-for-dta-clients

Massachusetts Commission for the Blind (MCB)

MCB provides the highest quality rehabilitation and social services to individuals who are legally blind. This includes providing employment-related services to eligible participants of the Vocational Rehabilitation (VR) Program. Employers can benefit from working with MCB including:

Access to job candidates: Employers have access to a pool of screened and job-ready candidates to interview and hire. The MCB Employment Specialist works cooperatively with the VR Counselor to prepare individuals for job employment.

On-the-Job training: MCB offers an Internship Program and On-the-Job Training (OJT) collaboration, which assists companies in reducing hiring and training costs. Through an Internship Program partnership or OJT collaboration, a business has the flexibility and support to carefully evaluate candidates' abilities as they work for the business. MCB's team of Employment Service Specialists can offer businesses critical guidance on how to maximize use of internships or OJT supports.

Additional support: MCB also offers free consultation on accommodations and assistive technology, on-site training, and other employment-related supports to employers and their employees with disabilities.

Related Tax Credit and other benefits include:

- Work Opportunity Tax Credit (for hiring vocational rehabilitation referrals)
- Disabled Access Credit (for employing and serving individuals with disabilities)
- Architectural Barrier Removal Tax Deduction (for employing and serving individuals with disabilities)

Contact information:

(617) 727-5550 or 1 (800) 392-6450 (toll-free)
mass.gov/orgs/massachusetts-commission-for-the-blind

Training, Consultation, and Workplace Safety

Adult and Community Learning Services — Workplace Education Programs

What is the purpose of this resource?

Adult and Community Learning Services (ACLS) is a unit at the Massachusetts Department of Elementary and Secondary Education (Department of ESE). ACLS oversees and improves adult basic education programs and services in Massachusetts. Several adult basic education programs in Massachusetts offer workplace education programs. Workplace education programs provide basic skills classes to entry-level workers at their work sites or union hall. Classes can include English for Speakers of Other Languages (ESOL) and adult basic education (ABE), which is reading, writing, and computation below the skills of a high school graduate. These programs may also integrate computer instruction into the curriculum. Workplace education classes are often accessible to those who cannot attend community-based classes because of work schedules. Workplace education teachers also have access to workplace and union materials and themes to build concrete skills. This can help them develop curricula that address workers' job-related English, writing, reading, communication, and/or math needs, as well as other goals.

What benefits or services are offered to businesses by this resource?

Employers who implement workplace education classes within their place of business are helping to improve their employees' basic skills. This can lead to increased productivity and efficiency, improve communication with customers or clients, reduce worker turnover, and/or improve worker morale. Employees also benefit from workplace education. Workers can improve work-related skills, earn a high school diploma, learn skills they feel they missed out on in school, take more control over their work and personal lives, or just gain confidence. Participating in classes can also help to build workers' knowledge and understanding of workplace structures and policies, company benefits, the union contract, as well as job requirements. As a result, workers can better advocate for themselves, perform their job more effectively, or move into higher-skilled/paying jobs.

What businesses are eligible for these benefits and services?

Workplace education programs are for businesses with employees that could benefit from improving their basic skills.

What is the process for a business to apply or register?

Employers should contact a local ABE/ESOL program and contract directly with the program for a fee. Employers may also partner with an ABE/ESOL program and apply for funding through the Workforce Training Fund or through ACLS to pay for the classes. ACLS delivers grants in two phases. In the first phase, the education provider and the business (or business and labor union, where applicable) jointly plan for implementation of an instructional workplace education program. Phase Two requires the delivery of workplace education services consistent with the recommendations of the Phase One planning process and an on-site Planning and Evaluation Team to oversee program implementation.

Contact information:

An employer can visit ACLS's ABE/ESOL directory at:
smartt.doemass.org/smartt/pAbeDirectoryHome,
or contact Franklin Peralta at English for New Bostonians at (617) 982-6863, or fperalta@englishfornewbostonians.org to find a program in their area that offers workplace education programs.

Commonwealth Corporation — Workforce Training Fund Program

What is the purpose of this resource?

Commonwealth Corporation designs and executes workforce programs in partnership with businesses, educators, and providers across the state. The agency seeks to meet the immediate and emerging workforce needs of businesses and workers so that they can thrive in our dynamic economy. Commonwealth Corporation is recognized as a national leader in creating sector strategies that address the skill needs of employers in targeted industries. Also, Commonwealth Corporation works to create multiple pathways that meet the needs of young people who are disconnected from education and employment. Commonwealth Corporation is dedicated to advancing the entire field of workforce development and administers the Workforce Training Fund Program (WTFP), which helps Massachusetts address business productivity and competitiveness by investing in incumbent workers' skills.

The Workforce Training Fund Program is a state fund enacted into law in July 1998. The program provides funds/resources to Massachusetts businesses to train current and newly hired employees and upgrade the skills of Massachusetts workers. The program funds projects that:

- Promote job growth, job retention, or increased wages
- Improve productivity, competitiveness, and ability to do business in Massachusetts
- Include employers who have made a commitment to provide significant private investment in training during and after the grant

The Workforce Training Fund consists of three programs:

- the General Program
- the Express Program
- the Direct Access Program

What benefits or services are offered to businesses by this resource?

General Program Training Grants are direct grants awarded competitively to employers, employer organizations, labor organizations, training providers, or a consortium of such entities, to train current and newly hired workers. The maximum amount of a training grant is **$250,000**. Grant funds may be used to pay for employee training delivered by qualified training vendors of the applicant's choosing. Training must be completed within 24 months. The company/organization contribution requirement is: Funds must be matched dollar-for-dollar; match may be cash or in-kind, including wages paid to employees during training.

Express Program Training Grants are designed to help pay for up to 50% of the cost of training courses which must be selected from a database of pre-qualified courses. The maximum award is **$30,000** per company for up to **$3,000** per employee per course. Training must be completed within 24 months. The company/organization contribution requirement is: Companies will be reimbursed for 50% of the total cost of training, up to $3,000 per employee, per course.

Direct Access Program Grants address smaller-scale training needs by making training slots available **free of charge** to businesses that are eligible for the Workforce Training Fund. Businesses should consider the Direct Access program when the scope and scale of training needs are smaller than what would be proposed in a General Program application, or when training needs cannot be easily met by a consortium or Express Program grant. To learn more about training opportunities, view the list at **workforcetrainingfund.org/programs/direct-access-program/regional-training-providers-information**. Businesses should reach out to the contacts listed in the training providers list for more information or to register for a course.

What businesses are eligible for these benefits and services?

General Program Training Grants: Employers of any size or a consortium of employers are eligible to receive training grants of up to **$250,000**. Participating employer(s) must contribute to the Workforce Training Fund.

Express Program Training Grants: Employers with 100 or fewer employees in Massachusetts are eligible to receive Express Training Grants of up to **$30,000**. Participating employers must contribute to the Workforce Training Fund.

Direct Access Program: Employers of any size are eligible to enroll employees in pre-approved training without applying for a grant. Businesses of 100 or more Massachusetts employees are limited to 10 training slots.

What is the process for a business to apply or register?

- All applications and guidelines can be accessed at **workforcetrainingfund.org**. Informational Sessions regularly occur to provide an overview of the programs and provide application guidance.
- A *Certificate of Good Standing*, obtained from the Massachusetts Department of Revenue, must accompany any grant application. This can be obtained online through the Massachusetts Department of Revenue website or via a link on the Workforce Training Fund website.
- The General Program does not have a deadline; applications may be submitted at any time. In most cases, decisions are made within 60 days. Training may begin as soon as an application has been approved and a contract executed. The Express Grant also does not have a deadline; applications may be submitted at any time. Decisions are often made within 21 days. Training may begin within six weeks. Direct Access Program trainings are on a first come, first served basis and dependent upon course availability.

