

101: THE MASSACHUSETTS WORKFORCE SYSTEM



Our thanks to:

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DWD Mission

The mission of the Department of Workforce Development is to **connect people and businesses** to job opportunities and job training across the Commonwealth.

DWD provides:

- unemployment assistance to job seekers,
- job matching services,
- labor market information and
- connections to education and training.

DWD supports Workforce Boards and One-Stop Career Centers as the cornerstone of the public workforce development system.



WORKFORCE INVESTMENT ACT

The Federal Workforce Investment Act (WIA) authorizes the major funding sources for the Workforce Boards and One-Stop Career Centers across the country.

The system is intended to be customer-focused, to help the job seeker and employer customers access tools they need to manage their careers through information and high quality services.



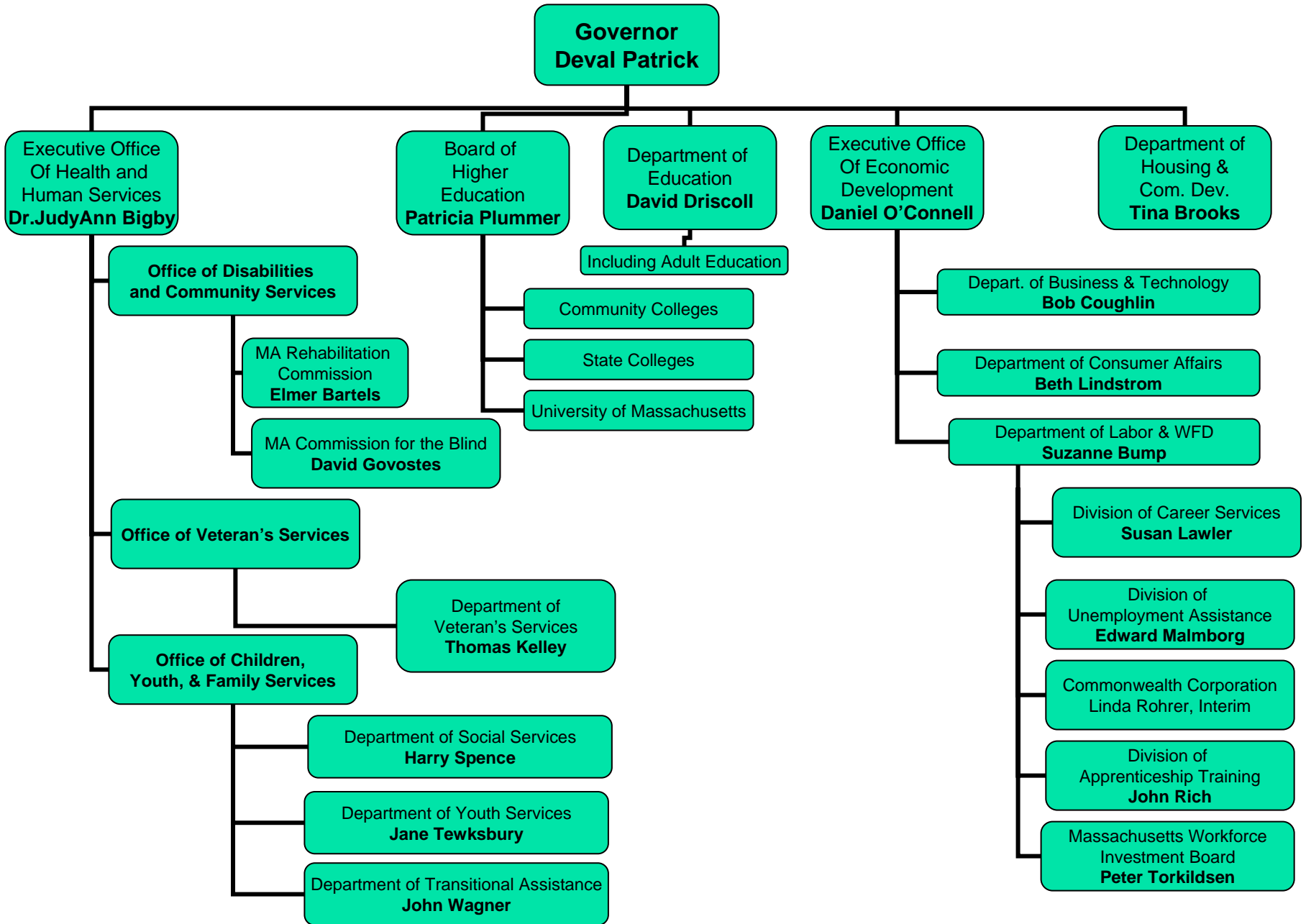
KEY PRINCIPLES of WFD System

- Provide services to job seekers and employers – dual customer focus.
- Streamline services through better integration at the local level through a one-stop delivery system.
- Empower individuals through choice, provision of information and support by One-Stop partners.
- Provide “universal access” to One-Stop Career Center system and to core employment related services (i.e. serve anyone who walks through the door).
- Increase accountability through establishment of performance measures.



ROLE OF THE STATE

- The State partner (DWD) provides leadership, guidance and oversight to the local workforce investment areas. The State establishes policies, interpretations, guidelines and definitions to implement provisions of WIA.
