



BizWorks

Ken Messina

July 21, 2022

DOL- ROUND TABLE- RAPID RESPONSE/BUSINESS SERVICES TRAINING



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Trade

Trade is only one of the many services that Rapid Response Initiates

- As we all know things have changed (many times !)
- As we speak, Massachusetts is doing business as usual
- The one thing we are doing is putting companies in the que
- It hurts our numbers with the changes that now only allow trade to be used with manufacturing businesses only
- Our numbers are down on trade
- Other services available for businesses that we promote affects how we serve businesses and can assist with trade affected situations



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The first Business Service !!

Rapid Response



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Misconceptions by Businesses Regarding Rapid Response Services

- Government program stigma?
- It's free - how good can it be?
- Confidentiality !!
- What about sabotage?
- Need to keep layoff information from the employees as long as possible
- Rapid Response, Who?



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What is the function of Rapid Response?

- To provide Information and services for companies and employees that are affected by business transitions.
- To offer Layoff Aversion strategies
- To connect other services / agencies that can assist in these transitions
- To provide direct services for both business and employees
- Act as a gateway into the One Stop System



Programs/Services that Rapid Response initiates

- National Dislocated Worker Grants
- Trade Readjustment Act
- Rapid Response set Aside Funds
- Referral to One Stop Career Centers
- Link to Economic Development Agencies (MOBD)

Legislative Assistance

- Rapid Response works closely with state and Local Legislative representatives regarding :
 - Information on plant closings and layoffs
 - Support for National Dislocated Worker Grant proposals
 - Trade petitions
 - Support for Rapid Response program/ funding



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Layoff ID	Company Name	City, State	Warn	Status	Layoff Start/End		Stag	No Emp Affect	Layoff Reason	Trade	Completed	Workforce Area
Greater Boston Region		6										
36096	Boston Scientific	Burlington, MA	Y	Completed	09/28/18	12/31/18	Y	85	Corporate Decision	Certified	02/28/19	Metro North
36816	Conformis, Inc	Wilmington, MA	N	Completed	12/10/18	12/10/18	N	19	Financial	Certified	02/28/19	Metro North
36163	Digital First Media (Bost	Boston, MA	N	Completed	09/07/18	09/07/18	N	9	Business Decision	Certified	12/07/18	Boston
34283	Madico, Inc.	Woburn, MA	N	Work In Progress	08/31/17	07/29/18	Y	74	Financial	Certified		Metro North
35493	NECCO	REVERE, MA	Y	Completed	10/31/18	10/31/18	N	375	Financial	Certified	12/07/18	Metro North
34423	TE Connectivity	Watertown, MA	N	Completed	04/01/18	12/31/18	Y	56	Business Decision	Certified	02/28/19	Metro North
Greater Boston Region Total: 6								618				
Central Region		4										
35243	Ardagh Group	Milford, MA	Y	Completed	03/31/18	10/01/18	Y	251	Foreign Competition	Certified	12/18/18	Central
33665	Beaver - Visitec Internat	Waltham, MA	Y	Completed	05/01/17	07/31/18	Y	116	Business Decision	Certified	12/07/18	Metro South/West
35425	Medtronic	Littleton, MA	N	Completed	04/27/18	07/31/18	Y	35	Foreign Competition	Certified	10/18/18	Metro South/West
35433	Weetabix	Clinton, MA	Y	Work In Progress	09/30/18	08/30/19	Y	180	Foreign Competition	Certified		North Central
Central Region Total: 4								582				
Northeast Region		3										
34647	Amesbury Truth (Amesbury	Amesbury, MA	Y	Completed	01/08/18	12/30/18	Y	59	Foreign Competition	Certified	12/28/18	Merrimack Valley
36815	Conformis Inc	Billerica, MA	N	Completed	12/10/18	12/10/18	N	15	Financial	Certified	02/28/19	Greater Lowell
35893	Parexel (Perceptive Infor	Billerica, MA	N	Completed	07/30/18	07/30/18	N	28	Foreign Competition	Certified	10/03/18	Greater Lowell
Northeast Region Total: 3								102				
Southeast Region		1										
35703	Phillips (Lightolier)	Fall River, MA	Y	Work In Progress	07/06/18	12/06/19	Y	160		Certified		Bristol
Southeast Region Total: 1								160				
Out of State		1										
29117	Entergy Nuclear Operation	Vernon, VT	N	Completed	08/30/13	06/01/19	Y	400	Foreign Competition	Certified	06/01/19	Out Of Area
Others Total: 1								400				
Statewide Totals: 15								1,862				
Trade Certified: 15												

