



HAMPDEN COUNTY WORKFORCE BOARD

MHHCWB Strategic Plan July 1, 2020-June 30, 2023 Summary Scoreboard

Quarterly Progress Report Year 1, QTR 2 Progress July 1, 2020 – December 31, 2020

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**

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) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|--|---|
| Labor Market Data and Information | <p>1. During all Plan years, as part of the execution of the MHHCWB Strategic Plan and the implementation of the Goals and Strategies in the Pioneer Valley Labor Market Blueprint, MHHCWB will identify key workforce indicators from multiple data channels, analyze workforce data and trends, formulate projections and recommendations, and regularly prepare and disseminate reports to a broad network of regional partners and collaborators.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 2. IMPROVING</p> </div> <div style="text-align: center; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #ffff00; padding: 5px; border: 1px solid black;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬆ 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. ⬆ <i>Inventory of Existing Manufacturing Training Programs (MABridge)</i> survey disseminated to West Region vocational technical high schools, STCC, and Berkshire Community College. Completion in early Q-3. ⬆ <i>ADDENDUM on Non-Credit Courses in Healthcare and Social Assistance</i> completed and disseminated to Educator Work Group and three participating regional community colleges. ⬆ <i>DRAFT ADDENDUM on Review of ACLS Funded Adult Education Programs in Region 2</i> completed and in process of final review. Planned completion in Q-3. ⬆ MHHCWB disseminated two separate surveys on workforce <i>Demand in Behavioral Health</i> to selected employers employing a myriad of behavioral health specialist/technicians. Survey 1 results completed. Survey 2 to be completed in early Q-3. ⬆ MHHCWB <i>developed Virtual Manufacturing Modules</i> template to be used as the state-wide curriculum to implement virtual manufacturing training using Tooling U platform. </div> |
| | <p>2. During all Plan years, the MHHCWB web site will be enhanced and marketed as the central repository for all workforce related labor market data and analytics, research reports and publications, promising practices, and innovative program designs and practices.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 2. IMPROVING</p> </div> <div style="text-align: center; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #ffff00; padding: 5px; border: 1px solid black;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬆ Director of Business Services and Market Research continued to update MHHCWB web site to reflect progress on Blueprint Implementation and updates on labor market information. ⬆ Internal MHHCWB team reviewing potential updates to web site to become effective during FY 2022. ⬆ Web site continuing to provide real time COVID-19 information and resource links to business, job seekers and general web site viewers. ⬆ Director of Business Services and Market Research continued to prepare labor market and research reports for distribution to external partners. </div> |

| Goal/Strategy | Key Performance Indicators (KPI)  Q1  Q2  Q3  Q4/Y1 |
|---------------|--|
|---------------|--|

Resource Allocation

1. During all Plan years, MHCWB will enhance its internal technologies and operating systems to streamline the process of allocating resources to the MH One Stop Career Center Operators, WIOA training providers, and other program partners and collaborators.


 KPI METRIC TREND: 3.CONTINUING

No Progress Partially Implemented Fully Implemented

Comment:
 + MHCWB's internal accountability and reporting systems continued to assist OSCC Operators in joint development of implementing allocations methodology.

Innovative Processes and Systems


1. During all Plan years, MHCWB will design and implement innovative practices/processes/systems that will improve the operation of the regional workforce system for employers, job seekers, and system users.

 KPI METRIC TREND: 2. IMPROVING

No Progress Partially Implemented Fully Implemented

Comments:
 + MassHire Business Solutions continue to conduct regional Virtual Job Fairs in Q-2 utilizing both a company- cohort model to deliver job matching services to both business and in particular COVID-19 permanently separated workers.
 + MHCWB continuing to support and assist MH Business Solutions on implementation of Bullhorn job matching platform.

2. During all Plan years, MHCWB will enhance connectivity between WIOA Title 1 funded programming and other targeted grant funded programs to ensure alignment of activities, programs, and services that accelerate job creation.



 KPI METRIC TREND: 3.CONTINUING




No Progress Partially Implemented Fully Implemented



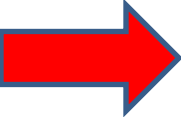
Comment:
 + MHCWB internal team continued to review WIOA Individualized Training Accounts process in relation to COVID- 19 protocols, and channels for connectivity to grant funded training programs focused on the priority industries in the PV Labor Market Blueprint (Updated).

