Welcome to the Career Center

...introduction and overview to MassHire Career

Center programs, resources and services



MassHire Locations

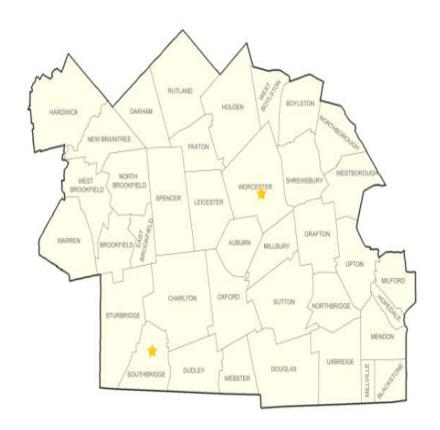


MassHire Central SDA

SERVICE DELIVERY AREA

MassHire Worcester Career Center covers the cities and towns of: Blackstone, Boylston, Grafton, Holden, Hopedale, Leicester, Mendon, Milford, Millville, Northborough, Northbridge, Paxton, Rutland, Shrewsbury, Upton, Uxbridge, West Boylston, Westborough, and Worcester.

MassHire Southbridge Career Center covers the cities and towns of: Auburn, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Hardwick, Millbury, New Braintree, North Brookfield, Oakham, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Warren, Webster, and West Brookfield.



Central Region



OPEN

MON - THU 8:45 to 4:30 FRI 9:45 - 4:30



554 Main Street, Suite 300 Worcester, MA 01608 (508) 799-1600

14 Mechanic Street, Suite 330 Southbridge, MA 01550 (508) 765-6430

www.MassHireCentralCC.com







MassHire Central Career Centers



MassHire Central Career Centers are a partnership between the City of Worcester. Division of Workforce Development



and the MassHire Department of Career Services (DCS)





MassHire Central Career Centers are overseen by the MASSHIRE CENTRAL REGION WORKFORCE BOARD

MassHire Funding

MassHire Programs and Services are funded in part by US Department of Labor (USDOL) Employment and Training Administration grants as well as non-federal funded grants.

We are a public service, hence our services are free to access.

<u>Source</u>: Stevens Amendment (Public Law 101-166), as it pertains to transparency of federal grant funds awarded to EOLWD/MassHire Department of Career Services and the workforce system

Additional details furnished upon request



Who we serve:

We serve everyone!

We serve anyone looking for work or to enhance their careers!

We have Specialized Services for certain demographic groups including: Mature Workers, Youth and Young Adults, Immigrants and Refugees, Veterans, individuals with Disabilities, those in Substance Use Recovery, those experiencing hardships and other barriers, and more!

You do not have to be a MA State resident to access our services except for those services related to receiving funding.

How MassHire can help you

Specialized Services

Job Seeker Services

Training Opportunities

Supportive Services & Resources



SPECIALIZED SERVICES

...employment and training services for specific targeted populations (eligibility requirements may apply)

- ✓ Veterans
- ✓ Youth / Young Adults
- √ "Mature" Workers
- ✓ Immigrants and Migrant Seasonal Farmworkers
- √ Those with a Disability
- ▼ Those in Recovery
- √ Those with Housing Subsidies
- √ Those with Other Public Assistance Benefits
- √ Those on Unemployment Insurance
- ✓ Work Opportunity Tax Credit Eligible Job Seekers



JOB SEEKER SERVICES

...employment and training services for ALL individuals seeking employment or re-employment opportunities

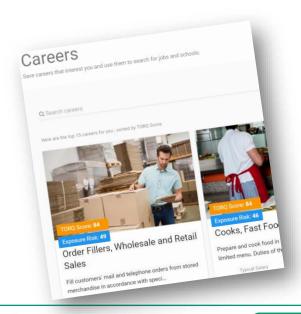
- ✓ Individual employment counseling
- ✓ Assessment Tools
- ✓ Labor market information
- ✓ JobQuest job search / job matching
- ✓ Workshops
- ✓ Job referrals, recruiting events & job fairs
- ✓ Access to training opportunities

Individual Employment Counseling

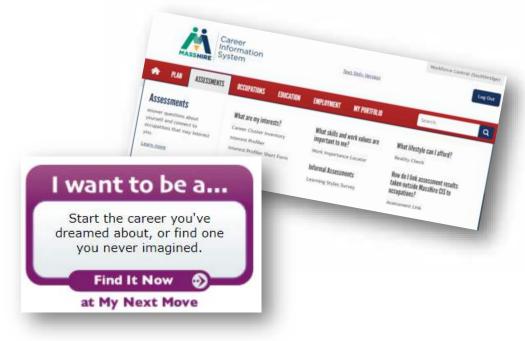
- One on one assistance from a Career Counselor based on your individual job search and / or training needs
 - Career Action Plan
 - Labor market information
 - Skills assessment
 - Resume assistance / critique
 - Interview coaching
 - Job search assistance
 - Job leads
 - Referrals to training and supportive services
 - More...