Services that may be provided onsite

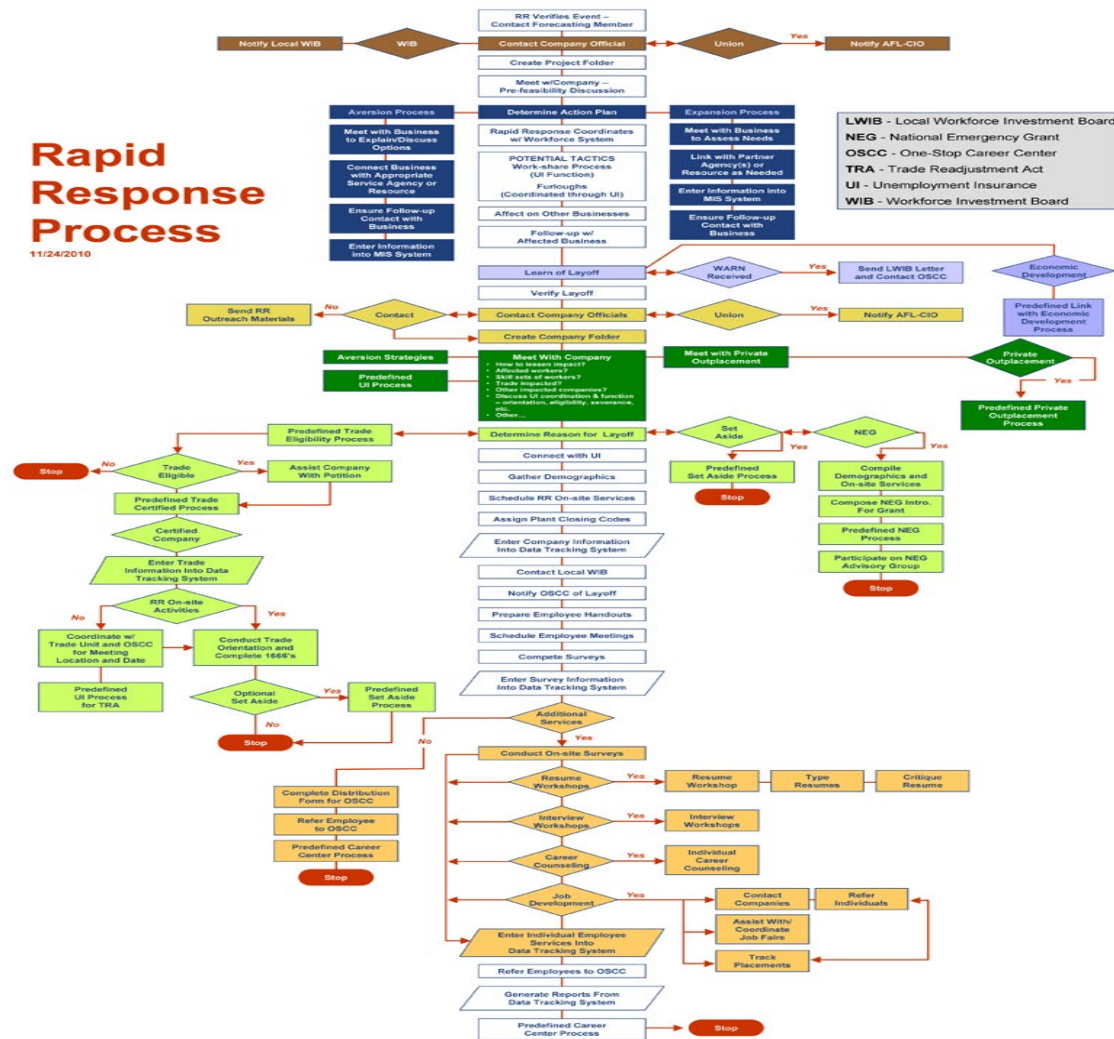
- Company consultations concerning transitional services
- Informational sessions on all state services for employees
- Unemployment Insurance sessions
- Onsite workshops
- Counseling
- Job Fairs / company matching

Rapid Response Set Aside Funds

- Funds Set Aside for events that occur that warrant additional funding
- Individual or multiple events qualify
- Funds are allocated to the local areas that apply
- Allowable use of funds - training services as well as the hiring of additional staff

MassHire Rapid Response Flow Chart

LWIB - Local Workforce Investment Board
NDWG - National Grant
OSCC - One-Stop Career Center
TRA - Trade Readjustment Assistance
UI - Unemployment Insurance
WIB - Workforce Investment Board



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The MassHire Rapid Response Team

- One Team consisting of Regionally and locally based staff that report to the State-Wide Rapid Response Manager.
- **Focus on a proactive approach – Layoff Aversion / Business relationship building (Mindset)**
- (MassHire Biz-Works promotion)
- Consistent Materials and Services
- All services are captured in the statewide Rapid Response database (MOSES)
- Partnerships/ Linkages with all Partner agencies/ programs



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Employer Findings

- Employers who used Rapid Response services were highly satisfied
- Most employers only heard of Rapid Response after filing a WARN notice
- Employers would have preferred to have known about Rapid Response services in advance to any layoff plans



Company Evaluation Summary Sheet

Company Name: _____
Company Contact: _____ Phone: _____
Date: _____

Please rate each item by circling the applicable number on a scale of 1 to 4, with 4 as the highest score.

Strongly Agree=4 Agree=3 Disagree=2 Strongly Disagree=1 Does Not Apply=0

1. Rapid Response provided all agreed upon services
2. All services were provided in a timely fashion.
3. The employee meeting was effective
4. The employees were satisfied with Rapid Response services.





Company Evaluation Summary Sheet (Continued)

5. The quality of the services provided met your expectations
6. The Rapid Response services increased morale
7. The onsite services decrease tensions between employees/company
8. The Rapid Response services improved productivity
9. Rapid Response worked well with company representatives.
10. The Rapid Response staff was knowledgeable and accommodating
11. I would use Rapid Response again.

COMMENTS:



MassHire Biz Works Icon

5. New Employer Service and Icon:

- Added a new 'BizWorks' employer service. The new service is under the Administrative Activities service category.
- A new icon **Biz** will appear when this service is added to the employer record.

The screenshot shows the 'Employer Registration (Outlook Web Browser)' interface. The 'Employer Services' tab is active, displaying a table of services. A new service entry is being added, with the 'Service Category' set to 'Administrative Activities' and the 'Type of Service' set to 'BizWorks'. A red box highlights the 'Service Category' and 'Type of Service' dropdowns.

Service Date	Start	Category	Type of Service	Summary	Fee for Service
10/05/2014	10/05/2014	Administrative Activities	BizWorks		
10/05/2014	10/05/2014	General Employer	Access Approved		

Employer Services Details

Service Details

• Date: 10/05/2014

• Career Center: 10/05/2014

• Service Category: Administrative Activities

• Type of Service: BizWorks

• Fee: ☐

Summary

Buttons: OK, Cancel, Cancel



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Employer Search

Type of Search

Search By

- ☒ Company Name
- ☐ Employer ID
- ☐ Phone Number
- ☐ FEIN

To enter a new employer click the Add button. Search for an existing employer by selecting a search method, entering the search criteria, and then clicking the Search button.

Search Criteria:

Search

Advanced Search...

