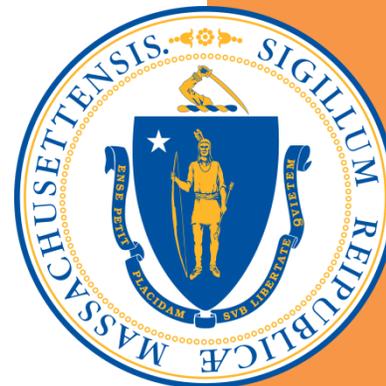


COMMONWEALTH OF MASSACHUSETTS

Executive Office of Labor and Workforce Development



ANNUAL REPORT
FY2013

Joanne F. Goldstein
Secretary

A MESSAGE FROM THE SECRETARY

Over the last year, the Executive Office of Labor and Workforce Development worked hard to drive improvements in the economy – results show signs of more individuals going back to work.

We implemented several major operational initiatives over the last year to accelerate our results. For example, Massachusetts launched the Unemployment Insurance (UI) Online portal, allowing tens of thousands of individuals to get immediate access to UI insurance resources and the ability to manage their own benefits online – nearly 98% of all claimants now manage their benefits through self-service, including UI Online, following the launch of the system. We also reduced the cost of operating the Workers' Compensation System by 6.5% or \$4.8M, directly lowering the assessment cost for employers. And, the Department of Labor Relations implemented a new targeted case scheduling system and technology tools that helped the agency close over 1,100 cases this year with the prospect of eliminating case backlogs in FY14.

Our Joint Enforcement Task Force on the Underground Economy and Employee Misclassification had a record year. Member agencies on the Task Force recovered over \$21.3M in an 18 month period in wage restitution, state taxes, unemployment contributions from employers, fines and penalties as a result of joint oversight, referrals and enforcement.

We are aligning our education and training programs to match the skills employers need. This year, we increased the number of businesses

utilizing the Workforce Training Fund grant program. These grants help employers design and implement education and training activities to increase the skills of their existing workforce. In FY13, 173 grants were made to employers totaling over \$12M in grant funding to train 11,397 workers (up from \$8.9M in FY12). In addition, EOLWD upgraded the Hiring Incentive Training Grant (HITG) within the Workforce Training Fund by increasing direct grants to employers from \$2,000 to \$5,000 for each newly hired Massachusetts resident who is either a military veteran or has been unemployed for six months or longer, and increasing the maximum grant each employer may receive each year from \$30,000 to \$75,000. This has dramatically increased employer interest in HITG.

In 2013 and beyond, we are working to assess and prepare for the changes in the health care workforce as a result of health care reform. EOLWD and the Commonwealth Corporation released \$1M in resources through a grant program that supports planning grants between health care employers and their partners to analyze and plan for changes in workforce.

Last year, more than 100,400 job seekers working with our One-Stop Career Center network found employment – a number that has grown each year. Yet for every person who is still unemployed or worker hurt on the job, there is even more work to do. Everyone deserves a chance to earn a living in a safe and fair workplace.

We invite you to join us in this exciting work!



Joanne F. Goldstein
Secretary of Labor and Workforce Development
Commonwealth of Massachusetts

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This Annual Report was prepared pursuant to Executive Order 540. The Secretariat’s Strategic Plan 2013 – 2015 can be found at www.mass.gov/eolwd

Please send feedback regarding this report to jennifer.james@state.ma.us

VISION

EOLWD and its agencies are committed to developing a world-class, highly-skilled labor force to support business growth and innovation in the Commonwealth. We will achieve this vision through a network of highly effective services that attract, support and train the Massachusetts workforce while protecting the rights and safety of workers.

MISSION

To create, operate and oversee effective and innovative statewide services that: protect worker rights, health, safety, wages and working conditions; insure against job-related injury; provide individuals and families with economic stability following job loss or injury and illness; level the playing field for responsible employers; develop a pipeline of skilled workers for current, emerging and future employers; and, maintain labor harmony between employees, employers and labor unions.

OVERVIEW

The Executive Office of Labor and Workforce Development was established by Governor Patrick at the beginning of his Administration. Led by Secretary Joanne F. Goldstein, the office is responsible for the oversight and implementation of worker safety, labor relations and workforce development services in the Commonwealth.

Labor Agencies:

- **Department of Labor Standards** - Promotes and protects workers' safety and health, wages and working conditions, and to support employers and workers in the utilization of apprenticeship as a workforce development tool.
- **Department of Industrial Accidents** - Oversees the Workers' Compensation system in Massachusetts.
- **Department of Labor Relations** - Administers the Commonwealth's collective bargaining statutes and protects the Commonwealth's workers.

Workforce Agencies:

- **Department of Career Services** - Oversees the Commonwealth's network of 33 One-Stop Career Centers that serve job seekers and businesses.
- **Department of Unemployment Assistance** - Administers the Unemployment Insurance program, providing temporary financial assistance to unemployed workers.
- **Massachusetts Workforce Investment Board** - Advises the Governor on building a workforce development system that is aligned with education policies and economic development goals.
- **Commonwealth Corporation** – A quasi-public agency whose programs and services build upward mobility pathways for Massachusetts youth and adults to prepare for high demand careers, in concert with state and regional partners.

ACCOMPLISHMENTS

The Executive Office of Labor and Workforce Development (EOLWD) and its agencies achieved a variety of results for workers and businesses in the Commonwealth. Since 2007 (unless otherwise defined), highlights include the following:

PROTECTING THE COMMONWEALTH'S WORKERS

The Patrick Administration has put the health, safety, and rights of workers at the forefront of our collective agenda. In his first term, the Governor reestablished an Executive Office of Labor and Workforce Development and appointed the Commonwealth's first Secretary of Labor in 16 years, elevating the concerns of working people to the highest levels of government and providing a voice for organized labor. By advocating on behalf of workers and employers, EOLWD has:

- Established the **Joint Task Force on the Underground Economy and Employee Misclassification**, a collaborative partnership across agencies, which recovered \$39.9 million in funds since 2008. In the most recent available 18 month period, \$21.3 million was recovered, greater than the sum of all previous years combined. The 2012 Annual Report can be found at <http://www.mass.gov/lwd/eolwd/jtf/> for details.
 - **Spotlight: The JTF uncovered \$1.17M in unreported wages by subcontractors on the Marriott Copley Place (Host Hotels) renovation project after a tip about out-of-state laborers working for sub-minimum wages on the \$18M hotel renovation project came in through the fraud and abuse hotline. Findings included: sub-minimum wage payments to workers; employers without workers' compensation insurance policies; unreported W-2 wages; misclassification of workers; and unpaid unemployment contributions by contractors and subcontractors.**
- In FY13, the **Department of Labor Relations (DLR) closed over 1100 cases** ranging from unfair labor practices to contract disputes. The DLR implemented a variety of scheduling tools and technology tools to increase efficiency of its operations. During this past year, the DLR continued to customize its case processing system, allowing the DLR to provide more specific case-tracking information, including the average number of

Workplace Safety & Health Program *Profiles*

The Department of Labor Standard's Workplace Safety & Health Program (WSHP) conducted an inspection at a public school after becoming aware of a serious incident that resulted in a worker injury; the town administration was so appreciative they requested further assistance with other safety programs. The school and town used WSHP to improve their safety management systems.

