



# HAMPDEN COUNTY WORKFORCE BOARD

## MHHCWB Strategic Plan July 1, 2017-June 30, 2020 Summary Scoreboard

### Quarterly Progress Report Year 2, QTR 3 Progress July 1, 2018 – March 31, 2019

#### KPI Metric Key:



**No Progress**



**Partially Implemented**











**Fully Implemented**

#### KPI Metric Trend between Quarters:

1. **Changing** = Moved from One Level to Next
2. **Improving** = Expanded Partially Implemented
3. **Continuing** = No Major Change in KPI Metric





# MHHCWB Strategic Plan July 1, 2017-June 30, 2020 Summary Scoreboard Year 2, QTR 3 Progress

Strategic Priority	Key Performance Indicators (KPIs)			
	 Q1	 Q2	 Q3	 Q4/Y2
<b>ONE</b>  5	<b>Be the Leading Source of Regional Labor Market Information &amp; Innovative Ideas for Advancing Workforce Development</b>    No Progress (0)      Partially Implemented (5)      Fully Implemented (0)			
<b>TWO</b>  8	<b>Improve Education and Employability Skills of Adults for Quality Careers</b>    No Progress (0)      Partially Implemented (8)      Fully Implemented (0)			
<b>THREE</b>  7	<b>Develop 21st Century Youth Education and Employability Skills for Quality Careers</b>    No Progress (0)      Partially Implemented (7)      Fully Implemented (0)			
<b>FOUR</b>  7	<b>Be the Leading Advocate, Planner and Convener to Promote and Fund Regional Workforce Development</b>    No Progress (0)      Partially Implemented (7)      Fully Implemented (0)			
<b>Total:</b>  <u>27</u>	<b>YR1/ Qtr4</b> (1)	<b>No Progress</b> (1)	<b>Partially Implemented</b> (19)	<b>Fully Implemented</b> (7)
	<b>YR2/ Qtr3</b> (0)	<b>No Progress</b> (0)	<b>Partially Implemented</b> (27)	<b>Fully Implemented</b> (0)
	<b>YR3/ Qtr</b> ( )	<b>No Progress</b> ( )	<b>Partially Implemented</b> ( )	<b>Fully Implemented</b> ( )



# Strategic Priority 1


## Be the Leading Source of Regional Labor Market Information and Innovative Ideas for Advancing Workforce Development

Goal/Strategy	Key Performance Indicators (KPI) <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q1 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q2 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q3 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background-color: #d3d3d3;"></span> Q4/Y2
<b>Labor Market Data</b>	<p>1. During all Plan years, and as part of WIOA Regional Planning, the MHHCWB will continue to identify key workforce development indicators from multiple data channels, analyze workforce data and trends, formulate projections and recommendations, and disseminate reports to a broad network of regional partners and collaborators.</p> <div style="text-align: right;">  <p><b>KPI METRIC TREND: 2. IMPROVING</b></p> </div> <p style="text-align: center;"> <span style="margin-right: 100px;">No Progress</span> <span style="margin-right: 100px;">Partially Implemented</span> <span>Fully Implemented</span> </p> <div style="background-color: #ffff00; padding: 5px;"> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>⬇ Healthcare survey on <i>Medical Assistants</i> prepared by MHHCWB Manager of Healthcare Workforce Initiatives approved by Partnership Allied Health Committee and distributed to partnership for completion. Survey results and analysis to be issued in Q-4.</li> <li>⬇ MHHCWB Manager of Healthcare Workforce Initiatives conducting data collection on enrollment related issues in regional Nursing programs.</li> <li>⬇ Director of Business Services and Market Research continued to facilitate convening of Data Team with OSCC Operators in support <i>Charter Employer Engagement Framework</i> implementation.</li> <li>⬇ Director of Business Services and Market Research continued to prepare Labor Market Reports and Occupational Outlook Briefs for selected partners, in particular, regional school districts, to support grant making initiatives for new Chapter 74 program development, and Capital Skills Grant programs.</li> <li>⬇ Director of Business Services and Market Research provided data on wages for all priority and other critical industries key occupational classification's as part of Blueprint Implementation process.</li> <li>⬇ MHHCWB serving as the lead entity in developing a 5 Year Manufacturing Plan for the West Region as a deliverable in EOHEd Advanced Manufacturing Training Program. Initial drafts presented to WSC in February and March 2019. Final deliverable due in Q-4.</li> </ul> </div>
	<p>2. During all Plan years, the MHHCWB will utilize its web site and other potential communication channels to provide electronic access to workforce related labor market information and workforce development research reports, promising practices and innovative programs.</p> <div style="text-align: right;">  <p><b>KPI METRIC TREND: 2. IMPROVING</b></p> </div> <p style="text-align: center;"> <span style="margin-right: 100px;">No Progress</span> <span style="margin-right: 100px;">Partially Implemented</span> <span>Fully Implemented</span> </p> <div style="background-color: #ffff00; padding: 5px;"> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>⬇ Director of Business Services and Market Research continued to enhance Labor Market Information section of MHHCWB to serve as a focal point for entity's requiring labor market data to support their project and grants making activities.</li> </ul> </div>

