

WORKFORCE

TRAINING FUND

THE WORKFORCE TRAINING FUND PROGRAM (WTFP) HELPS ADDRESS BUSINESS PRODUCTIVITY AND COMPETITIVENESS BY PROVIDING RESOURCES TO BUSINESSES TO UPGRADE THE SKILLS OF THEIR WORKERS. THE WTFP IS A PROGRAM OF THE EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT AND IS ADMINISTERED BY COMMONWEALTH CORPORATION.

IMPACT HIGHLIGHTS



“Workforce development is a critical priority for our administration. The training and skill-building provided by the Workforce Training Fund will help workers throughout the Commonwealth to get the skills they need to prosper. These grants also help our businesses expand the pool of talented workers they need to grow.”

—GOVERNOR CHARLIE BAKER,
COMMONWEALTH OF
MASSACHUSETTS



JANUARY 2018

**COMMONWEALTH
CORPORATION**
Building skills for a strong economy.

Commonwealth Corporation is Massachusetts' public-private corporation dedicated to workforce development, youth development, and economic development. CommCorp strengthens the skills of youth and adults by investing in innovative partnerships with industry, education, and workforce organizations. It seeks to meet the immediate and emerging needs of businesses and workers so they can thrive in our dynamic economy.

In October 2017, the latest round of grants were announced by Lieutenant Governor Karyn Polito and Secretary of Labor and Workforce Development Rosalin Acosta. Awardees and officials were hosted by grant recipient E Ink of Billerica. Pictured from left to right: Dr. J.D. LaRock (Commonwealth Corporation); Labor and Workforce Development Secretary Rosalin Acosta (Commonwealth of Massachusetts); Jing Ma (Mitralign, Inc.); Hugh Johnson (Massachusetts Eye Associates); Chris Capullo (Nobis Engineering); Lieutenant Governor Karyn Polito (Commonwealth of Massachusetts); Simon Nip, Lynne Garone, and Dr. Paul Apen (E Ink).



As I travel across the Commonwealth I hear a consistent message from businesses small and large; our highly-skilled workforce is the engine that drives our economy. Continual investment in updating and improving the skills of our workers is critical to growing our businesses and creating more opportunities for the citizens of the Commonwealth.

The Workforce Training Fund Program (WTFP) is a powerful tool to grow businesses, create new jobs, and build stronger regional economies by co-investing in employee development via matching grants. Since the Baker-Polito Administration took office in 2015, \$43.7 million has been awarded to Massachusetts employers to train more than 35,000 workers. In Fiscal Year 2017, the WTFP continued to be an engine for job creation in the Commonwealth. For example:

- Companies completing grants in 2017 added jobs at a rate of 8.2 percent, compared to 3.1 percent statewide, and 2.7 percent across New England.
- These employers added 1,591 workers, nearly double the 890 new jobs proposed.

A strategic priority of the WTFP is to provide demand-driven solutions to meet the needs of businesses of all sizes. The past year included significant progress responding to the needs of more small businesses by expanding options for small businesses and streamlining the grant application process. These improvements make the program more accessible to smaller businesses that may otherwise lack the capacity to participate. Results include:

- Since 2014, the number of small businesses awarded grants nearly doubled from 267 to 523.
- Additionally, \$2.43 million in Direct Access Program grants were awarded in 2017. Direct Access grants are awarded competitively to training providers, allowing eligible businesses to directly enroll workers in training on popular topics without having to complete a grant application. These grants are expected serve 535 more small businesses.
- 81% of businesses served by 2017 WTFP grants are small businesses.

The report that follows highlights the breadth and impact of the WTFP through 2017. As the results demonstrate, the leadership and staff of Commonwealth Corporation, who administer the Fund, are committed to using technology and continuous improvement methods to streamline and expand business access to WTFP programs. We look forward to continuing to work with the employers of the Commonwealth to ensure the WTFP remains one of the most dynamic job creation and skills advancement initiatives in the Commonwealth.

