



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: October 16, 2020

Subject: **Evaluation Planning for Remote Workforce Services and Online Learning – WorkforceGPS Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of a webinar sponsored through WorkforceGPS: Evaluation Planning for Remote Workforce Services and Online Learning, scheduled for October 29th from 2:00 – 3:00.

Background: As the public workforce development system transitions into new and different modes and methods of service delivery with an increased emphasis on remote services and virtual learning, evaluation planning and thoughtful implementation can play a critical role. This webinar will highlight initial efforts by states and local areas to deliver workforce development services remotely and share ideas for state workforce agencies to consider for evaluation of their remote and technology-based services

While temporarily unable to rely on delivering services through the brick and mortar of the American Job Centers, states and local areas have quickly adapted to providing services remotely using virtual delivery tools, apps, and websites.

In this webinar, attendees will learn about:

- State and local area efforts to shift and deliver workforce development services through virtual means, including the challenges they and their customers have faced.
- Evaluations of state and local efforts to promote technology-based learning in employability, basic literacy and numeracy, digital literacy, job search skills, occupational training, and certification.
- Initial methods used to assess how states and local areas have transitioned this year to delivering workforce development services through virtual means, primarily through interviews and surveys.
- Potential approaches for further research and evaluation of state and local remote service delivery, recognizing that states and local areas want to ensure that they are providing quality services to their customers whether through virtual or in-person means.

Attendees will hear directly from workforce development practitioners who will speak to state and local efforts as interest in remote services and online learning activities increases. Workforce development researchers and evaluators will also share insights into research methods used to evaluate remote services, including technology-based learning. All presenters will also share recommendations for further research and evaluation to ensure the continuous improvement of remote service delivery.

WorkforceGPS is an 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, WorkforceGPS was developed specifically for workforce professionals, educators, and business leaders. WorkforceGPS is free but does require account registration.

Action

Requested: Please share this issuance with all appropriate managers, staff and partners.

Effective: Immediately.