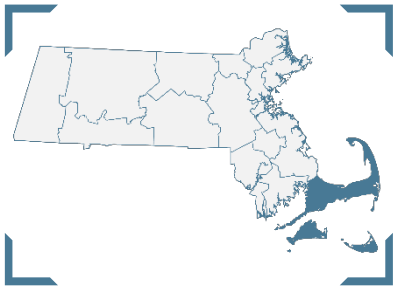
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

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.

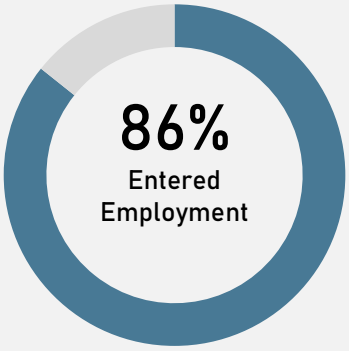
Cape & Islands

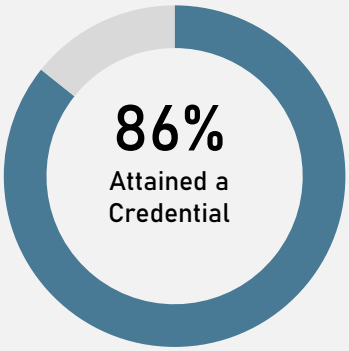


SERVICE AREA

23 Cities and towns
12,126 Employers
Labor force of 131,282

JOB SEEKER SUCCESS*:

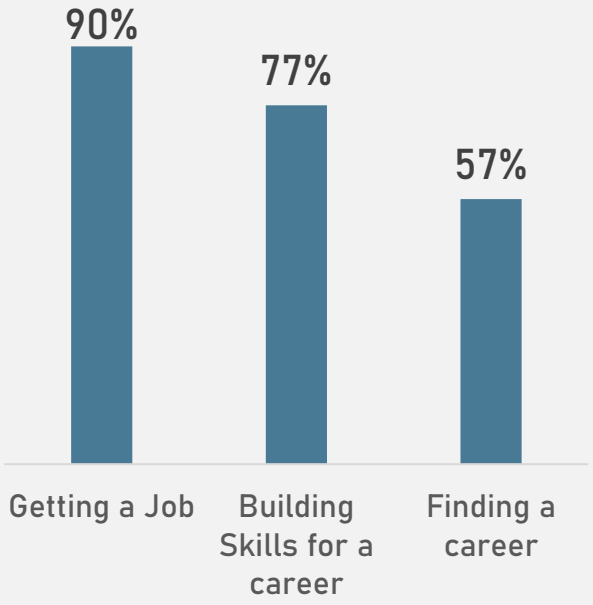




*Of Adult WIOA Title 1 Customers

2019 JOB SEEKER PROFILE:

3,639
Total Customers Served

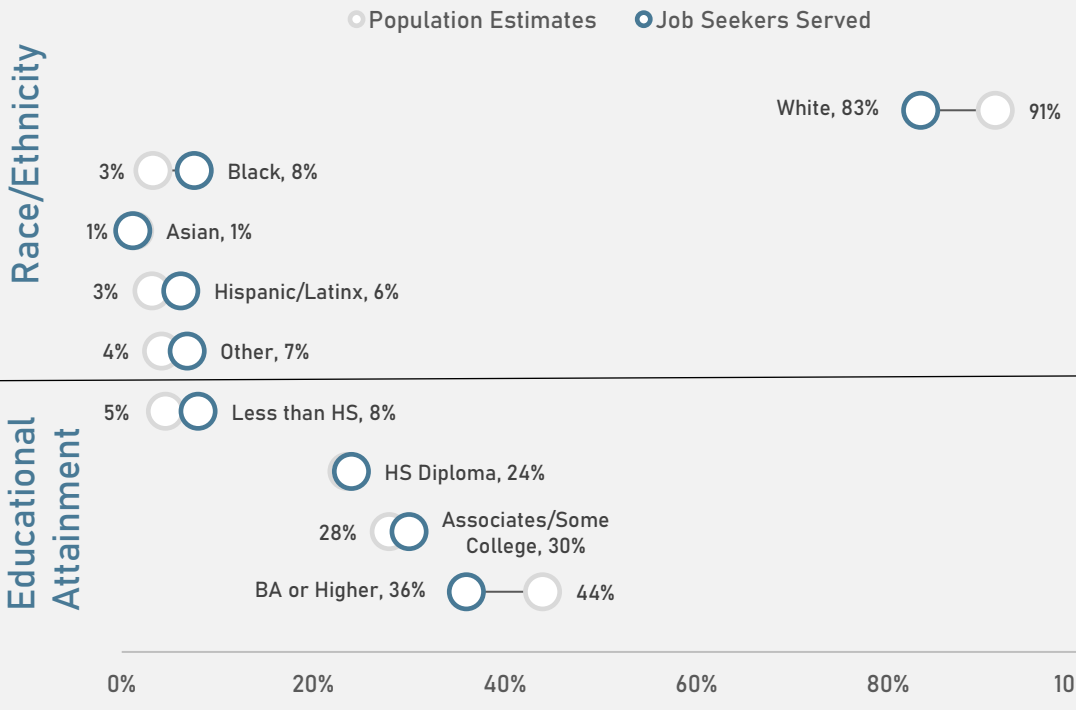


MassHire Career Centers are open to all and serve people with all levels of education, from less than a high school diploma to those with graduate degrees.

PRIORITY INDUSTRIES

1. Accommodation and Food Services
2. Healthcare and Social Assistance
3. Construction

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

3 Received Labor Market Information

558 Received Multiple Services

641
Total Employers Served

114 Received Referrals to Job Candidates

130 Engaged in Job Fairs & Recruitment

A customer from the MassHire Cape & Islands Career Center who was previously employed in retail sales became unemployed. The job seeker sought the assistance of a Career Consultant and enrolled in Individualized Services. The Career Consultant assisted the job seeker in determining what occupation would be the best for him for the future. With the help of the Career Consultant, the job seeker selected a career in HVAC and went on to complete HVAC training at The Peterson School. The Business Services Team at MassHire Cape & Islands Career Center enrolled the job seeker in a 10 week On the Job Training Program (OJT) in November 2018 with South Shore Heating. When the contract ended in January 2019, he remained employed with the company until August of 2021. He continues to work as an HVAC technician for a different company and is now employed by Harwich Heating and Cooling.

According to O*Net labor market statistics, the HVAC occupation is projected to grow 4% in Massachusetts (2018 – 2028). Average wage in Massachusetts is $63,770 and $61,330 for Barnstable County. His transition from retail to a trade profession has provided him with a much more stable and financially rewarding career while allowing him to remain on Cape Cod and be more hopeful about his future.