Goal/Strategy	Key Performance Indicators (KPI) <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q1 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q2 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px);"></span> Q3 <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; background-color: lightgray;"></span> Q4/Y2
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**Resource Alignment**

1. During all Plan years, the MHHCWB will continue to use a Data Driven Decision Making (D<sup>3</sup>M) process to prioritize resource allocation for workforce development programs implementation and One Stop Career Center Operator services.



**KPI METRIC TREND:  
2. IMPROVING**


No Progress
Partially Implemented
Fully Implemented

**Comment:**

- ⬇ MHHCWB data tracking and accountability system recognized by the Regional Office of U.S Department of Labor/ETA division as a promising practice.
- ⬇ MHHCWB's internal accountability and reporting systems continued to assist OSCC Operators in joint development of implementing allocations methodology.
- ⬇ MHHCWB continues to enhance the (D<sup>3</sup>M) process to prioritize resource allocation for delivery of programs and services for business and job seekers by One Stop Career Center Operators as contained in the Charter with each center.

**Innovative Practices and Services**

1. By Year 3, the MHHCWB will design and implement one (1) innovative practice/program that will improve the regional workforce development delivery system, and will prepare summary reports that document the development process.




**KPI METRIC TREND:  
3. CONTINUING**

No Progress
Partially Implemented
Fully Implemented

**Comments:**

- ⬇ Development of a coordinated and integrated process to operationalize the Charter required regional Talent Bank is on-going. Progress slowed in Q-3.
- ⬇ MHHCWB-directed Charter implementation process, using WIOA Core Partners in the design and delivery of services to job seekers and businesses at the OSCC's, continued to add value toward the implementation of an integrated workforce development delivery system.

2. In Year 1, the MHHCWB will facilitate and manage the scale-up of one (1) innovative practice, program or service that will improve the workforce development system for employers, job seekers, and system users.



**KPI METRIC TREND:  
2. IMPROVING**




No Progress
Partially Implemented
Fully Implemented





**Comments:**

- ⬇ MHHCWB-led MHHC Business Services Task Force continued to meet to develop and implement system-wide operational practices and work tasks in support of Charter implementation. Work moving forward incrementally and will continue in Q-4.




