

Mayor's Office of Workforce Development

# FY18 Annual Report: A Better Boston for Everyone



# 2019 Calendar







Dear friends,

In January of 2018, I had the honor of delivering my second inaugural address to the people of Boston. The essence of my message was simple: We are a Boston for everyone. In other words, when we honor the talents of all our residents, we achieve our full economic potential. When more residents feel economically secure, they can give more of themselves to their families, their communities and their workplaces. That's why I've prioritized economic inclusion throughout my administration.

As this annual report shows, the Office of Workforce Development, along with powerful partners, is doing remarkable work to advance this vision. The numbers alone speak to their efficacy: residents placed in jobs, dollars saved and earned, trainings completed, apprenticeships filled. But these numbers are only half the story. Pay attention to the faces and voices you see here. The accomplishments in this report are the result of many people – employers, residents, researchers, public servants – coming together to develop a workforce that is rich in opportunity for Bostonians of every background.

We are indeed a Boston for everyone.

A handwritten signature in black ink, appearing to read "Martin J. Walsh". The signature is fluid and cursive, written on a white background.

Martin J. Walsh  
Mayor of Boston



Dear colleagues,

This year, as in past years, we are pleased to share with you our annual accomplishments, which reflect the collective progress of Boston's workforce development ecosystem. We hope this calendar gives you the occasion to re-acquaint yourself all year long with the admirable work undertaken by the many partners who make Boston's workforce stronger.

Under Mayor Walsh's leadership, we are fortunate to serve residents in a time of low unemployment, booming commercial construction, and growing affordable housing. We are determined to seize this moment by not just placing residents in jobs, but by putting them on paths to family-sustaining careers; not just connecting workers with employers, but ensuring they have the skills to advance their fields. This effort requires drawing on wells of talent found throughout our city. Timeliness is essential to what we do and the time for inclusion is, and must always be, now.

On behalf of the Mayor's Office of Workforce Development, thank you to our community partners, educational institutions, and engaged employers for making a more equitable and inclusive Boston for everyone.

A handwritten signature in black ink, appearing to read "Trinh Nguyen". The signature is stylized and cursive, written on a white background.

Trinh Nguyen  
Director  
Office of Workforce Development  
Office of Financial Empowerment

In Fiscal Year 2018, the Mayor's Office of Workforce  
Development channeled more than

**\$14 million**

to more than

**100 community-based organizations.**

This investment provided Boston's workers with:

job training

education

career coaching

English instruction

job readiness skills

apprenticeships

support services

**Learn more at [owd.boston.gov](http://owd.boston.gov).**

The development of Boston's talented workforce is the result of many committed agencies coming together in concerted effort. 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 and Workforce Development**  
**Massachusetts Workforce Professionals Association**  
**MassHire Boston Career Center**  
**MassHire Downtown Boston Career Center**  
**SkillWorks**  
**U.S. Department of Labor**

Our apologies if we unintentionally omitted any of our valued partners.

# City Academy

Announced by Mayor Martin J. Walsh in his 2018 inaugural address, City Academy recruits residents from Boston's diverse neighborhoods and trains them to become eligible for entry-level positions with the City of Boston. These jobs provide good wages, benefits, and opportunities for advancement with Boston EMS, the Boston Water & Sewer Commission, Boston Housing Authority, the Parks Department, and the Public Works Department.

*"The City of Boston cares about hiring workers who are technically proficient, passionate about their city, and worthy of the public trust. City Academy is helping us meet this demand by preparing a pool of candidates who not only are well-trained, but also reflect the richness of our diverse neighborhoods."*

*Vivian Leonard, Director of Human Resources  
City of Boston*



# January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

# MassHire Career Centers

The MassHire Career Centers connect Boston's employers and job-seekers, ensuring that skilled workers can meet industry demand. The centers host career fairs, recruitment sessions, job search workshops, and networking events to bring the key elements of Boston's economic engine together.

