

Mass **BizWorks** Resource Guide

www.mass.gov/bizworks



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Important: The information provided in this guide may change without notice. For the latest information, please call your Mass BizWorks representative, or go to our website, www.mass.gov/bizworks.

Recruiting and Hiring

Department of Career Services (DCS) - One Stop Career Centers

What is the purpose of this resource?

The Department of Career Services (DCS) is one of several constituent departments of the Massachusetts Executive Office of Labor and Workforce Development. DCS oversees Massachusetts' network of One-Stop Career Centers (OSCCs). There are numerous career centers in Massachusetts.

A variety of employment-related services for businesses is available at the centers for little or no cost. Staff at the career centers can assist with recruiting and screening qualified applicants. They can also provide guidance on how to reach out to specific populations in employers' recruiting efforts, as well as hiring tax credits for which a company may be eligible.

What benefits or services are offered by this resource to employers?

- **Post a job opening:** Employment openings can be posted by career center staff on the Massachusetts One-Stop Employment System and JobQuest, making them accessible to thousands of job seekers at no cost.
- **Job fairs:** Job fairs, organized by career center staff, provide an opportunity for employers to meet a large number of qualified job seekers. Employers are able to recruit and screen job seekers in an effective and efficient manner including interviewing and making offers to candidates at job fairs. There are also opportunities for employers to participate in industry specific job fairs.
- **Use of center facility:** Many career centers make their conference rooms, resource rooms, and/or other areas available for employers to use for recruiting, interviewing, hiring, and training at little or no cost.
- **Labor market information:** Career centers have current labor market information and can provide employers with data on prevailing industry wages, employment data by community, and other state/national trends regarding employment and the labor market.
- **Initial pre-screening of applicants prior to referral:** Based on the qualifications desired by employers when job orders are filed, career center staff can pre-screen applicants for job openings prior to their referral to the employer.
- **Job matching:** Staff at the career centers can match qualified candidates with employers' openings. As job seekers work with career center specialists, the specialists will send employers the resumes of candidates who have the skills, education, and experience that the employer requires.
- **Targeted recruitments:** Career center staff can organize a specialized recruitment event exclusively for an employer at the career center. Staff will contact the candidates who have the qualifications, skills, and experience needed to fill an employer's vacancies, all of which are focused solely on the employer's requirements. The centers offer private facilities and professional atmosphere to interview candidates, staff assistance, and marketing of the company and its available openings to a large pool of skilled job seekers.

- **Outplacement services:** Career centers can provide programs and services to help dislocated workers find jobs after a layoff or reduction in force has occurred.
- **Youth programs:** Career centers coordinate opportunities for employers to engage youth and teach them the skills needed to succeed and reach their full potential. Opportunities may include: student employment, internships, job shadowing, or guest speaking to a group of youth.
- **Information resources:** Career center staff can provide information and guidance on funding for training and employee skills development, working with individuals with disabilities, unemployment insurance, work opportunity tax credits, and other topics.
- **Other specialized services for employers** are available at several career centers such as employer to employer networking opportunities, employer of the month recognition with website advertisement, and other services.

Who is eligible for these benefits and services?

All businesses can access services at a One-Stop Career Center.

Contact Info:

An employer may contact the nearest One-Stop Career Center and ask to speak with the Business Service Representative for more information. A list of centers can be found on the following page and links to Massachusetts career centers can be found at www.mass.gov/careercenters.

An employer may also call the Department of Career Services at 617-626-5300 or the federal American Job Center/One-Stop Career Center Helpline at 1-877-US-2JOBS (or 1-877-872-5627).

A business/employer may also post job openings online on JobQuest at: www.mass.gov/jobquest/employers.



Massachusetts One-Stop Career Centers (OSCCs)

A business/employer may ask to speak with a Business Service Representative at the OSCCs

Boston/Metro North Region		Central Region	
Boston Career Link 1010 Harrison Avenue Boston, MA 02119 617-541-1400 www.bostoncareerlink.org	Career Source 186 Alewife Brook Parkway Suite 310 Cambridge, MA 02138 617-661-7867 www.yourcareersource.com	North Central Career Center 100 Erdman Way Leominster, MA 01453 978-534-1481 www.ccncm.com	Employment & Training Resources 1671 Worcester Road Framingham, MA 01701 508-766-5700 www.etrcc.com
The Work Place 29 Winter Street, 4th Floor Boston, MA 02108 617-737-0093 www.theworkplace.org	Career Source* 4 Gerrish Avenue Chelsea, MA 02150 617-884-4333 www.yourcareersource.com	North Central Career Center* 25 Main Street Gardner, MA 01440 978-632-5050 www.ccncm.com	Employment & Training Resources 275 Prospect Street Norwood, MA 02062 781-769-4120 www.etrcc.com
JobNet 210 South Street Boston, MA 02111 617-338-0809 www.jobnetboston.org	The Career Place 100 Trade Center, Suite G100 Woburn, MA 01801 781-932-5500 www.careerplacejobs.com	Workforce Central Career Center 425 Fortune Boulevard, Suite 201 Milford, MA 01757 508-478-4300 www.workforcecentralma.org	Workforce Central Career Center 44 Front Street, 6th Floor Worcester, MA 01608 508-799-1600 www.workforcecentralma.org
Northeast Region		Workforce Central Career Center 5 Optical Drive, Suite 200 Southbridge, MA 01550 508-765-6430 www.workforcecentralma.org	
Career Center of Lowell 107 Merrimack Street Lowell, MA 01852 978-458-2503 www.cclowell.org	North Shore Career Center of Salem 70 Washington Street, 1st Floor Salem, Massachusetts 01970 978-825-7200 www.nscareers.org		
ValleyWorks Career Center Heritage Place 439 South Union Street, Building 2, Suite 106 Lawrence, MA 01843 978-722-7000 www.valleyworks.cc	North Shore Career Center of Gloucester* 5 Pleasant Street Gloucester, MA 01930 978-283-4772 www.nscareers.org	Western Region	
North Shore Career Center of Lynn 181 Union Street Lynn, MA 01901 781-593-0585 www.nscareers.org		Franklin/Hampshire Career Center One Arch Place Greenfield, MA 01301 413-774-4361 www.fhcc-onestop.com	CareerPoint 850 High Street Holyoke, MA 01040 413-532-4900 www.careerpointma.org
		Franklin/Hampshire Career Center 178 Industrial Drive, Suite 1 Northampton, MA 01060 413-586-6506 www.fhcc-onestop.com	BerkshireWorks Career Center 160 North Street Pittsfield, MA 01220 413-499-2220 www.berkshireworks.org
Southeast Region		FutureWorks Career Center STCC Technology Park 1 Federal Street, Building 103-3 Springfield, MA 01105 413-858-2800 www.getajob.cc	
Attleboro Career Center 95 Pine Street Attleboro, MA 02703 508-222-1950 www.bristolwib.org	Career Opportunities Hyannis 372 North Street Hyannis, MA 02601 508-771-JOBS (5627) www.capejobs.com		
Taunton Career Center 72 School Street Taunton, MA 02780 508-977-1400 www.bristolwib.org	Greater New Bedford Career Center 618 Acushnet Avenue New Bedford, MA 02740 508-990-4000 www.newbedfordcareercenter.org (Services also provided in Wareham)	Quincy Career Center 152 Parking Way Quincy, MA 02169 617-745-4000 www.plymouthcareercenter.org	CareerWorks 34 School Street Brockton, MA 02301 508-513-3400 www.careerworks.org
Fall River Career Center 446 North Main Street Fall River, MA 02720 508-730-5000 www.bristolwib.org	New Bedford Career Center* Youth Annex, 5 Dover Street New Bedford, MA 02740 (508) 990-4000 www.newbedfordcareercenter.org	Plymouth Career Center 36 Cordage Park Circle, Suite 200 Plymouth, MA 02360 508-732-5300 www.plymouthcareercenter.org	

* Limited Services

Department of Career Services (DCS) - Work Opportunity Tax Credit (WOTC)

What is the purpose of this resource?

The Department of Career Services (DCS) oversees a number of labor and workforce development programs including the Work Opportunity Tax Credit (WOTC) program. WOTC is a federal income tax credit incentive provided to private sector employers. An employer may be eligible for WOTC when they hire and retain veterans and individuals from other target groups with significant barriers to employment. The WOTC tax credit is a one-time tax credit for each new hire – and there is no limit to the number of new hires who can qualify an employer for a tax credit. The requirements for this program are set by the Internal Revenue Service and the U.S. Department of Labor, Employment and Training Administration. Employers claim about \$1 billion in tax credits each year under the WOTC program.