- The State is also responsible for certification of the local Workforce Investment Boards, as well as oversight of One-Stop Career Centers.



NOTE: Additional executive departments and divisions of the state are not reflected in this chart. Only major workforce development partners are included.



Field Resources for WFD System

Youth Funding \$35 million

DOE Youth Programming – \$21.0 million

(Youth through Perkins,
Career and Tech Ed,
Connecting Activities, MCAS
Remediation grades)
Served: 121,526

WIA Youth Programming – \$14 million 4,000+ youth

HHS Employment \$41.4 million

MRC - \$18 million Vocational Rehabilitation Employment Services *Served: 35,000*

Senior Employment Program - \$9.3 million *Served: 1,303*

DTA \$7.5 million Employment Services Program

DMH - \$6.6 million SEE Program *Served: 1,882*

Adult Ed & Incumbent Worker Training \$65.2 million

DOE Adult Basic Education – \$37.9 million 10,050 ABE enrolled 12,832 ESOL enrolled

DWD – Additional Training - \$27.3 million Workforce Training Fund - \$22.6 million; Trained 27,186 ECCLI – \$2.5 million 240 Trained NUCLI – \$2.2 million Trained: 1,746

DWD Career Centers \$67.3 million

DWD Core Career Center Funding State and Federal Funding: \$31.24 million Workforce Investment Act field allocations for Adults, Disability, Wagner-Peyser; TANF) Served 181,666

Dislocated Worker Resources: WIA DW, 173(E), Rapid Response & National Emergency Grants* \$28.28 million **Dependent on major layoffs companies. (11,910)*

TRADE* \$7.8 million 2,948 Trained **Only for dislocated workers at TRADE certified companies.*

