



Workforce Issuance

100 DCS 08.130

☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: March 5, 2024

Subject: **Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the ETA - TEGL 10-23**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of Training and Employment Guidance Letter (TEGL) No. 10-23 (*Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration (ETA)*) that directs the public workforce development system to streamline intake and eligibility processes to ensure individuals have full and equitable access to career services and training. The TEGL provides methods to consider when developing these policies, procedures, and practices to ensure career services and training are widely available to those meeting program eligibility requirements.

MassHire Department of Career Services will be revising existing policies accordingly.

Background: As stated in WIOA, a primary purpose of public workforce programs is “to increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.” The grants that the Employment and Training Administration (ETA) administers serve a wide range of job seekers with various needs, some with intersecting barriers that complicate eligibility determination and timely service delivery. When viewed from a customer experience perspective, navigating and accessing these services comes with varying requirements that can result in significant wait times before participants can enroll or begin services. Such delays may cause individuals in need to miss out on getting critical supports that can help to secure employment and establish or re-establish accompanying financial stability. Whether individuals are engaged in finding a first or new job, transitioning to a better job, recovering from job loss, or dealing with a natural disaster, these life adjustments often require time, supports, and training or education to gain new skills. Such life transitions can be difficult for people to manage along with additional challenges such as childcare, unreliable transportation, unstable housing, and language or cultural barriers, among others.

Action

Required: Please review TEGL 10-23 in its entirety and share with all managers, staff and partners as appropriate.

Effective: Immediately.