*"Encore greatly values our partnership with the career centers for candidate referrals, outreach, and ensuring that the community is aware of our career opportunities and how to access them."*

Jennie Peterson, Director of  
Employment  
Encore Boston Harbor

**15,515**    **761**  
job-seekers served    employers served

**\$21.61**  
avg wage on placement





# February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2



## EMT Apprenticeship

OWD worked with Boston EMS to register a new apprenticeship for its Emergency Medical Technician (EMT) trainees. Through the EMT apprenticeship, new hires earn good pay and benefits while completing their classroom learning and honing their skills on ambulance shift assignments.

*"The Office of Workforce Development was tremendously helpful in getting the Boston EMS EMT training program recognized as an official apprenticeship. We hope this will serve as both a recruitment draw and a step toward securing an articulation agreement with a local college, allowing personnel to apply their training toward a degree."*

*James Hooley, Chief of Department  
Boston EMS*

# March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
						31



## Boston Tax Help Coalition

In its seventeenth season, the Boston Tax Help Coalition continued to provide free tax preparation to income-eligible taxpayers, while also debuting the services of Bank On Boston at its tax sites. Bank On Boston connects residents with non-predatory financial products and services that can help them save, grow, and access their money.

**12,709**

taxes  
prepared

**\$7.2m**

in Earned Income  
Tax Credit claimed

**\$24m**

returned  
in refunds

# April

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4



# Youth Development Programs

Through a variety of youth grants, OWD supports the work of nonprofits that arm young people, 14-24, with the education and skills development they will need to succeed in their adult lives. Among these initiatives is the summer youth employment program, which teaches job readiness within the context of paid work experience.

*"My mom and dad didn't finish high school. I'm the oldest of five. I want to lead by example."*

*Rishka Pizarro-Reid, HiSET student  
Bridge Over Troubled Waters*

**1,583**  
youth served

**1,380**  
placed in jobs

**146**

earned diploma/HiSET or other credential or entered postsecondary education/training

# May

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

# BostonHires

BostonHires is a newly launched public campaign that aims to place 20,000 unemployed or under-employed Boston residents in quality jobs. These are jobs that pay the living wage, with at least half including employer-sponsored benefits. Local employers and community organizations can join this citywide effort by signing up as a BostonHires Champion or Advocate at [owd.boston.gov/BostonHires](http://owd.boston.gov/BostonHires).

*"I check patients in. I like to think of myself as the first person patients see, and I want them to feel like they're not in a hospital. BMC, especially for my position, has been a great place to start. It's allowed me to grow."*

*Luis Roman, new hire at Boston Medical Center (BMC), a BostonHires Champion*





# June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
						30



## Facilities Maintenance Technician Apprenticeship

The first apprenticeship in the state for Facilities Maintenance Technicians (FMTs) launched as a collaborative effort of OWD, YouthBuild Boston, Wentworth Institute of Technology, and property manager WinnResidential. In the employment of WinnResidential, apprentices can earn good pay, benefits, and college credit, while developing their skills in indoor and outdoor maintenance.

*"This is a fantastic training and employment opportunity in a field with an increasing shortage of skilled workers locally and nationally. The apprenticeship program is a chance for men and women to pursue a well-paid, satisfying career that plays an important role in the quality of life for so many people."*

*Gilbert Winn, CEO  
WinnCompanies*

# July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

# Boston Builds Credit

Boston Builds Credit, the nation's first municipal credit building program, was launched by Mayor Martin J. Walsh in Fall 2017. The initiative educates the public on credit basics, provides free credit-building workshops and coaching, and connects residents with safe credit-building bank products. The goal is to help 25,000 residents achieve credit scores of 660 or better by 2025. Visit [BostonBuildsCredit.org](http://BostonBuildsCredit.org) for a schedule of workshops.