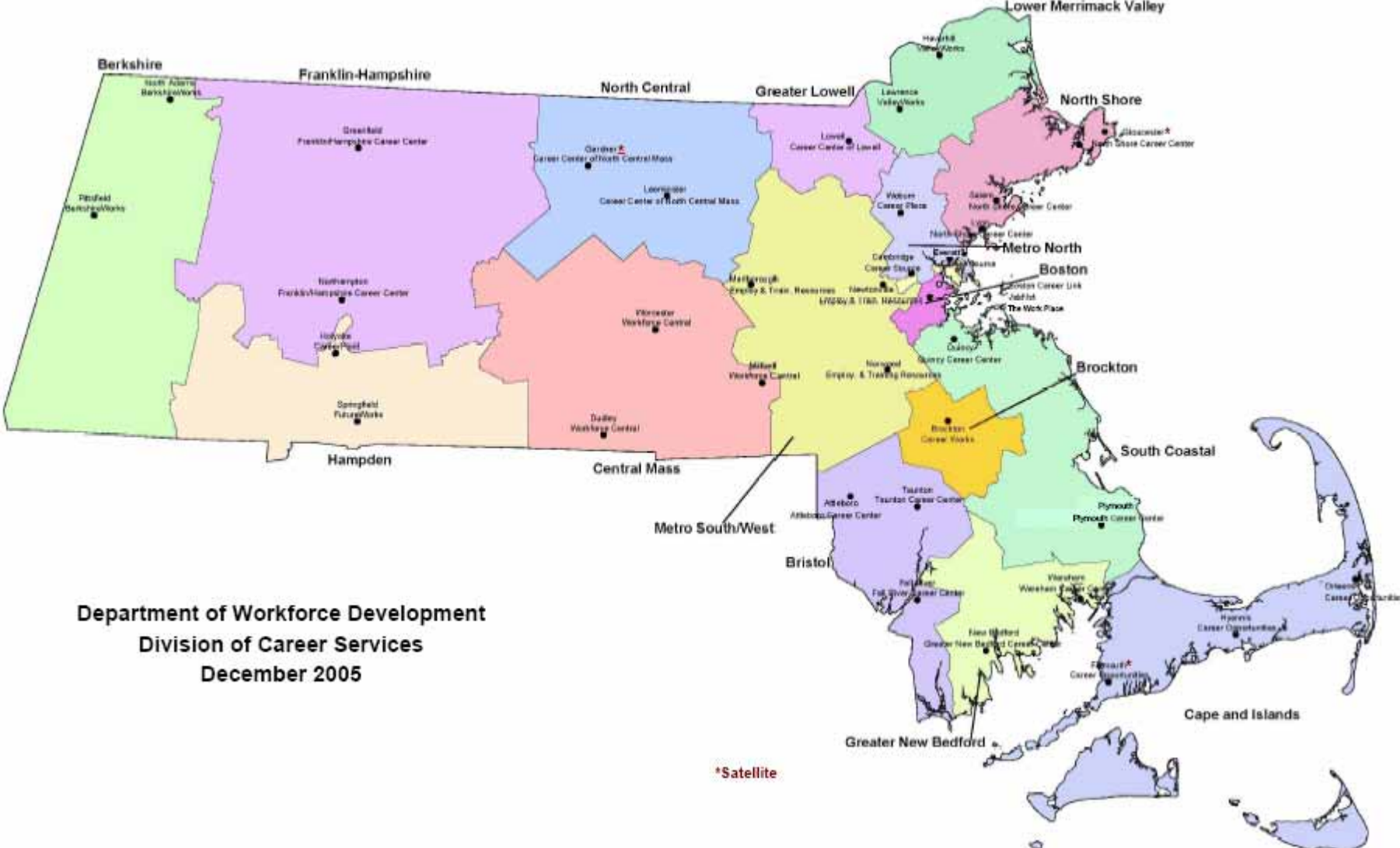


DWD Regional System

The MA workforce investment system is composed of the following regional partners:

- 16 Local Workforce Investment Areas
- 32 Full Service and 5 Limited Service One-Stop Career Centers (chartered by Boards)

