

MASSACHUSETTS

# Workforce Investment Act

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**WIA Communication No. 04-86**

Policy  Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Regional Directors for Workforce Integration  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** Susan V. Lawler, Commissioner  
Division of Career Services

**Date:** November 8, 2004

**Subject:** Enhancing WIA Performance - Tutorial Now Available

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**Background:** On March 8, 2004, Brandon Roberts, of the WIA Performance Enhancement Project [sponsored by the U. S. Department of Labor Employment and Training Administration (ETA)], presented information on the project to a statewide meeting on WIA Performance Measures. Mr. Roberts' presentation provided technical assistance to Massachusetts' One-Stop Career Centers in improving WIA Title I performance.

As an outcome of the Performance Enhancement Project, ETA is developing an on-line tutorial entitled, Enhancing WIA Performance Outcomes that uses a Power-Point-like presentation with narration to guide the user through self-paced training on two courses:

- Enhancing Performance Outcomes for Adults and Dislocated Workers
- Enhancing Performance Outcomes for Older and Younger Youth

The tutorial is intended to assist WIA partners and service providers develop a uniform understanding of current WIA performance standards and how they work.

While the Adult and Dislocated Worker section is still under development, the Youth section of the tutorial is complete and fully functional and should be very helpful to local partners and service providers in understanding the measures and meeting the goals for Youth services.

The tutorial can be accessed through this link:

[http://www.workforcetools.org/free\\_online\\_courses.asp](http://www.workforcetools.org/free_online_courses.asp)

Information and knowledge attained through this tutorial will complement the MOSES Advanced User Training described in WIA Issuance 04-71 that specifically focuses on WIA Title I Performance issues. *The next scheduled session of MOSES Advanced User Training for Title I is November 30<sup>th</sup>, in Boston.*

**Action:** Please distribute this information to workforce development partners, managers and direct staff providing WIA Title I funded services to youth, adults and dislocated workers. Encourage individuals to take advantage of the on-line tutorial and consider convening staff discussions regarding the material.

**Inquiries:** Please direct all questions related to Adult and Dislocated Workers to Carla Erb at [cerb@detma.org](mailto:cerb@detma.org). Questions related to Youth should be directed to Gene White at [GWhite@Commcorp.org](mailto:GWhite@Commcorp.org)

**Filing:** Please file this in your notebook of previously issued WIA Communication Series Issuances as #04-86.