What benefits or services are offered by this resource to employers?

The tax credit employers can claim depends on the target group of the individual hired, the wages paid to that individual in the first year of employment, and the number of hours that individual worked. The maximum tax credit for each target group ranges from **\$1,200** to **\$9,600**, depending on the employee hired.

- If the individual works at least 120 hours, the employer may claim a tax credit equal to 25% of the individual's first year wages, up to the maximum tax credit.
- If the individual works at least 400 hours, the employer may claim a tax credit equal to 40% of the individual's first year wages, up to the maximum tax credit.

Only for the Long-term Temporary Assistance for Needy Families (TANF) target group, the credit is available to employers who hire members of this group for a two-year period.

- In the first year, employers may claim a tax credit equal to:
 - 25% of the first-year wages, up to the maximum tax credit, if the individual works at least 120 hours.
 - 40% of the first-year wages, up to the maximum tax credit, if the individual works at least 400 hours.
- In the second year, employers may claim a tax credit equal to:
 - 25% of the second-year wages, up to the maximum tax credit, if the individual works at least 120 hours.
 - 50% of the second-year wages, up to the maximum tax credit, if the individual works at least 400 hours.

Who is eligible for these benefits and services?

Businesses that hire individuals from these target groups:

- Veterans,
- TANF Recipients,
- SNAP (Food Stamp) Recipients,
- Designated Community Residents (living in Empowerment Zones/Rural Renewal Counties),
- Vocational Rehabilitation Referral,
- Ex-felons,
- Supplemental Security Income Recipients, or
- Summer Youth Employee (living in Empowerment Zones).

WOTC policies and requirements include:

- Not retroactive for current Employees.
- Must be “New” Employee - Not a Rehire.
- Time sensitive - 28 Days from start date.

Target Group Eligibility Definitions:

A veteran who is:

- A member of a family that received SNAP benefits (Food Stamps) for at least a 3-month period during the 15-month period ending on the hiring date.
- Entitled to compensation for a service-connected disability:
 - Hired within 1 year of discharge or release from active duty.
 - Unemployed at least 6 months in the year ending on the hiring date.
- Unemployed:
 - At least 4 weeks in the year ending on the hiring date.
 - At least 6 months in the year ending on the hiring date.

Please note that to be considered a veteran eligible for WOTC, an individual must meet these two standards:

- Have served on active duty (not including training) in the U.S. Armed Forces for more than 180 days or have been discharged or released from active duty for a service-connected disability.
- Not have a period of active duty (not including training) of more than 90 days that ended during the 60-day period ending on the hiring date.

Long-term Temporary Assistance for Needy Families (TANF) Recipient:

A member of a family that meets one of the following circumstances:

- Received TANF benefits for at least 18 consecutive months ending on the hiring date.
- Received TANF benefits for at least 18 consecutive or non-consecutive months after August 5, 1997, and has a hiring date that is not more than 2 years after the end of the earliest 18-month period after August 5, 1997.
- Stopped being eligible for TANF payments during the past 2 years because a federal or state law limited the maximum time those payments could be made.

Short-term TANF Recipient:

- A member of a family that received TANF benefits for any 9-month period during the 18-month period ending on the hiring date.

SNAP (Food Stamp) Recipient:

- An 18-39 year old member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits for the 6 months ending on the hiring date or received SNAP benefits for at least 3 of the 5 months ending on the hiring date.

Designated Community Resident:

- An 18-39 year old who lives within one of the federally designated Rural Renewal Counties or Empowerment Zones.

Vocational Rehabilitation Referral:

- An individual with a disability who completed or is completing rehabilitative services from a state-certified agency, an Employment Network under the Ticket to Work program, or the U.S. Department of Veteran Affairs.

Ex-felon:

- An individual who has been convicted of a felony and has a hiring date that is not more than 1 year after the conviction or release from prison.

What is the process for an employer to apply?

- Complete page 1 of IRS Form 8850 by the day the job offer is made.
- Complete page 2 of IRS Form 8850 after the individual is hired.
- Complete ETA Form 9061 or ETA Form 9062 if the employee has been conditionally certified as belonging to a WOTC target group by a state workforce agency, Vocational Rehabilitation agency, or another participating agency.
- Submit the completed and signed IRS and ETA forms to the Massachusetts Department of Career Services (DCS). Forms must be submitted within 28 calendar days of the employee's start date.
- Wait for a final determination from DCS. The determination will indicate whether the employee is certified as meeting the eligibility for one of the WOTC target groups.

Contact Info:

Department of Career Services
Work Opportunity Tax Credit Unit

Charles F. Hurley Building
19 Staniford Street, 1st Floor
Boston, MA 02114
617-626-5353
www.mass.gov/dcs/wotc

Also, please refer to page 42 for specific contact information.



Massachusetts Public Higher Education - Community Colleges and State Universities

What is the purpose of this resource?

Massachusetts Public Higher Education is a system with a distinguished past, increasing and measurable accomplishments, and dedicated to being recognized as having one of the nation's most outstanding array of institutions. The system is comprised of 29 campuses divided into three segments: 15 community colleges, 9 state universities, and the 5 University of Massachusetts campuses. The Massachusetts public higher education system serves over 260,000 students annually and in the 2011–2012 academic year alone awarded close to 40,000 degrees and certificates (13,292 from community colleges, 10,660 from state universities, and 15,445 from University of Massachusetts campuses).

What benefits or services are offered by this resource to employers?

- A large pool of talented graduates that possess the skills and education levels that companies are looking to hire in order to compete in today's global economy. There are opportunities for employers to participate in career and internship fairs as well as information sessions coordinated by the community colleges and state universities.
- Contract workforce training is offered, on a fee-for-service basis, by community colleges to meet specific and immediate training needs of particular employers, impacting businesses' productivity and bottom line as well as encouraging future success. Contract training courses are typically designed to improve the skills of incumbent workers or those of unemployed workers seeking employment with the particular employer.
- Other specialized services for employers, depending on the college or university, such as employer networking events or the opportunity to rent campus space for events.

Who is eligible for these benefits and services?

All businesses can access employer services and participate in career events of the Massachusetts public higher education system.

Contact Info:

An employer can contact any community college and state university to reach a school's career services department and inquire about how to recruit students and graduates as well as other opportunities. And they can contact the Business and Industry or Workforce Development department of a community college to discuss possible contract training. A list of Massachusetts community colleges and state universities can be found on the following page and links to the colleges and universities can be found at www.mass.edu/campuses/phecampuses.asp



Massachusetts Public Higher Education

Community Colleges

Berkshire Community College 1350 West Street Pittsfield, MA 01201 413-236-1000 www.berkshirecc.edu	Holyoke Community College 303 Homestead Avenue Holyoke, MA 01040 413-538-7000 www.hcc.edu	North Shore Community College 1 Ferncroft Road Danvers, MA 01923 978-762-4000 www.northshore.edu
Bristol Community College 777 Elsbree Street Fall River, MA 02720 508-678-2811 www.bristolcc.edu	Massachusetts Bay Community College 50 Oakland Street Wellesley Hills, MA 02481 781-239-3000 www.massbay.edu	Northern Essex Community College 100 Elliott Street Haverhill, MA 01830 978-556-3000 www.necc.mass.edu
Bunker Hill Community College 250 New Rutherford Avenue Boston, MA 02129 617-228-2000 www.bhcc.mass.edu	Massasoit Community College 900 Randolph Street Canton, MA 02021 508-588-9100 www.massasoit.mass.edu	Quinsigamond Community College 670 West Boylston Street Worcester, MA 01606 508-853-2300 www.qcc.edu
Cape Cod Community College 2240 Iyannough Road West Barnstable, MA 02668 508-362-2131 www.capecod.edu	Middlesex Community College 33 Kearney Square Lowell, MA 01852 978-656-3370 www.middlesex.mass.edu	Roxbury Community College 1234 Columbus Avenue Roxbury, MA 02120 617-427-0060 www.rcc.mass.edu
Greenfield Community College One College Drive Greenfield, MA 01301 413-775-1000 www.gcc.mass.edu	Mount Wachusett Community College 444 Green Street Gardner, MA 01440 978-632-6600 www.mwcc.edu	Springfield Technical Community College 1 Armory Street Springfield, MA 01105 413-781-7822 www.stcc.edu