Contact information:

Commonwealth Corporation
2 Oliver Street, 5th Floor
Boston, MA 02109
(617) 727-8158
workforcetrainingfund.org

MassHire Department of Career Services — On-the-Job Training Program

What is the purpose of this resource?

The MassHire Department of Career Services (DCS) oversees Massachusetts's network of MassHire Career Centers, which assist employers in finding qualified workers and administer the On-the-Job Training (OJT) Program. The OJT Program supports employers with the cost of hiring and training a new employee. It is funded through the federal Workforce Innovation and Opportunity Act (WIOA) and other grants. The OJT Program enables employers to hire new, eligible employees and train them at their place of business while being reimbursed a percentage of their wages during the training period. The OJT model is an "earn while you learn" strategy that provides training by an employer to a paid employee while they are engaged in productive work in a job, which provides knowledge or skills essential to the full and adequate performance of the job.

What benefits or services are offered to businesses by this resource?

Employer benefits:

- Reduction in the cost of hiring and training
- Pre-screened applicants for a position: the employer decides who to hire
- Customized training for new hires
- Reimbursement to the employer for a percentage of the wages during the predetermined training period

Employee benefits:

- Workers are provided with employment
- Workers can earn as they learn
- Workers receive supervision and job coaching during the training period

What businesses are eligible for these benefits and services?

OJT is available to private companies and non-profit organizations. OJT is subject to employer eligibility and available funding.

The OJT Program is a contractual agreement. Employers must agree to:

- Hire a trainee for a full-time permanent position.
- Support the development and implementation of a training plan to guide the employee's training period.
- Pay trainee wages and provide benefits commensurate with other employees doing similar work and with similar experience. OJT trainees are employees and are subject to the employer's policies.
- Commit to continued employment upon successful completion of the training period.
- Provide substantive on-the-job training. Training takes place at the employer's location, with their equipment, under their guidelines. The length of training will be determined by the job description and demonstrated participant skill gaps. The maximum length of the training period is 1040 hours.
- Submit monthly trainee evaluations and payroll records to the MassHire Career Center for wage reimbursement.

What is the process for a business to apply or register?

To participate in the OJT Program, employers must:

- Meet with a MassHire Career Center representative at the employer's place of business to learn more about the OJT Program and to determine employer eligibility.
- Speak with a MassHire Career Center representative about OJT opportunities and the type of trainee that the employer seeks. The MassHire Career Center representative will work with the employer to find pre-screened candidates that meet the employer's qualifications.
- Hire the OJT trainee according to the employer's hiring process and hiring needs. The employer trains the trainee the employer's way. The MassHire Career Center representative will assist the employer in designing a training plan to ensure successful on-the-job training.
- Submit payroll records and monthly evaluations to the MassHire Career Center to get reimbursed a percentage of the OJT trainee's wages during the training. The MassHire Career Center representative will be there to assist every step of the way.
- Provide permanent employment to the trainee after successful completion of the OJT period.

Contact information:

An employer may contact the nearest MassHire Career Center and ask to speak with the Business Service Representative for more information on the OJT program. **Links to MassHire Career Centers can be found at mass.gov/masshire-career-centers/locations**. An employer may also visit the Massachusetts OJT webpage at: **mass.gov/on-the-job-training-ojt.**

Division of Apprentice Standards — Apprenticeship Programs

What is the purpose of this resource?

The Division of Apprentice Standards (DAS), previously called Division of Apprentice Training (DAT), is the agency responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts. Having skilled workers is critical to the success of any business. As society progresses in the 21st century, this need will become even more critical. By participating in registered apprenticeship, employers can build a dynamic, self-empowered workforce that will lead their business into the future.

What benefits or services are offered to businesses by this resource?

Apprentices work and train from day one, which helps sponsoring employers address two problems at once: the shortage of skilled workers and the need for a highly skilled workforce.

- An apprentice is in the workforce from day one; training is coupled with work and productivity.
- Apprenticeships allow employers to tailor their employee training to fit their specific needs: in their facility, on their equipment, in their environment, and meeting their standards and goals.
- An apprenticeship provides employers an internal career ladder and is a mechanism to promote current unskilled workers.

Top ten reasons why employers choose apprenticeship:

1. Earn a return on investment
2. Become more competitive
3. Increase productivity
4. Increase safety
5. Replenish skilled workforce
6. Benefit from skilled workers
7. Gain a more knowledgeable workforce
8. Retain skilled employees
9. Instill company values and procedures
10. Attract better applicants

What businesses are eligible for these benefits and services?

Any business in Massachusetts that is in good standing on their state taxes and open to finding an apprentice can participate in the apprenticeship program.

What is the process for a business to apply or register?

An employer may start the application process by calling the DAS office to schedule a meeting with field personnel. DAS staff will schedule a meeting within two weeks of initial contact. At the meeting, field staff will verify the place of business and explain the requirements of the apprenticeship model. Sponsor applicants may view a sample copy of the sponsor application, standards and all statutes, regulations, and policies on the DAS website.

Only original copies of the standards as supplied by staff will be accepted. Field staff will help the applicant fill out the necessary forms and explain how the apprenticeship model works. A meeting will be scheduled at the applicant's place of business and the nearest MassHire Career Center. These meetings can occur at any point in the process prior to approval. At a MassHire Career Center meeting, staff will familiarize the applicant with the services available. The applicant will not be required to register with a MassHire Career Center. The sponsor need only become knowledgeable with MassHire Career Center services, locations, and contact persons.

The sponsor will be required to have:

- Program standards as supplied by the Division or the Sponsor. Standards describe the guidelines of the program and may be modified with the approval of the Director.
- A written apprentice intake policy is required for all apprenticeship programs. As an example, this policy might include:
  - Placing job requests with a MassHire Career Center.
  - Intake through a Vocational School (Articulation Agreement).
  - Print or electronic media, such as newspaper or internet ads.
  - Walk-ins or personal contacts.
- A written related training program specifying the curriculum and with whom the 120 to 150 hours of training will be conducted for the term of the apprenticeship. Training may be conducted in-house or be contracted to a training provider approved by DAS.
- On-the-job work processes for the term of the apprenticeship. The field staff can provide the applicant with most work processes in the construction occupations.

The fees associated with the Division are as follows:

- Annual sponsor fee of $300 for companies that do bid work (prevailing rate). Note there is **no** annual sponsor fee for any other companies.
- Annual Apprentice ID fee of $35.
- Sponsor verification fee of $50.

The approval process can take between four to six weeks depending on the complexity of the program and scheduling. All new programs will have a one-year probationary period.

Contact information:

Division of Apprentice Standards
Charles F. Hurley Building
19 Staniford Street, Second Floor
Boston, MA 02114
(617) 626-5409
mass.gov/das

Department of Industrial Accidents — Safety Grant Program

What is the purpose of this resource?

This Grant entitled, "Workplace Safety Training and Education Grant Program" awards competitively, a maximum of **$25,000** each fiscal year to include: up to 7% administration costs not to exceed $25,000 to qualifying Massachusetts businesses, employer organizations, non-profits and consortia of such entities to train current workers operating in the Commonwealth of Massachusetts, and whose entire staff, vendors, and training providers are covered by the Massachusetts Workers' Compensation Law, (M.G.L. Ch. 152).

The Office of Safety operating within the Department of Industrial Accidents is the only state agency in the Commonwealth of Massachusetts whose primary function is to provide financial assistance for the prevention of occupational injury, illness, and death in the workplace.

What benefits or services are offered to businesses by this resource?

The "Workplace Safety Training and Education Grant Program" is intended to fund programs for Massachusetts-based employees and Massachusetts training providers that reduce the risk of injury and illness to their workers and to promote safe and healthy conditions in the workplace through training, education, and other preventative programs.