The Department of Industrial Accident's (DIA) Workplace Safety Training Grant program awarded a grant to Family Continuity, a private, nonprofit mental health and social service agency that has been serving Eastern and Central Massachusetts. As more and more services in areas of mental health, youth services, special education, substance abuse, child abuse, and domestic violence are being provided in client homes, group homes, neighborhoods and other community settings, staff are confronted with increasingly dangerous working conditions. The DIA Training Grant allowed Family Continuity to train more than 1,150 individuals in safety objectives such as de-escalation and behavior management techniques, and how to interpret crisis and pre-crisis situations. Family Continuity has become a recognized leader in workplace safety in the Massachusetts service community and was given the "Employer of the Year" award in 2012 by the Massachusetts Association of Social Workers.

Unemployment Insurance (UI)

NOW Online

On July 1, 2013, the Department of Unemployment Assistance launched *UI Online*, a modern, web-based system that replaced Massachusetts' outdated and fragmented Unemployment Insurance computer system. Massachusetts now operates one of the most advanced UI data management systems in the nation.

Now, individuals and employers have faster, easier access to apply or manage information in the system.

In addition, the new system strengthened the state's ability to prevent, detect and rectify UI fraud.

After the launch of the system, demand for online services remains strong!

98% of UI claimants managed their claim through self-service, including UI Online (October 2013)

61% of individuals applied for benefits through UI Online (October 2013)

weeks it takes the DLR to complete specific case stages. Using this targeted information, targeted staffing, and a new impact analysis system, the DLR continued to increase its efficiency by differentiating cases based on relative impact to the public and attaching specific deadlines depending on the impact. These scheduling changes, together with specific time-targets and mandatory mediation, have greatly reduced the DLR backlog and the DLR hopes to report in next year's Report that there is no Hearing Officer or CERB backlog. Additional detail is available in the FY13 Annual Report linked under "News and Updates" on www.mass.gov/dlr

- Established the **Massachusetts Employee Safety and Health Advisory Committee** to increase occupational safety and health of the Commonwealth's employees using a collaborative, joint labor-management approach to identifying and addressing workplace hazards.
- Answered approximately 1,300 inquiries from the public since January 2013 through the **Minimum Wage Program**.
- Enhanced **workplace safety through grants** totaling more than \$6 million since 2007, supporting accident & illness prevention improvements for more than 200,000 workers through the Department of Industrial Accidents.
- Conducted 497 workplace site visits and conducted over 103 training sessions for workers and employers since January 2013 through the Department of Labor Standards' **occupational safety and health programs**.
- Issued 6,013 licenses and conducted 1,332 onsite inspections since January 2013 while administering state **regulations for lead and asbestos workers and employment and temporary staffing agencies** through the Department of Labor Standards.
- The Department of Industrial Accidents **increased by ten-fold the number of Stop Work Orders issued to businesses failing to carry workers' compensation insurance** and a four-fold monthly increase in Stop Work Order fines collected making the workplaces safer across the state.

- The Department of Industrial Accidents more than **doubled the number of businesses reviewed monthly for compliance with workers' compensation insurance**, completing over 83,057 field compliance checks thus ensuring that over 6,775 workers are now covered by workers' compensation insurance in fiscal year 2013.
- The Department of Industrial Accidents increased the efficiencies and cost of operating the workers' compensation system allowing the Commonwealth **to lower the employer assessment rate by 21% from 2012 to 2013**. In turn, this has allowed employers to increase the number of workers covered.

PROVIDING STABILITY FOR UNEMPLOYED INDIVIDUALS

Through resources managed by the Department of Unemployment Assistance and the Department of Career Services, EOLWD has assisted unemployed workers and displaced workers by providing critical resources and support services.

- The Massachusetts statewide Rapid Response Team serves as a “first responder” for workers experiencing layoffs. Since 2007, the **Team worked with more than 1,900 companies and over 165,800 employees facing layoffs** by providing unemployment insurance assistance, access to career services, health care information and support services to workers immediately following layoffs and plant closings often on-site at the company. In addition, the Team works with the affected businesses to prevent layoffs and connect them to public resources that improve business results.
- In order to help stabilize individuals and families who experience job loss, **the Unemployment Insurance system delivered benefits to over 841,000 unemployed individuals** since January 2007 while undertaking the long-term redesign and launch of the Unemployment Insurance web-based system, now known as UI Online.

JOB PLACEMENT AND CAREER SERVICES FOR WORKERS AND BUSINESSES

One of the most important goals for the Secretariat is to help unemployed individuals find jobs. Service delivery is focused through the local network of Workforce Investment Boards and One-Stop Career Centers:

- Since January 2007, **the network of 33 One-Stop Career Centers across the state provided services to more than 1.4 million job seekers and over 81,200 employers, successfully placing approximately 650,000 customers into jobs**. Of the total customers served (1.4M), 765,863 were UI claimants, 77,787 were veterans, and 77,982 were individuals with self-identified disabilities.

Job Seeker in Holyoke

When Manny C. met the job counselors at the Career Point Career Center in Holyoke a year ago, he opened up and explained that he had spent a great deal of his life in prison. With tears in his eyes, he said that he wanted to turn his life around.

Manny kept going to the Career Center, committed to learning new skills to find a job. After a landlord agreed to rent him an apartment, Manny's priority was getting a full-time job. He told his counselor, "I really need a job! I promise you, I give you my word, I won't let you down."

He worked with job counselors on developing job skills and finally interviewed with Universal Plastics based on a connection and referral from the Career Center. He was hired and still works there today!

