



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.378

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: December 18, 2020

Subject: **Partner Discussion on the Exploration of a WIOA Holistic Case Management System – WorkforceGPS Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the WorkforceGPS webinar: [Partner Discussion on the Exploration of a WIOA Holistic Case Management System](#). The webinar is scheduled for Friday, January 8th from 3:30 – 5:00.

Background: This webinar is to gain insight and ask questions on the process USDOL is taking to explore vendor capacity to develop a state level holistic case management system across WIOA partner programs.

WIOA requires that American Job Center (AJC) partners advance the alignment of technology and data systems across programs to enhance service delivery to customers. USDOL's Employment & Training Administration (ETA) invites program operations professionals and information technology (IT) professionals from all AJC partner programs to join in a discussion to explore options to assist states in achieving this integrated systems vision. Local and state government representation, as well as representation from workforce practitioners, is sought

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to deepen the dialogue and to recruit ongoing assistance in developing technology integration recommendations for ETA and its partners. The webinar will focus on the AJC partnerships that support jobseekers, the need for holistic case management services and systems, and next steps in the process to explore technology options.

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 staff and partners.

Effective: Immediately