

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.184

☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: March 27, 2017

Subject: **American Job Center Certification – A Tool to Maximize State’s Quality & Consistency Webinar**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the WorkforceGPS webinar: [American Job Center Certification – A Tool to Maximize State’s Quality & Consistency](#) on Wednesday, April 12th from 3:00pm – 4:00pm.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires the state workforce development board (WDBs) to establish objective criteria and procedures when certifying its American Job Centers to help maximize quality of services and consistency across the state. In addition, local WDBs must follow procedures and criteria established by the state WDB and certify its American Job Centers and network at least once every three years.

Learn of emerging practices occurring in states evaluating the effectiveness, physical and programmatic accessibility, and continuous improvement of American Job Centers. Presenters will discuss the process for defining those standards and its application, combined with an assessment of the impact on their system operations and outcomes.

A WorkforceGPS account is required for registration. WorkforceGPS is the next generation, device-friendly website for peer-to-peer connection and resources. Click [here](#) to create a free account.

Action

Requested: Please share the information with staff and partners as appropriate.