



Workforce Issuance

100 DCS 14.523

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

Date: May 26, 2023

Subject: **Understanding Participant Experience – RESEA Evaluation TA – WorkforceGPS Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of an upcoming WorkforceGPS webinar: Understanding Participant Experience – RESEA Evaluation Technical Assistance on Tuesday, June 6 from 2:00 – 3:00 pm.

Background: This webinar was developed for Reemployment Services and Eligibility Assessment (RESEA) grantees and will highlight the value of leveraging insights from program participants to improve access to and the effectiveness of service delivery. Insights that will be shared include descriptions of research and evaluation methods used to obtain and analyze user information from participants' RESEA experiences. Additionally, presenters will discuss customer journey mapping as one method to capture participant experience for RESEA.

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 with all managers, staff and partners as appropriate.

Effective: Immediately.