Strategic Priority 2

Improve Education and Employability Skills of Adults for Quality Careers




| Goal/ Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|---|--|
| Program Coordination and Capacity Building | <p>1. During all Plan years, MHCWB will be the intermediary to facilitate coordination and increase capacity building among regional training providers, employers, and community serving organizations, to design and implement innovative programs, practices, and services that enhance the employability of adults in priority and other critical occupations detailed in the Pioneer Valley Labor Market Blueprint.</p> <div style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </div> <p style="text-align: center;"> <input type="checkbox"/> No Progress <input checked="" type="checkbox"/> Partially Implemented <input type="checkbox"/> Fully Implemented </p> <div style="background-color: #fff9c4; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ MHCWB continues to serve as the State-wide Primary Operator in the MA COVID-19 Disaster Recovery Dislocated Worker National Emergency Grant that enhances the employability of adults permanently separated from employment due to COVID-19. ✦ MHCWB continues to serve as intermediary of the MA Department of Housing & Community Development (DHCD) grant which exceeded planned enrollment target goals in year 1 and will expand project activities and client service levels as planned for year 2 ✦ MHCWB continues to serve as the Lead Organization and intermediary in the Region 2 Healthcare Workforce Hub Planning Grant planning process. Three meetings occurred in Q-2 with regional educational institutions/ training providers, healthcare employers, and workforce boards. ✦ MHCWB continues to serve as the Lead Organization and intermediary of the Region 2 MABridge advanced manufacturing three year U.S. DOD funded grant program with MA Technology Collaborative. ✦ MHCWB selected as one of four workforce boards to participate in state-wide EOHED funded virtual manufacturing training program for permanently separated UI claimants. MHCWB lead intermediary and fiscal agent for West Region. </div> |
| Adult Career Pathways Connectivity | <p>1. During all Plan years, MHCWB will provide technical assistance and guidance to DESE-ACLS funded Adult Education programs to support the implementation of programming that enhances outcomes for program participants to transition to college and careers.</p> <div style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </div> <p style="text-align: center;"> <input type="checkbox"/> No Progress <input checked="" type="checkbox"/> Partially Implemented <input type="checkbox"/> Fully Implemented </p> <div style="background-color: #fff9c4; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ MHCWB worked with the MA ACLS program coordinator to codify FY 2021 Adult Education Seat Capacity in Hampden County, including employment status of AE program learners. Seat Capacity Chart data for Franklin Hampshire County ACLS funded AE programs completed in Q-2. ✦ MHCWB completed initial <i>Observations</i> of Region 2 AE program data, and will be finalizing report in Q-3 to send to Blueprint Educator Work Group for review and approval prior to submission to AE training providers in Region 2. </div> |


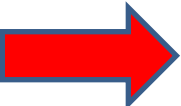
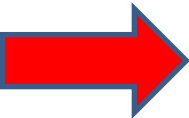
| Goal/ Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|--|--|
| Adult Career Pathways Connectivity (cont'd) | <p>2. During all Plan years, MHCWB will develop and document an integrated approach to connect DESE-ACLS funded Adult Education program participants to the services, resources, and programs available at the MassHire OSCC's.</p> <div style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </div> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> |
| | <p>Comment:</p> <ul style="list-style-type: none"> MHCWB internal team finalized Referral Rubric that will be used by Hampden County ACLS funded Adult Education programs for use in implementing a process to intentionally connect AE learners with the MH OSCC services and supports. Process implementation to be finalized among partners in Q-3. |
| | <p>3. During all Plan years, MHCWB will assist the MH OSCC's in using the Employer Engagement Framework and post COVID-19 Reemployment Framework to assist job seekers/ customers develop comprehensive career pathway plans aligned with current priority and other critical occupations, and new occupations that may emerge from the COVID-19 pandemic.</p> <div style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </div> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> |
| | <p>Comments:</p> <ul style="list-style-type: none"> MHCWB continues to provide technical support to MH OSCC's in all RESEA related virtual services delivery processes. MHCWB continues to involve MH OSCC management in regional Blueprint implementation activities that may be connected to the delivery of services to employers and job seekers. |
| <p>4. During all Plan years, MHCWB will provide assistance and/or resources to support implementation and evaluation of one (1) innovative education/training practice/program that improves the education and employability skills of adults for quality careers.</p> <div style="text-align: center;">  KPI METRIC TREND: 1. CHANGING </div> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> | |
| <p>Comments:</p> <p style="text-align: center;"><u>INNOVATION 1</u></p> <ul style="list-style-type: none"> MHCWB serving as intermediary of the MA Department of Housing & Community Development grant, in collaboration with Way Finders and MH Springfield OSCC (Year 1), which is testing a long-term approach to providing services and supports to Section 8 housing recipients. Year 1 exceeded targeted client referral and enrollment levels. Project will expand activities and client service levels as planned for Year 2. MH Holyoke OSCC will come on board with MH Springfield to accelerate services. <p style="text-align: center;"><u>INNOVATION 2</u></p> <ul style="list-style-type: none"> MHCWB selected as one of four workforce boards to participate in state-wide EOHEP funded <u>Virtual Manufacturing Training Program</u> for 62 permanently separated UI claimants. Design and planning completed in Q-2 with implementation to begin in mid-Q-3 | |