- Apprenticeship offers new career pathways to unemployed individuals in a variety of high demand jobs. The **Division of Apprenticeship Standards tracked 7,660 registered apprentices and 661 registered employer sponsors**, and has registered 2,355 new apprentices since January 2013 alone.
- EOLWD committed \$6.5 million in **American Recovery and Reinvestment Act (ARRA)** funding in 2009 to support training for unemployed or underemployed Massachusetts workers in jobs with identified demand. **Grants were awarded to 41 programs to train 1,555 unemployed or underemployed workers for jobs in health care, human services, construction, clean energy, logistics and hospitality.**

INCREASING EMPLOYMENT FOR YOUTH

As part of the Governor's priority to reduce youth violence and improve educational and career pathways for youth, EOLWD has implemented subsidized employment programs for young people each year.

- During the summer of 2013, \$10 million from the Commonwealth's YouthWorks program was awarded to 31 cities to subsidize employment for more than 5,175 youth. The Youthworks 2013 Databook will be available soon on www.commcorp.org. Between 2007-2013, YouthWorks provided **\$56,100,000 in funding for summer and year-round programs that provided employment to 33,250 youth.**
- In 2013, **Commonwealth Corporation released: [Signaling Success: Boosting Teen Employment Prospects](#)**, a research publication that focuses on employer perceptions of teens in the workplace and helps to explain the historically low employment rates for young people. Nearly 200 businesses participated in surveys, interviews, and/or focus groups. The study was a collaboration between Commonwealth Corporations and the Drexel University Center for Labor Markets and Policy.

CLOSING THE SKILLS GAP: EMPLOYER-BASED TRAINING

A key priority for the Administration is to drive the use of public education and training resources to retrain workers to meet the hiring needs of employers. Critical programs that support this goal have impacted hundreds of thousands of individuals and thousands of employers across the state.

- The Workforce Competitive Trust Fund (WCTF) is a unique tool funded through the Legislature to support industry-driven partnerships that design new education and training pathways to fill hiring demand for the participating employers. The Fund was recently recapitalized by the Administration and Legislature, and **EOLWD announced \$4.5 million in grants to 15 regional partnerships** across the state. These partnerships will benefit **850 job seekers and incumbent employees and involve more than 100 businesses** as well as community colleges, vocational

technical schools, community based organizations, workforce investment boards, career centers, and organized labor. Since 2007, 6,629 individuals have received training across the Commonwealth through previous WCTF funding.

- The Workforce Training Fund is a state-based program paid for by Massachusetts employers so that companies can train their incumbent workers. Since January 2007, **\$74.6 million has been awarded through the Workforce Training Fund in General Program Training Grants to 999 projects involving more than 1,052 businesses.** As a result of this funding, 94,836 workers have been or will be trained across a broad range of industries. This fund works to close the skills gap by providing companies with the resources they need to develop the skills of their incumbent workforce.
- In 2013, EOLWD upgraded the **Hiring Incentive Training Grant by increasing grants to employers from \$2,000 to \$5,000 for each newly hired Massachusetts resident** who is either a military veteran or has been unemployed for six months or longer, and increasing the maximum grant each employer may receive each year from \$30,000 to \$75,000.
- In 2013, EOLWD and the Commonwealth Corporation released the **Health Care Workforce Transformation Fund Request for Proposals for Planning Grants**, following the Governor’s authorization of An Act Relative to Improving the Quality of Health Care and Reducing Costs through Increased Transparency, Efficiency, and Innovation. An initial allocation of \$1 million has been budgeted, and applications will be accepted on a rolling basis until June 1, 2014.

Workforce Training Fund General Program: Grant Total Awarded by Industry FY13	
Industry	FY13: Sum of Award
Manufacturing	\$ 7,428,056
Finance and Insurance	\$ 1,338,264
Professional, Scientific, and Technical Services	\$ 1,243,043
Real Estate and Rental and Leasing	\$ 560,629
Construction	\$ 409,527
Other Services (except Public Administration)	\$ 360,850
Health Care & Social Assistance	\$ 278,810
Wholesale Trade	\$ 214,800
Retail Trade	\$ 207,369
Accommodation & Food Services	\$ 139,016
Transportation and Warehousing	\$ 124,250
Information	\$ 50,400
Public Administration	\$ 21,600
Educational Services	\$ 11,858
Grand Total	\$ 12,388,471

- In 2012, EOLWD and the Commonwealth Corporation partnered with the New England Public Policy Center of the Federal Reserve Bank of Boston to release new labor market supply and demand data. The data provided a detailed picture of a region’s current and future labor supply and was released at regional Skills Gap events. In April 2013, **Commonwealth Corporation released: [Closing the Massachusetts Skills Gap: Recommendations and Action Steps](#)**, which defined a problem and issued a call to action and served as the final product of the 18-month Skills Gap project.

2014 Performance Management Initiative

The EOLWD spent the last year working on refining and implementing the goals and strategies published in the 2013-2015 Strategic Plan during January 2013. In addition, the MassResults initiative has worked with each Secretariat to help design and launch a Secretariat-wide performance management program to connect data performance review with changes in business practices. The results and outcomes of many of the core business activities within EOLWD are measured by a variety of federal and state standards. Our work over the last year developed a set of “performance dashboards” for each major goal of the Secretariat – bringing together a variety of measurement tools into a more comprehensive view of the Secretariat’s impact on the Commonwealth.

The next section of this Report provides an update on our original goals, strategies and actions steps. It also includes the performance dashboards. The performance dashboards in the EOLWD Annual Performance Report are version 1.0 and will be revised and improved over the year.

UPDATE ON GOALS AND ACTION STEPS

Goal 1: Efficient UI System

Provide individuals and families with **economic support following job loss** through an effective and responsive unemployment insurance (UI) system

Increase public awareness of UI benefits following job loss

- **Provide UI information at time of layoff and reemployment services on-site at an employer through the Rapid Response Team.** In FY2013, the Rapid Response Team provided UI information and reemployment services to 12,865 employees and 244 employers working with the Departments of Unemployment Assistance and Career Services and the network of One-Stop Career Services.

Operate an effective and responsive UI system to assist individuals following job loss

- **Ensure UI benefits are paid timely.**¹ The percent of first time UI benefits paid on time was 72.3% in MA for year ending June 30, 2013. The Department of Unemployment Assistance is working with the federal government to implement best practices from other states and improve timely payments through the new data warehousing and benefit systems in Massachusetts phased in over the last several years.
- **Ensure UI benefits are paid accurately.** This past year, the upgrade of major UI data warehousing systems and the new UI online benefit system greatly improved the accuracy of benefit calculations and payments.
- **Provide excellent customer service to UI claimants and employers through** staff, training, and resources to handle a high volume of initial and continuing claims. This past year, the launch of the UI Online benefit system created self-service options and greater access for customers. The percent of customers filing initial UI claims through UI online was up to 61% and the percent of customers requesting weekly benefits through self-service options was 98% in October of 2013.