*"I want to improve my credit score so I can buy a home someday and have emergency credit available. I want to be prepared."*

*Tanisha Tate, workshop participant*



# August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



## SkillWorks IT/Tech Initiative

Designed to meet the talent needs of Boston's high-growth tech industry, the SkillWorks IT/Tech Initiative connects employers with diverse talent pipelines and prepares under-represented youth and adults for technology careers. The Initiative includes an employer consortium, youth apprenticeships, cybersecurity bootcamps, and job skills programs to prepare participants for tech certificates at local colleges.

**140**

youth placed in paid tech apprenticeships

Among 88 graduates of Biotech and Health IT training:

**95%**

of trainees advanced to college programs

# September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5



## Neighborhood Jobs Trust

The Neighborhood Jobs Trust (NJT) converts commercial development fees into educational and job training opportunities for Boston residents. NJT-funded programs trained workers in such fields as hospitality, insurance, healthcare, banking, human services, building maintenance, culinary, and carpentry.

*"We wanted to learn more the English of customer service because we wanted to open a coffee shop in the United States. We are very happy we can get the opportunity."*

*Alice Mei, graduate of NJT-funded job training & co-owner of Alem Coffee*



# October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2



## Creative Industries

OWD partnered with the UMass Donahue Institute and the Center for Social Policy at UMass Boston to conduct a feasibility study for the design of a new Creative Industries workforce development program for the City of Boston. The program will identify career pathways for Boston residents in the city's expanding Creative Industries sector.

*"Boston is such a vibrant place, and the creative economy is a part of what gives the city that character. While some people may just picture musicians and artists when they think of 'creative fields,' the reality is that creative work exists in a wide variety of sectors and support industries."*

*Dr. Mark Melnik, Director,  
Economic & Public Policy Research  
UMass Donahue Institute*

# November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

# Youth Options Unlimited (YOU) Boston

Young people who are coming out of gangs or incarceration – or who are trying to better themselves amid poverty and violence – require specialized skills development. YOU Boston provides this support by coupling intensive case management with gradually growing employment opportunities.

**469**

youth served

**202**

youth placed in subsidized jobs

**90**

youth placed in unsubsidized jobs

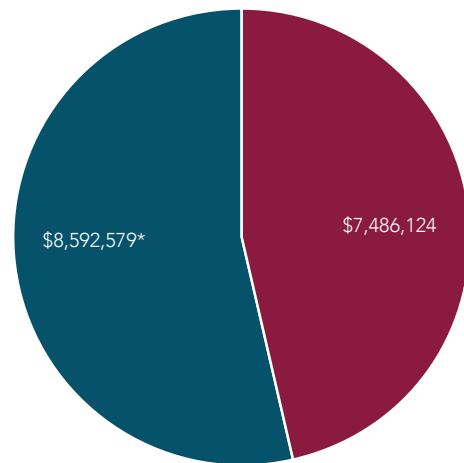


# December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

FY18 Total Expenses:

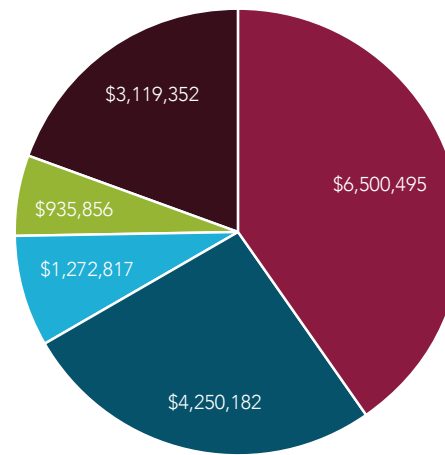
**\$16,078,702**



- Grants/Contracts to CBOs
- OWD Programs

FY18 Total Revenue:

**\$16,078,702**



- EDIC
- State
- Donations
- Federal
- City

\* Does not include disbursed funds from the Neighborhood Jobs Trust (\$2.5M), Community Development Block Grants (\$2.3M), or community benefits (\$710,000)





Mayor's Office of  
**WORKFORCE  
DEVELOPMENT**



bpda