| Goal/ Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|--|---|
| Career Center Operational Enhancement | <p>1. During all Plan years, MHCWB will ensure that <i>Hampden County Business Solutions</i> is providing coordinated and integrated business services and job matching services to employers using multiple delivery platforms including virtual, as detailed in the Charters between each MH One Stop Career Center Operator and MHCWB.</p> <p style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> |
| | <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB continues to provide guidance to ensure that MassHire Business Solutions continued to provide services to employers. ⬇ MH OSCC's continued to conduct Virtual Job Fairs in Q-2 utilizing a company-cohort model to deliver job matching services to both business and in particular COVID-19 permanently separated workers. ⬇ MassHire Business Solutions continue to update and enhanced webinars and workshops to deliver the information in virtual platforms that will better position job seekers to successfully access employment opportunities. |
| | <p>2. During all Plan years, MHCWB will ensure that the <i>Talent Bank</i> is operating in a coordinated and integrated manner and providing seamless services to job seekers as detailed in the Charters between each MH One Stop Career Center Operator and MHCWB, and the WIOA CORE Partner MOU.</p> <p style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> |
| <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB continues to guide deployment of implementation of an integrated and coordinated the Talent Bank process. ⬇ Talent Bank being implemented using virtual platforms. MHOSCC implementing state-directed Reemployment Framework process. | |
| <p>3. In each Plan year, 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.</p> <p style="text-align: center;">  KPI METRIC TREND: 3. CONTINUING </p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> | |
| <p>Comment: No formal meetings conducted in Q-2.</p> | |

Strategic Priority 3

Develop 21st Century Youth Education and Employability Skills for Quality Careers




| Goal/Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|---|---|
| Employability Development Pathways and Systems | <p>1. During all plan years, MHHCWB will allocate funding and work with the WIOA Out-of-School Youth program providers to ensure the implementation of educational services, job readiness skills, work-based learning opportunities, and coordinated case management services and supports that will advance youth along an integrated career pathway continuum.</p> <div style="text-align: center;">  KPI METRIC TREND: 2. IMPROVING </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #ffff00; padding: 5px; margin-top: 10px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ MHHCWB worked with WIOA OSY provider YWCA to modify FY 2021 scope of work to ensure delivery of program services and implementation of required Essential Elements. ✦ MHHCWB continued to provide technical guidance to WIOA OSY providers to support timely and accurate completion of virtual enrollment and service delivery forms. ✦ New programs for OSY as part of CommCorp YouthWorks Year-round programming implemented. </div> |
| | <p>2. During all Plan years, MHHCWB will allocate funding and work with WIOA In-School Youth program providers to ensure implementation of 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;">  KPI METRIC TREND: 2. IMPROVING </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #ffff00; padding: 5px; margin-top: 10px;"> <p>Comments:</p> <ul style="list-style-type: none"> ✦ MHHCWB continued to provide support and guidance to WIOA ISY providers to ensure the delivery of program services and implementation of required Essential Elements being conducted in either a Remote, Hybrid or In-Person format. ✦ MHHCWB continued to provide support and guidance to WIOA ISY providers to ensure timely and accurate completion of virtual enrollment and service delivery forms. ✦ New programs for ISY as part of CommCorp YouthWorks Year-round programming implemented. </div> |
| | <p>3. During all Plan years, MHHCWB will act as the intermediary to accelerate the design and implementation of programs and services that link middle school → secondary education → post-secondary educational institutions, and intentionally involve private sector employers in program development and execution.</p> <div style="text-align: center;">  KPI METRIC TREND: 1. CHANGING </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #ffff00; padding: 5px; margin-top: 10px;"> <p>Comment:</p> <ul style="list-style-type: none"> ✦ MHHCWB worked with Westfield Public Schools (WPS) to facilitate the extension of the United Way of Pioneer Valley funded after-school time technical exploratory program for selected WPS middle school students through Q-2 and Q-3 of FY 2021 school year. ✦ MHHCWB liaised with selected vocational technical high school administrators relative to applying to MA DESE for consideration for selection to participate in the Career Technical Institutes program. </div> |