State Universities

Bridgewater State University 131 Summer Street Bridgewater, MA 02325 508-531-1000 www.bridgew.edu	Massachusetts College of Art and Design 621 Huntington Avenue Boston, MA 02115 617-879-7000 www.massart.edu	Salem State University 352 Lafayette Street Salem, MA 01970 978-542-6000 www.salemstate.edu
Fitchburg State University 160 Pearl Street Fitchburg MA 01420 978-665-3000 www.fitchburgstate.edu	Massachusetts College of Liberal Arts 375 Church Street North Adams, MA 01247 413-662-5000 www.mcla.mass.edu	Westfield State University 577 Western Avenue Westfield, MA 01086 413-572-5300 www.westfield.ma.edu
Framingham State University 100 State Street Framingham, MA 01701 508-620-1220 www.framingham.edu	Massachusetts Maritime Academy 101 Academy Drive Buzzards Bay, MA 02532 508-830-5000 www.maritime.edu	Worcester State University 486 Chandler Street Worcester, MA 01602 508-929-8000 www.worcester.edu

University of Massachusetts

University of Massachusetts Amherst 300 Massachusetts Avenue Amherst MA 01003 413-545-0111 www.umass.edu	University of Massachusetts Dartmouth 285 Old Westport Road North Dartmouth, MA 02747 508 999-8000 www.umassd.edu	University of Massachusetts Worcester - Medical Center 55 Lake Avenue North Worcester, MA 01655 508-856-8989 www.umassmed.edu
University of Massachusetts Boston 100 Morrissey Boulevard Boston, MA 02125 617-287-5000 www.umb.edu	University of Massachusetts Lowell One University Avenue Lowell, MA 01854 978-934-4000 www.uml.edu	

Training and Consultation

Commonwealth Corporation - Workforce Training Fund Program (WTFP)

What is the purpose of this resource?

Commonwealth Corporation designs and executes workforce programs in partnership with businesses, educators, and providers across the state. These programs address persistent workforce challenges, such as the skills gap for targeted industries and populations. They seek to meet the immediate and emerging workforce needs of businesses and workers so that they can thrive in our dynamic economy.

Commonwealth Corporation works to create multiple pathways that meet the needs of young people who are disconnected from education and employment. Because work experience is critically important for young people's long-term success, they work to expand job opportunities for young people. Commonwealth Corporation is also dedicated to advancing the entire field of workforce development. Through its *Workforce Development in Practice* series, Commonwealth Corporation shares best practices with the field of more than 100 community-based providers, 33 career centers, 16 workforce boards, and 15 community colleges. In addition, Commonwealth Corporation is recognized as a national leader in creating sector strategies that address the skill needs of employers in targeted industries. One grant program that they administer which helps address business productivity and competitiveness is the Workforce Training Fund Program (WTFP).

The Workforce Training Fund is a state fund enacted into law in July 1998. The program's purpose is to provide funds/resources to Massachusetts businesses and labor organizations to train current and newly hired employees and assist in upgrading the skills of Massachusetts workers. The program funds projects that:

- Promote job growth, job retention, or increased wages.
- Improve productivity, competitiveness, and ability to do business in Massachusetts.
- Include employers who have made a commitment to provide significant private investment in training during and after the grant.

The Workforce Training Fund consists of three programs:

1. The General Program
2. The Express Program
3. The Hiring Incentive Training Grant Program

What benefits or services are offered by this resource to employers?

General Program (two General Program grants are available):

- *General Program Training* are direct grants awarded competitively to employers, employer organizations, labor organizations, training providers, or a consortium of such entities, to train current and newly hired workers. The maximum amount of a training grant is **\$250,000**. Grant funds may be used to pay for employee training delivered by qualified training vendors of the applicant's choosing. Training must be completed within 24 months or less.

Company/organization contribution requirement: Funds must be matched dollar-for-dollar; match may be cash or in-kind, including wages paid to employees during training.

- *Technical Assistance Grants* are grants designed to assist an employer, or group of employers or employees, determine their training needs and develop a curriculum to satisfy those needs as well as costs associated with the training. This in turn will lead to a General Program Training Grant application. The maximum amount of a technical assistance grant is **\$25,000**. Grant activity must be completed in 12 months or less.

Company/organization contribution requirement: Funds must be matched dollar-for-dollar; match may be cash or in-kind; this can include staff time, materials, or other expenses directly related to the grant.

Express Program

- These grants are designed to help pay for up to 50% of the cost of training courses which must be selected from a database of pre-qualified courses. The maximum award is **\$30,000** or **\$3,000** per employee per course. Training must be completed within 24 months or less.

Company/organization contribution requirement: Companies must contribute 50% of the total cost of training.

Hiring Incentive Training Grant (HITG)

- These grants assist with the costs associated with the training of newly hired veterans or individuals who have been unemployed for at least six months (waiting period waived for eligible veterans). The maximum award is **\$40,000** or **\$5,000** per eligible new employee. Training can be conducted by vendors or by company employees. Training must be completed within 12 months or less.

Company/organization contribution requirement: Companies must hire and retain eligible Massachusetts residents for at least 180 days to receive payment.

Who is eligible for these benefits and services?

General Program

- Training Grants: Employers of any size, employer organizations, labor organizations, training providers or a consortium of such entities are eligible. Participating employers must contribute to the Workforce Training Fund.
- Technical Assistance Grants: Employers of any size, a group of employers or employees, industry associations, community colleges, administrative entities for local workforce investment areas, and other entities with the expertise in providing technical assistance for training. Participating employer(s) must contribute to the Workforce Training Fund.

Express Program

- Companies and labor unions with 100 or fewer employees, who must contribute to the Workforce Training Fund.

Hiring Incentive Training Grants (HITG)

- Trainees must be newly hired Massachusetts residents who are either military Veterans or long-term unemployed; at least six months (waiting period is waived for Veterans). Businesses of any size are eligible to apply and they must contribute to the Workforce Training Fund.

What is the process for an employer to apply?

- Employers can download, complete, and email the General Program application. Both the Express and HITG are online applications only. Workshops and informational sessions are facilitated to assist candidates in completing the application.
- A Certificate of Good Standing, obtained from the Massachusetts Department of Revenue, must accompany any grant application. This can be obtained online through the Massachusetts Department of Revenue website or via a link on the Workforce Training Fund website.
- The General Program does not have a deadline; applications may be submitted at any time. In most cases decisions are made within 60 days. Training may begin as soon as an application has been approved and a contract executed.
- The Express Grant also does not have a deadline; applications may be submitted at any time. Decisions are often made within 21 days. Training may begin within 6 weeks.
- Applications for the Hiring Incentive Grants must be submitted within 30 days of a new hire's start date. Grant decisions are made approximately 10 days from filing the application.

Contact Info:

Commonwealth Corporation
 2 Oliver Street, 5th Floor
 Boston, MA 02109
 617-727-8158
www.commcorp.org
www.commcorp.org/resources/rfp.cfm?!D=15

Department of Career Services
 19 Staniford Street, 1st Floor
 Boston, MA 02114
 1-800-252-1591
WTF@detma.org
www.mass.gov/wtftp



Also, please refer to page 42 for specific contact information.

Department of Career Services (DCS) - On-the-Job Training (OJT) Program

What is the purpose of this resource?

The Department of Career Services (DCS) oversees Massachusetts's network of One-Stop Career Centers, which assist businesses in finding qualified workers and administering the On-the-Job Training (OJT) Program.

The OJT Program assists employers with the cost of hiring and training a new employee. It is funded through the federal Workforce Investment Act (WIA). The OJT Program enables employers to hire new employees and train them at their place of business while being reimbursed a percentage of the new employee's wages during training.

What benefits or services are offered by this resource to employers?

Employer Benefits:

- Reducing the cost of hiring and training.
- Providing pre-screened applicants for a position –the employer decides who to hire.
- Reimbursing the employer for a percentage of the wages during the pre-agreed training period. Reimbursement rate is based on the size of the business.

Employee Benefits:

- Providing employment to workers.
- Workers can earn as they learn.
- Workers receive job coaching during period of training.

Who is eligible for these benefits and services?

OJT is available to private companies and non-profit organizations. Government employers are not eligible. OJT is subject to employer eligibility and available funding.

