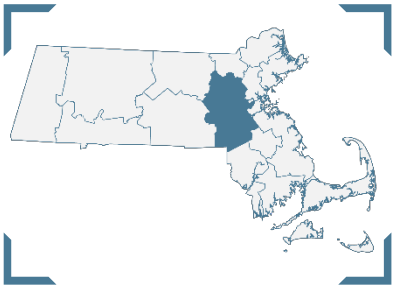
MASS WORKFORCE ASSOCIATION
ONE SYSTEM – ONE VOICE

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.

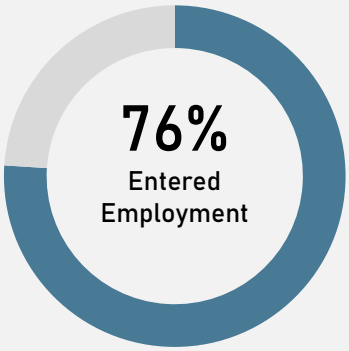
Metro South/West

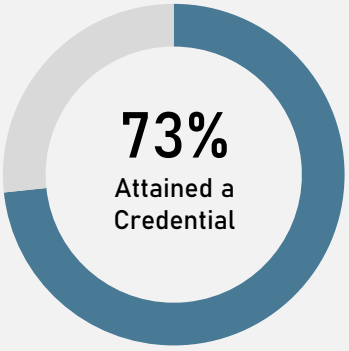


SERVICE AREA

43 Cities and towns
37,741 Employers
Labor force of 533,943

JOB SEEKER SUCCESS*:

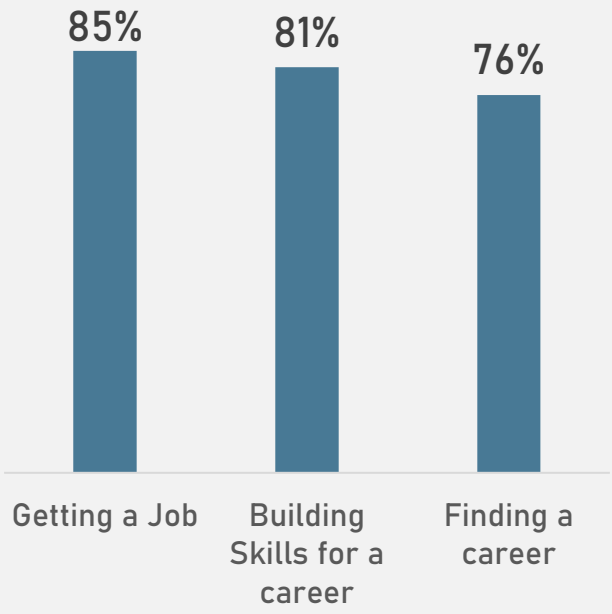




*Of Adult WIOA Title 1 Customers

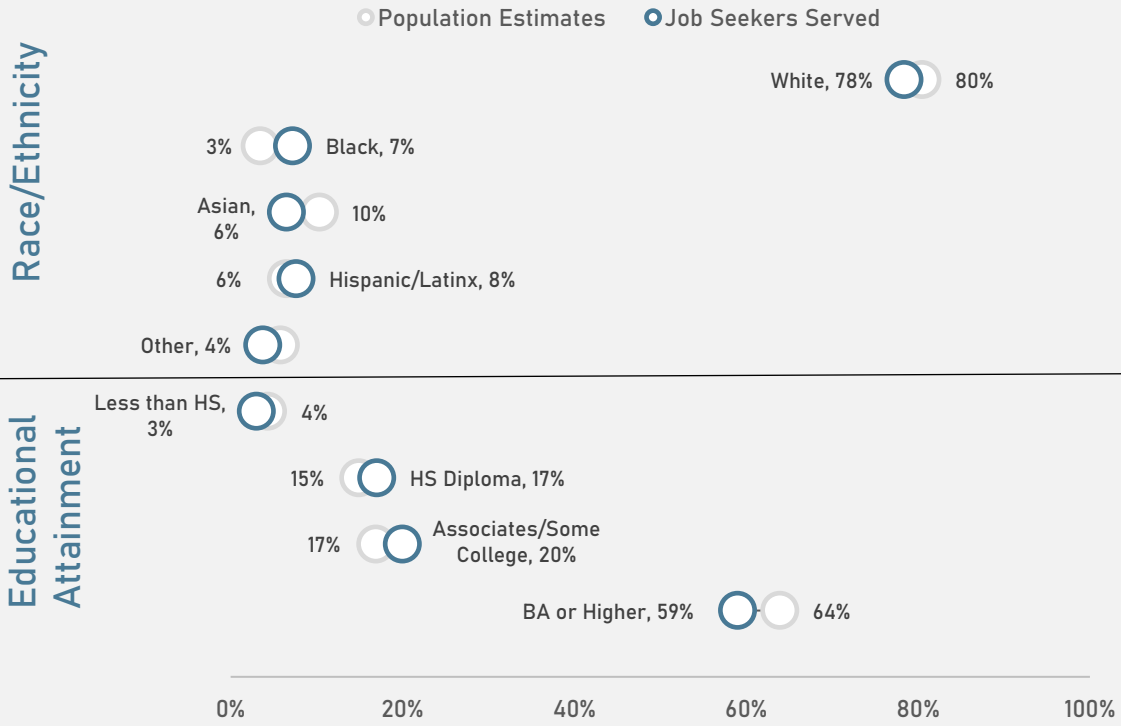
2019 JOB SEEKER PROFILE:

10,116
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*.



PRIORITY INDUSTRIES

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

Data sources: American Community Survey Estimates 2015-2019 5 Year Estimates, FY19 Fourth Quarter OSCARR Job Seeker Reports 83

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

78 Received Labor Market Information

429 Received Multiple Services

591
Total Employers Served

169 Received Referrals to Job Candidates

155 Engaged in Job Fairs & Recruitment

The Metro South/West Region utilizes a collaborative approach to meet the needs of the local workforce. An example of this collaborative effort is highlighted in the work that has been performed through the Workforce Competitiveness Trust Fund training grant for Commercial Driver's License (CDL). The MassHire Metro South/West Workforce Board, MassHire Metro South/West Career Centers, and Parker Driving School have worked collectively to enroll customers into CDL A & B training programs and have delivered outstanding outcomes. To date, the grant has enrolled 30 unemployed or underemployed participants who have successfully completed intensive course training. In coordination with the Workforce Board the Career Advising and Business Services staff have assisted graduates in obtaining full-time, sustainable, career employment in the transportation industry, earning an average wage of $25 per hour with benefits. Our pro-active approach has resulted in an impactful outcome for MassHire Metro South/West region customers and employers.