- The grant program will cover training costs submitted on a per-person or per-class basis only. Greater weight will be given to all-inclusive programs, those that incorporate the cost of all training materials and certifications where practical.
- Encourages training programs in languages other than English, if that pertains to the needs of the organization applying for the grant.
- Pays administrative costs up to (7) percent of the total amount expended limited to up to seven (7) percent of the total amount expended and will not be paid until FY18 training has been completed.
- Office of Safety staff determine a business' eligibility, walk the business through the process and answer questions.

What businesses are eligible for these benefits and services?

Employers operating within the Commonwealth of Massachusetts and whose entire staff, including consultants, are covered by Massachusetts Workers' Compensation Law (M.G.L. Chapter 152) are eligible for grants. Employers may call the Office of Safety to determine their eligibility.

Strong preference will be given to employers and organizations who demonstrate a compelling program design that addresses an injury history, potential injury, or provides a proactive approach to injury prevention.

What is the process for a business to apply or register?

Typically, safety grant applications will begin to be accepted in May. The timetable for funding is determined by the fiscal year therefore, **all training must be completed on or before June 30 of the following year**. Although the application process is open and grants will be evaluated on a rolling basis, businesses are encouraged to apply as soon as possible to have the maximum practical opportunity for funding. Programs can begin once applicants are in full compliance with all obligations to the Department of Unemployment Assistance, Department of Industrial Accidents, and any other obligations to the Commonwealth of Massachusetts and final contract documentation is completed.

Contact information:

Department of Industrial Accidents - Office of Safety
One Congress Street
Boston, MA 02114
(617) 727-4900 or 1-800-323-3249
Email: Safety@MassMail.State.MA.US
Website: mass.gov/the-dias-workplace-safety-training-grant

Department of Labor Standards — OSHA Consultation Program

What is the purpose of this resource?

The Department of Labor Standards (DLS) offers a **free of charge** consultation service designed to help employers recognize and control potential safety and health hazards at their worksites, improve their safety and health program, assist in training employees, and possibly qualify for a two-year exemption from programmed Occupational Safety and Health Administration (OSHA) inspections.

What benefits or services are offered to businesses by this resource?

An OSHA Consultation can be very beneficial to businesses by:

- Helping recognize hazards in their workplace.
- Suggesting control measures and options for solving a safety or health problem.
- Providing technical support and guidance.
- Monitoring worker exposures to air contaminants and other potential health hazards.
- Assisting employers in writing and implementing OSHA required written programs.
- Helping employers establish or strengthen a safety and health program.
- Providing training and education for the employer and employees.
- Helping employers gain membership into the Safety and Health Achievement Recognition Program (SHARP).

The consultation service is completely separate from federal OSHA inspection and enforcement efforts. The consultation service consists of highly-trained safety and health professionals. Consultants issue no citations or penalties for non-compliance. The employer's obligation is to correct all serious safety and health hazards in a timely manner. It is a confidential service in which the firm's name, other information, and any unsafe or unhealthy working conditions found, will not be reported routinely to OSHA.

What businesses are eligible for these benefits and services?

All private employers in Massachusetts are eligible. However, priority is given to small employers in high-hazard industries (e.g. construction, healthcare, manufacturing, etc.). Small employers are defined by OSHA as having 250 or fewer employees at a worksite and 500 or fewer employees nationwide.

What is the process for a business to apply or register?

1. The first step is for the employer to contact the consultation service by phone or email to request a consultation visit.
2. A consultant will be assigned to the employer and will make contact to schedule a visit.
3. During the visit, a consultant will describe the process further as well as perform a safety and health assessment with monitoring, interviews, and debriefing. The visit typically takes one full day.
4. Following the visit, the consultant will provide the employer with a written report explaining all findings, listing possible control measures, and confirming abatement periods, as discussed in the debriefing meeting.
5. The employer is required to correct all serious and imminent hazards listed in the report.
6. Once completed, the employer will submit confirmation the hazards have been abated.
7. The consultant may return for a follow-up survey, although this is rarely necessary.

Contact information:

OSHA Consultation Program
37 Shattuck Street, Lawrence, MA 01843
(508) 616-0461
mass.gov/on-site-consultation-program

Layoff Aversion and Management

MassHire Department of Career Services — Rapid Response

What is the purpose of this resource?

Rapid Response is a pro-active, business-focused, flexible program designed for two major purposes. First, to assist growing companies access skilled workers from other companies that are downsizing or who have been trained in the skills a company needs to be competitive.

The second is to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Response teams will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss. The State Rapid Response team also works with the Massachusetts AFL-CIO Rapid Response Services for Unionized Workers to provide information and assist unions and their workers who are experiencing layoffs or downsizing.

What benefits or services are offered to businesses by this resource?

Layoff Aversion

- Match businesses' hiring needs with affected workers that have similar skill sets.
- Communicate directly with employers regarding their needs and what would be necessary to avoid layoffs.
- Educate employers on various state and local programs and agencies such as the WorkShare Program, Workforce Training Fund, tax incentives, business loans, growth-based systems for manufacturing, employee ownership and succession plans, export opportunity identification, Small Business Association (SBA) information, etc.
- Provide information and assistance if an employer is considering selling a business to a buyer, several buyers, a management group, or employees.

Managing a Layoff

Providing:

- On-site workshops on topics such as job search, resume preparation, interviewing, the Unemployment Insurance process, and other relevant topics.
- One-on-one career counseling and job-search assistance.
- Leads to jobs in similar companies that are hiring.
- Information on the local labor market; education and training opportunities; health benefits and pensions; access to computers, phones, and fax machines for job searches; and special services for Veterans and adults with disabilities.
- Introduction to representatives of other organizations and programs that can help dislocated workers through this transition including, but not limited to, MassHire Career Centers.
- Information on Trade Adjustment Assistance (TAA) benefits to workers whose jobs are lost due to foreign trade or shifts in production out of the United States if the company is certified as trade-affected.

Additional benefits for employers:

- Information about any state or federal requirements/laws for notification, including the Worker Adjustment and Retraining Notification (WARN) Act, which requires most employers with 100 or more employees to provide 60-day advance notification of plant closings and mass layoffs of employees.
- Assistance, with the help of AFL-CIO, with unions and its workers during layoffs.
- Higher productivity and worker morale and lower absenteeism during layoff events due to reduced stress.
- Lower Unemployment Insurance costs as workers are re-employed more quickly when services have begun prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. Rapid Response teams understand the often confidential nature of layoffs, and will work with the company to ensure confidentiality at all times.
- Better public relations for an employer. Rapid Response teams can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.

Expansion and growth

Rapid Response can work with businesses to develop growth and expansion plans including:

- Linking growing companies to skilled workers from similar/downsized companies.
- Providing access to job posting boards, job fairs, and recruitment activities.
- Assisting in finding qualified, pre-screened candidates.
- Accessing and testing applicants.
- Providing information on the labor market, training grants, and tax credits.

What businesses are eligible for these benefits and services?

- Businesses facing a downturn in sales and looking for alternatives to layoffs.
- Businesses who need to lay off staff and are seeking to make the transition as smooth as possible for the company, affected workers, and the community as a whole.
- Businesses who are growing quickly and looking to hire skilled workers from companies that are downsizing.

What is the process for a business to apply or register?

Businesses should contact their Rapid Response team or state's Dislocated Worker Unit to notify them of impending layoffs or to inquire about other services for their company. A Rapid Response Team member will then contact the employer to discuss options available and set up an on-site meeting.

Contact information:

Rapid Response Unit
Charles F. Hurley Building
19 Staniford Street, First Floor
Boston, MA 02114
(617) 626-5300
mass.gov/rapid-response

Department of Unemployment Assistance —Unemployment Insurance Program

What is the purpose of this resource?

The Department of Unemployment Assistance (DUA) is one of several constituent departments of the Massachusetts Executive Office of Labor and Workforce Development. DUA offers several programs designed to support businesses during times of hardship including the Unemployment Insurance (UI) program.