## Strategic Priority 2

### Improve Education and Employability Skills of Adults for Quality Careers

Goal/ Strategy	Key Performance Indicators (KPI) <div style="display: flex; justify-content: space-around; align-items: center;"> <span>☒ Q1</span> <span>☒ Q2</span> <span>☒ Q3</span> <span>☐ Q4/Y2</span> </div>
<b>Coordination &amp; Program Capacity Building</b>	<p>1. During all Plan years, MHHCWB will be the focal point for codifying and disseminating innovative programs, practices and service delivery models that enhance the employability of adults for quality career pathways as outlined in the updated signed MOU between the OSCCs and WIOA Core Partners, effective July 1, 2018.</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>IMPROVING</p> </div> <div style="text-align: right;"> <p><b>KPI METRIC TREND:</b> 3. CONTINUING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div> <div style="background-color: yellow; padding: 5px; margin-top: 10px;"> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>⬇ MHHCWB OSCC Operators and WIOA CORE Partners continued to meet to develop a framework of planned processes and customer flow for service delivery to shared customers, in particular for job seekers.</li> <li>⬇ Development of a coordinated and integrated process to operationalize the Charter mandated regional Talent Bank continues. Progress slowed in Q-3.</li> </ul> </div>
	<p>2. MHHCWB will work with the literacy providers and their business partners to align resources and program operational schedules that will increase the service delivery capacity in Hampden County.</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: right;"> <p><b>KPI METRIC TREND</b> 3. CONTINUING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div> <div style="background-color: yellow; padding: 5px; margin-top: 10px;"> <p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>⬇ No substantive initiatives or activity during Q</li> </ul> </div>
	<p>3. During all Plan years, the MHHCWB will develop, implement, and document an integrated approach to linking OSCC services with DESE-ACLS funded programs to create pathway opportunities for program completers.</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: right;"> <p><b>KPI METRIC TREND</b> 2. IMPROVING</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div> <div style="background-color: yellow; padding: 5px; margin-top: 10px;"> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>⬇ MHHCWB reconvened MA DESE ACLS literacy providers on February 27, 2019. As a result of discussion on shared success, MHHCWB is developing and implementing a survey for program leadership, advisors, and teachers to measure progress on the DESE Indicator of Program Quality 3: Career Pathways Collaboration.</li> <li>⬇ Juntos Career Advisors, currently on staff at MHHCC, will begin monthly meetings with MHHCC staff to refine and improve referral process and shared customer service provision.</li> <li>⬇ Literacy providers requested a presentation on MHHCWB's LMI tools and reporting capacity. Presentation will be scheduled following April training for MassHire staff.</li> </ul> </div>

<b>Goal/ Strategy</b>	<b>Key Performance Indicators (KPI)</b> 
<b>Workplace Readiness Standards</b>	<p>1. During all Plan years, MHCWB will assist the OSCCs in using assessment tools to ensure that comprehensive career plan development for OSCC customers is aligned with required business and industry competencies.</p>  <p style="text-align: right;"><b>KPI METRIC TREND: 3. CONTINUING</b></p> <p><b>Comment:</b>        + MHCWB Director of Business Services and Market Research continued to facilitate convening of Data Team with OSCC Operators in support of implementation of Charter Employer Engagement Framework.</p>
<b>Adult Sector Based Career Pathways</b>	<p>1. MHCWB will facilitate the implementation of an integrated sector-based career pathways framework to advance adults along a career continuum with multiple program options, expanded transition to work-based learning opportunities, and flexible points of entry and exit. This career pathway will be reinforced by a coordinated case management system of services and supports that enhance positive program and career pathway outcomes as outlined in the UPDATED OSCC-WIOA Partner MOU, effective July 1, 2018.</p>  <p style="text-align: right;"><b>KPI METRIC TREND: 3. CONTINUING</b></p> <p><b>Comment:</b>        + MHCWB OSCC Operators and WIOA CORE Partners continued to meet to develop a framework of planned processes and customer flow for service delivery to shared customers, in particular for job seekers.</p> <p>2. During each Plan year, the MHCWB will identify two (2) innovative adult education/training practices/programs and will provide assistance and/or resources to support implementation and evaluation.</p>  <p style="text-align: right;"><b>KPI METRIC TREND: 2. IMPROVING</b></p> <p><b>Comments:</b>        + MHCWB apprenticeship program with Smith &amp; Wesson successfully completed on December 20, 2018 with all 16 apprentices successfully completing the 150 hour RTI component of the apprenticeship program. Work process status being reviewed with Smith &amp; Wesson with possible extensions to WP for selected apprentices.        + Second cohort of 16 incumbent employees from Smith &amp; Wesson began new apprenticeship program and 150 hour RTI on January 29, 2019. Will complete RTI- non- credit modules (39 hours) during Q-4.        + NDWG Hurricane Response Disaster grant implementation continued with start of ESOL classes and placement activity.</p>