Search Results

Company Name	Employer ID	Phone Number	Address	FEIN No.
DANAHER MOTION	1098682	(978)772-0555	200 FLANDERS ROAD, Westborough	
Danaher Tool	1095857	(413)731-6100	116 Wason Ave, Springfield	

TAA RR

Row 2 of 2

More

Job Order

Edit

Add

Delete

Close

Employer Registration (Danaher Tool)

Danaher Tool

FEIN:

ID: 1095857

TAA RR

Notes

General Info Employer Contacts Events Account Representatives Programs and Benefits Employer Services Closing / Layoff

Employer Service History

Service Date	Staff	Category	Type of Service	Summary	Fee for Service	
08/22/2005	WMEUN	Labor Exchange	Job Development Con	Sent Mike Job Leads for employees.	☐	Add Edit Delete
08/22/2005	KCLAR	Labor Exchange	Job Development Con	Called George with some job orders for f	☐	
08/16/2005	WMEUN	General Employer	Off-Site Workshops	Conducted TAA Orientation at CareerPo	☐	
08/12/2005	KCLAR	General Employer	On-Site Workshops	Held CCS on site	☐	
08/05/2005	WMEUN	General Employer	On-Site Workshops	Held CCS on site	☐	
08/01/2005	WMEUN	General Employer	On-Site Workshops	Held CCS on site	☐	
07/28/2005	WMEUN	General Employer	Off-Site Workshops	Conducted TAA Orientation at FutureWc	☐	
07/21/2005	KCLAR	General Employer	Employer Contact	confirming 7/22 mtg. 9 workers to be lai	☐	
07/15/2005	KCLAR	General Employer	Employer Follow-up	Held CCS on site	☐	
07/08/2005	KCLAR	General Employer	On-Site Workshops	Held CCS	☐	
07/07/2005	KCLAR	General Employer	Employer Contact	Confirming Friday's mtg	☐	
07/01/2005	KCLAR	General Employer	On-Site Workshops	CCS and UI mtg	☐	
07/01/2005	KJACK1	Business Information	Distribution of Career C		☐	
07/01/2005	KJACK1	General Employer	Employer Contact		☐	E

Industry Code Search

Job Order

OK

Cancel

ct the service entry that you would like to modify.

Start

Inbox - Microsoft Outlook

Massachusetts One ...

Microsoft PowerPoint - [Pr...



Employer Registration (Danaher Tool)

Danaher Tool

FEIN:

ID: 1095857

TAA RR

Notes

General Info | Employer Contacts | Events | Account Representatives | Programs and Benefits | Employer Services | Closing / Layoff

Company Information

Name: Danaher Tool

FEIN Number: UI Account #: -

Number Of Employees: 335

Web Address:

Doing Business As:

Employer Type: Private

Federal Contractor: ☐ Yes ☒ No

Primary Phone: (413)731-6100

Career Center: Western Mass Rapid Response

Industry

NAICS Code: 332117 SIC:

NAICS Sector: Manufacturing-Metal, Metal Product, Machinery, Computers

NAICS Subsector: Fabricated Metal Product Manufacturing

NAICS Ind Group: Forging and Stamping

NAICS Industry: Forging and Stamping

NAICS US Industry: Powder Metallurgy Part Manufacturing

Status:

☒ Access Approve ☐ Access Denied Created Date: 12/29/2004 10:32:1

Created By: KCLAR Validated By: WMEUN

Company Address | Mailing Address

Address

Address: 116 Wason Ave

Country: United States of America

Zip: 01107- City: Springfield

State: Massachusetts

Is the mailing address different ? ☐

Trade Names

Add

Delete

All Job Orders

Total Job Orders: 4

Total Openings: 9

Total Openings: 0

Filled:

Open Job Orders

Total Job Orders: 0

Total Openings: 0

Total Openings: 0

Filled:

Industry Code Search

Job Order

OK

Cancel



Job Seeker Membership (Thibault, Keith)

Thibault, Keith

SSN:

ID: 10903300

TAA RR

PE

\$ F

Notes

Basic Full Education Work Experience Events Alerts Case Plan Services Special Programs

General Information

► First Name: Keith Middle Initial:
► Last Name: T. ► Gender: ☒ Male ☐ Female
► Date of Birth: 08/02/1975 ► Military: ☐ Yes ☒ No
Release Information?: ☐ Yes ☒ No ► Other Eligible: ☐ Yes ☒ No

Race / Ethnicity

☒ White ☐ Black or African American
☐ Hispanic or Latino ☐ American Indian or Alaskan Native
☐ Asian ☐ Hawaiian Native or Other Pacific Islander
☐ Other ☐ Information Not Available

Programs

Program Name	Apply Program Status	History
Job Match	☐	F
Program Eligibility	☒ Info. Complete - On	F
Case Management	☒ Enrolled	F

► Worked in agriculture or food processing in the last 12 months? ☐ Yes ☒ No

Residence Address

Mailing Address

Address

► Address: 12 Lane

► Country: Canada
► Zip: ► City:
► State:
☐ Enterprise ☐ Empowerment ☐ Renewal

☐ Address Not Available ☐ Mailing Address different
Confidential: ☐ Yes ☒ No HITG Confidential: ☐ Yes ☒ No

Contact

Home Phone: (508)999-9999 Email: xxx@oooo
Other Phone: () -
Web Address: ☐ Prefers Emails