Promote reemployment of Unemployment Insurance Claimants

- **Connect UI claimants to reemployment services at One Stop Career Centers.** In FY2013 more than 40% of permanently separated UI claimants were registered at One Stop Career Centers for a range of reemployment services, up from 33% in FY2012 due to new resources for reemployment services.

¹ "Timely" is federally defined as the first benefit payment made within 21 days after the week ending date of the first compensable week in the benefit year.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Goal 1: Efficient UI System Measures

MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
1.a. Percent of first UI Benefit payments made on time	TBD Year Ending 6/30/2014	72.3% Year Ending 6/30/2013	TBD	Improve timely first payments of UI Benefits by 5% on a yearly basis	TBD	Data collected by Department of Unemployment Assistance (DUA). This is a federal measure with federal performance standards. This measure tracks the percent of first Unemployment Insurance benefit payments made within 21 days after the week ending date of the first compensable week in the benefit year.
1.b. UI call wait times (Average Speed of Answer (ASA) in minutes)	TBD Year Ending 6/30/2014	34:19 Year Ending 6/30/2013	TBD	Decrease ASA by 10% on a yearly basis	TBD	Data collected by DUA. This measure tracks the number of minutes a caller waits to be connected to the Teleclaim, Telecert, Payment Status or PIN Service Lines.
1.c. Percent of customers filing initial UI claim through UI On-Line and self-service options	61.2% (OCTOBER 2013)	59.7% (SEPTEMBER 2013)	IMPROVING	65% of customers accessing UI Online for initial claims		Data collected by DUA. These two measures track the number of first-time and on-going UI claimants using the UI Online portal and self-service options for transactions.
1.d. Percent of customers managing UI claim in UI On-line and self-service options	97.9% (OCTOBER 2013)	98.1% (SEPTEMBER 2013)	STABLE	98% of customers utilizing self-service (UI Online) for continued claims		
1.e. Amount and percent of UI Overpayment Recovery	\$ (YEAR) % YEAR 2013 measure available 02/08/14	\$20,114,068 19.3% (2012)	TBD	Improve recovery rate by 10% on a yearly basis	TBD	Data collected by DUA. This is a federal measure of benefits paid to an individual to whom the individual is not legally entitled, whether or not the amount is later recovered or waived.
1.f. Timeliness of non-monetary issues	12.2% (Qtr. Ending 9/30/13)	8.2% (Qtr. Ending 6/30/13)	IMPROVING	Improve non-monetary timeliness by 20% on a yearly basis		Data collected by DUA. This is a federal measure with federal performance standards. This measure tracks the percent of nonmonetary determinations (separations and non-separations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.

UPDATE ON GOALS AND ACTION STEPS

Goal 2: Maximize Job Placement & Hiring

Maximize job placement and business hiring through an effective and responsive workforce system

Increase the job placement rate for all One-Stop Career Center (OSCC) customers, including specific populations, each year.

- **Redesign job seeker assessment and job matching services, including the use of innovative software tools.** This past year, the Department of Career Services added new technology tools statewide to provide job seekers with more detailed, higher quality information on job openings.
 - New information on over 90,000+ jobs statewide is now available through the state job bank called JobQuest. The number of jobs in JobQuest more than doubled (up from 40,000+ prior to launch in January 2013) due to the rollout of a new real-time labor market information tool.
 - The Department of Career Services also redesigned JobQuest with new social media capacity and microsites.
- **Maximize workforce services across federal and state programs (e.g. Massachusetts Rehabilitation Commission, Department of Transitional Assistance etc.) to improve outcomes for job seekers with barriers to employment.**
 - To address historically low employment rates for individuals with disabilities, the Department of Career Services applied for and won a \$4.7M federal USDOL Disability Employment Initiative Grant to build enhanced job placement services across regional partners (One-Stop Career Centers, MA Rehabilitation Commission, community based organizations, etc.) in 8 regions of MA and implement a rigorous evaluation of job placement strategies for job seekers with disabilities in control group regions. EOLWD also released \$1.7 million in state funding dedicated to placing more than 160 individuals with disabilities in stable employment opportunities.

Increase the number of companies that hire individuals registered with the One-Stop Career Centers (OSCCs)

- **Redesign Business Services through OSCCs.** In FY12 and FY13, the Department of Career Services launched the Expanding Business Engagement (EBE) Initiative. Overall, the number of employer customers newly engaged by the OSCCs was up in FY13 compared to FY12. This EBE Initiative is working to:
 - **Develop or improve collaborations among all entities** that provide services for Massachusetts businesses by creating and distributing a new “Employer Resource Guide” that outlines significant federal and state resources for employers.
 - **Leverage partner organizations to engage employers** as federal funding declines for OSCCs. The decline in funding in recent years led to a decline in the total number of employers engaged by One-Stop Career Centers between FY12 and FY13. Under the EBE Initiative, One-Stop Career Centers, economic development offices, chambers and other employer organizations are working on strategies to integrate collective services and outreach capacity in order to increase business engagement in regions.

Goal 2: Maximize Job Placement and Hiring Measures

MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Number and percent of job seekers placed in jobs (all One-Stop Career Center (OSCC) customers)	100,439 50% FY2013	99,239 52% FY2012	IMPROVING	Increase the number of individuals placed in jobs each year Exceed national performance target of 50%	 	Data collected by Department of Career Services (DCS). This is a federal measure with federal performance standards. US Department of Labor (Wagner Peyser) measure. This measure tracks the total number and percent of unique One-Stop Career Center unemployed customers placed in jobs. The individual is included in the measure regardless of the level of service provided (e.g. one-time visit up to intensive services / training dollars).
Percent of Unemployment Insurance (UI) Claimants placed in jobs	50% FY2013	52% FY2012	WORSENING	Increase over prior year		Data collected by DCS. This measure tracks the total number of unique One-Stop Career Center customers who were UI claimants who were placed in jobs. The UI claimant is included in the measure regardless of the level of service provided (one-time visit up to intensive services and training).
Average Percent (over the year) of permanently separated UI Claimants who were required to attend a One Stop Career Center Orientation out of all permanently separated UI Claimants	40% FY2013	33% FY2012	IMPROVING	Increase over prior year		Data collected by DCS. This measure reports on UI Claimants who are categorized as permanently separated, i.e., unlikely to return to previous job and likely to exhaust UI benefits. A portion of these UI claimants are mandated to participate in One-Stop Career Center orientation session and services.
Percent of job seekers with disabilities placed in jobs	35% FY2013	37% FY2012	WORSENING	Increase over prior year		Data collected by DCS. This measure tracks the total number of unique One-Stop Career Center unemployed customers with a disability placed in jobs.
Percent of low income job seekers placed in jobs – WIA Adult	80% FY2013	74% FY2012	IMPROVING	Increase over prior year		Data collected by DCS. USDOL (WIA Adult) measure. This measure tracks the total number of unique One-Stop Career Center customers enrolled in WIA Adult placed in jobs.
Percent of One-Stop Career Center veterans customers placed in jobs	49% FY2013	49% FY2012	STABLE	Increase over prior year		Data collected by DCS. Currently measured annually by USDOL. This measure tracks the total unique number of One-Stop Career Center Veteran's customers placed in jobs.
Number of companies that utilize OSCCs for recruitment (new and repeat companies).	12,068 FY2013	12,844 FY2012	WORSENING	Increase over prior year		Data collected by DCS. This measure is a unique count of the total number of employers who use the OSCC. The number of companies utilizing the OSCCs for recruitment has declined in recent years due to several years of federal funding declines for staffing levels supporting business services.
Over-the-year change in the number of new companies serviced by One-Stop Career Centers	9.5% FY2013	-18% FY2012	IMPROVING	Increase new company utilization of One-Stop Career Centers each year by 5%		Data collected by DCS. This measure tracks the change over the year of the number of new companies working with a One-Stop Career Center as indication of business outreach.