Rosalin Acosta,

Secretary of Labor and Workforce Development



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT



IN 2017, WTPF GRANTS WERE AWARDED TO MASSACHUSETTS EMPLOYERS OR TRAINING PROVIDERS TO TRAIN CURRENT OR NEWLY HIRED WORKERS VIA THREE DIFFERENT PROGRAMS.

2017 GENERAL PROGRAM GRANTS BY INDUSTRY

	WORKERS TO BE TRAINED	TOTAL AWARDED	EMPLOYERS TO BE SERVED
GENERAL PROGRAM Grants of up to \$250,000 awarded to any size business for customized workforce training project	10,852	\$17.95 M	206
EXPRESS PROGRAM Grants for small businesses up to \$30,000 for off-the-shelf training courses selected from a database of registered courses.	3,164	\$2.40 M	388
DIRECT ACCESS PROGRAM Grants to training providers that allow businesses of any size to directly enroll workers in pre-approved training courses on popular topics at no cost.	5,392	\$2.43 M	764
TOTAL	19,408	\$22.78 M	1,358



MANUFACTURING



PROFESSIONAL, SCIENTIFIC & TECHNICAL SERVICES



HEALTHCARE & SOCIAL ASSISTANCE



FINANCE & INSURANCE



CONSTRUCTION



ACCOMMODATION/FOOD SERVICE/HOSPITALITY

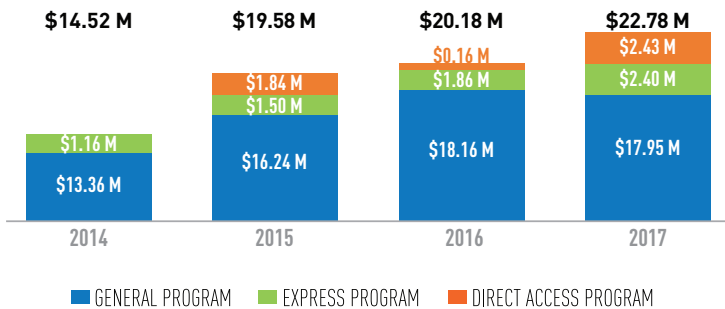


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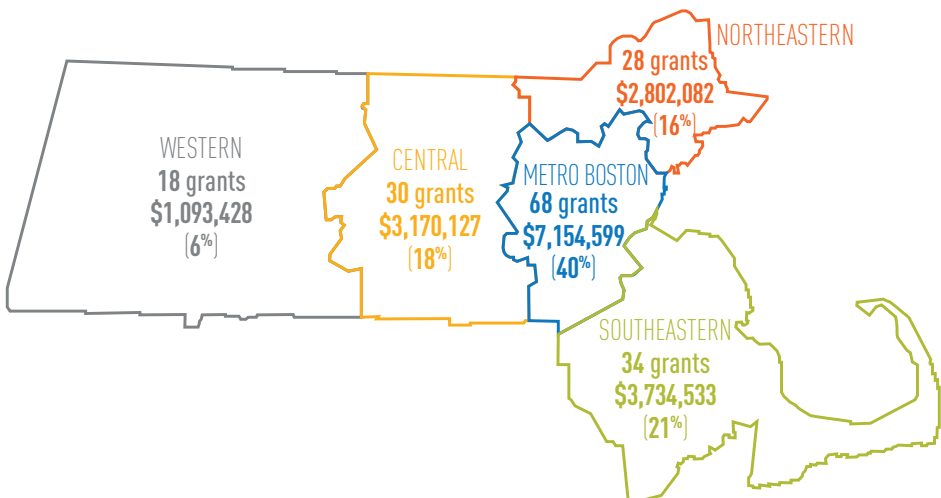


OTHER

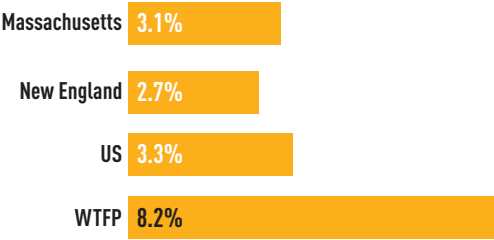
2014-2017 TOTAL AWARDED (\$M)