Special Accommodations

Trade

Eligibility

Match Criteria

Run Match

Eligibility Criteria

OK

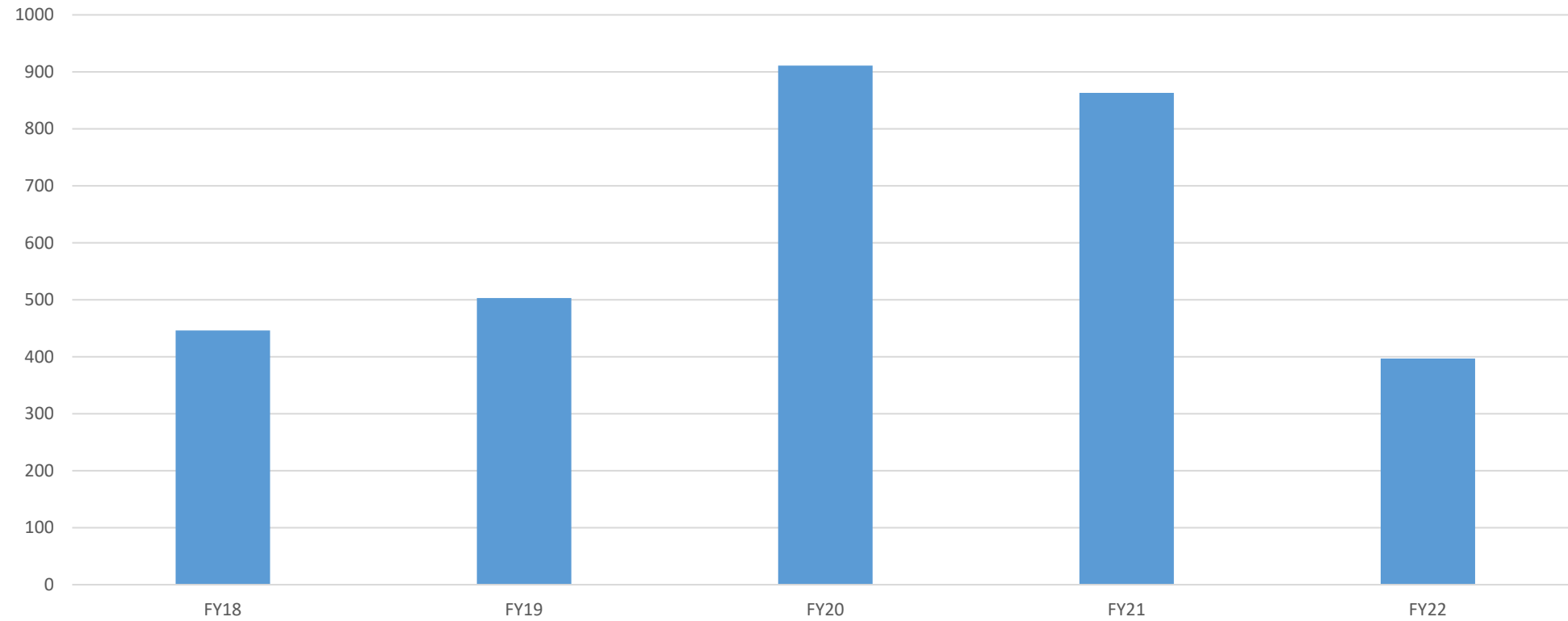
Cancel

Events/Services

OK

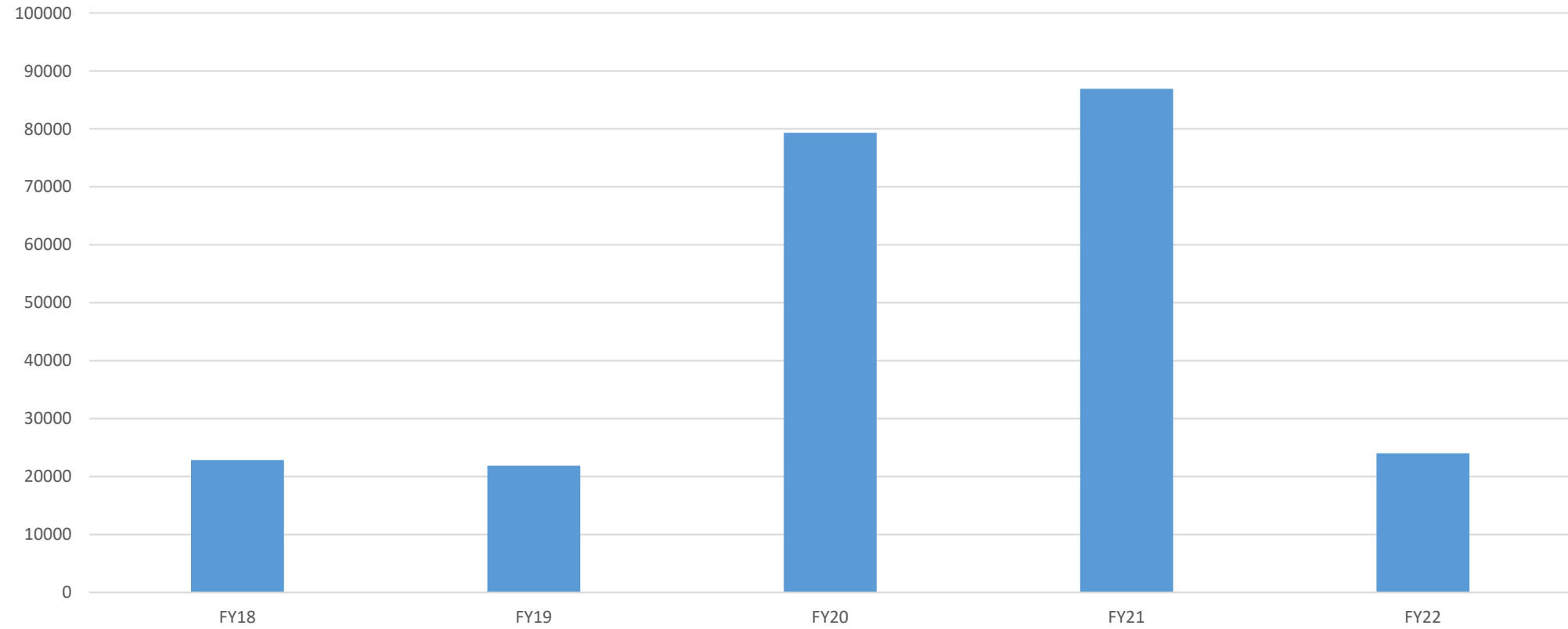
Cancel

Rapid Response Companies FY18 - FY22



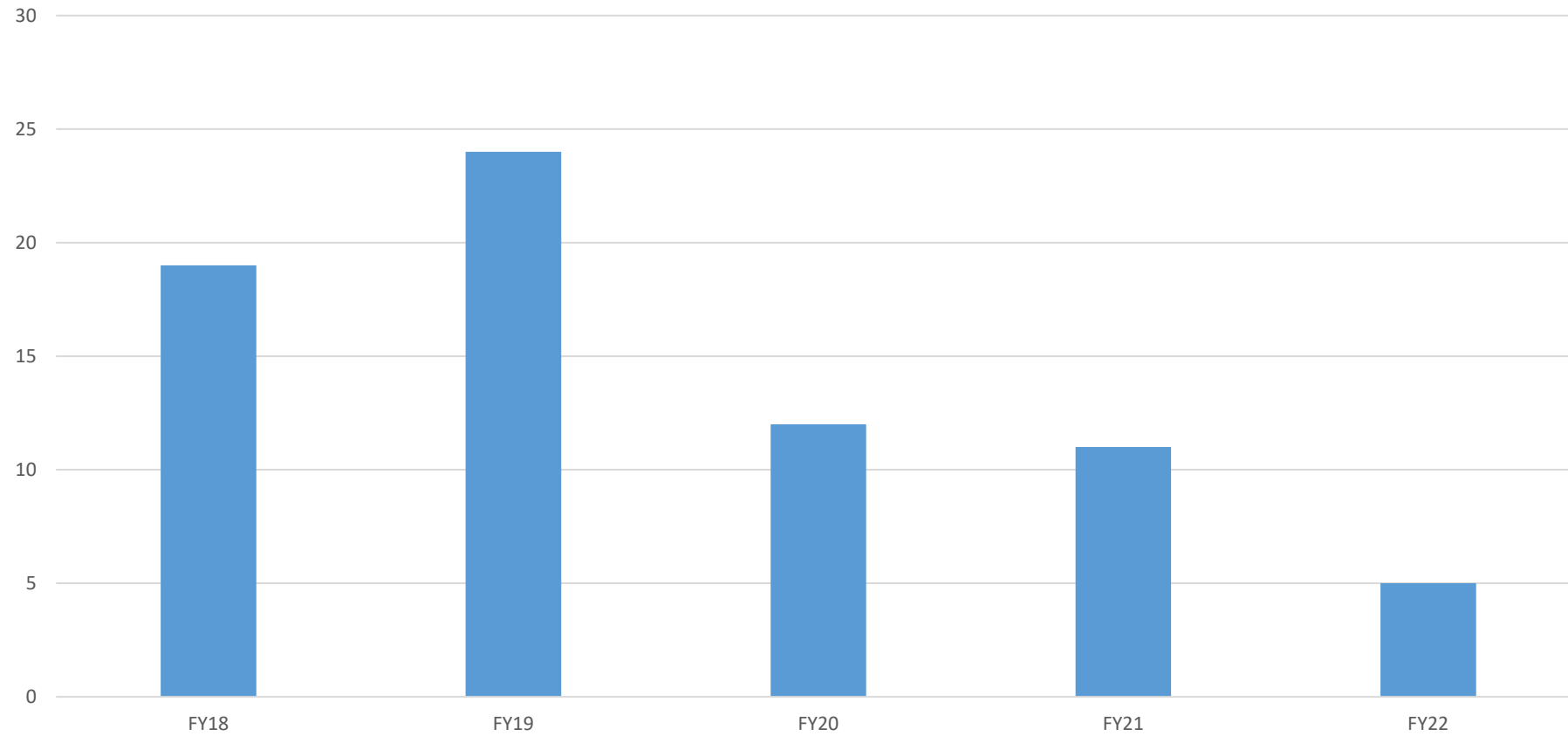
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Rapid Response Employees Impacted FY18 - FY22



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Trade Certified Companies Working With Rapid Response Program FY18 - FY22