Assessment Tools

Assessments can help you determine if you have the skills and credentials to compete in the job market OR if you need training to become more marketable



DEPARTMENT OF CAREER SERVICES



Labor Market Information (LMI)

LMI can help answer these questions:

- Are there any jobs in my field?
- Are my skills in demand?
- Is my job / field in a growth or decline?
- Are my wage expectations realistic?
- What other job opportunities might be out there for me?
- Where are the jobs? How far am I willing to travel?
- What are the current hiring trends?
- Do I have a skill gap?
- What jobs require certification?
- Do I need training before I get my next job?









MassHire JobQuest www.mass.gov/jobquest

MassHire JobQuest is a free online service that allows you to search jobs. You can simply search jobs, or you can create an account and register with MassHire JobQuest to save your job searches and more.

After registering on MassHire JobQuest you will be able to:

- Match your skills and experience to current job openings
- Create a MassHire JobMatch profile that's visible to hiring employers
- Find recruitments and job fairs near you
- Search for MassHire Career Center events
- Locate job training programs in your region



Workshops

Job readiness workshops, such as Navigating Career Choices, Résumé Writing, Interviewing Techniques, Bounce, etc.

- Currently held in person and virtually
- Locally MassHireCentralCC.com > Events
 - Register on JobQuest or call the career center
- Statewide JobQuest > Search Events

Job Referrals, Recruiting Events & Job Fairs

Business Engagement Solutions Team (BEST)

- Business Service Representatives
 - Connection with local employers
 - Job postings / JobQuest
 - Recruiting events & job fairs (in person and virtual)
 - » Monthly, quarterly and annual job fairs
 - » Industry specific or other specialized events
 - » Ongoing recruiting events

Recruiters

- Job referrals
- Job matching
- Marketing



SUPPORTIVE SERVICES & RESOURCES

- Community Resources
- Multi-lingual Services
- •UI Online Self Service
- Resource Room



Resource Room

Equipment

- PC's with internet
- Fax
- Copier
- Printer
- Flash drives
- Résumé paper

Information

- Industry & labor market
- Workshops
- Job listings
- Recruiting events & job fairs
- Training providers
- Community resources

TRAINING OPPORTUNITIES

...training programs and resources (eligibility requirements and deadlines may apply)

- ✓ WIOA (Workforce Innovation Opportunity Act)
- ✓ Worcester Jobs Funds, FutureSkills and more
- ✓ GED/HISET & ESOL
- √ Higher Ed / Certification Programs
- ✓ Online Training & Resources



WIOA Adult / Dislocated Worker Training

For job seekers who need occupational skills training in order to successfully re-enter the workforce.

"Funds of last resort."

Training is funded by WIOA Individual Training Accounts (ITA).

Eligibility requirements apply:

- Over 18yo
- Authorized to Work
- HS Dip. or GED/HiSET
- Live or work in our SDA (local policy applies to each unique Center)
- Selective Services Compliant for males

<u>Adult</u> - Must be "economically disadvantaged."

<u>Dislocated Worker</u> – Must be attached to the workforce but recently unemployed. Completing a TOP application is required for those on UI.



Types of Trainings in WIOA ITAs

- In 2023, MassHire Central supported 250 candidates in WIOA funded ITAs
- Nearly 40% of WIOA participants entered healthcare industry trainings, while the next highest group entered IT at about 25%
 - Healthcare (CNA, LPN, CMA, PCA/Phlebotomy)
 - IT (Data Analytics, Cyber Security, Network Admin., Digital Media and Marketing...AI Technologies is the top IT training so far in 2024)
- Other major focuses include HVAC, CDL truck driving, Accounting and Project Management
- WIOA ITA providers are eligible training providers as approved by the Commonwealth of Massachusetts including community and state colleges and private training programs.
- All trainings must lead to a certificate and must end within one year.
- The end goal is fulltime, gainful employment.

