



SERVICE AREA

351 cities and towns, 261,292 employers, labor force of 3.7 million

PRIORITY INDUSTRIES

1. Healthcare and Social Assistance
2. Information Technology
3. Advanced Manufacturing

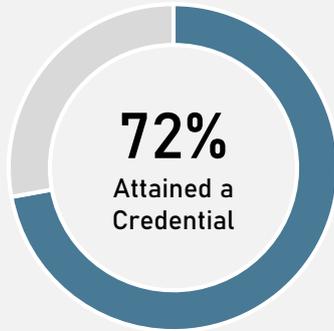
TOP POPULATIONS SERVED

- Unemployed: 93%
- First Time Career Center Customer: 66%

Massachusetts

JOB SEEKER SUCCESS*:

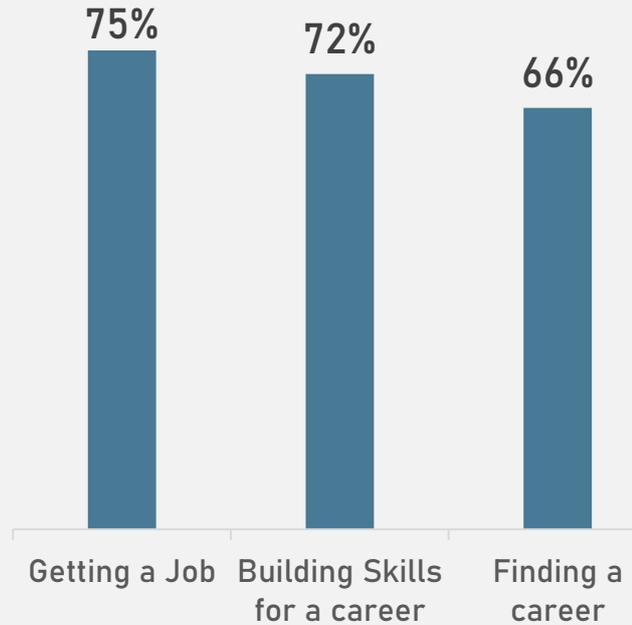
2019 JOB SEEKER PROFILE:



*Of Adult WIOA Title 1 Customers

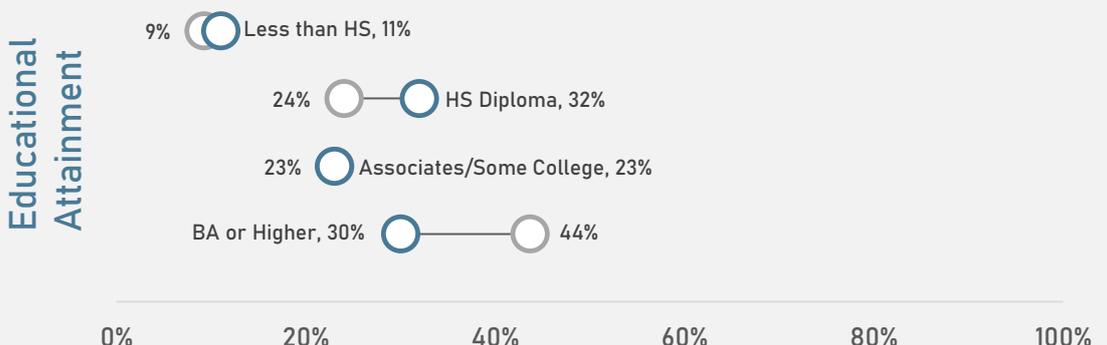
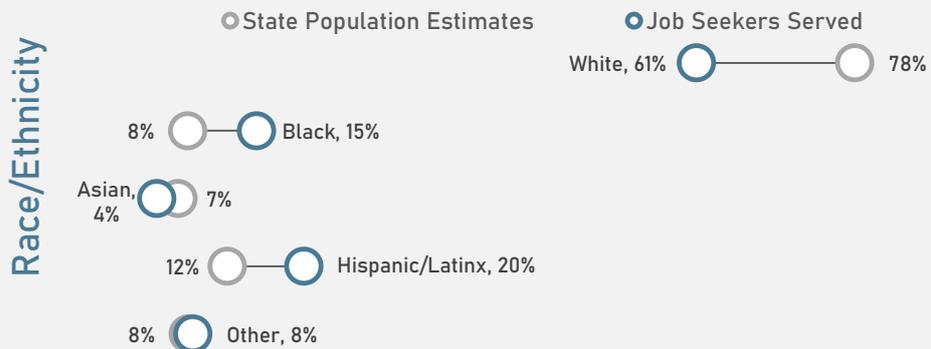
129,105

Total Customers Served



MassHire Career Centers are open to all and serve people with all levels of education, from less than a high school diploma to those with graduate degrees.

The MassHire system serves those who need *training* and *skill development* the most: *non-white* workers and those with *less than a college degree*.



The effects of COVID-19 on our state have been devastating and our economic recovery is just beginning. Since March 2020 when the public health crisis began, over 1.9 million individuals experienced an employment interruption. Seemingly overnight, the public workforce system went from providing mainly in-person services to having to provide 100% virtual services for all job seekers and employers, even to those customers with limited digital resources/literacy. As such, we use 2019 data here to reflect "business as usual" statistics, knowing that the demand for services during 2020 and into 2021 was unusually influenced by the pandemic. As we continue to assess the impact of the pandemic on the Commonwealth's workers and businesses, we will update this information to reflect the workforce system's response.

2019 Business Support

1,345 Received Labor Market Information

10,331 Received Multiple Services



13,108
Total Employers Served



4,030 Received Referrals to Job Candidates

2,580 Engaged in Job Fairs & Recruitment



In addition to being a resource for accessing funding for training, workforce boards develop and drive the strategic plan for the region. They also give local employers a vehicle for driving workforce development policy and practice in their regions through industry specific roundtables and partnerships. An example of this is the Advanced Manufacturing Training Expansion Program (AMTEP), a special project of the Northeast Advanced Manufacturing Consortium (NAMC). This project is led by four regional workforce boards and comprised of area manufacturing businesses. AMTEP's goal, made possible by a generous \$2.5M grant from the GE Foundation, is to expand manufacturing training opportunities on the North Shore and to fully address the continually growing talent need of the industry due to expected retirements and overall expansion of manufacturing in the region. As with all NAMC programs, AMTEP focuses on providing manufacturing training, at no cost, to unemployed, underemployed and inexperienced career seekers in order to help those people move into fulfilling manufacturing careers. There are other examples like NAMC being run by workforce boards throughout the state.