Goal/ Strategy	<b>Key Performance Indicators (KPI)</b> 
<b>Career Center Capacity Enhancement</b>	<p><b>1. During all Plan years, the MHCWB will work with the OSCCs to implement coordinated services to employers as outlined in the MHCWB Employer Engagement Framework in the OSCC Operators Charters.</b></p>  <p><b>KPI METRIC TREND: 2. IMPROVING</b></p> <p><b>No Progress      Partially Implemented      Fully Implemented</b></p>
	<p><b>Comments:</b></p> <p><b>+</b> MHCWB-led MHC Business Services Task Force continued to meet to develop and implement system-wide operational practices and work tasks in support of Charter implementation. Work moving forward incrementally and will continue in Q-4.</p>
	<p><b>2. In each Plan year, the MHCWB will continue to conduct quarterly meetings of the OSCC Center directors, their Board chairs, MHCWB OSCC Committee Chair, and a MHCWB Vice President to discuss and assess the implementation of principles outlined in the OSCC Operator Charters.</b></p>  <p><b>KEY METRIC TREND: 3. CONTINUING</b></p> <p><b>No Progress      Partially Implemented      Fully Implemented</b></p>
<p><b>Comment:</b></p> <p><b>+</b> The MH One Stop Career Center Operators Strategy Group meeting scheduled for Q-3 was cancelled.</p>	

# Strategic Priority 3







## Develop 21<sup>st</sup> Century Youth Education and Employability Skills for Quality Careers













Goal/Strategy	Key Performance Indicators (KPI)
	Q1            Q2            Q3            Q4/Y2
<b>Employability Development Pathways and Systems</b>	<p>1. MHCWB will continue to develop a common cross-sector career pathways framework that will advance youth along an integrated K-16 career pathway continuum with multiple program options, expanded work-based learning opportunities. This continuum will be reinforced by a coordinated case management system of services and supports that enhance positive program outcomes as outlined in the MOU between OSCCs and Youth Service Providers, effective July 1, 2018.</p> <div style="text-align: center;"> <span style="font-weight: bold; font-size: 1.2em;">KPI METRIC TREND 2. IMPROVING</span> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div>
	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>+ Youth Council met on March 12, 2019 and continued to share best practices of youth programming with a focus on cross-program referrals and coordination efforts.</li> <li>+ Meeting on January 9, 2019 between MHCWB and WIOA OSY providers discussed engagement with MH OSCC operators. MHCWB convened an internal team to develop a referral process and schematic for how to work with targeted OSY who could benefit from OSCC services and co-enrollment with WIOA Adult program.</li> </ul>
	<p>2. During all Plan years, MHCWB will allocate funding to in-school and out-of-school programs that provide youth with expanded work-based learning opportunities, academic interventions, and support systems and networks that improve the graduation rate and result in successful transition to post-secondary education and/or career employment.</p> <div style="text-align: center;"> <span style="font-weight: bold; font-size: 1.2em;">KPI METRIC TREND 3. CONTINUING</span> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div>
	<p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>+ WIOA funded FY19 OSY-ISY vendors Year 2 Scope of Work and budget on target through Q-3.</li> </ul>
<p>3. During all Plan years, MHCWB will act as the intermediary to accelerate the design and implementation of sector-based, high-quality career pathway programs that link middle school → secondary education → post-secondary education and employers in career pathways with currency in the labor market.</p> <div style="text-align: center;"> <span style="font-weight: bold; font-size: 1.2em;">KPI METRIC TREND: 2. IMPROVING</span> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>No Progress</span> <span>Partially Implemented</span> <span>Fully Implemented</span> </div>	
<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>+ MHCWB President member of newly formed Advisory Committee for implementation of new manufacturing pathway program at Agawam High School. Committee met on March 25, 2019.</li> <li>+ West Springfield High School application for Innovation Pathways Designation status have been approved by MA DESE.</li> <li>+ Agawam High School applications for Innovation Pathways Designation status in REVIEW and will be acted upon during Q-4.</li> <li>+ MHCWB prepared several letters of support and labor market data for school districts for new round of Capital Skills Grant applications to DESE. Applicants to be selected in Q-4.</li> <li>+ MHCWB partnership with Westfield High School in YouthWorks Year -Round Planning Grant with a Health Care pathway focus is progressing as planned.</li> </ul>	