Current Training Opportunities

(FutureSkills & other grants)









Resources/FutureSkills - MassHire Central Career Centers

FutureSkills at a Glance

- Funded through the American Rescue Plan Act (ARPA), the Commonwealth of Massachusetts invested over \$200 million into workforce investment programs statewide.
- This includes the Career Technical Initiative, a program that opens vocational high schools to adults during off hours for them to utilize the equipment and training at those schools to learn skills trades such as:
 - HVAC, Culinary Arts, Advanced Manufacturing, Carpentry, Diesel Mechanics, and many others
- These trainings follow a typical school year, are near fulltime and completed within 9 months
- Applicants must be a MA State resident and have an individual income under \$53,000 a year

*This grant is set to "sunset" in 2025



Current Training Opportunities (Worcester Jobs Fund & other grants)

Worcester Jobs Fund

Job Training Eligibility Information

SCHOOL BUS DRIVER'S LICENSE TRAINING

Applicants must:

- Live in the City of Worcester
- Be 21+ years of age Be Low to Moderate Income
- Be authorized to work in the U.S.
- Complete Drug Testing Have a MA Valid Driver's License
- Have Driver's License for at least 3 years Have a High School Diploma, HISET,
- G.E.D. or Equivalent
- Complete a CORI/SORI Complete Driving Record Check

Preference given to applicants with commercial driver's license permits.

CLINICAL MEDICAL ASSISTANT TRAINING

Applicants must:

- Live in Central MA
- Be 18 + Years of Age
- Be Authorized to Work in the U.S. Complete Drug Testing
- Have a High School Diploma, HiSET,
- G.E.D. or Equivalent Must be able to provide medical records
- to secure medical clearance Must be able to provide proof of
- Preference given to applicants with customer service or medical experience.

DIESEL TECHNOLOGY TRAINING

Applicants must:

- Live in Massachusetts
- Be 18+ years of age
- Be authorized to work in the U.S.
- Complete Drug Testing Have a Valid MA Driver's License
- Have a High School Diploma, HISET, G.E.D. or Equivalent

*\$500 deposit required upon enrollment that is refunded upon graduation. Limited scholarships for this deposit are available.

Preference given to female, minority, and veterans applicants.

Are you interested in applying to one of the above programs? Contact Theodora at (508)373-7608 or AppiahT@masshirecentral.com

Funded through the City of Worcester's Jobs Fund, Department of Elementary and Secondary Education, and the Commonwealth of Massachusetts Workforce Competitiveness Training Fund FY20 Appropriation, Healthcare HUB in partnership with:

Resources - MassHire Central Workforce Development Board



GED/HiSET/ ESOL/Higher Ed





Worcester Adult Basic Education <u>Adult Education</u> – <u>Worcester Public Schools, Massachusetts</u> (worcesterschools.org)

Webster Adult Basic Education websterabelinkages.org (google.com)



Plus other community organizations



Online Training & Resources

- ✓ Professor Teaches self-paced e-Learning
 - MS Word, Excel, PowerPoint, Access, Publisher & Outlook, Accounting Fundamentals & QuickBooks
- ✓ Mavis Beacon Typing Tutor
- ✓ Digital Literacy Resource Guide -collection of links to websites with free resources
 - <u>Digital-Literacy-Reference-Guide-Feb2021.pdf</u>
 (masshirecentralcc.com)

Online Training & Resources

- ✓ Alison Workforce Skills Development courses matched with current industry demand
 - MassHire Central Region Workforce Skills Development (alison.com)
- ✓ **Skillbase** Career skills hundreds of free tools to help you find a job and succeed at it
 - https://skillbase.hks.Harvard.edu
- ✓ Grow with Google IT focused trainings ranging from Cyber Security to Data Analytics

How to Become a Member – Join a Seminar

- Call our main line, and request to register for a Career Center Seminar
 - <u>508-799-1600</u>
- Email us, and request to register for a Career Center Seminar at info@masshirecentralcc.com
- Visit <u>MassGov/JobQuest</u>, create a profile and register for a Career Center Seminar

- Career Center Seminars are offered in-person and virtually through both of our Career Centers, as well as all others across the Commonwealth.
- In Central, we offer them most mornings at 9:00am.
- Job seekers will immediately meet with an Employment Counselor, one-on-one, at the conclusion of the seminar

Parting Thoughts and Observable Trends

- Fastest growing industries in central MA are healthcare, transportation/logistics, and manufacturing. IT/Computer Sciences and bio-manufacturing are also growing.
- Entry-level "squeeze"
- Things could change...they always do.
- As our society becomes more complex, our jobs and workforce development needs become more complex and often times specialized.
- If you have the chance to advance your credentials, take it.