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Legal Responsibilities

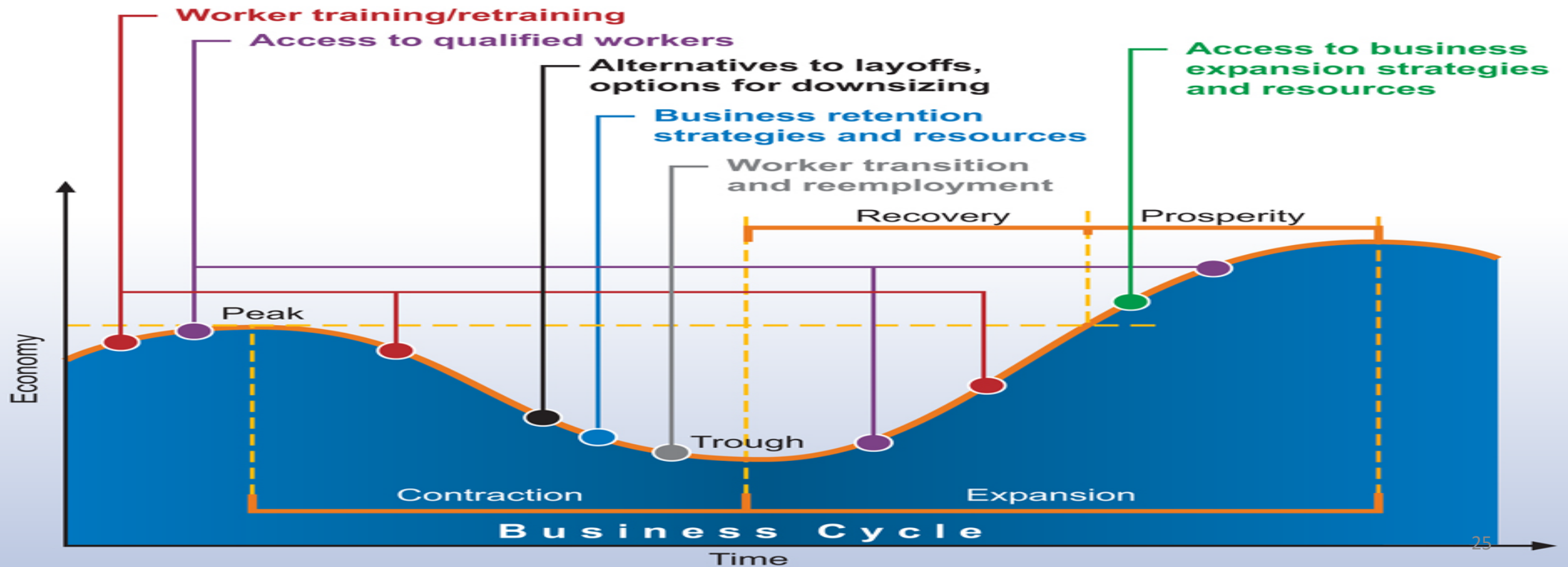
- Federal Law- Receive and Respond to all Federal WARN (Worker Adjustment Notification Act) notifications
- State Law – MGL 151a 71a-g state plant closing law (many states have their own)
- Ensure all requirements concerning severance and Unemployment Insurance are understood by the customers