Goal 3: Align Skill Sets of Workers with Employer Demand

Align and develop the skill sets of workers with skill requirements in marketplace

Align skill sets of workers with job openings/job growth to increase hire and “fill rates” for employers

- **Increase basic reading and math skills of One-Stop Career Center customers (with HS diploma or less) through national assessment and remediation program (i.e. Career Readiness Credential).** EOLWD gathered investors and stakeholders to develop resources for a 3 year pilot called the *Career Readiness Initiative* beginning in January 2014. EOLWD is holding broad-based stakeholder meeting across the state to design the operational rollout.
- **Increase industry specific skills of workers:**
 - **Increase portion of federal funding for One-Stop Career Center (OSCC) services allocated to training resources for individuals (vouchers) targeting high demand occupations and sectors.** Despite a 10% drop in total funding for the local workforce system between FY12 to FY13, One-Stop Career Centers continued to invest over 34% of total federal program dollars at regional level in retraining programs for unemployed individuals.
 - **Increase the utilization of apprenticeships, in particular minority and women apprentices, in high-demand sectors and occupations.** The number of apprentices increased from 5,035 in FY12 to 5,289 in FY13.
 - **Increase the number of supported “regional workforce partnerships” to meet business hiring needs.** A new round of the Workforce Competitiveness Trust Fund was released in the Summer of 2013, supporting \$4.5 million in grants to 15 regional partnerships across the state. These partnerships will benefit 850 job seekers and incumbent employees and involve more than 100 businesses as well as community colleges, vocational technical schools, community based organizations, workforce investment boards, career centers, and organized labor.

Align skill sets of incumbent workforce with employer talent needs to fuel company growth

- **Increase number of incumbent workers trained in high demand sectors or occupations through Workforce Training Fund Program.** FY13 updates include:
 - EOLWD and the Commonwealth Corporation increased outreach efforts to businesses to encourage grant applications. In FY13, 173 grants were made to employers totaling over \$12M in grant funding to train 11,397 workers (up from \$8.9M in FY12).
 - In 2013, EOLWD also upgraded the Hiring Incentive Training Grant program by increasing grants to employers from \$2,000 to \$5,000 for each newly hired Massachusetts resident who is either a military veteran or has been unemployed for six months or longer, and increasing the maximum grant each employer may receive each year from \$30,000 to \$75,000.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Align Skill Sets of Workers Measures						
MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Percent of Workforce Investment Act Funding spent on education/training for One-Stop Career Center customers	34% FY2013	35% FY2012	IMPROVING	Maintain or increase over prior year*		Data collected by DCS. This measure tracks the total percent of Workforce Investment Act Adult and Dislocated Worker local program funds spent on education and training activities for individuals. *Total funding available to local areas decreased by 10% from FY12 to FY13.
# of individuals who attain a Career Readiness Certificate each year	NA	NA	NA	Establish a program and a baseline	TBD	Program not started.
Number of individual Training Account (ITAs) vouchers attained through One-Stop Career Center.	5,488 FY2013	6,424 FY2012	WORSENING	Increase over prior year		Data collected by DCS. This measure tracks the number of One-Stop Career Center customers who receive an Individual Training Account, which is free funding for education and training. Available local funding for WIA Adult and Dislocated Worker programs decreased by 10% from FY12 to FY13. Local areas have experienced increases in training costs and more individuals requiring longer training including remedial education and skills training.
% of individuals completing Credential / Training who are placed in jobs (Workforce Investment Act Adult funding stream)	76% FY2013	73% FY2012	IMPROVING	Increase over prior year		Data collected by DCS. This measure tracks the job placement rate for individuals who enroll and complete a training program funded through Workforce Investment Act Adult formula funding.
Number of apprentices working for Massachusetts employer sponsors	5,289 FY2013	5,035 FY2012	IMPROVING	FY2013 target is 5,250 apprentices		Data collected by Department of Labor Standards' Division of Apprenticeship Training. FY2014 target is 5,500 apprentices.
Number of compliance and technical assistance visits performed by Division of Apprenticeship Training (DAT)	17 FY2013	17 FY2012	STABLE	Target is 15 visits per year		Data collected by Department of Labor Standards' Division of Apprenticeship Training pursuant to a grant agreement with the Veterans Administration.
Number of businesses participating in Workforce Training Fund grants	173 FY2013	131 FY2012	IMPROVING	Increase over prior year		Commonwealth Corporation collects these data. This reflects Workforce Training Fund General Program grants only. The total award amount in FY2013 was \$12,341,939 and \$8,929,959 in FY2012. Grants are active for two years.
Number of employees to be trained by Workforce Training Fund Grants	11,397 FY2013	10,845 FY2012	IMPROVING	Increase over prior year		Data collected by Commonwealth Corporation. This reflects Workforce Training Fund General Program grants only. The total award amount in FY2013 was \$12,341,939 and \$8,929,959 in FY2012. Grants are active for two years. The number of planned trainees equals the number of trainees associated with grants <u>approved</u> in the year and do not reflect individuals in training from prior year grants.

Goal 4: Increase Youth Employment

Better prepare youth for work experience

- **Develop tools to support mock interviews, video learning, and resume development etc.**
- Commonwealth Corporation commissioned and released a study titled “Signaling Success: Boosting Teen Employment Prospects” to identify root causes of historically low unemployment rates based on surveys with over 200 businesses. It highlights the employer expectation of youth who can interview well and demonstrate effective workplace behavior. CommCorp is now developing a set of “work ready” soft skill training tools and media tools to improve the interviewing skills of youth.