2017 GENERAL PROGRAM GRANTS BY REGION



JOB GROWTH RATE COMPARISON
2015-2017



2017 JOB GROWTH BY INDUSTRY:

INDUSTRY	JOB'S ADDED
1. MANUFACTURING	363
2. PROFESSIONAL, SCIENTIFIC & TECHNICAL SERVICES	309
3. TRANSPORTATION & WAREHOUSING	212
4. RETAIL	207
5. FINANCE & INSURANCE	119
6. INFORMATION	117
7. ACCOMMODATION / FOOD SERVICE / HOSPITALITY	84
8. HEALTHCARE & SOCIAL ASSISTANCE	78
9. CONSTRUCTION	33
10. ALL OTHER INDUSTRIES	69
	1591



“BEFORE THE TRAINING THE EMPLOYEES WOULD BE IN GROUPS; THE ENGLISH-SPEAKERS ON ONE SIDE AND THE SPANISH-SPEAKERS ON THE OTHER SIDE. WE HARDLY SPOKE TO EACH OTHER. NOW WE ARE ONE TEAM AND LOTS OF PEOPLE TRY TO SPEAK SPANISH WITH US AND WE TRY TO SPEAK ENGLISH TOO. AT THE STAFF PARTY, EVERYONE SAT AT THE SAME TABLES, MIXED TOGETHER. THAT NEVER HAPPENED BEFORE.

—KELVIN RAMIREZ, KITCHEN SUPERVISOR,
RAIL TRAIL FLATBREAD CO.



“UNITED ELECTRIC CONTROLS IS COMMITTED TO DIVERSITY. INVESTING IN WORKPLACE ESOL PROVIDES OPPORTUNITIES FOR WORKERS WITH LIMITED-ENGLISH PROFICIENCY. ESOL TRAINING HAS RESULTED IN BETTER COMMUNICATIONS THROUGHOUT OUR PRODUCTION LINE WHICH RESULTS IN INCREASED CONFIDENCE, COMPETENCE, MORALE, QUALITY AND EFFICIENCY.”

—PAUL MUCCARONE,
PRODUCTION DIRECTOR,
UNITED ELECTRIC CONTROLS

Workplace ESOL

Workplace English for Speakers of Other Languages (ESOL) training is one of the most powerful tools for improving business productivity, morale, and competitiveness. Because workplace ESOL creates opportunity for both businesses and workers it is a priority of the WTFP. Congratulations to the United Electric Controls of Watertown for being recognized for leadership in supporting workplace ESOL at the 2017 Raising Our Voices event.



Pictured from left to right: Claudia Green (English for New Bostonians); Labor and Workforce Development Secretary Rosalin Acosta (Commonwealth of Massachusetts); Terri Pollman, Paul Mucciarone, John Pacheco, & Louie Catatao (United Electric Controls); Irene Chalek, Nancy Tariot, & Patrick Liu (Northern Essex Community College)





WTFP SUCCESS STORY //////////////////////////////////////


Insulet Corporation

Insulet Corporation, based in Billerica, is an innovative medical device company dedicated to improving the lives of people with diabetes. Specifically, through its revolutionary Omnipod Insulin Management System, Insulet seeks to expand the use of insulin pump therapy.

THE CHALLENGE: In order to keep up with the demands of a growing business, Insulet requires a skilled workforce to assure high levels of product quality and remain competitive.

THE SOLUTION: The training included Continuous Improvement/ Six Sigma training, Leadership training, Root Cause Analysis, Technical Writing, Risk Management for Medical Devices, and Auditor training. Modifications were made during the grant to accommodate the company's need for additional leadership training due to rapid growth and to help support the development of entry level leaders.