| Goal/Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|---|---|
| Service Delivery Capacity Building and Alignment | <p>1. During all Plan years, MHCWB will ensure the implementation of processes and protocols that will increase coordination and alignment between WIOA Out-of-School Youth, and unemployed youth aged 16-24, and the One Stop Career Centers to ensure that youth are provided services that successfully transition them to the next level in their career pathway.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> + MHCWB continued to manage the referral and follow-up process between WIOA OSY provider's and MH OSCC operators to maximize delivery of virtual services to certain OSY requiring services from OSCC Operators. + MH Springfield OSCC Youth Staff continued to offer a Virtual Work Readiness training program to in and out-of-school unemployed youth. </div> |
| Employer Engagement | <p>1. During all Plan years, MHCWB will increase by 5-8% annually, the number of private sector companies providing work-based learning opportunities, including paid and unpaid internships, to youth participating in MHCWB funded youth programs.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 3. CONTINUING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comment:</p> <ul style="list-style-type: none"> + No significant activity in Q-2 due to COVID-19 uncertainties. Q3 YouthWorks year round may provide new opportunities. </div> <p>2. During all Plan years, MHCWB will provide guidance and technical assistance to connect non-WIOA funded secondary level In-school programs conducting activities and programs aligned with the Pioneer Valley Labor Market Blueprint with private sector companies committed to partnering with the schools on program/project implementation, including the provision of work-based learning opportunities.</p> <div style="text-align: center;">  <p>KPI METRIC TREND: 3. CONTINUING</p> <p>No Progress Partially Implemented Fully Implemented</p> </div> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comment:</p> <ul style="list-style-type: none"> + No activity in Q-2 due to COVID -19 uncertainties. Delayed school year start and uncertainties of the short-term efficacy of district school implementation models and schedules has delayed programming into Q3. </div> |

Strategic Priority 4

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

| Goal/Strategy | Key Performance Indicators (KPI) <div style="display: flex; justify-content: space-around; align-items: center;"> <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 </div> |
|---|---|
| <p>Communicate MHCWB's Mission</p> | <p>1. During all Plan years, MHCWB will execute a communications plan that informs entities identified from the MHCWB's Stakeholder Analysis of MHCWB programs and progress, as detailed in the <i>Strategic Plan Scoreboard</i>.</p> <div style="text-align: center; margin: 10px 0;"> KPI METRIC TREND: 2. IMPROVING </div> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid black; margin: 10px 0;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB continues to utilize our web site as one of several regional repositories of COVID-19 information and resource links. ⬇ MHCWB purchased Zoom Pro Webinar license to position MHCWB to conduct webinars to regional stakeholders. ⬇ MHCWB continued to facilitate critical Zoom connectivity with Healthcare service providers and institutions of higher education conducting Nursing programs to ensure regional collaboration, in particular as it relates to clinical capacity and practices for students. </div> <p>2. During all Plan years, MHCWB will meet with locally elected officials and the local State legislative delegation, to discuss workforce development issues and opportunities that impact job creation and economic development and expansion in Hampden County.</p> <div style="text-align: center; margin: 10px 0;"> KPI METRIC TREND: 2. IMPROVING </div> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> No Progress Partially Implemented Fully Implemented </div> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid black; margin: 10px 0;"> <p>Comments:</p> <ul style="list-style-type: none"> ⬇ MHCWB and Chief Economic Development Administrator and Chief Finance Administrator for City of Springfield continue to conduct scheduled weekly phone meetings to ensure alignment and coordination of activity impacting Springfield-based companies and Springfield residents whose employment was impacted by COVID-19. ⬇ MHCWB President & CEO liaison with selected legislators during the abbreviated FY 2021 budget process to educate legislators on key workforce related budget line items. </div> |