Place teens with no work experience into *subsidized* employment

- **Increase job placements through state-funded YouthWorks program to provide summer work experience and prepare the teens to compete for unsubsidized jobs.**

This year, EOLWD increased the total number of youth with subsidized work experience in FY13 compared to FY12 through two key programs.

 - Commonwealth Corporation administered the YouthWorks program in the summer of 2013 and was able to expand the number of youth placed in subsidized jobs to over 5,000 youth.
 - In addition, Workforce Investment Boards and One Stop Career Centers utilized Workforce Investment Act Title I Youth funding to place more than 1,800 youth in subsidized employment and related services.

Provide re-entry programs to youth returning from Department of Youth Services (DYS) Secure Facilities

- **Design and fund programs that offer occupational training, career exploration and/or transitional employment for DYS youth**
 - Commonwealth Corporation continued to operate the DYS Bridges to Opportunity Grant in FY13 enrolling DYS youth in education and career development services leading to employment.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Increase Youth Employment Measures						
MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Number of youth placed in subsidized employment with Workforce Investment Act (WIA) Funding	1,863 WIA FY13	1,735 WIA FY12	IMPROVING	Increase number of youth each year		The Department of Career Services collects these data. WIA Youth funding support youth enrollment in work experience/summer work experience.
Number of youth placed in subsidized employment with state YouthWorks Program funding	5,175 summer of 2013	4,719 summer of 2012	IMPROVING	Increase funding and number of youth jobs each summer		Commonwealth Corporation collects these data. This measure tracks the number of youth placed in wage subsidized jobs during the summer. Many factors impact the number enrolled including: total allocation, number of hours per job and wages paid per placement, number of months of the placement etc. In the future, the goal is to develop a measure that reflects the quality of each placement. NOTE: Funding amount in summer of 2012 was \$9 million. Funding amount in summer of 2013 was \$8 million

Goal 5: Protect Workers

Promote and protect workers' safety, health, wages and working conditions

Increase employer awareness of wage regulations in order to promote compliance

Raise workplace safety awareness in order to reduce workplace injury and illness in the *public* sector

Reduce workplace injury and illness in the private sector through collaboration with employers

Reduce occupational exposure to asbestos and lead

- **Amend the minimum wage regulations to clarify the legislative intent of the wage laws so that employers will better understand their obligations and employees will better understand their rights** (in progress)
- **Promulgate regulations for prevailing wage laws to increase transparency in the administration and interpretation of the laws by Dept. of Labor Standards** (In progress)

- **Administer Executive Order 511 *Establishing the Massachusetts Employee Safety & Health Advisory Committee* to increase occupational safety for state workers**
- Designed an EO511 infrastructure to promote communication between each Secretariat's health & safety administrators and their health and safety committees. The Department of Labor Standards (DLS) provided technical assistance to committees.
- Provided training to newly designated senior management health and safety administrators.
- Assisted each Secretariat with developing a Safety and Health Management Plan detailing steps for injury prevention based on agency activities, injury patterns and injury costs.
- Released the Gap Analysis Summary Report, outlining roadmap to safety management improvements for agencies.

- **Provide consultation service to help employers recognize and control potential safety and health hazards at their worksites, improve their safety and health program, and assist in training employees**
- In FY13, DLS administered 485 OSHA consultations at private sector worksites.
- **Expand Workplace Safety Grants through enhanced strategic outreach program to improve geographic diversity of grantees.**
- **Refer companies discovered through worksite investigations to Workplace Safety Grant program to expand number of employers applying** (On going)

- **Focus Department of Labor Standards (DLS) inspection resources on suspected high exposure-risk schools for compliance with the Asbestos Hazard Emergency Response Act (AHERA) "asbestos in schools" regulations**
- Revised DLS school inspection reports to clarify violations, allowing schools to more easily understand their violations and provide concrete proof of correction to DLS.
- Implemented a new procedure for issuing written warnings and civil citations to schools and consultants to improve compliance.
- Used the EPA neutral administration structure to focus inspections on high risk schools. Risk factors include presence of spray-on insulation and age of building.
- DLS continues to collaborate with community partners to raise awareness of the Lead Safe Renovation Regulations.

Goal 5: Protect Workers Measures				STATUS LEGEND	 On Target	 Close-To-Target	 Off Target	 Not Applicable
MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS		
Number of <u>public</u> sector workplace interventions or technical assistance provided each year	168 FY2013	69 FY2012	IMPROVING	150 PER YEAR		Data collected by the Department of Labor Standards (DLS). It tracks the number of technical assistance visits done by DLS each year at public sector workplaces.		
Number of compliance visits to employment, placement, and staffing agencies	454 FY2013	589 FY2012	STABLE	FY14 target is 350 visits to employment, placement and staffing agencies		Data collected by DLS. It tracks the number of compliance visits done by DLS each year.		
Number of surveys cleaned, completed, and entered for Bureau of Labor Statistics Occupational Safety and Health Survey	4,551 FY2013	4,424 FY2012	IMPROVING	4,000		Data collected by DLS. It tracks the number of surveys cleaned, completed and entered by DLS each year. Average per month in FY13 was 364 surveys. FY2014 target is 4,000 total.		
Number of AHERA (Asbestos in Schools) inspections completed	38 FY2013	40 FY2012	STABLE	FY2013 target is 40 AHERA inspections		Data collected by DLS. It tracks the number of AHERA inspections done by DLS each fiscal and calendar year. Grant agreement with the EPA is a two-year grant cycle with 80 inspections required in the two years.		
Number of Lead-Safe Renovation Contractor licenses issued	339 FY2013	547 FY2012	WORSENING	FY2013 target is 500 licenses		Data collected by DLS. It tracks the number of contractors who were issued Lead-Safe licenses by DLS each year. FY2014 target is 500 licenses. FY13 saw a decline in the number of licenses issued to lead-safe renovation contractors due to a decline in the number of applications from contractors. DLS is working on proactive outreach to contractors to meet FY14 goal.		
Number of OSHA Consultation private sector workplace interventions and visits each year	485 FY2013	472 FY2012	STABLE	450 per year		Data collected by DLS. It tracks the number of OSHA technical assistance visits and interventions at private sector workplaces done by DLS each year.		
Number of workers covered under the Mine Safety & Health Act who are trained by DLS	804 FY2013	734 FY2012	IMPROVING	750 workers trained each year		Data collected by DLS. It tracks the number of workers trained on requirements in the Mine Safety and Health Act by DLS each year.		