UI provides Massachusetts workers with valuable benefits, temporary income protection and training during periods of unemployment and uncertainty. Employers play an important role in providing these benefits to Massachusetts workers. Employers fund the UI program, and serve as a resource for unemployed workers seeking UI benefits.

What benefits or services are offered to businesses by this resource?

Since employers fund the UI program, DUA offers the following support services to employers to better facilitate the UI process:

On the web: Employers may handle all their UI-related business needs by visiting UI Online at **mass.gov/dua**. Through DUA's online system, employers can:

- Register their business,
- Set up a UI Online account as well as view and manage account information,
- Process wage and employment reports,
- Calculate and pay taxes,
- View benefit charges and rate notices, and
- Designate third-party administrators to manage activities on the business' behalf.

DUA also provides online access to *The Employer's Guide to Unemployment Insurance* at mass.gov/doc/a-guide-to-benefits-and-employment-services. This guide is a resource to help employers understand the Massachusetts Unemployment Insurance Law and navigate DUA's policies and procedures.

By phone: Employers may also call the DUA Revenue Department at (617) 626-5075, where they will hear the following prompts:

Press	…if an employer requires support with the following
1	Passwords for employers, TPA password reset, problems with user IDs, deleting or adding new users
2	EMAC Supplement Program, details of an EMAC Supplement liability determination
3	New account registration, closing an account, address change, method of payment, TPA update, temporary user ID, and password
4	Revenue collections and enforcement, payment plan notice, tax intercept, *Certificate of Compliance*
5	Benefit charges protest and submission, contributory benefit charges, reimbursable benefit charges, seasonal employer certification
6	All other information (audit, business transfers, reporting new federal tax ID number, employment and wage reporting, refunds, payment information, and experience rating)

Other employer-support services	Phone
Economic research	(617) 626-6556
24-Hour fraud hotline	(617) 626-6901
Audit information	(617) 626-5075
Municipalities hotline	(617) 626-6262
Federal, military, interstate, and combined wage claims	(617) 626-5039

What businesses are eligible for these benefits and services?

Requirements for employers to contribute to the UI Trust Fund:

- For private, for-profit employers, the Massachusetts Unemployment Insurance law requires such employers to contribute to the UI Trust Fund if their businesses meet the following conditions:
  - Have employees working one or more days in 13 weeks during a calendar year. The weeks of employment need not be consecutive nor must the employees remain the same.
  - Pay wages of $1,500 or more in any calendar quarter.
- For certain types of employers, different thresholds must be met before they are required to make UI contributions. These include agricultural employers, domestic workers, and out-of-state employers. More information on these thresholds can be found in DUA's *Employer's Guide to Unemployment Insurance*.
- In addition to the factors above, DUA considers other factors (including the type of legal entity of the business, the type of management structure, and the location of where the work was performed) in determining whether an organization is required to contribute to UI, such as for a sole proprietor and/or for a partnership.
- Government and non-profit employers are exempt from Federal Unemployment Tax Act (FUTA) tax. In addition, governmental and non-profit employers may choose to reimburse DUA dollar-for-dollar for all regular UI benefits paid to their workers via the reimbursable method instead of paying quarterly contributions.

Requirements for employees to receive UI benefits:

- With some exceptions, the Unemployment Insurance program covers most workers in public, private, and non-profit (organizations holding 501(c)3 status) sectors. A list of workers not covered under UI can be found in DUA's *Employer's Guide to Unemployment Insurance*.
- Eligibility for UI benefits is based upon three sets of criteria: wages, reason for employment separation, and intent to work. More information on these criteria can be found in DUA's *Employer's Guide to Unemployment Insurance*.
- Weekly UI payment is based primarily on several factors: worker's wages, pension benefits, and part-time or reduced wages. More information on these thresholds can be found in DUA's *Employer's Guide to Unemployment Insurance*.
- Claimants may be **denied** UI benefits if they are unemployed for specific reasons including, but not limited to: quitting a job voluntarily; being discharged by the employer for deliberate misconduct or a knowing violation of a reasonable and uniformly enforced rule or policy of the employer; losing a job due to conviction of a felony or misdemeanor; taking a seasonal break; being unemployed during any period covered by the receipt of vacation pay, pay in lieu of dismissal notice, continuation pay, severance pay, termination pay, or Workers' Compensation for total temporary disability; being unavailable for work, not capable of working, or not actively seeking work; participating in a labor dispute (i.e., strike) that results in a substantial curtailment of the employer's business do not qualify for benefits; and working in self-employment on a full-time basis.

What is the process for a business to apply or register?

- Employers should register online and set up a UI account at **mass.gov/dua**
- Once employers set up a UI account with UI Online, they will be better equipped to manage their UI responsibilities which include:
  - maintaining their account,
  - filing their quarterly Employment and Wage Detail reports,
  - making timely UI payments,
  - participating in benefit determinations,
  - keeping accurate payroll and time records,
  - tracking benefit charge activities,
  - corresponding with DUA,
  - and corresponding with workers.
- Employers may call (617) 626-5075 for questions about account activation and/or registration.

Contacting a Local Hearings office:

Region	Address	Phone
Greater Boston	19 Stanford Street, First Floor, Boston, MA 02114	(617) 626-5200
Northeastern MA	11 Lawrence Street, Second Floor, Lawrence, MA 01840	(978) 738-4400
Southeastern MA	36 Main Street, First Floor, Brockton, MA 01840	(508) 894-4777
Western/Central MA	88 Industry Avenue, Suite A, Springfield, MA 01104	(413) 452-4700

Contact information:

Department of Unemployment Assistance
Charles F. Hurley Building
19 Staniford Street, First Floor
Boston, MA 02114
(617) 626-5075
mass.gov/unemployment-insurance-ui-for-employers

Department of Unemployment Assistance — WorkShare Program

What is the purpose of this resource?

Sometimes employers have to cut costs. Often that means layoffs. The Department of Unemployment Assistance (DUA) WorkShare Program gives employers a way to avoid layoffs. Enacted into law on January 6, 1988, the WorkShare Program allows workers in an entire company, a company department, or even a small unit within the company, to share reduced work hours while also collecting Unemployment Insurance benefits to supplement their reduced wages.

What benefits or services are offered to businesses by this resource?

Businesses that use WorkShare:

- Keep their trained workers working for them.
- Avoid the extra cost of having to recruit and train new workers.
- Keep their business running smoothly and poised for a heavier workflow.
- Maintain employee morale and productivity.
- Stay focused on their primary business goals.

What businesses are eligible for these benefits and services?

WorkShare is for any Massachusetts company (small or large), non-profit organization, or government agency. To be eligible to participate in the WorkShare Program, the business' employees must all:

- Have the same level of reduced hours (between 10-60%). The decrease in the normal weekly hours must be shared equally by all employees.
- Be full-time or permanent part-time.
- Continue to receive the same level of benefits (health insurance, retirement, etc.) as before.
- Work in the same "group." The group can be a whole company, a building, department, shift, job category, etc., and all eligible employees in that group must be in WorkShare.

What is the process for a business to apply or register?

To apply for WorkShare, a business should:

1. Log into their UI Online Employer Account at **mass.gov/orgs/department-of-unemployment-assistance**.
2. Click on *Account Maintenance* at the *Employer Home* page.
3. Click on *Request WorkShare Benefits*.
4. Click on *Search*.
5. Click on Add WorkShare Plan and complete a WorkShare application online. Employers must certify that they are reducing hours and using WorkShare to avoid layoffs.

Employers may call **(617) 626-5075** for questions about account activation and/or Employer Network registration. During the application process, employers must provide:

- The name of the department(s) to participate in WorkShare.
- Their reason(s) for reducing employee hours.
- The number of weeks they want to use WorkShare, including the start and end dates.
- Information about the employees that will be participating in the WorkShare Program, including their: names, current work schedules, proposed reduced work schedules, and Social Security numbers.