| Goal/Strategy | Key Performance Indicators (KPI) <input type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|--|---|
| Align Regional Workforce Development, Economic Development, and Educational Strategic Goals | <p>1. During all Plan years, MHHCWB will work with the regional economic development entities and educational institutions to create alignment between their Strategic Plan's and the Goals and Strategies detailed in MHHCWB's Strategic Plan and in the Pioneer Valley Labor Market Blueprint.</p>  <p>KPI METRIC TREND: 3. CONTINUING</p> <p>No Progress Partially Implemented Fully Implemented</p> |
| | <p>Comment:</p> <ul style="list-style-type: none"> Director of Business Services and Market Research serving as member of EDC Strategic Planning Ad-hoc Work Group and presented regional data at September meeting. |
| | <p>2. During all Plan years, MHHCWB will convene and facilitate meetings of the WIOA Regional Planning Teams/Work Groups to implement the Goals and Strategies contained in the Pioneer Valley Labor Market Blueprint.</p>  <p>KPI METRIC TREND: 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p> |
| <p>Comments:</p> <ul style="list-style-type: none"> MHHCWB co-convened joint Zoom Video Conference of the RP CORE team and Employer Advisory Committee on November 6, 2020. Shared <i>PV Labor Market Blueprint Update</i> document with a focus on COVID-19 demand vs. supply impact, regional labor market data, and related Blueprint implementation work tasks and deliverables. MHHCWB facilitated several Zoom video conferences with a sub-group of the RP Educator Work Group to prepare additional ADDENDUM reports in support of on-going work. MHHCWB updated <i>Blueprint Dashboard</i> through December 31, 2020. Blueprint Data Team continues on line meetings to review and refine Updated Pioneer Valley Labor Market Data package prepared by MA WSC. MHHCWB continued to provide labor market data and letters of support to educational entities for a variety of grants and educational projects. | |
| <p>3. MHHCWB will convene and facilitate meetings between MHHCWB and the WIOA Core Partners to ensure the integrated delivery of business and job seeker services at the MH OSCCs, pursuant to the MOU, effective July 1, 2020.</p>  <p>KPI METRIC TREND: 2. IMPROVING</p> <p>No Progress Partially Implemented Fully Implemented</p> | |
| <p>Comments:</p> <ul style="list-style-type: none"> MHHCWB has worked with individual WIOA Core Partners to coordinate virtual services for shared customers. MHHCWB has continued to refine referral processes and joint outcomes monitoring between Core Partners and MH OSCCs. | |

| Goal/Strategy | Key Performance Indicators (KPI) <input checked="" type="checkbox"/> Q1 <input checked="" type="checkbox"/> Q2 <input type="checkbox"/> Q3 <input type="checkbox"/> Q4/Y1 |
|--|--|
| Secure Public and Private Funding | <p>1. During all Plan years, MHCWB will develop and implement a Funding Strategy that is aligned with its Mission that will result in an 8% annual increase in new revenue derived from new and/or additional public and private funding sources.</p> <div style="text-align: center;">  </div> <p style="text-align: center;">KPI METRIC TREND: 2. IMPROVING</p> <p style="text-align: center;"> No Progress Partially Implemented Fully Implemented </p> <div style="background-color: yellow; border: 1px solid black; padding: 5px;"> <p>Comments:</p> <ul style="list-style-type: none"> + MHCWB awarded \$583,750 from EOHEd to conduct West Region Advanced Manufacturing Training Program for FY 2021. + MHCWB awarded \$500,000 grant from EOHEd to serve as the Lead Organization for the West Region to implement a Virtual Manufacturing Training Program. </div> |