Massachusetts Workforce Areas and One-Stop Career Centers



Department of Workforce Development
 Division of Career Services
 December 2005

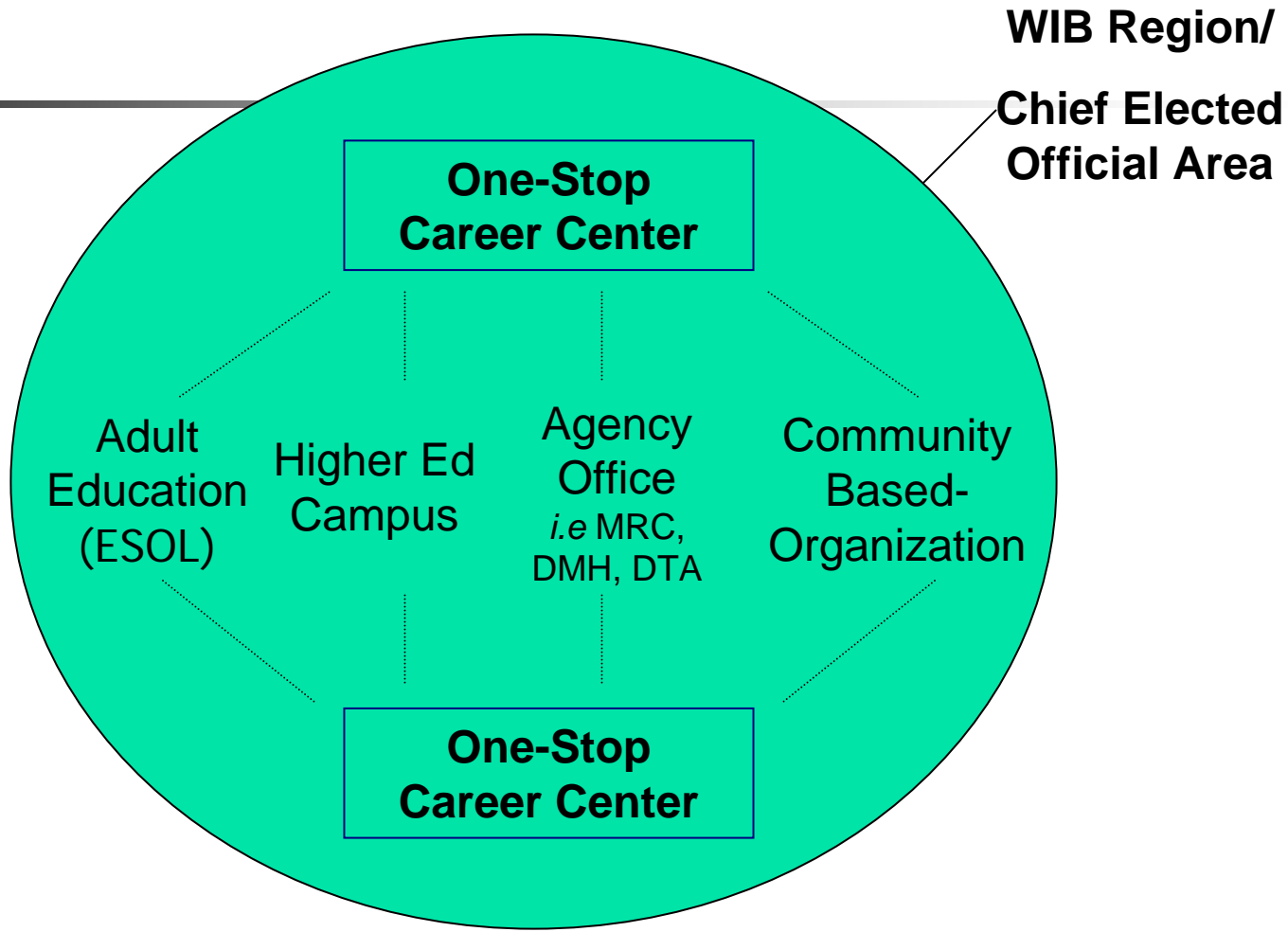
*Satellite



Local Governance Structure

- **Chief Elected Official (CEO)**
- **Local Workforce Investment Board (WIB)**
- **Fiscal Agent**
- **Title I Administrator**
- **One Stop Career Center (OSCC)**

Structure Chart



WIBs charter OSCCs, they build partnerships with the other entities represented in their regions.



Local Workforce Investment Board

The local Workforce Investment Board (WIB):

- **Sets policy for the region** and guides the investment of resources;
- **Coordinates workforce investment activities** with local economic development strategies and develops other employer linkages;
- **Creates partnerships and brokers activities** with private and public sector organizations on behalf of WFD system;
- **Charters One-Stop Career Centers** and negotiates local performance standards for services;
- **Promotes participation of private sector employers** in workforce investment system.