If a company's employees have a union, the union must agree to the business' WorkShare Plan, and the union must sign the WorkShare application. Businesses must also:

- Stay up-to-date with their Unemployment Insurance contributions or other payment(s) and any interest or penalty charges they owe DUA. Negative balance employers cannot participate in the DUA WorkShare Program.
- Provide DUA with any report, record, or other information that DUA may need for the WorkShare Plan.

Coming soon…..Changes to WorkShare

Employees will:

- Submit a weekly certification;
- Confirm WorkShare hours reported by their employer; and
- Report all non-WorkShare hours and earnings.

Contact information:

DUA WorkShare Department
Charles F. Hurley Building
19 Staniford Street, First Floor
Boston, MA 02114
(617) 626-6877
Email: integration-dua-dcs@detma.org
mass.gov/topics/workshare-program

Business Development and Partnerships

Massachusetts Office of Business Development — The Economic Development Incentive Program

What is the purpose of this resource?

The mission of the Massachusetts Office of Business Development (MOBD) is to strengthen the economy and increase job growth throughout Massachusetts by providing to businesses that are seeking to expand or locate in the Commonwealth a highly responsive, central point of contact that facilitates access to resources, expertise, and incentive programs available in the Commonwealth.

Housed within MOBD, the Economic Development Incentive Program (EDIP) is a tax-incentive program designed to foster full-time job creation and stimulate business growth throughout the Commonwealth. Participating companies may receive state and local tax incentives in exchange for full-time job creation, retention, and private investment commitments. The Economic Assistance Coordinating Council (EACC) is the governing board of the EDIP.

What businesses are eligible for these benefits and services?

Businesses statewide are eligible to work with MOBD.

The Economic Development Incentive Program is a competitive program; there is an annual $20 million budget. Not all projects will be awarded tax credits. The EACC considers the following factors when evaluating applications and determining the size of awards:

- Need for incentives; “but for” these incentives a project would not occur
- Number of jobs to be created
- Timing of job creation
- Size of capital investment
- Wages and categories of proposed jobs including whether there are healthcare options available and/or some type of pension/401K/IRA
- Industry of the applicant
- Profile of the community where it will be located
- Local municipal support
- Level of out-of-state sales
- Competitiveness of the situation
- Is it a headquarters location?
- Commitment to Massachusetts procurement

What is the process for a business to apply or register?

1. EDIP Application Process:

- Participate in an introductory meeting with the MOBD.
- Work with MOBD to introduce project to municipality in order to seek any necessary approvals.
- Send a "Letter of Intent" to municipality and copied to the MOBD.
- Complete and return the EDIP Preliminary Application by the published deadline.
- Following review and upon the invitation of the MOBD, complete, and return the *EDIP Supplementary Application*.
- If applicable, submit local approvals and agreements to MOBD.
- Upon invitation, attend an EACC meeting to present project details and request certification.

2. EDIP Award Process:

Unless additional information is required, the EACC will generally make decisions on project certification during their scheduled quarterly meetings. Projects will receive written notification of the EDIP-ITC award after the EACC meeting, usually within 48 hours.

3. EDIP Monitoring Process:

At the end of each year, certified projects are required to submit a report to the EACC and municipality in which the project is located.

Contact information:

Massachusetts Office of Business Development
136 Blackstone Street, 5th floor
Boston, MA 02109
(617) 973-8600
mass.gov/mobd

MassDevelopment

What is the purpose of this resource?

MassDevelopment, the state's economic development and finance agency, works with businesses, nonprofits, financial institutions, and communities to stimulate economic growth across the Commonwealth. Through these collaborations they help create jobs, increase the number of housing units, revitalize urban environments, and address factors limiting economic growth including transportation, energy, and infrastructure deficiencies.

What benefits or services are offered to businesses by this resource?

Financing

- **Tax-exempt Bonds:** MassDevelopment issues tax-exempt bonds on behalf of borrowers to finance eligible capital projects at the lowest possible interest rates. Bonds can be sold on the capital markets or placed directly with a borrower's bank as the lender.
- **Commercial Loans and Loan Guarantees:** MassDevelopment provides direct loans and partners with banks to provide loan participations and loan guarantees to manufacturers, commercial/industrial businesses, developers, and nonprofit organizations. Loans are available for all stages of a project, from predevelopment needs to permanent real estate financing. A loan advance rate of up to 90% on real estate is just one of the many benefits of working with MassDevelopment.

Real estate services

MassDevelopment offers a range of planning and development services to help communities reposition or redevelop vacant, underutilized, or underperforming properties. Our real estate division specializes in challenging projects that the private sector is unable or unwilling to undertake without public assistance. Staffed by highly qualified planners, project managers, engineers, and asset managers, MassDevelopment has experience developing, managing, and facilitating complex projects. Services include market feasibility analysis, site planning, consulting services, project management, and more.

What businesses are eligible for these benefits and services?

MassDevelopment works with businesses, nonprofits, financial institutions, and communities.

Contact information:

MassDevelopment
99 High Street
Boston, MA 02110
(800) 445-8030
massdevelopment.com

Massachusetts Growth Capital Corporation

What is the purpose of this resource?

Massachusetts Growth Capital Corporation was established to help small businesses create and preserve jobs by providing access to working capital, loan guaranties and targeted technical assistance that solves specific financial and operational problems. MGCC works with traditional financial institutions to turn "un-bankable" businesses bankable, CDC's and non-profits to provide financing for job-producing projects, and directly with businesses to find the growth capital they require. MGCC seeks to assist small businesses in Gateway Cities as well as woman-, veteran-, or minority-owned businesses.

What benefits or services are offered by this resource to employers?

Financing

- **Subordinated loans:** Many of MGCC's loans are made in conjunction with bank financing. Typically, the bank will have a senior position on assets and MGCC will be in a subordinated position. These loans are usually written as five-year term loans.
- **Lines of credit:** When a company needs to receive partial advances of loan proceeds to meet working capital needs, a one year line of credit may be appropriate. A line of credit may be renewed for a second year or may be converted to a term loan.
- **Term loans:** Working capital requirements are not often easily handled within one year. Cash flow is typically insufficient to repay all but the smallest loan in a year. Five-year term loans therefore provide a useful time frame, long enough for cash flow to increase and to allow MGCC to be repaid.
- **Contract and purchase order financing:** Winning a contract or a purchase order usually requires a firm to support labor, materials, and overhead cost before billing and being paid for the work. Contract and Purchase Order financing can bridge this timing gap. Typically, a percent of the order value will be loaned, and repaid when the firm receives payment.
- **Guaranties:** If a bank cannot extend needed credit because the collateral is inadequate, MGCC can provide a partial and limited guaranty to enable the bank to make the loan.
- **Working capital:** Working capital can be provided for most business operational purposes. MGCC does not typically finance real estate development.
- **Technical assistance:** MGCC provides targeted technical assistance to solve specific financial and operational problems. MGCC will provide 50% of the cost of such assistance while the company being assisted will invest the other 50%.

Who is eligible for these benefits and services?

MGCC works with small businesses (as defined by the U.S. Small Business Administration), non-profits, and community development centers.

What is the process for an employer to apply?

To submit a loan request, call MGCC directly at **(617) 523-6262** or email **mgcc@massgcc.com**. In order to begin the underwriting process, MGCC will look to gather basic information about the prospective borrower as well as to determine the loan amount requested, why it's needed, and most importantly, what the loan will help the company achieve.

Contact information:

Massachusetts Growth Capital Corporation
529 Main Street, Schrafft Center, Suite 201
Charlestown, MA 02129
(617) 523-6262
massgcc.com

Massachusetts Small Business Development Center Network

What is the purpose of this resource?

The Massachusetts Small Business Development Center (MSBDC) Network contributes to the entrepreneurial growth of small businesses throughout Massachusetts by providing high-quality, in-depth advising, training, and capital access.