Since On-the-Job Training is a contractual agreement, employers must agree to:

- Pay trainees wages and provide benefits commensurate with other employees doing similar work and with similar experience. OJT trainees are employees and are subject to the company's policies.
- Commit to continued employment upon successful completion of the training.
- Provide substantive on-the-job training. Training takes place at the employers' locations, on their equipment, under their guidelines. The length of training will be determined by the job description, and demonstrated participant skill gaps.
- Submit trainee evaluations and payroll records to the Career Center for wage reimbursement.

What is the process for an employer to apply?

- Meet with a Career Center Representative at the employer's place of business to learn more about OJT and to determine whether the company is eligible.
- Speak with the Career Center Representative about OJT opportunities at the company and the type of OJT Trainee candidates that the employer seeks. The Career Center Representative will work with the employer to find pre-screened candidates that meet the employer's qualifications.

- Hire the OJT Trainee according to employer's hiring process and hiring needs. As an employee, the employer trains the trainee the employer's way. The Career Center Representative will assist the employer in designing a training plan to ensure successful on-the-job training.
- Submit payroll records and monthly evaluations to the Career Center to get reimbursed a percentage of the OJT Trainee's wages during the training. The Career Center Representative will be there to assist every step of the way.
- Provide permanent employment to the trainee after successful completion of on-the-job training.

Contact Info:

An employer may contact the nearest One-Stop Career Center and ask to speak with the Business Service Representative for more information on OJT program. Links to Massachusetts career centers can be found at www.mass.gov/careercenters. An employer may also visit the Massachusetts OJT webpage at: www.mass.gov/dcs/ojt.



The Division of Apprentice Standards (DAS) – Apprenticeship Programs

What is the purpose of this resource?

The Division of Apprentice Standards (DAS), previously called Division of Apprentice Training (DAT), is the agency responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts. Having skilled workers is critical to the success of any business. As society progresses in the 21st century, this need will become even more critical. By participating in registered apprenticeship, employers can build a dynamic, self-empowered workforce that will lead their business into the future.

What benefits or services are offered by this resource to employers?

Apprentices work and train from day one, which helps sponsoring employers address two problems at once: the shortage of skilled workers and the need for a highly skilled workforce.

- An apprentice is in the workforce from day one, training is coupled with work and productivity.
- Apprenticeships allow employers to tailor their employee training to fit their specific needs: in their facility, on their equipment, in their environment, and meeting their standards and goals.
- An apprenticeship provides employers an internal career ladder and is a mechanism to promote current unskilled workers.

Top Ten Reasons Why Employers Choose Apprenticeship

1. Earn a return on investment
2. Become more competitive
3. Increase productivity
4. Increase safety
5. Replenish skilled workforce
6. Benefit from skilled workers
7. Gain a more knowledgeable workforce
8. Retain skilled employees
9. Instill company values and procedures
10. Attract better applicants

Who is eligible for these benefits and services?

Businesses can register apprentices through the Division of Apprentice Standards. Please contact a Compliance Officer at www.mass.gov/dols/apprentice-compliance to establish an apprentice program.

What is the process for an employer to apply?

An employer may start the application process by calling the DAS office to schedule a meeting with field personnel. Staff will schedule a meeting within two weeks of initial contact. At the meeting, field staff will verify the place of business and explain the requirements of the apprenticeship model. Sponsor applicants may view a sample copy of the sponsor application, standards and all statutes, regulations, and policies on the DAS website.

Only original copies of the Standards as supplied by staff will be accepted. Field staff will help the applicant fill out the necessary forms and explain how the apprenticeship model works. A meeting will be scheduled at the applicant's place of business and the nearest Career Center. These meetings can occur at any point in the process prior to approval. At the Career Center meeting, staff will familiarize the applicant with the services available. The applicant will not be required to register with the Career Center. The sponsor need only become knowledgeable with the Career Center services, location, and contact person.

The sponsor will be required to have:

- Program Standards as supplied by the Division or the Sponsor. Standards describe the guidelines of the program and may be modified with the approval of the Director.
- A written apprentice intake policy is required for all apprenticeship programs. As an example, this policy might include:
 - Placing job requests with a Career Center.
 - Intake through a Vocational School (Articulation Agreement).
 - Print or Electronic Media e.g. Newspaper or Internet Ads.
 - Walk-ins or Personal contacts.
- A written related training program specifying the curriculum and with whom the 150 hours of training will be conducted for the term of the apprenticeship. Training may be conducted in-house or be contracted to a training provider approved by DAS.
- On the job work processes for the term of the apprenticeship. The field staff can provide the applicant with most work processes in the construction occupations.

The fees associated with the Division are as follows:

- Annual sponsor fee \$300.
- Annual Apprentice ID fee \$35.
- Sponsor Verification \$50.

The approval process can take between 4 to 6 weeks depending on the complexity of the program and scheduling. All new programs will have a one year probationary period.

Contact Info:

Department of Labor Standards
Division of Apprentice Standards
Charles F. Hurley Building
19 Staniford Street, 2nd Floor
Boston, MA 02114
617-626-5409
www.mass.gov/das



Also, please refer to page 42 for specific contact information.

Department of Industrial Accidents (DIA) - Safety Grant Program

What is the purpose of this resource?

The Department of Industrial Accidents, through the Office of Safety, is the State agency in the Commonwealth of Massachusetts whose primary function is to:

- Provide financial assistance for the prevention of occupational injury, illness, and death in the workplace.
- Demonstrate the business value in safety training and providing a safe workplace.
- Ensure grants are more evenly distributed throughout the Commonwealth.

Each fiscal year (July 1 through June 30), the Department of Industrial Accidents awards up to **\$25,000** to various organizations to fund workplace safety training. The goal of this program is to:

- Promote safe and healthy conditions in the workplace through training, education, and other preventative programs.
- Support “train the trainer” programs which provides continuing education and/or training beyond completion of the program.
- Encourage training programs in languages other than English if that pertains to the organization applying for the grant.
- An application can address an injury history or establish a proactive approach to workplace safety.

What benefits or services are offered by this resource to employers?

Safety awards:

- Pay for books, manuals, certifications, and good training DVD’s useful for refresher training of new employee orientation.
- Cover training costs on a per person, per class, or per hours basis. Hourly rates will be capped at **\$75** an hour for trainers and **\$125** an hour for doctors. Greater weight will be given to all inclusive programs, those that incorporate the cost of all training materials and certifications where practical. Training providers for the Safety grant must be from Massachusetts. Trainers outside of Massachusetts are not allowed.
- Pay administrative costs up to seven (7) percent of the total amount expended.

Who is eligible for these benefits and services?

- Employees and employers operating within the Commonwealth of Massachusetts and whose entire staff, including consultants, are covered by Massachusetts Workers’ Compensation Law (M.G.L. Chapter 152).
- If a company is exempt from Workers’ Compensation (e.g. sole proprietorship, DBA, self-insured) a letter explaining exemption must be included in the application.
- Police, fire, federal employees, and state workers are not eligible for funding.

What is the process for an employer to apply?

- Safety Training Grant applications will be accepted beginning in May (all training must be completed by June 30). Companies and organizations are encouraged to apply as soon as possible to have the maximum practical opportunity for funding, however the application process is open and grants will continue to be routinely evaluated.
- Programs can begin once applicants are in full compliance with all obligations to the Department of Unemployment Assistance, Department of Industrial Accidents, and any other obligations to the Commonwealth of Massachusetts and final contract documentation is completed.

Contact Info:

Department of Industrial Accidents
Office of Safety
1 Congress Street
Boston MA 02114
617-727-4900 or 1-800-323-3249
safety@dia.state.ma.us
www.mass.gov/dia/safety

Also, please refer to page 42 for specific contact information.



The Department of Labor Standards – OSHA Consultation Program

What is the purpose of this resource?

The Department of Labor Standards (DLS) offers a free consultation service designed to help employers recognize and control potential safety and health hazards at their worksites, improve their safety and health program, assist in training employees, and possibly qualify for a two year exemption from programmed Occupational Safety and Health Administration (OSHA) inspections.

What benefits or services are offered by this resource to employers?

This free service will:

- Help employers recognize hazards in their workplace.
- Suggest control measures and options for solving a safety or health problem.
- Provide technical support and guidance.
- Monitor worker exposures to air contaminants and other potential health hazards.
- Assist employers in writing and implementing OSHA required written programs.
- Help employers establish or strengthen a safety and health program.
- Provide training and education for the employer and employees.
- Work with qualified employers to gain membership into the Safety and Health Achievement Recognition Program (SHARP).

