

MAYOR'S OFFICE OF WORKFORCE DEVELOPMENT AGENCY | FY20 ANNUAL REPORT

BOSTON'S WORKFORCE RECOVERY: RESILIENCE & RACIAL EQUITY

JULY 2019 - JUNE 2020





Dear friends,

I am proud of how our city came together this year to slow the spread of COVID-19, help those who were struggling, and work toward a strong, inclusive, and equitable long-term recovery. This report, *Boston's Workforce Recovery: Resilience and Racial Equity*, offers a deep dive into how the COVID-19 public health emergency has impacted Boston's workforce, and how we're planning to recover from this crisis with a major emphasis on resilience and racial equity.

Our Office of Workforce Development (OWD) and its partners have been crucial to our recovery efforts. For example, when the pandemic threatened the City's youth summer jobs program, we invested an additional \$4.1 million in the program, and developed creative solutions to make sure that our young people could still have access to these important educational and career-readiness experiences. Many employers answered our call to place youth in remote positions, and as a result, more than 8,000 young Bostonians were able to lay the groundwork for good careers long after the pandemic is behind us.

We are bringing the same sense of urgency to our work to dismantle systemic racism. This year I declared racism to be a public health crisis in the City of Boston, with immediate actions to back it up. That includes an increased focus on making sure that residents of color have full and fair access to living wage jobs. OWD plays a crucial role in this work as well. It has administered Community Development Block Grants to support programs like Black Market's micro-business accelerator, which employs local vendors in Roxbury's Nubian Square. It has expanded our Tuition-Free Community College program, which serves 85% students of color, to include two more colleges in the past year. And Boston Saves, the City's children's savings account program, has expanded to provide every kindergartner in the Boston Public Schools with \$50 to kick-start their savings for college or career training.

Boston continues to build a more just, resilient economy where everyone is empowered to thrive. I am grateful to the entire team at OWD, and their community partners, for their leadership in this work, and their service to our city during this critical time.

Sincerely,

A handwritten signature in black ink that reads "Martin J. Walsh". The signature is written in a cursive, flowing style.

Martin J. Walsh
Mayor, City of Boston



Dear Partners,

We are pleased to present our FY20 Annual Report as a record of the resilience and racial equity efforts that continue to guide our city under Mayor Walsh's leadership.

In the past fiscal year, the Mayor's Office of Workforce Development (OWD) distributed more than \$15 million to 88 community organizations and learning institutions that provide Boston residents with job training and education opportunities that have never been more crucial. In the wake of the COVID-19 pandemic, our office has endeavored not only to get these dollars out to communities as quickly as possible, but also to adapt our services for residents to meet new safety protocols and provide IT solutions for remote participation.

These include many more programs than could be captured in this report, such as:

- **City Academy**, a program that trains Boston residents for careers in emergency medical services and in commercial driving and hoisting
- **The Office of Financial Empowerment**, which provides financial coaching and money management workshops
- **YOU Boston**, a program focused on transitional employment and case management for young people from court-involved or at-risk backgrounds

As this report shows, workforce development also plays a powerful role in the City's fight against systemic racism. Equity has long been at the heart of our work, and in the past year, OWD and its partners have been honored to initiate and expand programs that equip communities-in-need with increased access to education, legal services, employment opportunities, and financial investment in their children. There is much more work to be done. But we remain committed to the struggle.

We are grateful to Mayor Walsh, who inspires us with his vision for a better Boston; our staff, who work tirelessly to serve city residents; our partners, who have met us in a spirit of can-do collaboration; and residents, who apply their talents and tenacity in job training programs, English classes, college courses, and financial empowerment opportunities to make a better life for themselves and their families.

We do this work, now and always, because of you.

Sincerely,

A handwritten signature in black ink, appearing to be 'Trinh Nguyen'.

Trinh Nguyen

Director

Mayor's Office of Workforce Development





CONTENTS

01 RESILIENCE

- 01 EMERGENCY GRANTS AID LOW-WAGE WORKERS, STUDENTS, AND ENGLISH LANGUAGE LEARNERS
- 02 CHALLENGING SUMMER BECOMES UNIQUE POST-SECONDARY LEARNING OPPORTUNITY FOR YOUTH
- 02 EMPLOYERS ILLUMINATE HIRING NEEDS IN A RESHUFFLED LABOR MARKET