The MSBDC Network provides **free of charge** one-on-one, comprehensive and confidential services focusing on business growth and strategies, financing and loan assistance as well as strategic, marketing and operational analysis. In addition, low cost educational training programs are offered across the state targeted to the needs of small business. This is achieved through three integrated product lines: Business Advisory Services, Government Contracting, and International Trade Assistance.

Services are delivered through a statewide network of skilled professionals supported by a vast network of federal, state, educational, and private sector partners. With eight regional and specialty offices and over 37 outreach locations across the state, services are available within a 30-minute drive from most potential clients in the Commonwealth.

What benefits or services are offered by this resource to employers?

The MSBDC Network provides free, confidential, one-to-one management advising, technical assistance, and low-cost educational training programs to prospective and existing small businesses throughout the Commonwealth. The MSBDC provides specialized services in the areas of capital formation, minority business assistance, business and industry data, international trade, and procurement technical assistance which further augment services.

- **Business advisory services:** A full-time staff of business advisors, supported by the resources of their host academic institutions, provide free assistance to small businesses. Services are delivered statewide through a network of eight regional centers. Services are not available at the state office. Areas of assistance include, but are not limited to: start-up businesses; business plan development; financial plan development; marketing and sales strategies; cash-flow analysis; organizational and personnel issues; government procurement assistance; minority business assistance; and international trade assistance.
- **Outreach sites:** To better serve the Massachusetts small business community, the MSBDC has offsite business advisory locations (outreach sites) in conjunction with chambers of commerce and economic development entities. In addition to office hours at the regional centers, services are provided at the outreach sites, which are listed on the MSBDC website. For most small businesses, this means that MSBDC services are no further than 30 minutes away. Appointments are made on a weekly or as needed basis, depending on the site.
- **Business training:** The MSBDC conducts free and low-cost seminars, workshops, courses, and conferences addressing a wide range of concerns for both startup and existing businesses. Many of these programs are co-sponsored with local chambers of commerce, colleges and universities, community development organizations, banks, and trade associations.
- **Quality control and accountability:** The MSBDC places great importance on monitoring and measuring the quality and economic impact of the services that they provide. MSBDC has put several measures in place (annual deliverables, surveying clients, various reviews, etc.) to ensure that they are focusing on their mission and delivering the best service possible to small businesses in Massachusetts.

Who is eligible for these benefits and services?

Small businesses (as defined by the United States Small Business Administration) are eligible for MSBDC services.

Contact information:

The Massachusetts Small Business Development Center Network's state office headquarters are located at the University of Massachusetts Amherst.

Regional offices and specialty centers are located at host universities and colleges around the state:

- **Berkshire regional office-Pittsfield: (413) 499-0933**
- **Central regional office-Worcester: (508) 793-7615**
- **Massachusetts Export Center-Boston: (617) 973-8664**
- **Procurement Technical Assistance Center-Amherst: (413) 545-6303**
- **Northeast regional office-Salem: (978) 542-6343**
- **Southeast regional office-Fall River: (508) 673-9783**
- **Western regional office-Springfield: (413) 577-1768**

MSBDC Network - state office
Tillson House
University of Massachusetts
23 Tillson Farm Road
Amherst, MA 01003
(413) 545-6301
msbdc.org

Massachusetts Operational Services Division

What is the purpose of this resource?

The Massachusetts Operational Services Division (OSD) helps government and business customers succeed in meeting their goals by providing opportunities for commerce between the two entities. In addition, OSD offers advice and guidance, objectivity, and high-quality goods and services. OSD offers the following resources and programs to businesses:

1. COMMBUYS Market Center;
2. Small Business Purchasing Program (SBPP);
3. Supplier Diversity Office (SDO); and
4. Training support in addition to other opportunities.

What benefits or services are offered by this resource to employers?

COMMBUYS Market Center: COMMBUYS is the official procurement record system for the Commonwealth of Massachusetts' Executive Departments, managed by OSD. It supports online commerce between government purchasers and businesses. Specifically, COMMBUYS offers free internet-based access to all public procurement information posted on the system in order to promote transparency, increase competition, and achieve best value for Massachusetts taxpayers. COMMBUYS-registered vendors may receive automatic email notification of procurement opportunities issued by Executive Departments and other entities, and are able to submit electronic responses to such opportunities.

Small Business Purchasing Program (SBPP): The SBPP offers small businesses targeted contract opportunities with all Executive Departments conducting procurement of non-construction goods and services with total values of less than or equal to $150,000 over the life of the contract. Businesses that participate in the SBPP register in COMMBUYS and are included in the searchable COMMBUYS business directory specifically identified as small businesses.

Supplier Diversity Office (SDO): The SDO offers Minority-Owned Business Enterprises (MBEs), Women-Owned Business Enterprises (WBEs), Veteran-Owned Business Enterprises (VBE), and Service-Disabled Veteran-Owned Business Enterprises (SDVOBEs) opportunities in all areas of state contracting, including construction, design, goods, and services through a certification process. Similar to the SBPP, certified businesses register in COMMBUYS and are included in the COMMBUYS business directory. The SDO manages the certification of certain categories of diverse businesses and verifies certifications managed by partner organizations. Certified businesses may reach out to Statewide Contractors for partnerships and subcontracting opportunities that allow the contractors to fulfill supplier diversity requirements of their contracts.

Training support and other opportunities: OSD offers free training classes and workshops to help businesses better understand and utilize COMMBUYS, SBPP, and the Supplier Diversity Program, as well as opportunities to network with contractors and other businesses through conferences and events. In addition, OSD collaborates with other agencies such as the Governor’s Office of Access, Opportunity and Community Affairs, which also promotes opportunities for MBEs, WBEs, and other diverse businesses.

Who is eligible for these benefits and services?

COMMBUYS: Any business is eligible to register for and utilize the COMMBUYS Market Center.

Small Business Purchasing Program: A business entity may participate in the SBPP if that entity (with all of its affiliates combined) meets all of the program eligibility criteria:

1. Has its principal place of business in Massachusetts;
2. Has been in business for at least one year;
3. Currently employs a combined total of 50 or fewer full-time equivalents in all locations;
4. Has gross revenues, as reported on the appropriate Massachusetts Department of Revenue tax form, of $15 million or less, based on a three-year average; and
5. Is either a "For-Profit" that is organized under the laws of the Commonwealth or is properly registered to do business in the Commonwealth as well as independently owned and operated OR a "Non-Profit" that is registered as a non-profit or charitable organization, is up to date on its filings with the Massachusetts Attorney General's office, and is tax-exempt under Section 501(c) of the Internal Revenue Code.

Supplier Diversity Office: The SDO certifies MBEs, WBEs (including non-profit MBEs and WBEs), and VBEs, as well as Portuguese-owned businesses (PBEs) for inclusion in the Supplier Diversity Program. Additionally, firms in other categories including Service-Disabled Veteran-Owned (SDVOBEs), Disability Owned (DOBEs) and Lesbian, Gay, Bisexual, and Transgender Owned Business Enterprises (LGBTBEs), may have their certifications by other organizations verified by the SDO to be included in supplier diversity programs. MBEs, WBEs, SDVOBEs, and VBEs certified by other entities also may apply for SDO verification, depending on the certifying entity. Eligibility is dependent on each certification category's guidelines. Generally speaking, the principal (51% ownership) of the company applying for certification must be a member of the qualifying category, a woman, a member of a minority group, a Veteran, etc. The principal(s) also must maintain control of the firm as an independent and ongoing company.

What is the process for an employer to register/apply?

COMMBUYS: Businesses should simply go to **commbuys.com** and complete the registration form to gain access to COMMBUYS.

Small Business Purchasing program: Registration for the SBPP is part of the COMMBUYS vendor registration process, which includes an optional set of SBPP terms and an eligibility questionnaire. Participation in SBPP is renewed annually by agreeing to program terms and updating the company eligibility questionnaire in COMMBUYS. Information provided by vendors on the SBPP eligibility questionnaire at the time of initial program application or at the time of renewal is subject to verification of eligibility.