One-Stop Career Centers

- **32 Full Service One-Stop Career Centers (OSCCs) and 5 Satellite Offices** are the cornerstone of service delivery
- **The goals of the OSCC system** are to integrate funding and services to:
 - Connect job seekers to employers
 - Leverage resources in a region and manage labor market cycles
 - Meet the needs of diverse populations (job seekers and employers)
 - Prepare workers to meet the needs of local businesses

Overview of Funding

OSCCs provide access to an extensive array of information and services to assist job seekers and employers

- Majority of funding is federal (green circles)





Job Seeker Services at OSCCs

- Job search assistance and access to online job listings
- On-Site employer recruitments
- Career counseling, support services
- Workshops
- Access to resources including PCs, reference materials, resume building software, and economic data
- Unemployment insurance walk-in services
- Access to and information on education & training



Workshop Topics

- Computer Basics
- Internet Basics
- Resumes
- Cover Letters
- Interviewing
- Career Exploration
- Labor Market Trends
- Networking
- And others ! (check “upcoming events”
at www.mass.gov/dwd)



Employer Services

- Access to qualified applicants (Talent Quest)
- Applicant pre-screening, testing and assessment
- Posting of jobs (JobQuest, EmployOn)
- Assistance with small & large-scale recruitment, major job fairs
- Targeted mailings
- Rapid Response Services
 - Onsite outplacement services including, OSCC orientation, job fairs and placement services
 - WorkSharing – the alternative to lay offs
- Rental of conference rooms
- Labor market information (MassStats)
- Information on Training Grants (Workforce Training Fund)
- Information on Federal and State Employer Financial Incentives
 - WOTC - Work Opportunity Tax Credit
 - USDOL – Apprenticeship Program



FY06 Job Seeker Stats

STATEWIDE CUSTOMER STATS

- **Ages:**
 - 21 and under – 11%
 - 22 to 45 – 56%
 - 46 to 54 – 19%
 - 55 and up – 14%

- **Education**
 - High School or Less – 41%
 - Some College or Associates Degree – 19%
 - Bachelors – 11%
 - Advanced Degree – 5%



Training Initiatives

■ **Workforce Training Fund**

- To date (8 years), WTF program has awarded nearly 3,300 grants totaling \$130M to help train nearly 181,000 workers in Massachusetts.
- Hiring Incentive Training Grant (HITG) – Grants to train new workers who were previously unemployed of up to \$2,000 per trainee, up to a maximum of \$30,000 per year per company, are available.

■ **Sector Initiatives**

- ECCLI, NUCLI, BEST, BayStateWorks, Workforce Competitiveness Trust Fund (current)



Apprenticeship Training

The DAT is responsible for promoting and servicing apprenticeships in Massachusetts, in both traditional trades as well as in emerging industry sectors.

- **Approve and register apprenticeship programs** in Massachusetts
- **Issue ID's** current state law requires all registered apprentices to possess
- **Monitor approved programs** to ensure that they are adhering to stated curricula.
 - The Division oversees almost 600 apprentice programs annually, in which 7,000 workers employed by approximately 15,000 companies are participating.
- **Formal partnerships with schools and agencies** to open up a diverse set of apprentice pathways to offset declining apprenticeships in the Trades/construction due to a slow down in the big dig. 20+ MOUs.



ACLS & DWD Collaboration

- **Memoranda of Understanding (LWIBs)**
- **ABE Representative on the LWIB/ Joint Planning Processes**
- **DOE Funding for Career Center Support**
- **Out-stationing of ABE Staff in Career Centers (DOE funding to programs)**
- **Referral Mechanisms**
- **Joint Service Delivery:**
 - Integrated Programming (B.E.S.T./BayStateWorks)
 - Workshops for Students/Customers
 - Joint Professional Development



Contact Information

- MA Career Centers: www.mass.gov/dwd
(click on One-Stop Career Center link for contact listing)
- SABES: www.sabes.org/workforce
- Mass. WIB's: www.massworkforce.com
- Commonwealth Corporation:
www.commcorp.org