

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.167

☐ 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: January 13, 2017

Subject: **Customer Centered Design Challenge Launch Round 3 Webinar**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the WorkforceGPS webinar: "[Customer Centered Design Challenge Launch Round 3](#)", on Monday, January 23rd from 1:00pm - 2:00pm.

Background: This webinar is the launch of a bigger initiative designed to engage workforce leadership throughout the country in a three-month process. Through participation in this webinar, learn how to address design challenges and how to engage with partners in a team to learn, practice, and implement 'design thinking'. The audience:

- Organizations implementing WIOA
- People who are designing services, writing RFP's, etc.
- Partners who serve a broad range of customers
- State and local workforce agencies who want better outcomes
- All one-stop partner programs
- Organizations that have DOL discretionary grants

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.