MassHire BizWorks

Providing Services Throughout the Business Cycle

Rapid Response Active
Benefits Businesses Throughout the Business Cycle



Contact *MassMassHire BizWorks*



www.mass.gov/bizworks

800-252-1591

Direct Contact:



- **Ken Messina**
- Manager Business Services/Rapid Response
- 19 Staniford St, 1st Floor
- Boston, MA 02114
- 617-438-7841
- ken.messina@mass.gov
- Mass.gov/MassHire
- Mass.gov/orgs/MassHire-Department-of-Career-Services

We can help you.



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Business Cycle

The most important part of meeting with businesses

- People will tell you that listening is key.
- But what are you listening for ?
- How are you getting the company representative to talk about their business?
- What are some important questions to ask?
- How do you inform the businesses about the multiple services available without confusing or overwhelming them ?

Business Cycle

- What product does the company produce? for who ?
- What supports the company financially ? Grants ?
- Slow / busy times?
- Competitors
- Suppliers
- New equipment
- Future growth
- Other locations both in state and outside state / country
- Family owned? Local?



Business Cycle

- What services does the business need? Presently ?, In the Future?, Unforseen?
- Programs /Grants to make present employees smarter and more productive
- Programs to make a Business safer
- Programs to help a business grow
- Programs that help when a business is slow

How do we work these into the conversation ?



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Understanding a Business's Cycle enhances follow-up

- Gives you a reason for calling
- Can aid in developing a follow –up plan for individual businesses or business sectors
- Status Changes in Grants, incentives or even programs and how it can benefit a particular business.



Lets talk about some examples

- Dunkin Donuts- example -workshare
- Raytheon Corporation- example- Federal Grant
- School Bus companies- example Furloughs
- Others ?

Business Cycle

Partnerships that allow services to be connected

- Economic development (Local/ State)
- Business Associations
- Chambers of Commerce
- Other Programs/ Agencies



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Layoff Aversion



What is Layoff Aversion ?

- Many do not understand the full meaning
- Some think it really doesn't work
- Some think you must bring in a white knight company to save a business from closing
- There are many facets to layoff aversion !!

A Definition

ETA defines layoff aversion as the prevention or minimization of unemployment, either for employees of companies that have announced layoffs, are struggling, or are looking to retool for new products or industries, through a range of strategies and approaches.



What if !!

- We were never surprised by the news of a layoff!
- Employees that received a layoff notice never got laid off!
- When Rapid Response responds to a layoff 5 companies willing to hire the affected workers were already setup.
- What if everybody was working together to ensure better connections with businesses!

The Two Sides of Layoff Aversion

1

Saving the Company or Jobs

- Lessen number of employees that company needs to layoff
- Work-share
- Furloughs
- ESOPs -Employee buyouts
- Finding a buyer for the closing business
- Linking with Economic Development
- Incumbent worker programs- based on affected company

2

BROADER IDEA: Lessening the Impact of Layoffs / incorporating the business cycle mindset

- Fewer people filing for UI benefits
- Linking with other companies that are hiring (Company Match)
- OJT programs-linking with growing companies
- Early warning networks
- Effective partnerships
- Linking Mass BizWorks services

Examples of Layoff Aversion

- Polaroid
- 40 employees affected by layoff
- Trained employees prior to layoff.
- Placed 34 of 38 employees trained.
- Method used Rapid Response set aside funds to train employees in new career
- ROI = \$238,000 saved on UI funds @ 7000 per claim

Examples of Layoff Aversion

- NECCO - 400 employees **retained** their jobs
- Jabil/Raytheon-19 employees hired in one day (Union jobs) 135 additional placed
- Haskon – attempted ESOP (Union/RR/ESOP office)
- Polaroid – 38 employees (Chemical Department) trained in Bio-Tech, 34 placed in new jobs most prior to layoff

Data Collection

- Data collection can help in predicting trends
- Information when marketing services
- For use when company matching
- Linking with Economic Development
- Indicating return on investment
- Assisting Businesses with information
- History of services

Company Furloughs

- Companies have been using furloughs in an attempt to avoid layoffs.
- Rapid Response offers assistance to companies and their employees in the delivery of services through the furlough process.
- Furloughs may be an indicator of concern that could allow for future services due to the partnerships that are built - future services could include an aversion plan.



Workshare

- Rapid Response staff must be well versed in the U. I. Workshare Program and able to connect companies to this service as an alternative to layoffs.
- Work share allows companies to defray costs during slow periods.

Workshare

As of 2016, 29 states used or had set up work-sharing programs, also known as short-term compensation. The U.S. Department of Labor estimates that 570,000 jobs were saved using the program since the start of the Great Recession.



Forecasting/Early Warning Systems

- Creating mechanisms to try to predict layoffs before they happen and develop a strategy to avert or lessen the number of employees affected by downsizing and company closures
 - Use of data
 - Effective strategic partnerships, including:
 - Business community
 - Unions
 - Local and state agencies

Incumbent Worker Training Programs

- Can be funded with MassHire Rapid Response with approved waiver from ETA
- Incumbent worker training must be part of broad layoff aversion strategy to receive waiver
- MassHire Rapid Response can play an important role in facilitating IWT even without spending Rapid Response funds



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Company Match

- Minimize the impact of the layoffs that are occurring at a particular plant closing or downsizing by placing employees in new jobs prior to layoff
 - Also, to minimize the length of unemployment if not placed prior to layoff
- Matching the skills of employees who have been notified of a layoff (and not yet laid off) with those of companies that are in need of skilled employees.
 - Jabil/Raytheon- Direct Match
- Training employees and placing them in new careers prior to layoff
 - Biotech Training-Polaroid/Bose



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OJT Programs

- Connect employers with workers losing their jobs
- Use OJT funds to assist employers to be able to hire needed workers
- Think of OJT as a layoff aversion program in addition to a jobs program



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Light Control- Plympton Mass (ESOP)

- Employee owned / Union company
- 200 – employees
- High-end Light Control systems
- Company decision to stay in Plympton Mass and sell to employees 15-year plan paid off in 7 years

MassHire Business Services



Get started with MassHire today



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Rapid Response was first with Business Engagement!!