Thank you! Q & A



Assabet community education









Mary M. May 20 November 2024

Assabet Technical Institute

Employment Trends

Overall, the construction industry shows the strongest growth, driven by demand for skilled trades. At the same time, manufacturing and automotive clusters are either stable or slightly declining, impacted by technological shifts and broader economic factors.

Employment Trends in the Construction Cluster:

Employment Trends

Table 3: Average Annual Employment, Construction Industry, Massachusetts, 2014-2023

Year	Jobs	Year	Jobs
2014	128,919	2019	163,062
2015	138,991	2020	152,366
2016	148,503	2021	164,435
2017	152,131	2022	169,132
2018	158,656	2023	175,182

Employment Trends in the Manufacturing Cluster:

Employment Trends

Table 3: Average Annual Employment, Manufacturing Industry, Massachusetts, 2014-2023

Year	Jobs	Year	Jobs
2014	250,300	2019	244,258
2015	249,084	2020	229,741
2016	245,759	2021	232,786
2017	244,647	2022	238,513
2018	245,091	2023	240,781

Employment Trends in the Automotive Cluster:

Employment Trends

Table 3: Average Annual Employment, Automotive Repair/ Maintenance Industry, Massachusetts, 2014-2023

Year	Jobs	Year	Jobs
2014	18,319	2019	19,561
2015	18,963	2020	17,269
2016	19,406	2021	18,092
2017	19,221	2022	19,067
2018	19,471	2023	19,429

Technical Training Programs

Assabet Technical Institute Courses

- Auto Collision (grant)
- Auto Damage Appraiser
- Auto Technology (grant)
- Electrical Journeyman 1-4 (grant)
- Master Electrician
- Apprentice Plumbing 1-5 (grant)
- Dental Assisting
- Veterinary Assistant
- Hoisting 2A/1C
- Mini Split Heat Pump Technician Installer (grant)
- Phlebotomy

- MA Real Estate Salesperson's Training
- Introduction to CNC
- Automated Mfg. (grant)
- Introduction to Residential Solar Installation and Design
- Culinary
- Welding (grant)
- Cosmetology
- Esthetics
- Dialysis Technician
- Construction Supervisor License
- HVAC Technician

Funding Resources

Grant Awards

Grant Name	Amount	Award
CTI Planning Grant	10,000	Yes
CTI Start-Up Funds	40,000	Yes
CTI Grant Round 4	359,800	Yes
CTI Grant Round 5	707,440	Yes
MA Tech Grant	15,000	Yes
CTI Grant Round 7	300,000	Yes
CTI Grant Round 8	479,094	Yes
CTI Grant Round 9	803,044	Yes
Total	2,714,378	

Foundation (anonymous)

Supporting students who want to enter the construction trades but may not have the means.

Payment Plans

Miscellaneous Funding Resources

- MassHire (Individual Training Account)ITA
- Mass Rehabilitation Commission
- VA
- MyTurn
- SMOC

Industry Recognized Credentials

- OSHA 10 General Construction
- Hot Works
- NHA
- EPA 608
- AWS D1.1
- MACWIC Level 1
- ASE Certification
- HVAC 500 Hours (required by State)
- iCar Collision Repair
- Plumbing Apprenticeship Hours (theory hours)
- Electrical Journeyman and Master's Hours (theory hours)



DIVISION OF WORKFORCE & ECONOMIC DEVELOPMENT GROWING TRENDS IN WORKFORCE

Bunker Hill Community College

Chelsea Campus and Charlestown campuses



BHCC Division
of Workforce
and Economic
Development

In FY 2024, we served 5621 students, funded projects with over 4 million dollars in grants and 2.5 million dollars in contracts. We have 19 full time staff and over 30 part time and adjunct faculty working in the division.