Goal/Strategy	<b>Key Performance Indicators (KPI)</b> 
<b>Youth Service Delivery Capacity Building and Alignment</b>	<p>4. MHCWB will continue to facilitate initiatives and interventions that will result in increased coordination and alignment between agencies serving out-of-school youth and the One Stop Career Centers to ensure that youth, including youth with disabilities, successfully transition to the next level in their career pathway as outlined in the MOU, effective July 1, 2018.</p>  <p><b>KPI METRIC TREND:</b> 2. IMPROVING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>MHCWB developed a more coordinated and enhanced referral process between the WIOA OSY providers and the two OSCC operators to provide more aligned services to OSY program participants. Final design and process to be finalized with OSY vendors and OSCC operators in Q-4 for implementation in FY 2020- Q-1.</li> <li>Youth Council met on March 12, 2019 and continued to share best practices of youth programming with a focus on cross-program referrals and coordination efforts.</li> <li>The MHCWB and the OSCC Operators continued to operate the Disability Employment Initiative (DEI VII) to serve youth ages 16-24 to develop and access Career Pathways.</li> </ul>
	<p>5. MHCWB will continue to work with existing community-based partnerships to deepen and broaden the scope of its school time and out-of-school time programs and services to elementary and middle school age students.</p>  <p><b>KPI METRIC TREND:</b> 2. IMPROVING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>CLASP FY 2018 Literacy Outcome Evaluation published in January 2019.</li> <li>MHCWB continuing to review current CLASP Strategic Plan. MHCWB will conduct a modified 2019 CLASP Summer Program with oversight being managed by MHCWB internal team.</li> <li>Professional development activities with OST vendors staff in preparation for the implementation of 2019 CLASP Summer Program began in Q-3 and will continue into Q-4.</li> </ul>
<b>Employer Engagement</b>	<p>1. MHCWB will continue to work with each MHCWB funded out-of-school youth agency to assist in expanding work-based learning and employability readiness supports and services for participating youth.</p>  <p><b>KPI METRIC TREND:</b> 2. CONTINUING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> <p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>All WIOA youth vendors now trained to implement Signaling Success work readiness training for its WIOA youth participants beginning in January 2019.</li> </ul>
	<p>2. The MHCWB will develop business champions to hire youth interns/employees from its programs, particularly, although not exclusively, in STEM high quality career pathways.</p>  <p><b>KPI METRIC TREND:</b> 3. CONTINUING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> <p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>Outreach to potential STEM employers moving forward but identification and deployment of actual STEM employer slots moving more slowly than planned.</li> </ul>