Goal 6: Compensate Workplace Injury

Provide workers with compensation for workplace injury

Operate a prompt and fair workers' compensation system for employees, employers and insurance companies

- **Lower administrative cost by 3-5% per year, allowing lower employer assessment rates**
 - In FY13, the Department of Industrial Accidents (DIA) lowered the cost of workers' compensation administration by 6.5% from prior year
- **Achieve 75% final disposition of all Department of Industrial Accidents (DIA) cases received within 7 months of initial filing**
 - In FY13, DIA got closer to its goal achieving a 68% disposition rate for all DIA cases within 7 months of initial filing
- **Achieve a 85% goal that all cases receive a final disposition within 12 months, by the year 2017**
 - In FY13, DIA maintained an 80% rate of final disposition of all cases within 12 months of initial filing (compared to prior yet) just shy of 2017 goal.

Achieve a 50% reduction from 2011 levels in uninsured Trust Fund injuries by 2015

- **Increase by 10,000, over the next five years (2013 to 2018), the number of employers who provide workers' compensation insurance by educational outreach and stop work orders**
- **Increase by 25,000, over the next five years (2013 to 2018), the number of MA workers covered by workers' compensation insurance by educational outreach and stop work orders**

The Department of Industrial Accidents (DIA) operates a comprehensive investigation team reviewing worksites and employer compliance with workers' compensation requirements for businesses operating in all cities and towns of the state. The number of workers hurt on the job at companies without workers' compensation rose to 126 in FY13 up from 111 in FY12. Businesses operating without workers' compensation is a continuing challenge that is a key focus of DIA and the Secretariat's *Joint Enforcement Task Force (JTF) on the Underground Economy and Employee Misclassification*. DIA conducted over 82,000 compliance checks statewide in calendar year 2012, initiated 5,979 investigations, and issued 2,707 Stop Worker Orders for lack of workers' compensation. Each year, the number of investigations increases through better agency coordination, reporting and referrals to DIA. Despite the comprehensive detection and investigation work by the JTF and DIA, significant work is still required to increase the coverage rate across MA employers and reduce the number of uninsured injured workers.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Goal 6: Compensate Workplace Injury Measures						
MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Annual cost of worker's compensation administration	\$73,205,535 FY2013	\$78,086,416 FY2012	IMPROVING (COST DECLINED - 6.5% FROM FY2012 to FY2013)	Lower workers' compensation administrative cost 3-5% per year		Data collected by the Department of Industrial Accidents (DIA). It tracks the annual cost of operating the worker's compensation system.
% of DIA cases in disposition within 7 months of initial filing for Worker's Compensation	68% FY2013	65% FY2012	IMPROVING PERCENT LEVEL INCREASED BY 3%	75% disposition rate for all DIA cases within 7 months of initial filing for Worker's Compensation		Data collected by DIA. In order to reach a final disposition (the concluding of a matter) a case must be brought through the first stages of the Dispute Resolution process efficiently. Where the cases can be brought to a Conference within 8 to 10 weeks of a filing, the chances greatly increase that a final resolution will be achieved either by a ruling of an Administrative Judge or via a settlement.
% of DIA cases in disposition within 12 months of initial filing for Worker's Compensation	80% FY2013	80% FY2012	STABLE	85% disposition rate of all DIA cases within 12 months, by the year 2017		Data collected by DIA. The DIA is seeking to reduce the timeframe between the Conference and the Hearing stages of the process. This is done by assigning additional cases to each Administrative Judge during their conference cycles. As the majority of cases are resolved before a Hearing, by acceleration of the timeframe, settlements are reached sooner.
# of uninsured injuries	126 FY2013	111 FY2012	WORSENING	50% reduction from 2011 levels by 2015 (118 CASES IN FY2011. Goal is therefore less than 59 cases of uninsured Trust Fund injuries by 2015)		Data collected by DIA. This measure tracks the number of workers hurt on the job at companies without worker's compensation insurance. The case is handled through the uninsured Trust Fund in order to pay out compensation to the injured worker.
Number and Percent of vocational rehabilitation participants who Return to Work (RTW)	140 FY2013 45% of total participants approved for education and training	108 FY2012 31% of total participants approved for education and training	IMPROVING	Increase number of participants who RTW to 175 by 2015 TBD: Goal for % of participants who RTW		Data collected by DIA. This measure tracks the number and percent of vocational rehabilitation participants who were approved for education and training through DIA programming and then got a job.

Goal 7: Public Sector Labor Harmony

Resolve public sector labor disputes in a time-frame that provides stability to the parties

As the Department of Labor Relations reviewed its key strategies and most important performance measures for the agency's work, it revised the key strategies originally included in the EOLWD Strategic Plan.

- **Process a case brought to the Department of Labor Relations in an average of six weeks starting from the investigation completion date to the date the Hearing Officer issues a probable cause determination.**
 - In FY13, DLR processed cases on an average of 5.68 weeks staying under the 6 week average
- **Reduce the average number of weeks from "ripe date" to DLR hearing officers decision to at or below 24 weeks.**
 - In FY13, DLR averaged 47.43 weeks
- **Ensure the average number of weeks that the Commonwealth Employment Relations Board (CERB) takes to issue its review decision of a Hearing Officer's probable cause dismissal determination is 10 weeks or less.**
 - In FY13, the average number of weeks was 10.58
- **Ensure the average number of weeks from "ripe date" for the Commonwealth Employment Relations Board (CERB) to issue a decision on appeal from a Hearing Officer's decision is 14 weeks or less.**
 - In FY13, the average number of weeks was 11.17.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Goal 7: Public Sector Labor Harmony Measures

MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Average number of weeks from investigation to probable cause determination	Average of 5.68 weeks FY2013	Data not tracked (FY2012)	TBD	Target is six (6) weeks or less		Data collected by the Department of Labor Relations (DLR). This measure tracks the time it takes for the DLR to process a case from the investigation completion date to the date a Hearing Officer issues a probable cause determination. This is generally either a Complaint or a dismissal letter, though the Hearing Officer could defer the case to the parties' arbitration procedure or refer a case to mediation or another agency.
Average number of weeks from "ripe date" to Hearing Officer decision	Average of 47.43 weeks FY2013	Data not tracked (FY2012)	TBD	Target is within 6 months (24 weeks)		Data collected by DLR. This measure tracks the time it takes the DLR's hearing officers to issue an unfair labor practice case decision after the parties complete a full hearing and have submitted their post-hearing briefs.
Average number of weeks for the Commonwealth Employment Relations Board (CERB) to issue its review decision of a Hearing Officer's probable cause dismissal determination	Average of 10.58 weeks FY2013	Data not tracked (FY2012)	TBD	Target is ten (10) weeks		Data collected by DLR. This measure tracks the time it takes for the CERB to issue its review decision of a Hearing Officer's probable cause dismissal determination from the date of respondent's response to the request for review.
Average number of weeks from ripe date for Commonwealth Employment Relations Board (CERB) to issue a decision on appeal from a Hearing Officer's decision	Average of 11.17 weeks FY2013	Data not tracked (FY2012)	TBD	Target is within 14 weeks		Data collected by DLR. This measure tracks the time it takes the CERB to issue its decision on appeal from a Hearing Officer's decision from the date the parties file their supplementary statements until the CERB issues its decision.