The consultation service is completely separate from federal OSHA inspection and enforcement efforts. The consultation service consists of highly-trained safety and health professionals. Consultants issue no citations or penalties for non-compliance. The employer's obligation is to correct all serious safety and health hazards in a timely manner. It is a confidential service in which the firm's name, other information, and any unsafe or unhealthy working conditions found, will not be reported routinely to OSHA.

Who is eligible for these benefits and services?

All private employers in Massachusetts are eligible. However, priority is given to small employers in high hazard industries. Small employers are defined by OSHA as having 250 or less employees at a worksite and 500 or less employees nationwide. Examples of high hazard industries are construction, healthcare, and manufacturing.

What is the process for an employer?

1. The first step is for the employer to contact the consultation service by phone or email to request a consultation visit.
2. A consultant will be assigned to the employer and will make contact to schedule a visit.
3. At least one, and possibly two, consultants will go to the worksite. They will conduct an opening conference describing the process further, perform a thorough safety and health assessment, conduct monitoring, interview employees, and conclude with a closing conference. Typically the process takes one full day per visit.
4. Following the visit, the consultant will provide the employer with a written report explaining all findings, listing possible control measures, and confirming abatement periods, as discussed in the closing conference.
5. The employer is required to correct all serious and imminent hazards listed in the report.
6. Once completed, the employer will submit confirmation the hazards have been abated.
7. The consultant may return for a follow-up survey, although this is rarely necessary.

Contact Info

OSHA Consultation Program
37 Shattuck Street
Lawrence, MA 01843
(508) 616-0461
mascon@state.ma.us
www.mass.gov/dols/consult



Layoff Aversion and Management

Department of Career Services (DCS) - Rapid Response

What is the purpose of this resource?

Rapid Response is a pro-active, business-focused, and flexible program designed for two major purposes. First, to help growing companies access an available pool of skilled workers from other companies that are downsizing or who have been trained in the skills a company needs to be competitive.

The second is to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Response teams will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize the disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss. The State Rapid Response team also works with the Massachusetts AFL-CIO Rapid Response Services for Unionized Workers to provide information and assist unions and its workers who are experiencing layoffs or downsizing.

What benefits or services are offered by this resource to employers?

Layoff Aversion

- Match businesses that are in transition with similar skill sets.
- Communicate directly with employers on their needs and what is necessary to avoid layoffs.
- Educate employers on various state and local programs and agencies such as the WorkShare Program, Workforce Training Fund, tax incentives, business loans, growth based systems for manufacturing, employee ownership and succession plans, export opportunity identification, SBA information, etc.
- Provide information and assistance if an employer is considering selling a business to a buyer, several buyers, a management group, or employees.

Managing a Layoff

Benefits for employees/dislocated workers include:

- On-site workshops on looking for a job, resume preparation, interviewing, the unemployment insurance process, and other relevant topics.
- One-on-one career counseling and job search assistance.
- Leads to jobs in similar companies that are hiring.
- Information on the local labor market; education and training opportunities; health benefits and pensions; access to computers, telephones, and fax machines for job searches; and special services for veterans and adults with disabilities.
- Introduction to representatives of other organizations and programs that can help dislocated workers through this transition including, but not limited to, One-Stop-Career Centers.
- Information on Trade Adjustment Assistance (TAA) benefits to workers whose jobs are lost due to foreign trade or shifts in production out of the United States if company is certified as trade-affected.

Benefits for employers include:

- Information for companies about any state or federal requirements/laws for notification, including the Worker Adjustment and Retraining Notification (WARN) Act, which requires most employers with 100 or more employees to provide 60 day advance notification of plant closings and mass layoffs of employees.
- Assistance, with the help of AFL-CIO, with unions and its workers during layoffs.
- Higher productivity and worker morale and lower absenteeism during layoff event due to reduced stress.
- Lower unemployment insurance costs as workers are re-employed more quickly when services are begun prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. Rapid Response teams understand the often confidential nature of layoffs, and will work with the company to ensure confidentiality at all times.
- Better public relations for an employer. Rapid Response teams can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.

Expansion and Growth

Work with businesses to develop growth and expansion plans including:

- Linking growing companies to skilled workers from similar/downsized companies.
- Providing access to job posting boards, job fairs, and recruitment activities.
- Assisting in finding qualified, pre-screened candidates.
- Testing and accessing applicants.
- Providing information on the labor market, training grants, and tax credits.

Who is eligible for these benefits and services?

- Employers facing a downturn in sales and looking for alternatives to layoffs.
- Employers who need to lay off staff and are seeking to make the transition as smooth as possible for the company, affected workers, and the community as a whole.
- Employers who are growing quickly and looking to hire skilled workers from companies that are downsizing.

What is the process for an employer to apply?

Employers should contact their Rapid Response team or state's Dislocated Worker Unit to notify them of impending layoffs or to inquire about other services for their company. A Rapid Response Team member will then contact the employer to discuss options available and set up an on-site meeting.

Contact Info:

Rapid Response Unit
Charles F. Hurley Building
19 Staniford Street, 1st Floor
Boston, MA 02114
617-626-5300
www.mass.gov/dcs/rapidresponse

Also, please refer to page 42 for specific contact information.



Department of Unemployment Assistance (DUA) - Unemployment Insurance (UI) Program

What is the purpose of this resource?

The Department of Unemployment Assistance (DUA) is one of several constituent departments of the Massachusetts Executive Office of Labor and Workforce Development. DUA offers several programs designed to support businesses during times of hardship including the Unemployment Insurance (UI) program.

Unemployment Insurance (UI) provides Massachusetts workers with a valuable benefit – temporary income protection, training, and professional support during periods of unemployment and uncertainty. Employers play an important role in providing these benefits to Massachusetts workers. Employers fund the UI program and serve as a resource for unemployed workers seeking UI benefits.

What benefits or services are offered by this resource to employers?

Unemployment Insurance (UI) offers the opportunity for Massachusetts employers to provide assistance to their workers including temporary income protection, training, and professional support during periods of unemployment and uncertainty as stated above. Since employers fund the UI program, DUA offers the following support services to employers to better facilitate the UI process.

On the web: DUA offers the ability to register online and set up a UI account as well as manage employer UI responsibilities efficiently and effectively at www.mass.gov/dua. Also, DUA provides access to DUA’s Employer’s Guide to Unemployment Insurance, which will help employers understand Massachusetts UI law and navigate UI policies and procedures. The guide is located at www.mass.gov/lwd/docs/dua/business/employer-handbook.pdf.

By telephone: The ability to reach the appropriate revenue department. An employer may call 617-626-5075, and follow the prompts below to speak to a representative.

Press	...if an employer requires support with the following
1	Accessing an online account previously activated or registered account
2	Changing ownership, purchasing, selling, or transferring a business, changing organizational type or reporting a new Federal Tax ID
3	Registering a business, activating, updating or closing an account
4	Filing employment and wage data, making payments, or requesting refunds or adjustments to previously filed wages
5	Obtaining information regarding reimbursable accounts or benefit charges
6	Following up on a notice of amount due, a court order, bank levies and liens, tax intercept, bankruptcy, or payment plans
7	Inquiring about an audit for employers located in the Greater Boston Area
8	Accessing experience rating information, voluntary contribution option, or annual rate notice

Other employer support services	Phone
Economic Research	617-626-6872
24-Hour Fraud Hotline	800-354-9927
Audit Info located in the Western Region	413-452-4725
Benefits Questions	617-626-6800

Who is eligible for these benefits and services?

Requirements for employers to contribute to the UI Trust Fund:

- For private, for-profit employers, the Massachusetts Unemployment Insurance law requires such employers to contribute to the UI Trust Fund if their businesses meet the following conditions:
 - Have employees working one or more days in 13 weeks during a calendar year. The weeks of employment need not be consecutive nor must the employees remain the same.
 - Pay wages of \$1,500 or more in any calendar quarter.
- For certain types of employers, different thresholds must be met before they are required to make UI contributions. These include agricultural employers, domestic workers, and out-of-state employers. More information on these thresholds can be found on page 7 of DUA's Employer's Guide to Unemployment Insurance.
- In addition to the factors above, DUA considers other factors (including the type of legal entity of the business, the type of management structure, and the location of where the work was performed) in determining whether an organization is required to contribute to UI, such as for a sole proprietor and/or for a partnership.
- Government and non-profit employers are exempt from Federal Unemployment Tax Act (FUTA) tax. In addition, governmental and non-profit employers may choose to reimburse DUA dollar-for-dollar for all regular UI benefits paid to their workers via the reimbursable method instead of paying quarterly contributions.