03 RACIAL EQUITY

- 03 FREE COLLEGE PROGRAM GROWS TO INCLUDE NEW PARTNERS, EXPAND STUDENT CHOICE
- 03 NEW PROGRAM GIVES RESIDENTS OPPORTUNITIES FOR CLEAR RECORDS, FRESH STARTS
- 04 EVERY KINDERGARTNER IN BOSTON PUBLIC SCHOOLS GETS A SAVINGS BOOST FOR THEIR FUTURE
- 04 NEW INITIATIVE FOCUSES ON CAREER PATHS FOR YOUTH EXPERIENCING HOMELESSNESS

05 FINANCIALS

06 ACKNOWLEDGEMENTS



In FY20, OWD distributed
\$15+ MILLION
to **88 ORGANIZATIONS**

RESILIENCE

In the face of the COVID-19 pandemic, Boston has come together, under Mayor Walsh's leadership, to take on the challenges posed to public health, the economy, and our workforce. In Fiscal Year 2020, OWD and its partners have collaborated to pivot to the realities of a new labor market, streamline services for workers and job-seekers, and make job training and education programs accessible both remotely and safely.

EMERGENCY GRANTS AID LOW-WAGE WORKERS, STUDENTS, AND ENGLISH LANGUAGE LEARNERS

In June, OWD distributed \$2.4 million from the Neighborhood Jobs Trust – a fund fed by linkage fees from large-scale developers – to address the pressing needs of Boston's workforce during the pandemic. These needs included:

- Educational and financial assistance to help college students complete their schooling
- Remote learning assistance for English language learners
- Re-training of hospitality workers who were laid off due to the pandemic
- Level-funding for community-based organizations crucial to Boston's long-term recovery
- Job training to prepare residents to enter Boston's resilient tech sector

This emergency funding not only helped keep Boston's workers afloat, but also supported them on their paths to long-term economic security – whether through improved English skills, new career training, or a college degree.

"I AM SUPER THANKFUL AND BLESSED FOR THE EMERGENCY FUNDS THAT I RECEIVED BECAUSE IT HELPED ME FINISH UP THIS SEMESTER WHEN I DIDN'T THINK I COULD."

*Shayne Clinton,
Student at Bunker Hill Community College*

CHALLENGING SUMMER BECOMES UNIQUE POST-SECONDARY LEARNING OPPORTUNITY FOR YOUTH

In the wake of COVID-19, many U.S. cities decided to cancel or curtail their summer youth jobs programs. Mayor Walsh, however, invested additional funds to ensure Boston's summer youth employment program could continue to provide young people with job readiness skills, professional experience, and income. The challenge was how to create work experiences that also ensured participant safety.

As a creative solution, OWD designed a new Learn & Earn Internship track for the summer jobs program that pays young people to participate remotely in college-level courses that lay the foundation for a career pathway. Most of these courses – offered by Benjamin Franklin Institute of Technology, Bunker Hill Community College, Roxbury Community College, and Urban College of Boston – conferred 3-6 college credits. In addition to their classes, participants also engaged in group study sessions and a job readiness and financial education curriculum.

559 young people took college courses in:



Business



Communications



Early childhood education



Human services



Social sciences



Technology

88% completed the program

EMPLOYERS ILLUMINATE HIRING NEEDS IN A RESHUFFLED LABOR MARKET

In an employment landscape remade by coronavirus, colleges and job training programs need the latest, best information to prepare their participants for the new workforce that awaits. That's why OWD launched a series of virtual panels called the Boston Employer Forum Series.

Each panel disseminates the latest research on labor market trends in one of Boston's major industries – healthcare, hospitality, retail, construction, and IT/tech. The panels include research overviews from economist Dr. Alicia Sasser Modestino, on-the-ground insights from industry insiders and hiring directors, and Q&A sessions with the public.

“IN ORDER FOR INDIVIDUALS TO INCREASE ACCESS TO FAMILY SUSTAINING CAREERS, IT IS CRITICAL TO ENSURE THAT EDUCATION AND TRAINING ARE WELL-ALIGNED WITH THE NEEDS AND EXPECTATIONS OF EMPLOYERS. THE BOSTON EMPLOYER FORUM SERIES IS A GREAT WAY TO START THIS INFORMATION FLOW.”

*MJ Ryan,
Senior Director of Workforce Development and Economic Opportunity at Mass General Brigham, Inc.*

RACIAL EQUITY

At OWD, equity is the heart of our work: Our agency exists to ensure the full participation of all Boston residents in the economic opportunity in our city. This year's protests in support of racial justice highlight how much work still lies ahead of us. To that end, we strive to continue to equip communities-in-need with access to job training, education, and financial empowerment opportunities that have too long been denied.

