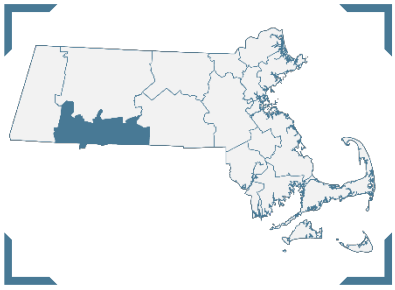
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

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.

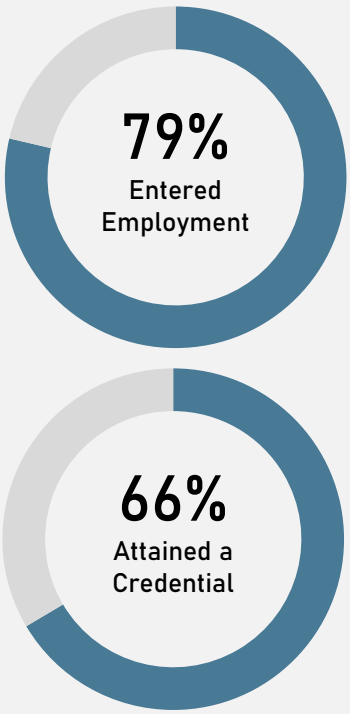
Hampden



SERVICE AREA

23 Cities and towns
18,605 Employers
Labor force of 227,534

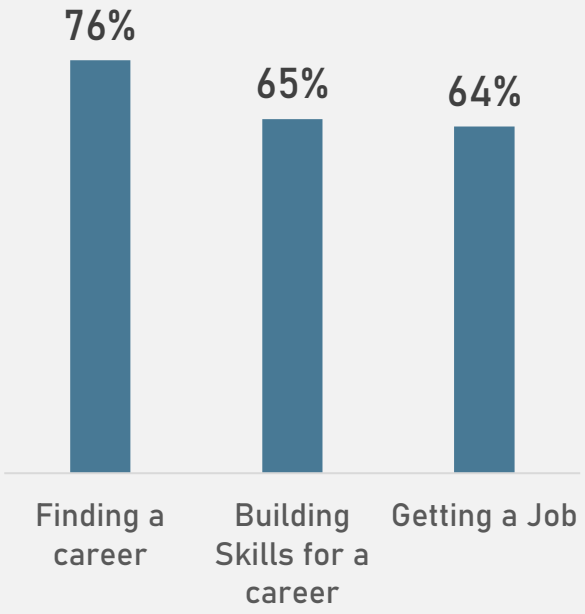
JOB SEEKER SUCCESS*:



*Of Adult WIOA Title 1 Customers

2019 JOB SEEKER PROFILE:

21,232
Total Customers Served

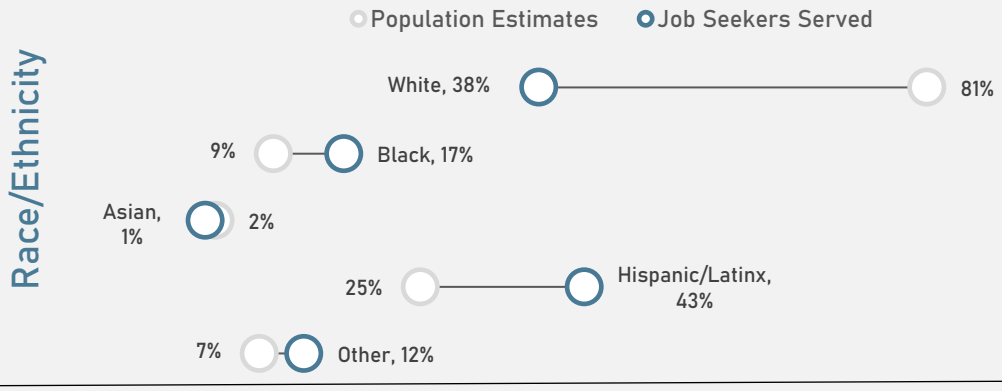


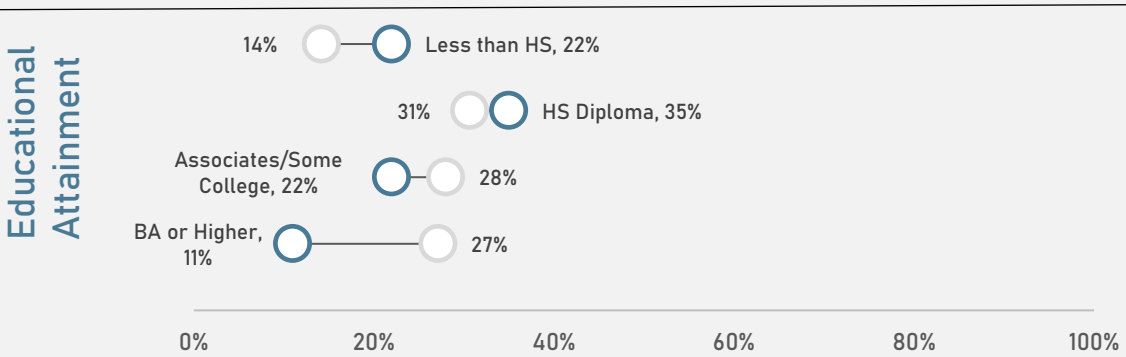
MassHire Career Centers are open to all and serve people with all levels of education, from less than a high school diploma to those with graduate degrees.

PRIORITY INDUSTRIES

1. Health Care and Social Assistance
2. Education Services
3. Advanced Manufacturing

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

63 Received Labor Market Information

1,127 Received Multiple Services

1,817
Total Employers Served

524 Received Referrals to Job Candidates

262 Engaged in Job Fairs & Recruitment

MassHire Business Solutions is an integrated demand driven mechanism developed by the Hampden County Workforce System that delivers coordinated and consistent Employer Services to all employers, covering wide ranges of size, industry, location, and requirements. Utilizing a research-based Employer Engagement Framework, MassHire Business Service Representatives and Job Developers deliver value-added services to regional employers that ensure sustainable job creation and continued regional economic development and expansion.