

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.235

☐ 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: June 7, 2018

Subject: **The Future of American Job Centers - Webinar**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the WorkforceGPS webinar: [The Future of American Job Centers](#), Thursday, June 14th from 1:00 – 2:30.

Background: Changes in AJC customers' needs and advances in technology have significantly altered how customers access services. AJCs are working to adapt to changing needs, challenges and opportunities, but what about 5, 10, or 20 years from now? Workforce representatives across eight states collaborated to identify challenges, opportunities, and relevant trends, for possible service delivery solutions for the future of AJCs.

As required by Workforce Innovation and Opportunity Act (WIOA), many AJC delivery systems are moving toward enhanced integration, dynamic partnerships, and customer-centered service delivery. Connect with peers who got advice from leading technology and other industry leaders along the way. AJC staff, State/Local Workforce Development Board (WDB) staff and board members, partner agencies that provide services to businesses are encouraged to attend.

An account is required to register for a WorkforceGPS event. Click [here](#) to create a free account.

Action

Requested: Please share with staff and partners as appropriate.