1987 regulations

- Linking with economic development
- Layoff aversion
- Union collaborations(labor /Mgmt. com.)
- Community focus
- Informing business of government / state programs
- First face of government to meet with business
- 1997 RR Summit

Career Center focus on employees



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MassHire BizWorks

MassHire BizWorks is designed to meet business needs.

State and federal collaboration- **TEAM Effort**

Funded by USDOL's Expanding Business Engagement

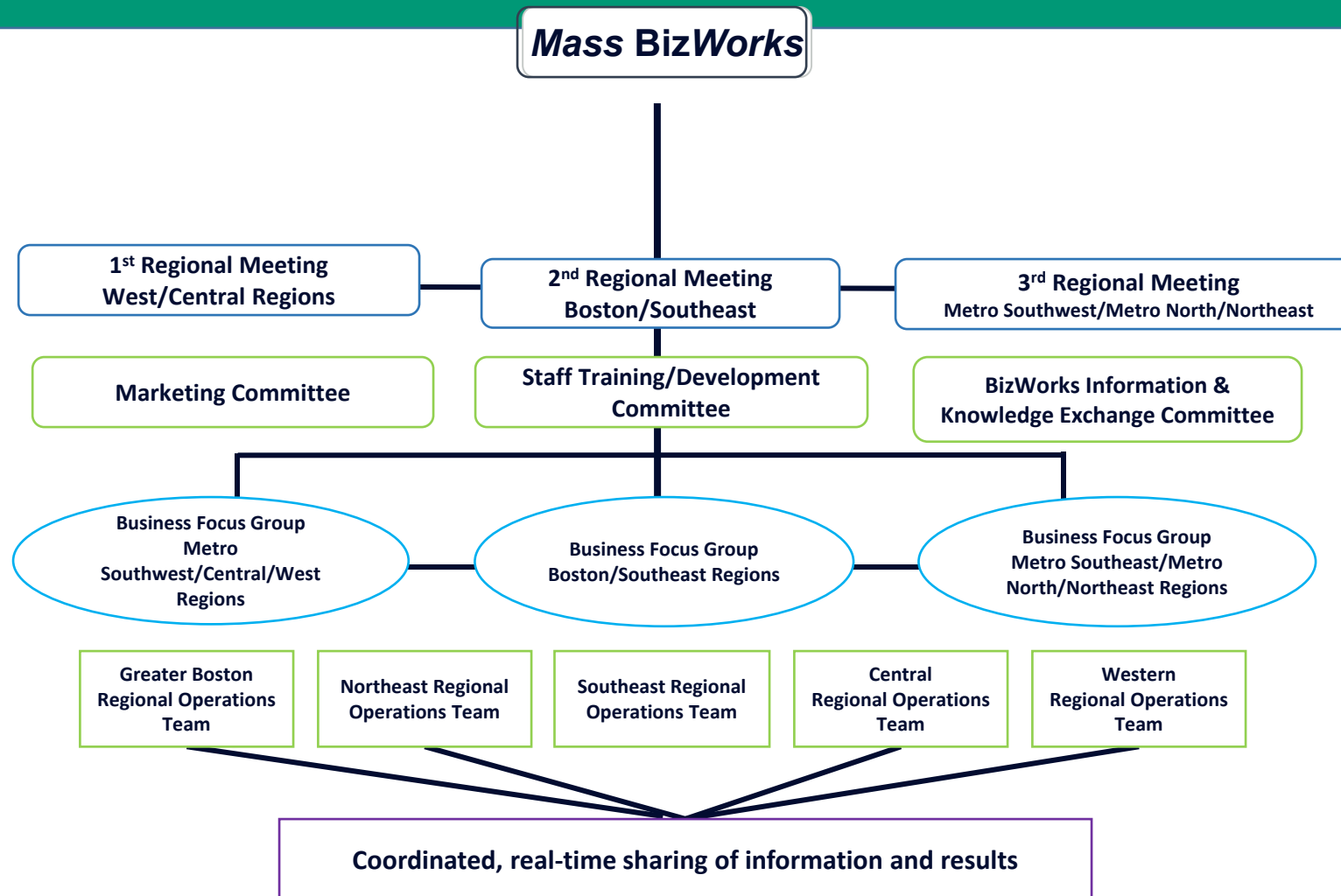
Connect businesses to resources

“We need to make it as easy as possible for Massachusetts business owners to take advantage of all of the services the state offers. Whether they are growing their business or downsizing, MassHire BizWorks pulls all these services together in one easy to find place.”



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MassHire BizWorks - FLOW CHART



Regional Meeting Participants, Committee Members & Regional Teams consist of: Workforce Investment Board, Executive Directors, Career Center Directors, Career Center Operations Managers, Career Center Business Service Representatives, Rapid Response Coordinators, Education Staff, AFLCIO Political Director, AFLCIO Regional Staff, MA Office of Business Development Regional Staff, Department of Career Services Staff

MassHire BizWorks Resources



Resource Guide For Businesses

Connecting your business
to the services you need

mass.gov/bizworks
(800) 252-1591



Hiring and Recruiting

MassHire Career Centers
Employment-related services for businesses' needs
Contact: (617) 626-5300
mass.gov/careercenters

MassHire Job Quest
Online resource to post job openings
Contact: Job Quest Helpline - (617) 626-6571
mass.gov/jobquest/employers

MDCS - Work Opportunity Tax Credit (WOTC)
Tax credits for hiring targeted populations
Contact: (617) 626-5353
mass.gov/dcs/wotc