Requirements for employees to receive UI benefits:

- With some exceptions, the unemployment insurance program covers most workers in public, private, and non-profit (organizations holding 501(c)3 status) sectors. A list of workers not covered under UI can be found on page 6 of DUA's Employer's Guide to Unemployment Insurance.
- Eligibility for UI benefits is based upon three sets of criteria: wages, reason for employment separation, and intent to work. More information on these criteria can be found on page 9 of DUA's Employer's Guide to Unemployment Insurance.
- Weekly UI payment is based primarily on several factors: worker's wages, pension benefits, and part-time or reduced wages. More information on these thresholds can be found on page 11 of DUA's Employer's Guide to Unemployment Insurance.
- Claimants may be denied UI benefits if they are unemployed for specific reasons including, but not limited to: quitting a job voluntarily; being discharged by the employer for deliberate misconduct or a knowing violation of a reasonable and uniformly enforced rule or policy of the employer; losing a job due to conviction of a felony or misdemeanor; taking a seasonal break; for any period covered by the receipt of vacation pay, pay in lieu of dismissal notice, continuation pay, severance pay, termination pay or Workers' Compensation for total temporary disability; individuals who are not capable of working, not available for work, or not actively seeking work; employees participating in a labor dispute (i.e. strike) that results in a substantial curtailment of the employer's business do not qualify for benefits; individuals who are working in self-employment on a full-time basis.

What is the process for an employer to apply?

- Employers should register online and set up a UI account at www.mass.gov/dua
- Once employers set up a UI account with UI Online, they will be better equipped to manage their UI responsibilities which include:
 - maintaining their account,
 - filing their quarterly Employment and Wage Detail reports,
 - making timely UI payments,
 - participating in benefit determinations,
 - keeping accurate payroll and time records,
 - tracking benefit charge activities,
 - corresponding with DUA,
 - and corresponding with workers
- Employers may call 617-626-5075 for questions on account activation and/or registration.

Contact Info:

Department of Unemployment Assistance
 Charles F. Hurley Building
 19 Staniford Street, 1st Floor
 Boston, MA 02114
 Tel: 617-626-6800
www.mass.gov/dua

Contacting local Hearings office:

Region	Address	Phone
Greater Boston	19 Staniford Street – 1 st Floor; Boston, MA 02114	617-626-5200
Northeastern MA	11 Lawrence Street – 2 nd Floor; Lawrence, MA 01840	978-738-4400
Southeastern MA	36 Main Street – 1 st Floor; Brockton, MA 01840	508-894-4777
Western/Central MA	88 Industry Avenue – Suite A; Springfield, MA 01104	413-452-4700

Department of Unemployment Assistance (DUA) - WorkShare Program

What is the purpose of this resource?

Enacted into law on January 6, 1988, the WorkShare Program allows workers in an entire company, a company department, or even a small unit within the company to share reduced work hours while also collecting unemployment insurance benefits to supplement their reduced wages. The reduction of reduced hours can range between 10% and 60%. Most employers reduce to a 32 hour work week (a 20% reduction).

What benefits or services are offered by this resource to employers?

- Allows employer to keep their trained, skilled staff.
- Reduces future rehiring costs.
- Avoids the disruption caused by layoffs.
- Helps employer remain poised for future growth.
- Allows employees to receive a percentage of their Unemployment Insurance benefits (UI) equal to the percentage of the reduction in hours and wages.

Who is eligible for these benefits and services?

- All Massachusetts employers are eligible to apply for the WorkShare Program.
- Workers eligible to receive regular UI benefits can participate in the program.
- Employer must be up to date with unemployment contributions, payments in lieu of contributions, and interest or penalty charges due to the DUA. If there is a negative Reserve Balance, an employer can participate as a “Reimbursable” employer.
- Employer must continue to provide the same benefits to affected employees (Health Insurance, Retirement, etc.).
- Employer must have a minimum of 2 employees on a plan.
- The decrease in the normal weekly hours must be shared equally by all workers in the unit or units that have been defined.
- Employer must certify that the reduction in work hours is in lieu of layoffs.
- Union approval is needed for employees covered by a Collective Bargaining Agreement (CBA).

What is the process for an employer to apply?

- Register for online services at www.mass.gov/dua
- Complete a WorkShare application online.
- Allow three weeks before company plans to start WorkShare.
- Call 617-626-5075 for questions on account activation and/or Employer Network registration.

Contact Info:

DUA WorkShare Department
Charles F. Hurley Building
19 Staniford Street, 1st Floor
Boston, MA 02114
617-626-5521
www.mass.gov/dua/workshare

Also, please refer to page 42 for specific contact information.



Business Development and Partnerships

Massachusetts Office of Business Development (MOBD) - The Economic Development Incentive Program (EDIP)

What is the purpose of this resource?

The mission of the Massachusetts Office of Business Development (MOBD) is to strengthen the economy and increase job growth throughout Massachusetts by providing to businesses that are seeking to expand or locate in the Commonwealth a highly responsive, central point of contact that facilitates access to resources, expertise, and incentive programs available in the Commonwealth.

Housed within MOBD, the Economic Development Incentive Program (EDIP) is a tax incentive program designed to foster full-time job creation and stimulate business growth throughout the Commonwealth. Participating companies may receive state and local tax incentives in exchange for full-time job creation, retention, and private investment commitments. The Economic Assistance Coordinating Council (EACC) is the governing board of the EDIP.

What benefits or services are offered by this resource to employers?

The EACC may certify three categories of projects for expanding companies that generate substantial sales outside of Massachusetts and are seeking the EDIP Investment Tax Credit (ITC). In consultation with MOBD, the EACC will determine a project's appropriate category.

- **Certified Expansion Project:** A full-time job creation and investment project within an Economic Target Area, which includes a local tax exemption and approval by the municipality.
- **Enhanced Expansion Project:** A project with exceptional employment growth of at least 100 new full-time jobs within two years, anywhere in Massachusetts.
- **Manufacturing Retention and Job Growth Project:** A project within a Gateway Municipality that either retains at least 50 full-time manufacturing jobs and/or creates at least 25 new full-time manufacturing jobs.

Certified Expansion Project (EP)

In return for full-time job creation and private investment commitments, the EACC may certify Expansion Projects (EP) within Economic Target Area (ETA) communities and award up to a 10% EDIP Investment Tax Credit (ITC) to support the project. EP are most similar to those EDIP Projects certified prior to January 1, 2010, however EP must have substantial sales outside of the Commonwealth. A municipally driven, three-stage process is required for an EP (the first two stages may have been completed ahead of the project application):

- The city or town must be an ETA community,
- The proposed project location must be within an economic opportunity area (EOA), and
- The project must receive municipal approval of local tax incentives—either Tax Increment Financing (TIF) or a Special Tax Assessment (STA)—and municipal approval of the Certified EP prior to being considered by the EACC.

Enhanced Expansion Project (EEP)

The EACC may certify Enhanced Expansion Projects (EEP) that will create at least 100 new full-time, permanent jobs in the Commonwealth within two years to be retained for at least 5 years. EEP that will strengthen the Massachusetts economy and contribute to the Commonwealth's fiscal health may be considered for an EDIP-ITC incentive of up to 10% eligible capital investment. The project may also seek local tax incentives if proposed in an ETA community.

Manufacturing Retention and Job Growth Project (MRP)

The EACC may certify Manufacturing Retention and Job Growth Project (MRP) that will create at least 25 new manufacturing jobs and/or maintain at least 50 full-time, permanent manufacturing jobs for at least 5 years in a gateway community. The project must receive municipal approval of the MRP prior to being considered by the EACC and may also seek local tax incentives from the city or town if located in an ETA community.

Other Projects

The EACC may also approve applications that can provide the following incentives for projects not necessarily seeking an investment tax credit:

- **Abandoned Building Renovation Deduction:** A corporate excise deduction or a personal income tax deduction equal to 10% of the cost of renovating an abandoned building, defined as being at least 75% vacant for 24 months or more, located within an EOA.
- **Local Tax Incentives:** A municipally supported project seeking the real property tax benefits available under a tax increment financing (TIF) plan and/or the tax exemption for personal property situated at a parcel receiving a tax increment financing exemption; or, as an alternative, a special real property tax assessment schedule (STA).

What is the process for an employer to apply?