BUSINESS IMPACT //////////////////////////////////////

 **REDUCED
MANUFACTURING
COSTS BY \$.50 PER POD**


 **ADDED 30% MORE FULL
TIME EMPLOYEES BY THE
END OF THE GRANT**



Photo credit: The Boston Globe

On September 27, 2017, Governor Baker joined Insulet employees and customers for the groundbreaking of a new production facility in Acton. Insulet expects to open the plant in early 2019, eventually adding hundreds of manufacturing jobs and nearly 500 corporate office workers.

“ALL OF INSULET'S EMPLOYEES ARE PASSIONATE ABOUT IMPROVING THE LIVES OF PEOPLE WITH DIABETES AND PROVIDING THEM WITH GREATER FREEDOM AND BETTER OUTCOMES THROUGH OUR INNOVATIVE TECHNOLOGY. WITH WTFP'S SUPPORT AND THE FUNDING THEY HAVE GENEROUSLY PROVIDED, WE HAVE STRENGTHENED OUR TRAINING AND DEVELOPMENT ACROSS KEY DEPARTMENTS TO HELP OUR EMPLOYEES BUILD SKILLS IN A VARIETY OF AREAS THAT ARE ESSENTIAL TO SUPPORTING INSULET'S RAPID GROWTH.”

—PATRICK SULLIVAN, CEO

Home Market Foods



Home Market Foods is a specialty provider of fully cooked and frozen entrees, appetizers and snacks for retail and food service customers. Home Market Foods operates in a state-of-the-art manufacturing, research & development facility in Norwood producing the brands Roller Bites, Cooked Perfect frozen meatballs, and Bahama Mama.

THE CHALLENGE: Home Market Foods faced greater competition from competitors in states with lower labor costs and needed to increase output while improving efficiency to remain competitive. In order to reduce errors, implement more effective operating procedures and increase production, the company needed to improve internal communications. This challenge was significant because the company employs a significant number of workers with lower-levels of English proficiency.

THE SOLUTION: Home Market Foods partnered with Massasoit Community College to provide workplace ESOL for 58 workers and partnered with Mass MEP to provide training in lean process improvement and leader effectiveness training. In total 157 workers took part in grant-funded training.

“THE WORKFORCE TRAINING FUND GRANT ALLOWED US TO PROVIDE ESOL CLASSES FOR OUR PRODUCTION STAFF, WHICH HAS LED TO A SAFER ENVIRONMENT WITH FEWER ERRORS. ADDITIONALLY, THE TRAINING IN TOTAL PRODUCTIVE MAINTENANCE AND TEAM PROBLEM SOLVING GAVE OUR STAFF THE ABILITY TO MAKE EQUIPMENT FIXES AND ADJUSTMENTS THEMSELVES, ALLOWING FOR INCREASED PRODUCTION RUNS, REDUCED DIRECT LABOR COSTS AND DECREASED DOWNTIME. THE TRAININGS HAVE BEEN CENTRAL TO OUR GROWTH AND SUCCESS OVER THE LAST TWO YEARS AND HAVE ENSURED THAT OUR PRODUCTS ARE OF THE HIGHEST QUALITY AND SAFETY.”

—BETH ALLEN,
EMPLOYMENT MANAGER

BUSINESS IMPACT

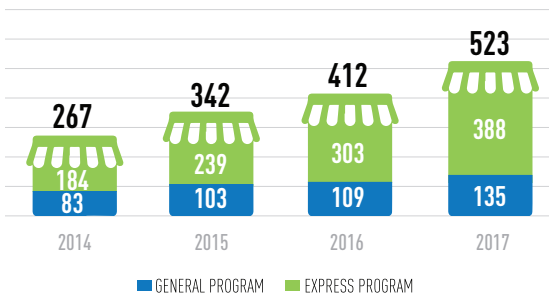


ADDED 54 ADDITIONAL JOBS, A 22% INCREASE



**REDUCED LABOR COSTS BY 3% PER POUND WHICH
RESULTED IN A 3% WAGE INCREASE FOR TRAINEES**

SMALL BUSINESS GRANTEES 2014-2017



SINCE 2014,
SMALL BUSINESS
PARTICIPATION HAS
INCREASED BY
95%.