# Strategic Priority 4

## Be the Leading Advocate, Planner and Convener to Promote and Fund Regional Workforce Development

Goal/Strategy	Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y2
<b>Communicating the MHCWB's Mission</b>	<p>1. MHCWB will develop and execute a communication plan that specifically targets entities identified from the MHCWB's Stakeholder Analysis as needing "high priority engagement" to inform them of MHCWB accomplishments as documented through the Strategic Plan Scoreboard and KPIs.</p> <div style="text-align: right;">  <b>KPI METRIC TREND 2. IMPROVING</b> </div> <p style="text-align: center;"> <span style="margin-right: 40px;">No Progress</span> <span style="margin-right: 40px;">Partially Implemented</span> <span>Fully Implemented</span> </p>
	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>⬇ MHCWB Brand Ambassador coordinated submission of MHC Workforce System applications for MassHire Awards. Three of the five submitted applications are finalists. Awards made in Q-4.</li> <li>⬇ Internal team finalizing Social Media Plan that will be launched in FY 2020-Q-1. Informal launch in June 2019.</li> <li>⬇ MHCWB continuing to develop marketing and promotional collateral to support regional penetration of MassHire campaign.</li> </ul>
	<p>2. During all Plan years, MHCWB will inform key stakeholders on issues that impact the workforce development eco-system and create opportunities for accelerating regional partnership development and deployment and improving workforce development program alignment and expansion.</p> <div style="text-align: right;">  <b>KPI METRIC TREND: 2. IMPROVING</b> </div> <p style="text-align: center;"> <span style="margin-right: 40px;">No Progress</span> <span style="margin-right: 40px;">Partially Implemented</span> <span>Fully Implemented</span> </p>
	<p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>⬇ MHCWB President participated as presenter on local TV station program focused on careers in advanced manufacturing.</li> <li>⬇ MHCWB sponsored and introduced keynote speaker (Mark Emrick- EANE) for Springfield Regional Chamber February Rise &amp; Shine event. Subject was "Winning the War on Talent".</li> <li>⬇ MHCWB President partnered with Kristin Maier Carlson, president of Peerless Precision and the WMMNTMA for joint article for <i>Outlook 2019</i>.</li> <li>⬇ MHCWB President panelist on State-wide presentation on <i>Gateway to College Program</i> and spoke on Regional Planning and impact on youth-centered pathway program development.</li> <li>⬇ Continued to provide regular updates to Blueprint Core Team and Employer Advisory Committee on Blueprint implementation progress.</li> <li>⬇ MHCWB continued informal information sharing on programs and activities. MHCWB quarterly Newsletter continued to update stakeholders on general MHCWB initiatives and programs.</li> </ul>

Goal/Strategy	<b>Key Performance Indicators (KPI)</b> 
<b>Communicating the MHCWB's Mission (cont'd)</b>	<p>3. MHCWB will meet with local mayors, other locally elected officials, and the local State legislative delegation to discuss workforce development issues and opportunities that impact job creation and regional economic development and expansion in Hampden County.</p>  <p style="text-align: right;"><b>KPI METRIC TREND</b> 3. CONTINUING</p> <p style="text-align: center;"> <span>No Progress</span>      <span>Partially Implemented</span>      <span>Fully Implemented</span> </p> <p><b>Comment:</b>   MHCWB President informal dialogue with selected officials but no formal activity in Q-3. State budget process in Q-4 will provide opportunities for informal discussion. </p>
<b>Align Regional Workforce and Economic Development Strategic Goals</b>	<p>1. During all Plan years, MHCWB will work with the economic development entities and educational institutions in Hampden County to align their strategic goals with specific strategic priorities contained in the MHCWB's Strategic Plan.</p>  <p style="text-align: right;"><b>KPI METRIC TREND:</b> 2. IMPROVING</p> <p style="text-align: center;"> <span>No Progress</span>      <span>Partially Implemented</span>      <span>Fully Implemented</span> </p> <p><b>Comments:</b>   MHCWB President and Ex.Dir. of MHFHWB presented at the Economic Development Partners (EDP) monthly meeting on Regional Planning Blueprint and impact on Economic Development.   MHCWB President and Ex.Dir. of MHFHWB presented at business roundtable organized by EANE on Regional Planning Blueprint and impact on workforce and economic development.   MHCWB and MHFHWB collaborated on development of Current Strategic Planning Documents Matrix which identifies regional planning documents and their current status as related to Blueprint implementation.   MHCWB BOD as a part of its March 19, 2019 Board meeting presented a panel on healthcare as a priority industry. </p> <p>2. MHCWB will continue to convene required meetings for the WIOA Regional Planning process to align strategic plans and protocols that will result in a coordinated and integrated regional workforce development strategy.</p>  <p style="text-align: right;"><b>KPI METRIC TREND:</b> 2. IMPROVING</p> <p style="text-align: center;"> <span>No Progress</span>      <span>Partially Implemented</span>      <span>Fully Implemented</span> </p> <p><b>Comments:</b>   MHCWB in partnership with MHFHWB conducted March 1, 2019 meeting of Regional Planning Educator Work Group to review data on alignment of secondary and community college programs with priority and other critical industries. Additional analysis of programs prepared and submitted to FHCWB for review   Blueprint Data Team continues on line meetings to review and refine data sets and labor market information to inform Blueprint implementation.   Matrix prepared by MHCWB to summarize MHCWB and MHFHWB involvement in providing labor market data and letters of support to educational entities for a variety of grants and educational projects. </p>