Goal 8: Shrink Underground Economy

Identify employee misclassification on the part of employers in the underground economy

Decrease the number of misclassified workers and increase lost revenue collection due to the Commonwealth as a result of misclassification and level the playing field for employers that play by the rules through the operations of the Joint Task Force (JTF) on the Underground Economy and Employee Misclassification

- **Increase education, coordination and enforcement of the state's labor, licensing, and tax laws through the work of the Underground Economy Task Force.**
 - The Joint Task Force fielded hundreds of phone calls to the Underground Tip Line leading to investigation of potential employee misclassification or illegal practices resulting in an annual increase in recaptured funding.
 - In addition, the Joint Task Force delivered over 10 national, state or regional presentations on the JTF and its operations to share best practices with interested parties. Examples include: the National Association of Government Labor Officials Conference, Interstate Labor Standards Association Annual Conference, NH Joint Task Force on the Misclassification of NH Workers, MA Bar Association and Employment Section Counsel Round Table.
- **Increase revenue recovery through enforcement by inspection, audit, and information-sharing.**
 - In Calendar Year 2012, the JTF recovered more than \$15.4M through coordination, cross-checks, referrals to fraud detection and investigation across many state agencies and other partners.
 - The largest investigation uncovered \$1.17M in unreported wages by subcontractors on the Marriott Copley Place (Host Hotels) renovation project after a tip about out-of-state laborers working for sub-minimum wages on the \$18M hotel renovation project came in through the fraud and abuse hotline.
- **Level the playing field for employers by publicizing Task Force enforcement successes to serve as a deterrent to employers who cut corners on labor, licensing, and tax laws.**
 - The JTF has assisted state agencies in recovering revenue from employers violating requirements for workers on unemployment insurance, workers' compensation and wage reporting and proper classification of employees and help employers who comply with the law compete in the economy.
- **Estimate the frequency of employee misclassification and underground economic activity among the Commonwealth's industries through the undertaking of a research study.**
 - The JTF procured an evaluation contractor and started work on a research study to estimate the frequency of underground economic activity. The study is still in progress.

STATUS LEGEND		On Target		Close-To-Target		Off Target		Not Applicable
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Goal 8: Shrink Underground Economy Measures

MEASURES	CURRENT PERIOD	PRIOR PERIOD	TREND	TARGET	STATUS to TARGET	COMMENTS
Number of outreach events attended and materials produced	10 CY2013	N/A	N/A	15 events / materials for CY14.		Data collected by the Department of Labor Standards and the Joint Enforcement Task Force on the Underground Economy. Measuring the number of outreach events and publications tracks the Task Force ability to education employers, workers and consumers about the effects of the underground economy.
Total amount of revenue recovered related to employee misclassification and the underground economy	N/A CY2013	\$15.4M CY2012 NOTE: \$39M OVER 4 REPORTING PERIODS SINCE 2009	IMPROVING <i>BASED ON PRIOR PERIODS</i>	CY2013 is \$15M	CY2013 N/A <i>BASED ON PRIOR PERIODS</i> 	Data collected by the Department of Labor Standards and the Joint Enforcement Task Force on the Underground Economy. This measure tracks revenue collected by the Commonwealth through enforcement of employer regulations by inspection, audit, and information-sharing <u>across</u> state agencies in a CALENDAR year. Data collected through Joint Enforcement Task (JTF) Force and all references to funds recovered represent monies that have been recovered through the cooperative efforts of the JTF and represent monies above and beyond what member agencies collect through their ordinary enforcement efforts.

Goal 9: Better Labor Market Data

Provide effective labor market information to policymakers, employers, and job seekers to align policy and customer services with economic demand

- **Develop tools and products that integrate real-time demand and supply information** with traditional information and products to provide more responsive information to users for their current needs
 - The Massachusetts Executive Office of Labor and Workforce Development (EOLWD) and the Department of Unemployment Assistance (DUA) launched the rollout of **new labor market tools developed by Help-Wanted Online and Wanted Analytic Technologies** to leverage and analyze all job postings for the Commonwealth. A joint team of state agencies developed funding and provided licenses to Workforce Investment Boards, One-Stop Career Centers, Community Colleges, and 4 year public higher education institutions to (1) expand statewide access to the largest aggregation of real-time job postings through one job search system (JobQuest) for job seekers and (2) provide a new dashboard tool to education and workforce leaders statewide that analyzes over 120,000 MA job postings by occupational type, hiring employer, industry, geographic location, and many other criteria. This tool helps Career Centers understand hiring demand to align job seeker services and gives higher education the same sense of hiring demand to align post-secondary curriculum, credentials and degrees.
 - During the second quarter of 2013, EOLWD conducted a Job Vacancy Survey of 15,000 private employers in Massachusetts. The results of the Job Vacancy Survey provide useful information on understanding demand levels by occupation, industry, and regions in the Commonwealth. Employers were asked a number of questions related to job vacancies at their establishments including the number and types of positions open for immediate hire, the work experience required for those positions, the educational requirements for those positions, and whether those positions are full-time, permanent or temporary.
- **Expand partnerships within Massachusetts and with other states to produce more current industry and occupational supply and demand information** to help guide strategic planning and service deliveries for the workforce investment system and partner agencies.
- **Produce timely labor market trend products that provide regional and state information on labor force, labor market demand and pipeline supply and disseminate through regional meetings.**
 - Massachusetts completed data submission requirements to join the US Census Bureau's Local Employment Dynamics (LED) Partnership, which is a time series, on-line data tool created under the federal-state Local Employment Dynamics (LED) Partnership that provides unprecedented details about America's jobs, workers, and local economies and communities. LED creatively integrates existing data from state-supplied administrative records on workers and employers with existing censuses, surveys, and other administrative records to create a longitudinal data system on U.S., state, regional and local employment patterns.

PERFORMANCE MEASURES: The Secretariat has not developed performance measures for this goal to-date.