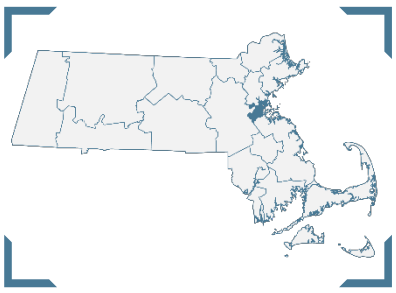
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

The public workforce system is a network of entities working together to provide employment and training services to jobseekers and skilled talent to businesses, bolstering economic strength and competitiveness. The public workforce system is designed to be locally responsive and demand driven, serving four key groups: youth, individuals with barriers to employment, workers who are dislocated, underemployed or seeking new employment, and employers. The MassHire system is a federal and state funded network of 16 regional Workforce Boards and more than 25 Career Center locations across the state.

Boston



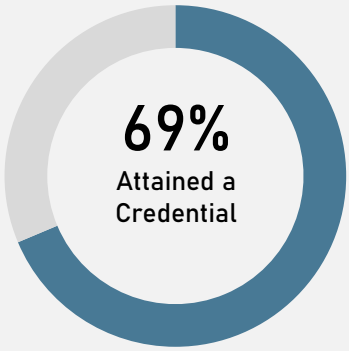
SERVICE AREA

1 City
29,376 Employers
Labor Force of 395,296

PRIORITY INDUSTRIES

1. Healthcare and Social Assistance
2. Professional and Technical Services

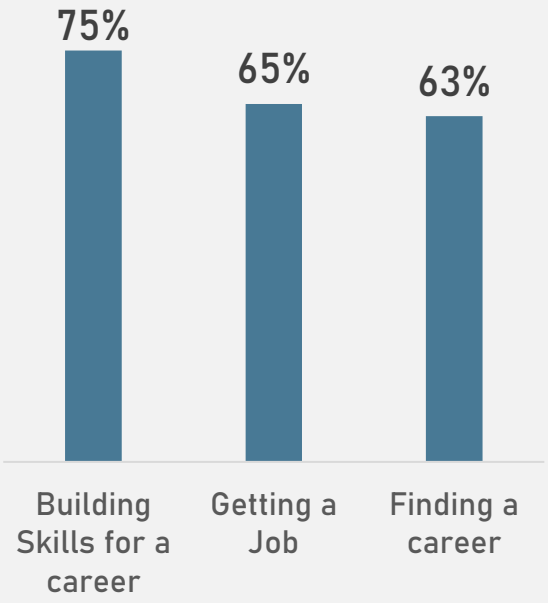
JOB SEEKER SUCCESS*:



*Of Adult WIOA Title 1 Customers

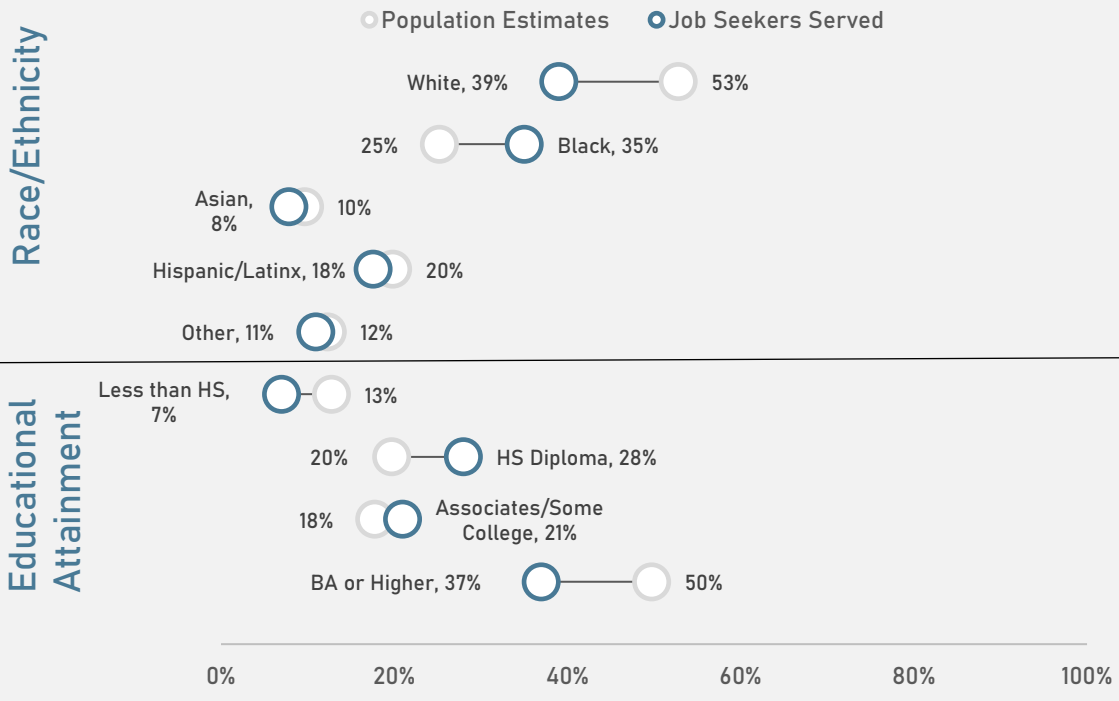
2019 JOB SEEKER PROFILE:

14,881
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*.



Data sources: American Community Survey Estimates 2015-2019 5 Year Estimates, FY19 Fourth Quarter OSCARR Job Seeker Reports

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

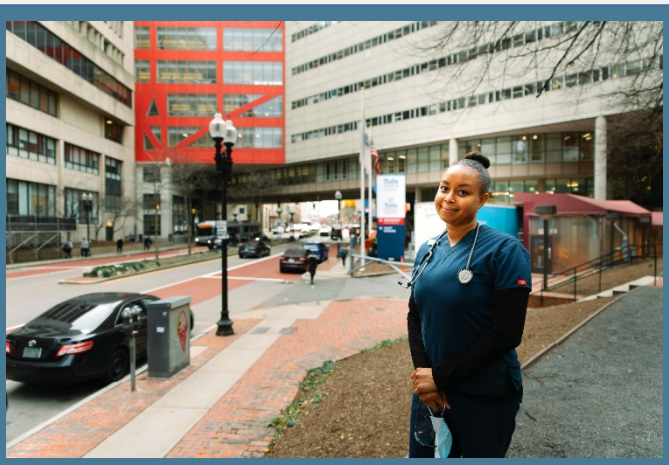
38 Received Labor Market Information

624 Received Multiple Services

698
Total Employers Served

207 Received Referrals to Job Candidates

308 Engaged in Job Fairs & Recruitment



When Sebyera came to MassHire Boston Career Center she was at the end of her rope.

She was living in a shelter with her young son and feeling anxious about the future. She had been enrolled in a nursing program that had recently lost accreditation and she was unemployed. Sebyera knew she needed to get back on track. At MassHire, Sebyera attended several workshops and met with a career advisor who helped her review her options. She decided to enroll in a medical assistant training program. MassHire referred her to Boston Career Institute and helped her navigate the process to secure housing.

Sebyera completed her training program without interruption. However, her internship at Tufts Children's Hospital was put on hold for several months because of the pandemic. "It was frustrating," she said. Throughout the process, MassHire staff supported Sebyera. The internship resumed in the summer and when she completed it, Sebyera was hired full-time as a medical assistant and coordinator at the hospital. "It has been great," Sebyera said of her new job. "I love working with children. I'm thankful that everything eventually worked out the way it did."

Sebyera said MassHire was there to help when she needed it most. "The staff at MassHire was very knowledgeable and helped me figure things out."