Goal/Strategy	<b>Key Performance Indicators (KPI)</b> 
<b>Align Regional Workforce and Economic Development Strategic Goals (cont'd)</b>	<p>3. MHCWB will continue to convene and facilitate meetings between MHCWB and the WIOA Core Partners to discuss the delivery of business and job seeker workforce development services at the OSCCs, pursuant to the MOU, effective July 1, 2017 to ensure alignment with the region's workforce and economic development goals and strategies.</p> <div style="text-align: center;">  <p><b>KPI METRIC TREND:</b> 3. CONTINUING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> </div> <p><b>Comment:</b>  <ul style="list-style-type: none"> <li>✦ MHCWB OSCC Operators and WIOA CORE Partners continued to meet and are developing a framework of planned processes and customer flow for services delivery to shared customers, in particular for job seekers.</li> </ul> </p>
<b>Secure Public and Private Funding</b>	<p>1. During all Plan years, the MHCWB will develop and implement a Funding Strategy that is aligned with its Mission that will result in a 10% annual increase in new revenue derived from new and/or additional public and private funding sources.</p> <div style="text-align: center;">  <p><b>KPI METRIC TREND:</b> 2. IMPROVING</p> <p>No Progress      Partially Implemented      Fully Implemented</p> </div> <p><b>Comments:</b>  <ul style="list-style-type: none"> <li>✦ MassHire Hampden County Workforce Board has received \$583,750 as the lead agency for the FY 2019 West Region Advanced Manufacturing Training Program.</li> <li>✦ MassHire Hampden County Workforce Board, in partnership with Bay Path University, will receive \$3,000 over 3 years to assist in the implementation of pathways for women in technology programming to be developed and operated by Bay Path University.</li> <li>✦ MassHire Hampden County Workforce Board has received \$17,800 from the E. Herbert Burk Fund to continue its career awareness activities to encourage youth to consider careers in advanced manufacturing.</li> <li>✦ MassHire Hampden County Workforce Board has received second year of funding of \$50,000 from the Susan F. Schiro and Peter J. Manus Foundation, Employment Retention Project at the Boston Foundation, and the Beatrice Fox Archibald Fund at the Hartford Foundation for Public Giving, to operate an Employment Retention Program in concert with MassHire Springfield and MassHire Holyoke.</li> <li>✦ MassHire Hampden County Workforce Board has received an additional \$1,500,584 in Hurricane National Dislocated Worker funds to operate the Statewide initiative.</li> <li>✦ MassHire Hampden County Workforce Board has received \$472,500 in funding to operate a statewide initiative to place Massachusetts Rehabilitation Commission consumers into training.</li> </ul> </p>