



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: September 5, 2019

Subject: **National Workforce Development Month - Resources Available Through WorkforceGPS Highlighted for September 2019**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of numerous resources available through US DOL/ETA WorkforceGPS in honor of recently passed U.S. Senate Resolution No. 304 designating September 2019 as “National Workforce Development Month”.

Background: [WorkforceGPS](#) is a free, online technical assistance website created to help build the capacity of America's public workforce investment system. Sponsored by the Employment and Training Administration of the U.S. Department of Labor, it was developed for workforce professionals, educators, and business leaders.

The United States Senate passed [Senate Res. 304](#) designating September 2019 as “National Workforce Development Month” thereby highlighting the importance of the publicly-funded workforce development system as well as passage of the Workforce Innovation and Opportunity Act (WIOA) in 2014. This month,

WorkforceGPS is highlighting resources that focus on customer service. In addition, they are pleased to share new competency model resources that have recently been released.

Customer Service

The strength of the American Job Center system is its basic premise that services can be integrated in one place for easy access to customers, and delivered as efficiently and as streamlined as a business would. While some programs offer services targeted towards various customers such as dislocated workers, farmworkers, at-risk youth, disabled Veterans, and other groups of individuals, the publicly-funded workforce development system provides universal access to all customers. The key component in all of these services is outstanding customer service which entails the mix of customer-centered approaches, and efficient customer flow. This month, a number of [resources](#) and successful practices that exhibit quality customer service are highlighted. This is key to ensuring the positive outcomes for all customers in the American Job Center system.

New Competency Model Resources

The U.S. Department of Labor's Competency Model Clearinghouse has released [three new resources](#) aimed at assisting with developing competency-based approaches to education and workforce development. Resources include the How-To Crosswalk Competency Models for Curriculum Development Video Series, the Customizing Competency Models Through Convening Guide, and the U.S. DOL Competency Model Peer Learning Group. These resources highlight real-life experiences and examples, offer tips and tools, and provide a forum for peers to discuss their own competency model efforts. They are housed on the [LMI Central community](#).

Featured Content

- [Automation and a Changing Economy](#): Framework for addressing the impact of innovation on the American worker.
- [A Governor's Action Guide to Achieving Good Jobs for All Americans](#): Compilation of opportunities that governors have to create responsive, nimble training and workforce systems to better prepare Americans for the jobs of the future.
- [Workplace Accommodation Toolkit](#): The Workplace Accommodation Toolkit centralizes resources and guidance related to reasonable accommodations, including sample policies, templates and checklists, as well as training videos and access to thousands of specific accommodation ideas.
- [Youth Apprenticeship in America Today: Connecting High School Students to Apprenticeship](#): The "Youth Apprenticeship in America Today: Connecting High School Students to Apprenticeship" report developed by New America presents key findings, supported by policy initiatives in ten states, to guide

policy makers in connecting education and workforce systems to develop and grow high quality youth apprenticeship programs.

- [Saving is a Family Affair: America Saves Resource Packet](#): America Saves has created the Saving is a Family Affair packet, filled with tips and tools on how everyone in a family can contribute to the household's financial well-being. The sharing of the pre-written articles, social media content, graphics and resources with constituents, partners and general public is encouraged.
- [The Workforce Innovation and Opportunity Act: Investments in Youth Work Experiences](#): This brief examines how Congress and the Department of Labor have improved efforts to provide youth work experiences under the Workforce Innovation and Opportunity Act.

Action

Requested: Please share with management, staff and partners as appropriate.

Effective: Immediately