Supplier Diversity Office (SDO): The SDO recently launched an online tool for businesses interested in becoming certified. By taking a short self-assessment, users can find out for which certification types they may qualify and how to go about completing the process:

1. Visit mass.gov/sdo/start to complete a self-directed assessment to see which program(s) the business is qualified for, and learn how to get started;
2. Register in COMMBUYS;
3. Attend a Pre-Certification Class (if required);
4. Apply; and
5. Market the business to prime contractors as a diverse business.

Contact information:

The Commonwealth of Massachusetts
Executive Office for Administration and Finance
Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108-1552
(617) 720-3300
mass.gov/osd

Questions about COMMBUYS?
Contact the COMMBUYS Help Desk via email at COMMBUYS@state.ma.us or call 1 (888) 627-8283.

MassHire Workforce Boards

What is the purpose of this resource?

MassHire Workforce Boards (MWBs), previously referred to as Workforce Investment Boards (WIBs), lead the workforce development system through regional policy and oversight responsibilities for multiple federal and state funding streams as well as programs associated with all aspects of workforce development. WDBs conduct labor market studies to identify trends and develop innovative partnerships and strategies to address those trends, so that business and labor stay ahead of the curve to remain competitive. They also charter and oversee the MassHire Career Centers.

A majority of an MWB's membership must come from private businesses. These business-led boards are charged with creating a more cohesive demand-driven workforce development system, reflective of their region's specific needs and resources, indicated by local market factors. Seats are also designated for representatives from community-based organizations, labor unions, educational institutions, community development/economic development agencies, vocational rehabilitation, state employer services, and other non-profit entities. MWB members leverage their experience and their connections to enhance the training and educational programs available to both jobseekers and the employers wishing to hire them.

What benefits or services are offered to businesses by this resource?

- Several MWBs in Massachusetts also organize consortia/partnerships in specific industries in which employer representatives may participate in order to connect with other entities as well as help align training curriculum with employers' needs.
- Businesses may receive labor market information from MWBs to help make workforce development decisions.
- Through the MassHire Career Centers that the MWBs oversee, employers can access recruiting and hiring services.
- MWBs also oversee several youth employment and internship programs, which enable employers to assist with exposing youth to workplace expectations and career opportunities.
- MWBs can also provide support to businesses applying for funding opportunities such as the Workforce Training Fund Program, The Workforce Competitiveness Trust Fund, and others.

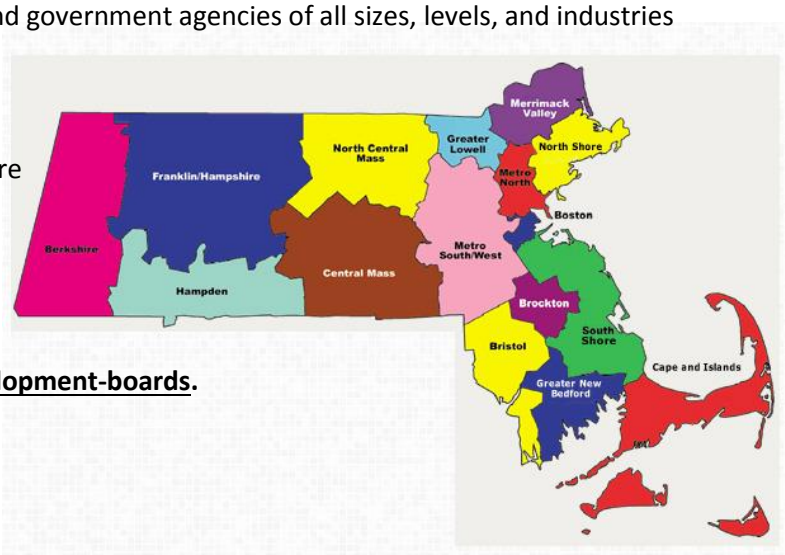
What businesses are eligible for these benefits and services?

Representatives from businesses, non-profits, and government agencies of all sizes, levels, and industries participate on MWBs and in related activities.

Contact information:

An employer may contact its local MWB to inquire about employer engagement opportunities.

A list of MWBs can be found on the following page and links to the MWBs' websites can be found at **mass.gov/service-details/local-workforce-development-boards.**



MassHire Workforce Development Boards

Boston/Metro North region

Massachusetts State Workforce Board
19 Staniford Street, Fourth Floor
Boston, MA 02114
mass.gov/mwib
(617) 626-7112

MassHire Boston Workforce Board
Two Oliver Street
Boston, MA 02109
bostonpic.org
(617) 488-1300

MassHire Metro North Workforce Board
186 Alewife Brook Parkway, Second Floor
Cambridge, MA 02138
mnreb.org
(617) 864-1500

Central region

MassHire Metro South/West Workforce Board
420 Lakeside Avenue, Suite 301
Marlborough, MA 01752
pswinc.org
(508) 281-6910

MassHire Central Region Workforce Board
340 Main Street, Suite 400
Worcester, MA 01608
cmwib.org
(508) 799-1509

MassHire North Central Workforce Board
1355 Central Street
Leominster, MA 01453
ncmwib.org
(978) 534-1023

Northeast region

MassHire Greater Lowell Workforce Board
107 Merrimack Street
Lowell, MA 01852
glwib.org
(978) 937-9816

MassHire Merrimack Valley Workforce Board
255 Essex Street, Fourth Floor
Lawrence, MA 01840
mvwib.org
(978) 682-7099

MassHire North Shore Workforce Board
70 Washington Street, Suite 314
Salem, MA 01970
northshorewib.com
(978) 741-3805

Western region

MassHire Franklin Hampshire Workforce Board
One Arch Place
Greenfield, MA 01301
franklinhampshirereb.org
(413) 773-1835

MassHire Hampden County Workforce Board
1441 Main Street, First Floor
Springfield, MA 01103
rebhc.org
(413) 787-1547

MassHire Berkshire Workforce Board
66 Allen Street
Pittsfield, MA 01201
berkshirereb.org
(413) 442-7177

Southeast region

MassHire South Shore Workforce Board
15 Cottage Avenue, Suite 302
Quincy, MA 02169
southshorewdb.org
(617) 328-7001

MassHire Greater Brockton Workforce Board
34 School Street
Brockton, MA 02301
bawib.org
(508) 584-3234

MassHire Bristol Workforce Board
One Government Center, Fifth Floor
Fall River, MA 02722
bristolwib.org
(508) 675-1165

MassHire Greater New Bedford Workforce Board
1213 Purchase Street, Second Floor
New Bedford, MA 02740
gnbwib.org
(508) 979-1504

MassHire Cape and Islands Workforce Board
426 North Street, Suite 9
Hyannis, MA 02601
ciwdb.org
(508) 775-5900

External Resources

(Non-State-Government Affiliated)

External Resources (Non-State Government Affiliated)

The following resources have more of an independent structure, compared to the previous resources, that fall outside the overall umbrella of the Commonwealth of Massachusetts government structure:

1. **Massachusetts Manufacturing Extension Partnership (MassMEP)**
2. **Office of Federal Contract Compliance Programs (OFCCP)**
3. **U.S. Small Business Administration (SBA)**

1. Massachusetts Manufacturing Extension Partnership (MassMEP)

MassMEP helps transform companies and drive manufacturing growth and innovation into the 21st century. It is funded by the state and federal government to work primarily with manufacturers and warehouse distribution businesses. Ideally, companies are small to midsize (under 500 employees). MassMEP is also an affiliate of NIST's Hollings Manufacturing Extension Partnership (MEP), a national network of 57 centers that provide assistance to small and mid-size manufacturers. The three core competencies of the center are: operational excellence, workforce strategies, and innovative growth solutions. MassMEP provides:

- Workshops and simulations conducted at various locations including, but not limited to, a company's facility or at MassMEP's facility.
- Mentoring and leadership guidance to help transform manufacturing companies.
- In-house training at a company's facility.
- Case studies about various manufacturers which support the impact that the Next Generation Manufacturing (NGM) framework of strategies can have on a company.