1. EDIP Application Process:

- Participate in an introductory meeting with the MOBD.
- Work with MOBD to introduce project to municipality in order to seek any necessary approvals.
- Send a “Letter of Intent” to municipality and copied to the MOBD.
- Complete and return the EDIP Preliminary Application by the published deadline.
- Following review and upon the invitation of the MOBD, complete and return the EDIP Supplementary Application.
- If applicable, submit local approvals and agreements to MOBD.
- Upon invitation, attend an EACC meeting to present project details and request certification.

2. EDIP Award Process:

Unless additional information is required, the EACC will generally make decisions on project certification during their scheduled quarterly meetings. Projects will receive written notification of the EDIP-ITC award after the EACC meeting, usually within 48 hours.

3. EDIP Monitoring Process:

At the end of each year, certified projects are required to submit a report to the EACC and municipality in which the project is located.

Who is eligible for these benefits and services?

Businesses statewide are eligible.

Contact Info:

Massachusetts Office of Business Development
10 Park Plaza, Suite 3730
Boston, MA 02116
617-973-8600

www.mass.gov/mobd

Also, please refer to page 42 for specific contact information.



Massachusetts Manufacturing Extension Partnership (MassMEP)

What is the purpose of this resource?

MassMEP helps companies to grow and innovate as a Next Generation Manufacturer. The organization believes that an innovative, successful manufacturing base is the key to higher paying jobs and a higher quality of life in the Commonwealth.

MassMEP is an affiliate of NIST's Hollings Manufacturing Extension Partnership (MEP), a national network of 60 centers that provide assistance to small and midsize manufacturers. For the past 20 years, the MEP has worked with manufacturers to realize cost savings, new sales, and retained sales. The MEP system produces more than \$1.4 billion in cost savings and \$9.1 billion in increased or retained sales annually.

What benefits or services are offered by this resource to employers?

Based on the Next Generation Manufacturing (NGM) framework of strategies, MassMEP transforms companies and drives manufacturing growth and innovation into the 21st Century. The five essential NGM strategies are: Systemic Continuous Improvement, Workforce Strategies, Sustainability, Technology Acceleration, and Global Supply Chain. Past clients, on average, have received a 35 to 1 return on their investment with MassMEP and feel they are more prepared for the next step. To convey NGM strategies, MassMEP provides:

1. Workshops and simulations conducted at various locations including, but not limited to, a company's facility or at MassMEP's facility. Workshop topics have included principles of lean manufacturing, Training Within Industry (TWI) learning disciplines, ISO 9001-2008 certification process, idea generation for new product development, workforce readiness skills, and many others.
2. Mentoring and leadership guidance to transform manufacturing companies.
3. In-house training at a company's facility. Training topics include how to reduce continuous improvement principles, CNC training, basic manufacturing skills, innovation and growth opportunities, and many more.
4. Case studies about various manufacturers which support the impact that the Next Generation Manufacturing (NGM) framework of strategies can have on a company. Employers can review MassMEP's archives and read about various companies' successes.

Who is eligible for these benefits and services?

MassMEP is funded by the state and other agencies to work with primarily manufacturers and warehouse distribution businesses. Ideally companies are small to midsize (under 500 employees).

Contact Info:

Massachusetts Manufacturing Extension Partnership
100 Grove Street, Suite 108
Worcester, MA 01605
508-831-7020
www.massmep.org



MassDevelopment

What is the purpose of this resource?

MassDevelopment works with businesses, nonprofits, and local, state, and federal officials and agencies to strengthen the Massachusetts economy. Through these collaborations they help create jobs, increase the number of housing units, eliminate blight, and address factors limiting economic growth including transportation, energy, and infrastructure deficiencies.

Offering a wide range of finance programs and real estate development services, MassDevelopment supports economic growth, development, and investment across all sectors of the Massachusetts economy: public and private; commercial, industrial, and residential; and nonprofit, including healthcare, educational, cultural, and human service providers. Staff works in collaboration with private- and public-sector developers, businesses, and banks to identify investors and leverage public and private funds to support economic growth.

What benefits or services are offered by this resource to employers?

- **Bond Financing:** Organizations can benefit from MassDevelopment's bond financing programs because they offer a cost-effective way to finance real estate and equipment. Lower rates and flexible terms keep organizations competitive while providing a smart solution for the refinancing of debt. Organizations also win by taking advantage of the opportunity to obtain tax-exempt bonds.
- **Loans and Guarantees:** If growing an operation is a goal, an organization can benefit from a loan or guarantee from MassDevelopment. Their low rates and flexible terms will help an organization stay competitive in its field. By providing financial and technical assistance, MassDevelopment fosters real estate and business projects that generate economic benefits for local communities and the state as a whole. They specialize in financing complex projects that require experience and innovative thinking.
- **Specialty Programs:** MassDevelopment administers specialty loan funds and products targeting specific needs. In addition to offering financial assistance, they partner with industry organizations across the Commonwealth and can connect organizations to resources to facilitate their project's success.
- **Tax Credit Financing:** Tax credits provide an incentive to eligible businesses, nonprofits, and developers to move projects forward. MassDevelopment can help determine what is available to organizations including 4% Federal Low Income Housing Tax Credits, Brownfields Tax Credit Program, and the New Markets Tax Credit Program.
- **Real Estate Services:** Many communities lack staff capacity to plan and manage economic revitalization projects. MassDevelopment can bridge this gap by offering a range of services to help communities, nonprofits, and other organizations develop; reposition; or redevelop vacant, underutilized, or underperforming properties. They can also stimulate private investment, job creation, and economic growth across Massachusetts.

- Available Real Estate: Organizations or communities can gain from MassDevelopment’s comprehensive and integrated real estate services. Their mission is to provide these services to communities across Massachusetts. They work towards transforming blighted and abandoned properties across the state into much-needed commercial and residential developments. Also, MassDevelopment currently owns and manages a number of properties that are available for a variety of uses.

Who is eligible for these benefits and services?

MassDevelopment works with businesses, nonprofits, and local, state and federal officials, and agencies.

Contact Info:

MassDevelopment
99 High Street
Boston, MA 02110
1-800-445-8030
www.massdevelopment.com



MASSDEVELOPMENT

Workforce Investment Boards (WIBs)

What is the purpose of this resource?

The 16 Massachusetts Workforce Investment Boards (WIBs) lead the workforce development system through regional policy and oversight responsibilities for multiple federal and state funding streams and programs associated with all aspects of workforce development. WIBs conduct labor market studies to identify trends and develop innovative partnerships and strategies to address those trends, so that business and labor stay ahead of the curve to remain competitive. They also charter and oversee the One-Stop Career Centers.

At least 50% of a WIBs' membership must come from private businesses. These business-led Boards are charged with creating a more cohesive demand-driven workforce development system, reflective of their region's specific needs and resources, indicated by local market factors. Seats are also designated for representatives from community-based organizations, labor unions, educational institutions, and other non-profit entities. WIB members leverage their experience and their connections to enhance the training and educational programs available to both jobseekers and the employers wishing to hire them.

What benefits or services are offered by this resource to employers?

- WIBs offer businesses the opportunity to participate on a Board and help shape the workforce development system within their region.
- Several WIBs in Massachusetts also organize consortia/partnerships in specific industries in which employer representatives may also participate in order to connect with other entities as well as help align training curriculum with employers' needs.
- Businesses may receive labor market information from WIBs to help make workforce development decisions.
- Through the One-Stop Career Centers that the WIBs oversee, employers can access recruiting and hiring services.
- WIBs also oversee several youth employment and internship programs of which employers can take advantage to increase support in the workplace.
- WIBs can also provide support in applying for funding opportunities such as the Workforce Training Fund Program, The Workforce Competitiveness Trust Fund, and others.

Who is eligible for these benefits and services?

Representatives from businesses, non-profits, and government agencies of all sizes, levels, and industries participate on WIBs and in related activities.

Contact Info:

An employer may contact its local WIB to inquire about employer engagement opportunities. A list of WIBs can be found on the following page and links to the WIBs can be found at www.massworkforce.com/region-map.php.



