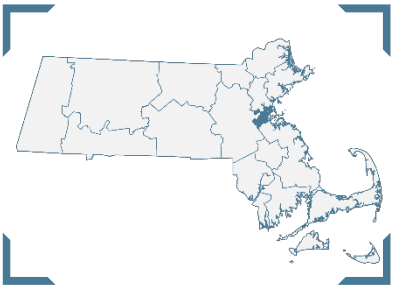
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

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.

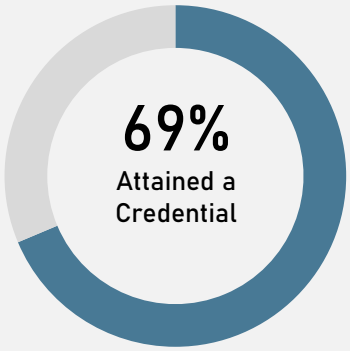
Boston



SERVICE AREA

1 City
293,376 Employers
Labor force of 395,296

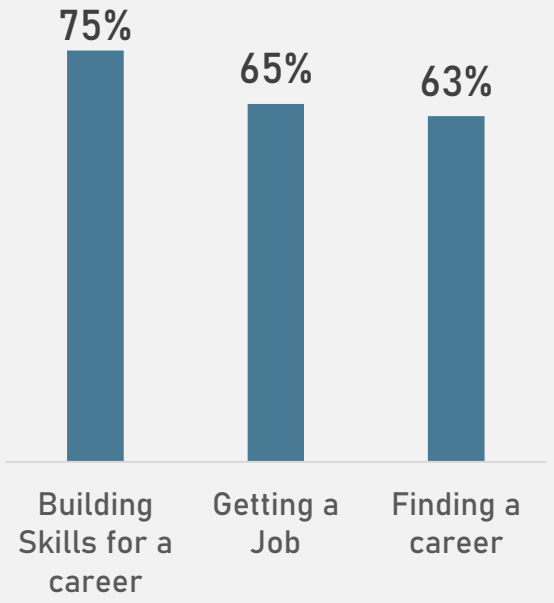
JOB SEEKER SUCCESS*:



*Of Adult WIOA Title 1 Customers

2019 JOB SEEKER PROFILE:

14,881
Total Customers Served

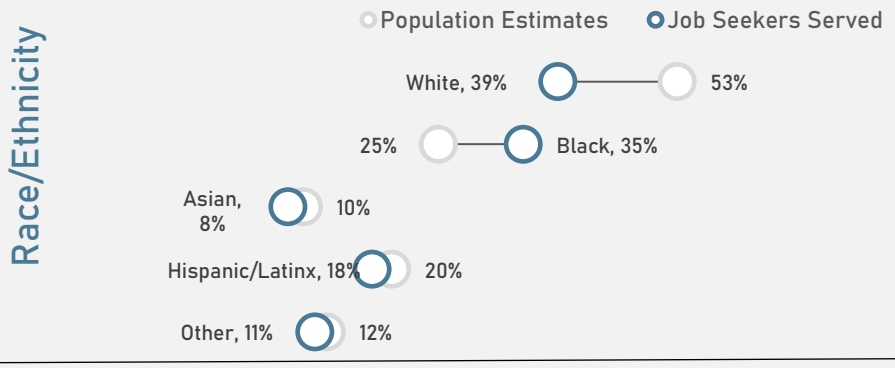


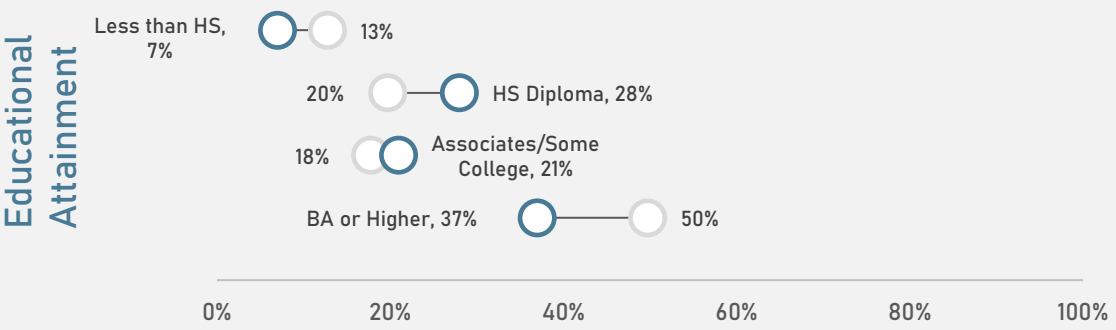
MassHire Career Centers are open to all and serve people with all levels of education, from less than a high school diploma to those with graduate degrees.

PRIORITY INDUSTRIES

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

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

Howlingstar Dragomir came to the MassHire Downtown Boston Career Center through their Training and Re-Employment webinar. She had previously held various retail positions but had been laid off in March of 2020. She was looking not only to regain employment, but to improve her career prospects. She was very excited to learn about opportunities for funding through the WIOA training grant program. Her target career was to become a Commercial Driver and her goal was to attend a Commercial Driver's License (CDL) training program. Her Career Navigator, Nicole, worked with her every step of the application process virtually during the pandemic. After her application was approved for the CDL A - New England Tractor Trailer School program, Nicole continued to communicate with Howlingstar, providing encouragement as she waited for her final CDL license exam. Together, they updated her resume highlighting her new expertise and targeted it specifically for CDL roles. She passed the exam and started a position with T.P. Equipment Leasing LLC, a specialized freight trucking company. Today, she is making $30 per hour, full-time with benefits. Howlingstar shared this about her experience: "Nicole is awesome! She went above and beyond her call of duty to ensure I was pointed in the right direction. I can't thank her or MassHire enough for all the help and info that got me to where I am today. Thank you, thank you, thank you for everything!"