Contact information:

Massachusetts Manufacturing Extension Partnership
100 Grove Street, Suite 108
Worcester, MA 01605
Main office: (508) 831-7020
massmep.org

2. Office of Federal Contract Compliance Programs (OFCCP)

The purpose of the Office of Federal Contract Compliance Programs is to ensure that employers doing business with the Federal government comply with the laws and regulations requiring nondiscrimination. In carrying out its responsibilities, the OFCCP uses the following enforcement procedures:

- Offers technical assistance to federal contractors and subcontractors to help them understand the regulatory requirements and review process.
- Conducts compliance evaluations and complaint investigations of federal contractors and subcontractors' personnel policies and procedures.
- Obtains Conciliation Agreements from contractors and subcontractors who are in violation of regulatory requirements.
- Monitors contractors' and subcontractors' progress in fulfilling the terms of their agreements through periodic compliance reports.
- Forms linkage agreements between contractors and Labor Department job training programs to help employers identify and recruit qualified workers.
- Recommends enforcement actions to the Solicitor of Labor.

Contact information:

United States Department of Labor for OFCCP, Northeast Region
201 Varick Street, Room 750
New York, NY 10014
Main office: 646-264-3170
TTY: national office: 877-889-5627
Pre-award email: OFCCP-NE-PreAward@dol.gov
Complaint department: dol.gov/ofccp/regs/compliance/pdf/pdfstart.htm

3. United States Small Business Administration (SBA)

The SBA helps Americans start, build, and grow businesses. Through an extensive network of field offices and partnerships with public and private organizations, SBA delivers its services to people throughout the country. SBA provides assistance primarily through its four programmatic functions:

- Access to Capital including business financing;
- Entrepreneurial Development including education, information, technical assistance and training;
- Government Contracting including federal procurement; and
- Advocacy for small businesses. The SBA also assesses the impact of the regulatory burden on behalf of small businesses as well as conducts a vast array of research on American small businesses and the small business environment.

Contact information:

United States Small Business Administration, Region I
10 Causeway Street, Room 265
Boston, MA 02222
Main office: (617) 565-5590
sba.gov/offices/district/ma/boston

Helpful Websites

Helpful Websites

Mass.gov Business Portal

mass.gov/topics/business-resources

The Mass.gov business portal is an online resource for current businesses or entities starting up and provides information, tools, and more in an effort to help businesses succeed in Massachusetts.

Health Connector

massachusettschamberofcommerce.com/health-connector-offers-more-choices-for-small-businesses/

The Health Connector is an independent state agency that helps Massachusetts employers find the right health insurance plan for their business. Small businesses with 25 or fewer employees can earn a rebate of up to 15% on their premium contribution through the Business Express Wellness Track by promoting a healthy workforce. Health Connector staff may also provide information regarding the federal Small Business Health Care Tax Credit.

Massachusetts AFL-CIO Rapid Response Services for Unionized Workers

massaflcio.org/rapid-response The Massachusetts AFL-CIO Rapid Response Team partners with the state Rapid Response team to assist unions and workers who are experiencing layoffs or downsizing.

MassRIDES

commute.com/employer

MassRIDES is a free program of the Massachusetts Department of Transportation (MassDOT) designed to help reduce traffic congestion and improve air quality and mobility. To accomplish these goals, MassRIDES works with both employers and commuters within the Commonwealth to promote the use of commute options. Specifically for businesses, MassRIDES assists employers with the implementation of commute options that help reduce the number of cars traveling to a worksite, improve air quality, and reduce traffic congestion, while saving employers and employees money. Commute option programs complement existing benefit packages and environmental efforts and are low or no cost to employers.

Contact List

Contact List

Name	Title	Phone	Email	Other
MassHire Department of Career Services (MDCS)				
Jack Sprince	State Coordinator, Work Opportunity Tax Credit (WOTC)	(617) 626-5730	jackson.e.sprince@massmail.state.ma.us	(617) 727-8671 (Fax)
Brian Ottlinger	Program Coordinator, Veterans Employment and Training	(508) 977-1407	brian.j.ottlinger@massmail.state.ma.us	
Commonwealth Corporation – Workforce Training Fund Programs (WTFP)				
Zena DeBarros	Program Coordinator, WTFP General Program	(617) 717-6919	wtfp@commcorp.org	
Megan Kelly	Program Coordinator, Express Program	(617) 717-6903	express@commcorp.org	
The Division of Apprentice Standards (DAS) – Apprenticeship Programs				
Henry Mattuchio	Director	(617) 626-5403	henry.mattuchio@massmail.state.ma.us	(617) 626-5427 (Fax)
Mari Cooney	Liaison	(617) 626-7103	mari.cooney@massmail.state.ma.us	(617) 626-5427 (Fax)
Madeleine McGuire	Compliance Officer	(617) 626-5989	madeleine.mcguire@massmail.state.ma.us	(508) 824-1303 (Fax)
Celina Pendexter	Compliance Officer	(617) 626-5407	celina.pendexter2@massmail.state.ma.us	(617) 626-6955 (Fax)
Department of Industrial Accidents (DIA) – Safety Grant Program				
Kathy Manson	Director	(617) 727-4900 ext. 7374	kathy.manson@state.ma.us	
Maria Pesantes	Program Coordinator	(617) 727-4900 ext. 7376	maria.pesantes@massmail.state.ma.us	
Deven Awalt	Program Coordinator	(617) 727-4900 ext. 7404	deven.awalt@massmail.state.ma.us	
Department of Labor Standards (DLS) – OSHA Consultation Program				
Kathy Flannery	Program Supervisor	(617) 626-6504	kathy.flannery@state.ma.us	(978) 687-0013 (Fax)
MassHire Department of Career Services (MDCS) – Rapid Response				
Ken Messina	Rapid Response Business Service Manager	(617) 626-5703	ken.messina@massmail.state.ma.us	(617) 727-8671 (Fax)
Chuck Bennett	Coordinator, Boston/Metro North Region	(617) 661-7867 ext. 246	charles.bennett@massmail.state.ma.us	(617) 661-7571 (Fax)
Norca Disla-Shannon	Coordinator, Northeast Region	(978) 722-7013	norca.disla-shannon@massmail.state.ma.us	(978) 722-7090 (Fax)
Helder Teixeira	Coordinator, Southeast Region	(508) 977-1421	helder.teixeira@massmail.state.ma.us	(617) 727-8671 (Fax)
Sandra Foley	Coordinator, Central Region	(978) 534-1481 ext. 237	sandra.foley@massmail.state.ma.us	(978) 534-1375 (Fax)
Carol Snyder	Coordinator, Western Region	(413) 322-7152	carol.snyder@massmail.state.ma.us	(413) 532-0293 (Fax)
Department of Unemployment Assistance (DUA) – WorkShare Program				
Wendy Hamlett	Integration, DUA and DCS	(617) 626-6099	wendy.hamlett@massmail.state.ma.us	
Massachusetts Office of Business Development (MOBD) – The Economic Development Incentive Program (EDIP)				
Peter Milano	Senior Regional Director, Central, MetroWest and Merrimack Valley Regions	(978) 970-1193	peter.milano-sea@state.ma.us	
Maria Di Stefano	Regional Director, Northeast Region	(978) 745-2387	maria.g.destefano@state.ma.us	
Maria Marasco, Esq.	Regional Director, Southeast Region	(508) 730-1498	maria.marasco@state.ma.us	
Debra Boronski	Regional Director, Western Region	(413) 733-5357	debra.boronski@state.ma.us	