Massachusetts Workforce Investment Boards	
Boston/Metro North Region	Central Region
Massachusetts Workforce Investment Board One Ashburton Place, Suite 2112 Boston, MA 02108 www.mass.gov/mwib 617-626-7112	Partnerships for a Skilled Workforce, Inc. 420 Lakeside Ave, Suite 301 Marlborough, MA 01752 www.pswinc.org/partnership 508-281-6910
Boston Private Industry Council 2 Oliver Street, 7th Floor Boston, MA 02109 www.bostonpic.org 617-423-3755	Central Massachusetts Workforce Investment Board 44 Front Street, Suite 300 Worcester, MA 01608 www.cmwib.org 508-799-1590
Metro North Regional Employment Board 125 Cambridge Park Drive Cambridge, MA 02140 www.mnreb.org 617-864-1500	North Central Mass. Regional Employment Board 1355 Central Street Leominster, MA 01453 www.ncmwib.org 978-534-1023
Northeast Region	Western Region
Greater Lowell Workforce Investment Board 107 Merrimack Street Lowell, MA 01852 www.glwib.org 978-937-9816	Franklin Hampshire Regional Employment Board, Inc. One Arch Place Greenfield, MA 01301 www.franklinhampshirereb.org 413-773-1835
Merrimack Valley Workforce Investment Board 439 South Union Street, Suite 102 Lawrence, MA 01843 www.mvwib.org 978-682-7099	Regional Employment Board of Hampden County, Inc. 1441 Main Street, 1st Floor, Suite 111 Springfield, MA 01103 www.rebhc.org 413-787-1547
North Shore Workforce Investment Board 70 Washington Street, Suite 314 Salem, MA 01970 www.northshorewib.com 978-741-3805	Berkshire County Regional Employment Board, Inc. 66 Allen Street Pittsfield, MA 01201 www.berkshirereb.org 413-442-7177
Southeast Region	
South Shore Workforce Investment Board 15 Cottage Avenue, Suite 302 Quincy, MA 02169 www.southshorewib.org 617-328-7001	Greater New Bedford Workforce Investment Board, Inc. 227 Union Street, Suite 206, New Bedford, MA 02740 www.gnbwib.org 508-979-1504
Brockton Area Workforce Investment Board 34 School Street, 2nd Floor, Brockton, MA 02301 www.bawib.org 508-584-3234	Cape and Islands Workforce Investment Board 426 North St, Suite 9 Hyannis, MA 02601 www.ciwib.org 508-775-5900
Bristol Workforce Investment Board One Government Center, 5th Floor Fall River, MA 02722 www.bristolwib.org 508-675-1165	

Important Websites

The Commonwealth of Massachusetts

www.mass.gov

The official website of the Commonwealth of Massachusetts has resources for employers and businesses including links to state agencies, labor market information, employer benefit programs, and much more. Highlighted pages include:

Mass.gov Business Portal

www.mass.gov/portal/business

The Mass.gov business portal is an online resource for current businesses or entities starting up and provides information, tools, and more in an effort to help businesses succeed in Massachusetts.

Massachusetts Executive Office of Labor and Workforce Development

www.mass.gov/lwd

The official website of the Executive Office of Labor and Workforce Development (EOLWD), one of several executive offices of Massachusetts government, which includes links to DCS, DUA, OSCCs, and more.

Department of Career Services

www.mass.gov/dcs

The official website of the Department of Career Services (DCS), one of several departments of Massachusetts Executive Office of Labor and Workforce Development.

Department of Unemployment Assistance

www.mass.gov/dua

The official website of the Department of Unemployment Assistance (DUA), one of several departments of Massachusetts Executive Office of Labor and Workforce Development.

Labor Market Information

www.mass.gov/lmi

Online data and statistics on employment, wages, and other relevant labor information

DCS Veteran Employment Representatives Contact List

www.mass.gov/dcs/vet-rep

The Veteran Employment Reps listing provides contact info for veterans' service professionals in Massachusetts.

Massachusetts Executive Office of Housing and Economic Development

www.mass.gov/hed

The official website of the Executive Office of Housing and Economic Development (EOHED); includes links to the Office of Consumer Affairs and Business Regulation, Massachusetts Office of Business Development (MOBD), Department of Housing and Community Development (DHCD), Massachusetts Permit Regulatory Office (MPRO), Massachusetts Office of International Trade and Investment (MOITI), and Office of Performance Management and Oversight (OPMO).

Health Connector

<https://www.mahealthconnector.info>

The Health Connector is an independent state agency that helps Massachusetts employers find the right plan for their business including how to contribute toward a Commonwealth Choice plan for employees or receive tax-free savings to buy an independent plan for a business.

Massachusetts AFL-CIO Rapid Response Services for Unionized Workers

www.massaflicio.org/rapid-response

The Massachusetts AFL-CIO Rapid Response Team partners with the State Rapid Response team to assist unions and workers who are experiencing layoffs or downsizing.

Resource Contact List

Name	Title	Telephone	Email	Other
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Department of Career Services (DCS) - Work Opportunity Tax Credit (WOTC)

Jack Sprince	State Coordinator	617-626-5730	jsprince@detma.org	617-727-8671 (Fax)
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Commonwealth Corporation - Workforce Training Fund Programs (WTFP)

Stephen Lavery	Program Assistant	617-717-6906	smlavery@commcorp.org	
Michael Corcoran	Marketing and Outreach Specialist	617-626-6426	mcorcoran@detma.org	857-753-3494 (Cell)

The Division of Apprentice Standards (DAS) - Apprenticeship Programs

David Wallace	Director	617-626-5407	david.wallace@massmail.state.ma.us	617-626-5427 (Fax)
Henry Mattuchio	Compliance Officer, Boston and North Shore Region	617-626-5403	henry.mattuchio@massmail.state.ma.us	617-626-5427 (Fax)
Madeleine McGuire	Compliance Officer, South Shore, Cape Cod, and Islands	617-626-5989	madeleine.mcguire@massmail.state.ma.us	508-824-1303 (Fax)
Frank Mooney	Compliance Officer, West Region	413-732-1139	francis.mooney@massmail.state.ma.us	413-732-6374 (Fax)

Department of Industrial Accidents (DIA) – Safety Grant Program

Kathy Manson	Director	617-727-4900 extension 7374	kathy.manson@state.ma.us	
Maria Pesantes	Program Coordinator	617-727-4900 extension 7376	maria.pesantes@massmail.state.ma.us	
Deven Awalt	Compliance Officer	617-727-4900 extension 7404	deven.awalt@massmail.state.ma.us	

Department of Labor Standards (DLS) - OSHA Consultation Program

Kathy Flannery	Program Supervisor	508-616-0461	kathy.flannery@state.ma.us	978-687-0013 (Fax)
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Department of Career Services (DCS) - Rapid Response

Ken Messina	Rapid Response Business Engagement Manager	617-626-5703	kmessina@detma.org	617-727-8671 (Fax)
Robert Higgins	Coordinator, Boston/Metro North Region	617-661-7867 Extension 246	rhiggins@detma.org	617-661-7571 (Fax)
Norca Disla-Shannon	Coordinator, Northeast Region	978-722-7013	ndisla-shannon@detma.org	978-722-7090 (Fax)
Timothy Nolan	Coordinator, Southeast Region	508-513-3402	tnolan@detma.org	508-513-3450 (Fax)
Joe Mello	Coordinator, Central Region	978-534-1481 Extension 237	jmello@detma.org	978-534-1375 (Fax)
Kathy Clark	Coordinator, Western Region	413-586-6506 Extension 119	kclark@detma.org	413-784-1170 (Fax)

Department of Unemployment Assistance (DUA) - WorkShare Program

Ken Owens*	Director of Unemployment Insurance Benefits	617-626-7113	kowens@detma.org	
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* If an employer has trouble reaching a representative from the WorkShare Unit directly, a business development professional (such as BSR or RR staff) should contact the Director of Unemployment Insurance Benefits at DUA on behalf of the employer to expedite the WorkShare process.

Massachusetts Office of Business Development (MOBD) - The Economic Development Incentive Program (EDIP)

Annamarie Kersten	Director	617-973-8534	annamarie.kersten@state.ma.us	
Peter Milano	Senior Regional Director, North East Region	978-970-1193	peter.milano-sea@state.ma.us	
Buddy Rocha	Regional Director, Southeast and South Coast Region	508-730-1438	buddy.rocha@state.ma.us	508-730-2702 (Fax)
Rosemary Scrivens	Regional Director, Central and North Central Region	508-792-7506	rosemary.scrivens@state.ma.us	508-792-7532 (Fax)
Rob Anderson	Regional Director, Metro West Region	508-439-5685	rob.anderson@state.ma.us	617-973-8554 (Fax)
Mike Vedovelli	Senior Regional Director, West Region	413-733-5357	mike.vedovelli@state.ma.us	413-755-1349 (Fax)