

September 17, 2026

Michael D. Hurley
Senate Clerk, Office of the Clerk of the Senate
State House, Room 335
Boston, MA 02133

Timothy Carroll
House Clerk, Office of the Clerk of the House
State House, Room 145
Boston, MA 02133

Dear Honorable Clerks Hurley and Carroll,

On behalf of the Executive Office of Labor and Workforce Development (EOLWD), I am pleased to submit the enclosed report: “Effectiveness of Workforce Development Services.” This report is in response to Chapter 268 of the Acts of 2022, which required a report on the effectiveness and impact of MassHire services and Commonwealth Corporation grant making programs and to be shared with the Joint Committees on Economic Development, Labor and Workforce Development, and the Joint Committee on Ways and Means. I am grateful for the Legislature’s support on this important project, and I am sure you will find the results as important as I do.

Among report highlights, “Effectiveness of Workforce Development Services” measures indicators for grants such as participant demographics, industry sectors, job retention and promotion rates, and cost effectiveness of programs, in addition to a thorough review of the application and allocation process. Findings illustrate significant positive returns on investments from all of MassHire and Commonwealth Corporation workforce programs and services studied. Specifically, at least approximately \$2 was returned for every dollar invested per program participant—reaching over \$3 returned per dollar invested for some programs. The study concludes that for all three programs studied, the Commonwealth experienced a minimum of \$168.8 million in net economic gain after accounting for program expenses.

The report also contains important recommendations on how to improve the tracking of outcomes and coordinate separate state agency data, such as wage data and expanded data collection at intake and after program completion. EOLWD is already making progress to incorporate many recommendations as part of the MassHire Innovation Project and strategies led by EOLWD and the MassHire State Workforce Board. Additional recommendations may require further collaboration to implement with the MassHire Department of Career Services, Department of Unemployment Assistance, Commonwealth Corporation, among others.

I look forward to working closely with you to continue to drive meaningful results through impactful investments in workforce development to reach jobseekers, including unemployed and underemployed Massachusetts residents, in regions across the state. In doing so, we continue to meet the needs of employers statewide, spanning industries and also businesses large and small. As the report shows, investing in our people pays dividends to our economy and will be key for fostering economic prosperity and competitiveness for Massachusetts.

Sincerely,

Lauren Jones
Secretary
Executive Office of Labor and Workforce Development