FREE COLLEGE PROGRAM GROWS TO INCLUDE NEW PARTNERS, EXPAND STUDENT CHOICE

The Tuition-Free Community College (TFCC) Plan, which pays for up to three years of college for Boston's income-eligible students, expanded this year to include Massasoit Community College and Urban College of Boston. These newly participating schools increase the number of colleges TFCC students can attend from four to six, and add individual strengths to the program, too. Massasoit Community College brings four new associate degree programs to the table, while Urban College of Boston tailors its classes to students who are traditionally underserved by higher education.

The growth of the Tuition-Free Community College Plan has made an outsized impact on students of color, who account for 85% of the Plan's enrollees. Access to free college can pave their way to economic mobility: While the median household income of TFCC students is \$26,000 per year, the median yearly earnings of an associate degree holder is more than \$46,000.¹



506 STUDENTS are enrolled in Tuition-Free College

NEW PROGRAM GIVES RESIDENTS OPPORTUNITIES FOR CLEAR RECORDS, FRESH STARTS

A Massachusetts criminal record, known as a CORI, affects many Boston residents, but disproportionately impacts people of color² These impacts can be particularly damaging to the job search process. Research shows that young black men receive job callbacks less than half as often if they have a criminal record.³

To begin to address the disparities fomented by CORI, OWD and other City of Boston departments partnered in Summer 2020 to launch Project Opportunity, an initiative that creates opportunities

for Boston residents with CORIs. In addition to convening public panels on CORI-related challenges, Project Opportunity connects residents with pro bono lawyers who can review their CORIs for potential sealing or expungement. Project Opportunity pays for filing costs incurred by the sealing or expungement process.



190+ RESIDENTS received CORI reviews in Project Opportunity's first three months

¹ U.S. Bureau of Labor Statistics. "Learn More, Earn More: Education Leads to Higher Wages, Lower Unemployment." May 2020. www.bls.gov/careeroutlook/2020/data-on-display/education-pays.htm

² Tsai Bishop, Elizabeth, et al. "Racial Disparities in the Massachusetts Criminal System." Criminal Justice Policy Program, Harvard Law School. Sep. 9, 2020. hls.harvard.edu/content/uploads/2020/11/Massachusetts-Racial-Disparity-Report-FINAL.pdf

³ Pager, Devah. "The Mark of a Criminal Record." American Journal of Sociology. March 2003. scholar.harvard.edu/files/pager/files/pager_ajs.pdf

EVERY KINDERGARTNER IN BOSTON PUBLIC SCHOOLS GETS A SAVINGS BOOST FOR THEIR FUTURE

After a three-year pilot phase in a handful of schools, Boston Saves – the City’s children’s savings account program – launched district-wide in Boston Public Schools (BPS) in Fall 2019. Boston Saves gives every K2 kindergartner in BPS an account with \$50 for their college or career training. The program encourages families to earn additional incentives for their child, grow their savings, and use free tips and resources to plan for their child’s future.

Families of color make up more than 80% of families with Boston Saves accounts and more than two-thirds of those who have actively participated in the program by tracking their child’s account online. In its first year at scale, Boston Saves made a concerted

effort to reach families of many cultural backgrounds through its network of Family Champions – community members who explain the program to families, often in their native languages. On average, families in schools with Family Champions showed a 60% higher program participation than those in schools without.



5,838 children received
\$291,900 in seed funding for their futures, plus nearly
\$20,000 in incentives earned by their families

NEW INITIATIVE FOCUSES ON CAREER PATHS FOR YOUTH EXPERIENCING HOMELESSNESS

Rising Together, a new initiative led by OWD, coordinates a citywide effort to improve job outcomes for youth and young adults experiencing homelessness – a demographic predominantly composed of youth of color. Approximately 50% of young people facing homelessness in Boston are black, while an additional 21-35% identify as Latinx or Hispanic.⁴

Rising Together convenes partners from the public, private, and non-profit sectors to better identify, train, and employ these youth and young adults.

With the onset of the pandemic, Rising Together also organized a virtual career workshop series and job fair developed with participants’ input. Local employers presented career opportunities and offered information tailored to the concerns of young people facing housing instability.

