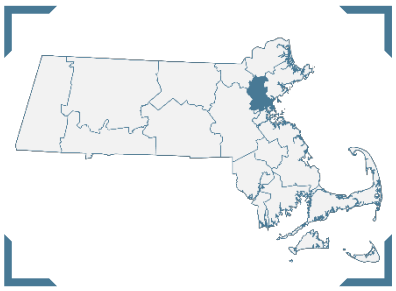
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

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.

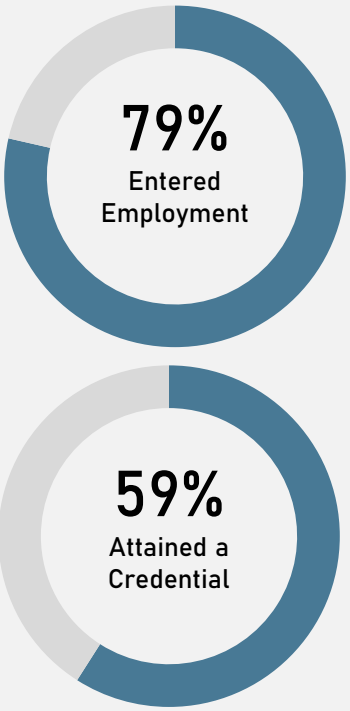
Metro North



SERVICE AREA

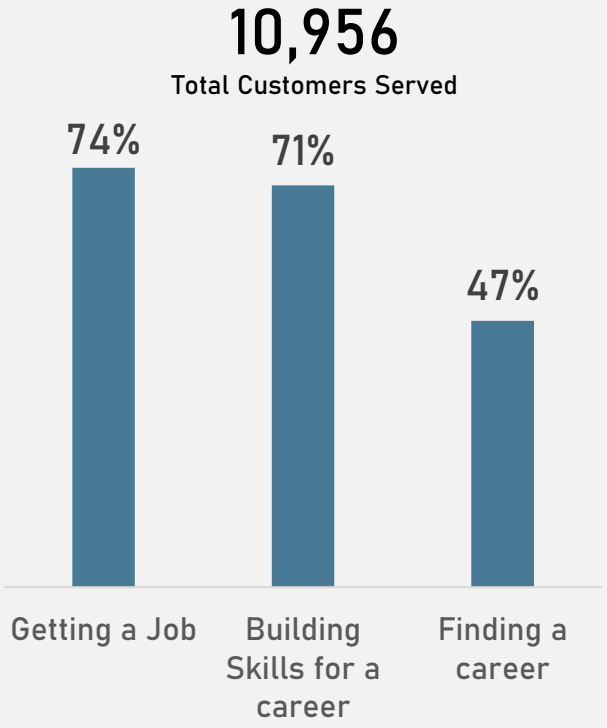
20 Cities and towns
26,527 Employers
Labor force of 484,104

JOB SEEKER SUCCESS*:



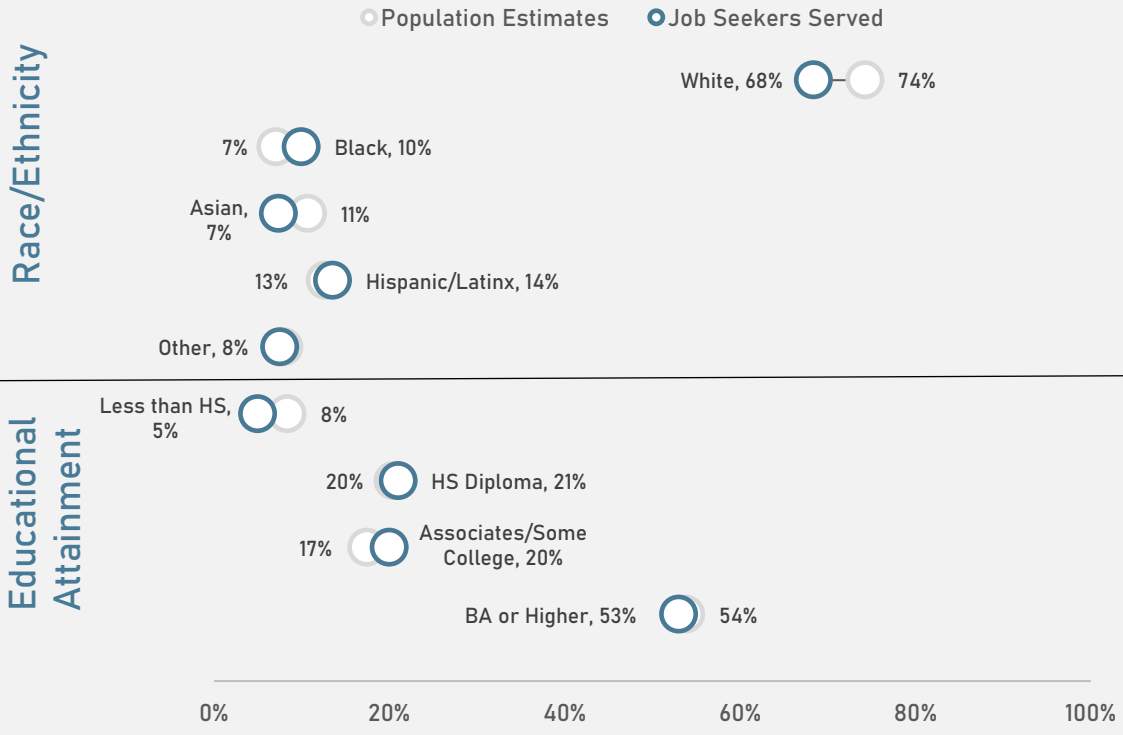
*Of Adult WIOA Title 1 Customers

2019 JOB SEEKER PROFILE:



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 83

PRIORITY INDUSTRIES

1. Health Care and Social Assistance
2. Professional and Technical Services

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

14 Received Labor Market Information

613 Received Multiple Services

792
Total Employers Served

273 Received Referrals to Job Candidates

133 Engaged in Job Fairs & Recruitment

While Samarth A. had a bachelor's degree earned in 2015 in his home country, he had been working as a server in the food industry in the US since 2016 and was laid off in March 2020 due to Covid-19. He had hoped to be called back to work, but this did not happen. While he was working, he was also taking classes in computer programming, but could not complete them due to cost. He was hoping to redirect his career into computer technology.

Seeking to earn additional income beyond his unemployment benefits, Samarth embraced the opportunity to work a temporary position through SnapChef (as part of a National Dislocated Worker Grant) and his Career Counselor assisted him through the process to begin assignment in late August. His Career Counselor assisted him in his training research and he began a data analytics training in mid-October.

Samarth did very well over the course of his training, with strong performance reports. He finished his courses in January 2021 and was offered a position with Unique System Skills at their new office. Since starting, the scope of his responsibilities has grown. Now, he is one of the point people working with MassHire career center staff as they support new customers seeking training programs.