Massachusetts State Colleges and Universities
Talented graduates and contract training
mass.edu/system/campusdirectory.asp

Training and Workplace Safety

ACLS Workplace Education Programs
Workplace adult basic education (ABE)
English for speakers of other languages (ESOL)
doe.mass.edu/acls

Commonwealth Corporation - Workforce Training Fund Program (WTFP)
Funding and resources to train current and new employees
Contact: (617) 727-8158
commcorp.org/wtftp

MDCS - On-the-Job Training (OJT) Program
Assistance with the cost of hiring and training new employees
Contact: A local career center: www.mass.gov/careercenters
mass.gov/dcs/ojt

Div. of Apprenticeship Standards (DAS) - Apprenticeship Programs
Apprenticeship programs available to businesses
Contact: (617) 626-5409
mass.gov/das

Dept. of Industrial Accidents (DIA) - Safety Grant Program
Funding for workplace safety training
Contact: (617) 727-4900
mass.gov/dia/safety

Dept. of Labor Standards (DLS) - On-Site Consultation Program
Free service to help private employers meet OSHA requirements
Contact: (508) 616-0461
mass.gov/dols/consult



Rev. 11-13-18

2 Sided



Layoff Aversion and Management

MassHire Dept. of Career Services (MDCS) - Rapid Response
Assistance with layoffs/closings and access to skilled workers
Contact: (617) 626-5703
mass.gov/rapidresponse

Department of Unemployment Assistance (DUA) - UI Program
Temporary income and support for Massachusetts workers
Contact: Unemployment Insurance (UI) Unit - (617) 626-5075
mass.gov/dua

Dept. of Unemployment Assistance (DUA) - WorkShare Program
Layoff aversion - supplements reduced pay in slow periods
Contact: WorkShare Unit - (617) 626-6877
or email: integration-dua-dcs@detma.org
mass.gov/workshare

Business Development/Partnerships

Massachusetts Office of Business Development (MOBD)
Tax incentives to create jobs and stimulate business growth
Contact: (617) 973-8600
mass.gov/mobd

Mass Development
Finance and real estate development services
Contact: (800) 445-8030
massdevelopment.com

The MA Small Business Development Center (MSBDC) Network
Advising and training programs for businesses
Contact: (413) 545-5301
msbdc.org

Massachusetts Growth Capital Corporation (MGCC)
Working capital and loan guarantees
Contact: (617) 523-6262
massgcc.com

Operational Service Division (OSD)
Commerce between government and businesses
Contact: (617) 720-3300
mass.gov/osd

MassHire Workforce Boards
Partnerships and strategies to address workforce issues
mass.gov/service-details/connect-with-your-local-masshire-workforce-board

External Resources (Non-State Affiliated)

MassMEP
Mentoring and training that help businesses grow and innovate
Contact: (508) 831-7020
massmep.org

Office of Federal Contract Compliance Programs (OFCCP)
Guidance for nondiscrimination compliance
Contact: (617) 624-5780
dol.gov/ofccp

U.S. Small Business Administration (SBA)
Assistance in starting, building, and growing businesses
Contact: (617) 565-5590
sba.gov

MassHire BizWorks Programs & Services

- Training grants and programs
- Tax credits for hiring
- Incentive programs for growth or expansion
- Business development/mentoring services
- Manufacturing support
- Workplace safety grant and consultation
- Recruitment services
- Layoff aversion

One Stop support for business



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MassHire BizWorks -Staff Training and Development

MassHire BizWorks Training

- Module One training- Trained over 350 business services Representatives (*BizWorks Overview*)
- Module Two Training – Trained over 170 business services Representatives (*Understanding the Business Cycle*)
- Module Three - Trained over 200 business services Representatives (*Employer Services/Data Entry*)
- Now training non-Business services career center staff
- Connecticut training collaboration



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Collaborations with other states

- MassHire Rapid Response – bordering states/ national connections
- MassHire Biz Works – collaborations span through out the country examples but not limited to Connecticut, Pennsylvania , Colorado, California , Ohio , Maryland, Virginia , Wyoming, Oklahoma , Texas etc.
- 40 plus states attended the recent summit and continue to collaborate



**BizWorks**

Statewide Business Services

FY 14, Quarter 3 (7-1-13 to 3-31-14)

Number of
businesses
served YTD



9,381

Funding awarded
to employers YTD



**\$153.9
million**

Job seekers MA
One-Stop Career
Centers placed into
employment YTD



19,459

Companies
participating in job
fairs through MA
One-Stop Career
Centers YTD



1,170

Jobs retained
through statewide
Mass Bizworks
partner efforts YTD



38,901

Number of individual
employees served
YTD



35,006

Private investment
leveraged YTD



**\$4.6
billion**

Average wage of
MA One-Stop Career
Centers placements
YTD



\$19.41

Estimated number
of job seekers
participating in
job fairs YTD



12,210

Jobs created through
statewide
Mass Bizworks
partner efforts YTD



18,475

Mass BizWorks is funded by the Expanding Business Engagement (EBE) Initiative, a state and federal collaboration designed to enhance and align the services offered to Massachusetts businesses by partner agencies and organizations.



DEPARTMENT OF
CAREER SERVICES

Challenges

- Identify staffing needs and resources
- BSR's availability to meet with companies
- Businesses are often unaware of the services available to assist them
- Collaboration and cooperation between agencies
- Business services follow up plan
- Develop a system that will ensure that we are not duplicating efforts with businesses
- Performance metrics, crystal report and tracking activities



Moving Forward

- Create a Unified Employer Engagement Strategy
- Develop an infrastructure that promotes teamwork
- System to measure performance metrics
- Service Delivery Strategies
- Goals of the Technical Assistance Initiative
- Review existing outreach efforts and services provided to companies

Moving Forward (cont'd)

- Review ways to increase and expand employer engagement
- How to measure improvements
- Defining appropriate roles and responsibilities
- Programs and services that could add value to our relationship with business
- Staff training needs, especially around new programs and services
- Develop Policies



Contact *MassMassHire BizWorks*



www.mass.gov/bizworks

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We can help you.



DEPARTMENT OF
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