Overall trend is the growth of workforcefocused credentials with Industry Recognized Credentials especially for under-served communities Range of programs offering short term training and micro credentials

- Adult Education and the Language institute
- Nurse enrollment and retention with TEAS test support grant
- Good Jobs Challenge- Marine and Water tech jobs
- Masshire approved programs and TOPS program
- Entrepreneurship Center (ECET) workshops on starting your own business, subsidized by city of Chelsea
- Apprenticeship hub, Apprenticeship degree program
- Utility Co. HVAC and Weatherization partner program
- Life Sciences- medical lab-city of Boston and MGB
- Rapid Recovery & Reemployment (R3) for Short-Term Training Programs: funded by TRAIN (DHE)Grant Programs, TFCC training programs(city of Boston), Biogen Medical interpreter Training
- A word about Masseducate

Adult Education, **ELL Education**

Contact:

Michelle Rojas Surin mrojassu@bhcc.edu

Adilson Horta ajhorta@bhcc.edu

The Language Institute

Contact:

Jenny Bobea jenny.bobea@bhcc.edu

Sonia Sharma ssha4746@bhcc.edu

DESE Adult Education & Transitions to College

Assist adults in developing the necessary skills in English language proficiency, acquire a High School Credential (HiSET), and the skills to successfully complete college courses and receive up to 15 college credits. Courses and material are free.

https://www.bhcc.edu/adulted/

Students who have completed their classes at an adult literacy program may participate in a one-year long TCP.

https://www.bhcc.edu/adulted/transitions/

The Language Institute

Basic English Language Learning (BELL)

 City of Somerville-If you are a Somerville resident you can receive Language classes for free and contextualized English instruction to prepare for the workplace with focus on career readiness and customer service. Enrollment for spring 2025 starts Dec 11th

Somerville ESOL Project

Contact: Jenny Bobea jenny.bobea@bhcc.edu

Funder: City of Somerville



Partners







Bunker Hill Community College and The Welcome Project offers no-cost English as a Second Language Classes through support from the City of Somerville. Stipends are avaiable

The program will include customer servicefocused training and job-seeking skills.

https://www.bhcc.edu/somerville-esol/

To qualify for these classes, you must:

Be a Somerville Resident

Be age 18 or older

Document that you are from a low-income household

Community Education

Contact:

Jack Chan jchan@bhcc.edu



Providing personal and professional, career-driven coursework and programs that support lifelong learning and economic mobility.

- Test Prep- TEAS Exam for Nurses and Nurse Admissions
- Free to any student who would like to apply to the Nursing program. A good score is required on the TEAS TEST in order to be accepted into the program.

 https://www.bhcc.edu/workforce/testp rep/atiteastestprep/

Good Jobs Specialty Programs

Contact:

Jackie Saba Marine coordinator <u>jacqueline.saba@bhcc.edu</u>

Free enrollment for those looking for a career until August 2025

Partners







Marine Technician Program and Public Water System Operator

This unique program provides training for marine technicians to meet the demands of the MA boating industry. https://www.bhcc.edu/workforce/caree/r/marinetechnicianprogram/

Introduction to Water system operator:

The "Introduction to Becoming a Public Water System Operator" is a 17.5-hour course designed to introduce individuals to the field of operating a public water system.

https://www.bhcc.edu/workforce/grantsandfinancialassis tance/publicwatersystemoperator/

Training Opportunities Program (TOP)



Contact: Mei Ngan

Kristen McKenna, TrainingPro

Students who are applying to receive an extension of unemployment benefits must be registered for college credits and approved training under the Training Opportunity Program (TOP) or ITA's

Mei Ngan in our Division processes the documents under the guidelines of Training Opportunity Program enrollment process.

https://www.bhcc.edu/workforce/trainingopportunitiestop andmasshiretraining/

ECET- Enterprise Center for Entrepreneurship

Contact: Rob Macdonald,

Assistant Director

rob.macdonald@bhcc.edu

BHCC's Enterprise Center for Entrepreneurship and Training (ECET) supports residents and small businesses in Chelsea, Everett, and adjacent communities. The Center provides much-needed small business guidance and assistance in multiple languages through online consultation and workshops to address talent recruitment, career readiness, business planning, and innovation

Micro-credentials- Spanish, Portuguese etc.

- Serv safe
- CPR/First Aid
- Non profit management

https://www.bhcc.edu/ecet/

Apprenticeships

Contact Yvonne Dunkley, Asst Director of Apprenticeship yvonne.Dunkley@bhcc.edu BHCC offers an apprenticeship version of the Early Childhood Education Programs. THE ECE apprenticeship is partially funded by MA Division of Apprenticeship standards for either a certificate, A CDA (Child Development Assoc- need for state licensure) or the A.S in ECE

https://www.bhcc.edu/apprenticeship/

Any sector/industry can apply for registered apprenticeship through BHCC because we are a co-sponsors and we are working on degree apprenticeships in healthcare, education and community behavioral health

HVAC and Weatherization training

Partner free training if you qualify:

Weatherization training

HVAC Training

BHCC is a recruitment partner and if interested please email:

Lauren.ellis@bhcc.edu to be referred to CEP

https://www.masssave.com/tradepartners/clean-energy-pathways Life Sciencesmedical lab-city of Boston and MGB

Contact: Elva Singal elva.singal@bhcc.ed

Free Phlebotomy classes for Boston residents, free medical Lab Certificate or degree. If you have a BA/BS, you can work with MGB to become a fellow in the their Medical Laboratory Science Program

https://www.bhcc.edu/medicallaboratory science/

R-3 Funded Programs

Contact:

Lateia Johnson and Anamaria Vasquez

Bhcc.r3@bhcc.edu

Rapid Recovery and Reemployment (R3)
Program eligible students impacted by the
COVID-19 economic downturn to get back in
the game with possible financial support to
access short-term trainings and earn an
industry-recognized credential, making them
employable more quickly. Eligible
participants may have access to full tuition
and materials.

https://www.bhcc.edu/training/

program to learn about residency requirements.

City of Boston-Boston residents only

US Dept of Commerce- Good Jobs

challenge- MA residents

Biogen Foundation

Check back in Jan 2025 for updated

list, as new MA resident programs or

those unemployed in MA may be able to

access

Google IT Support Specialist*

CompTIA A + Exam Prep (Foundations of IT Support)*

Cybersecurity Training Certificate*

Cisco Networking Technology Certification*

Hybrid Dental Assisting*

Hybrid EKG Technician*

Hybrid Phlebotomy Technician*

Hybrid Veterinary Assistant*

Marine Technician Program

Introduction to Water

Medical Interperter

For a complete list, visit:

https://www.bhcc.edu/training/

Career Pathways Navigation

Contact:

Rachael Gottlieb rachael.gottlieb@bhcc.edu

Funder:



The goal is to provide career support that incorporates a holistic review of advising, career preparation, and job placement support. In addition, the project focuses on employer input and integration with current college systems to better enhance the student and employer experience.

Questions? Kristen

McKenna

kpmckenn@bhcc.edu

or 617-228-2416

If you have questions about masseducate, please go to:

https://www.bhcc.edu/masseducate/

Thank you!

Growing Demand for Micro-Credentials & Other Short-Term Programs

Dr. Kathy Rentsch
Vice President of Academic Affairs
November 20, 2024
krentsch@qcc.mass.edu



Trends Across the Country

Intense Workforce Shortages

- Massachusetts has 42 available workers for every 100 open jobs
 - ➤ Understanding America's Labor Shortage: The Most Impacted States | U.S. Chamber of Commerce

Shift from Credential-Based to Skills-Based Hiring

Skills-Based Hiring Toolkit | Mass.gov

Apprenticeship growth across industry sectors

Introduction of <u>apprenticeship degrees</u>-embedded job learning



Trends in MA: Community College Priorities

Affordability & Student Support

- SUCCESS
- Free Community College

Workforce Development

- Workforce Education & Training Fund
- Early College & Dual Enrollment
- EEC Provider Opportunities
- CC Workforce Training Incentive Grants
- STEM Starter Academy



Trends @ QCC

- FTE grew by 15% in FA 2024
- Part-Time/Full-Time Ratio 74% (PT; less than 12 cr) v. 26% (FT)
- Campus Locations:
 - West Boylston St/Worcester
 - Federal St/Worcester
 - Southbridge
 - Specialized Program Sites (2)

Top Programs by Enrollment

- Healthcare
- Undecided
 - High School/Dual Enrollment Program
- Liberal Arts/General Studies
- Business Administration
- Nursing
- Computer Systems Engineering Tech (IT)
- Human Services
- Criminal Justice



What Does QCC Offer?

- Degree & Certificates Programs:
 - Business, Computing & Applied Technologies
 - English & Humanities
 - Healthcare
 - Math, Science & Engineering
 - Public Service, Education & Social Science
- Robust <u>Academic & Student Supports</u>
- Credit for Prior Learning
- Advantageous <u>Transfer Agreements</u>
- "Free" Community College
- Apprenticeship Degree Pathways-Coming in 2025

- Center for Workforce Development & Continuing Education
 - Short-term Skills Focused Training
 - Customized Corporate Training
 - Apprenticeships





What does it cost?

For Workforce Development/Short-Term Programs:

- Costs vary by training
- Many grant-funded and are offered at low/no cost to participant

For Credit-Bearing Programs: <u>Tuition & Fees</u>

But let's talk "free".....

- Or as we like to say *FUNDED* community college
- Go to QCC for Free! | Quinsigamond