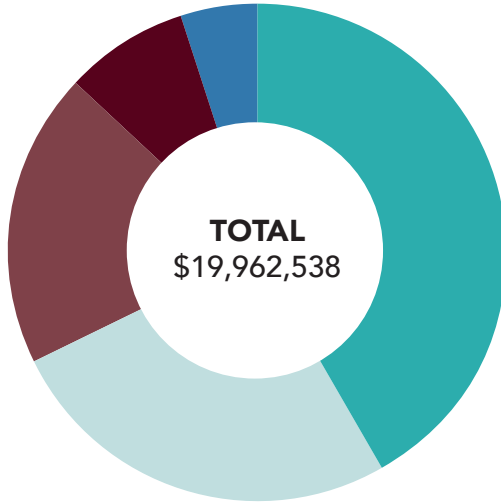


73 YOUNG PEOPLE on average attended virtual job readiness workshops

⁴City of Boston. “Rising to the Challenge: A Plan to Prevent and End Youth & Young Adult Homelessness in Boston.” November 2019. docs.google.com/document/d/194B6nqBXjRlp5OqUDhUf_Mkul1QMA57aXx0xT1NWXGo/edit?ts=5dd553a9

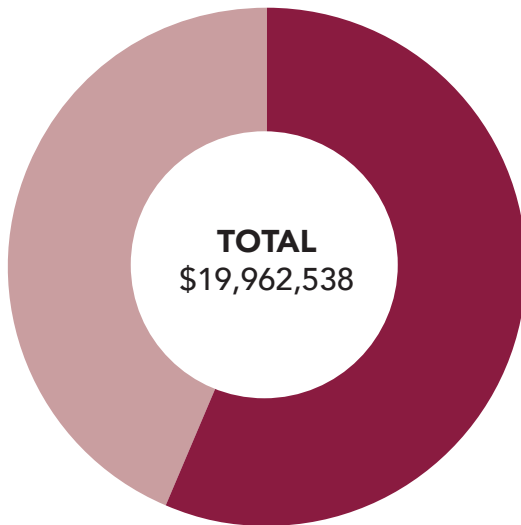
FINANCIALS

FY20 REVENUE



Federal	\$8,371,086
State	\$5,169,927
Economic Development and Industrial Corporation	
EDIC	\$3,847,099
City of Boston	\$1,595,032
Grants, Donations, etc.	
Other	\$979,394

FY20 EXPENDITURES



Grants/Contracts to CBOs*	\$11,269,626
OWD Programs**	\$8,692,912

* Does not include disbursed funds from the Neighborhood Jobs Trust (\$2M), Community Development Block Grants (\$2.2M), or community benefits (\$150,000)

** Programs include Boston Saves, the Boston Tax Help Coalition, City Academy, the Office of Financial Empowerment, Project Opportunity, ReadBoston, Rising Together, and YOU Boston.

ACKNOWLEDGEMENTS

Thank you to the many partners who make our work possible, including but not limited to:

Boston Housing Authority

Boston Private Industry Council

Boston Public Schools

Boston Youth Service Network

Commonwealth Corporation

English for New Bostonians

Massachusetts Executive Office of Labor & Workforce Development

Massachusetts Workforce Professionals Association

MassHire Career Centers

SkillWorks

U.S. Department of Labor

AND THANK YOU TO OUR STAFF:

Michael Andelman

Mary Ashley

Sherley Austin

Carlos Barbosa

Mark Beamis

Nicole Beckles

Herb Bond

Patrick Brunk

Angie Camacho

Cindy Chow

Ta'asha Christopher Almond

Iryna Colon

Patrick Costello

Helen Credle

Keisha Dauphin

Mattie Deed

Peter DeSisto

Edward Downs, Jr.

Mary Doyle

Joanne Evans

Lee Fields

Tracey Fils-Aime

Julie Fins

LaKeisha Franklin

Katy Gall

Jowaun Gamble

Alan Gentle

Malik Gomes

Josie Gonzalez

Alex Gray

Peggy Hinds-Watson

Ruby Jean

Sayyida Jean-Charles

Mallory Jones

Billy Kan

Ronice Kimbrel

Courtney Kinney

Cameron Leason

Todd Lee

Katie Liesener

Simeon Lloyd-Wingard

Katrina Lund

Jonathan Makrez

Constance Martin

Lisa Melara

Julie Midy

Cecilia Mondesir

Jason Nelson

Trinh Nguyen

Verena Niederhoefer

Brian Norton

Osa Osazuwa

Leticia Paterlini

Guillermo Perez, Jr.

Lourenco Pires

Justin Polk

Jhanel Potts

Ellen President

Angelica Radke

Azan Reid

Christian Rivera

Calpurnia Roberts

Brian Robinson

Jose Rodriguez

Erica Rokhman

Fatima Saidi

Amarfi Sanchez

Cinnamon Sanchez

Melizza Sanchez

Lynn Sanders

Xavier Savage

Bethany Serota

Clare Shepherd

Larry Smith

Sarah Soroui

Lydia Souroufis

Judy Steriti

Katie Sullivan

Sean Thimas

Gosia Tomaszewska

Sammy Tse

Sharon Tulchinsky

Mimi Turchinetz

Lyndon Vincent

Devon Wedge

Cobey Williamson

Karen Wontan

