



# Workforce Issuance

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☐ Policy ☒ Information

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**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:** July 20, 2023

**Subject:** **The Aligned Case Management Institute: Advancing the Effort Together – WorkforceGPS Webinar**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of an upcoming WorkforceGPS webinar: The Aligned Case Management Institute: Advancing the Effort Together, on Friday, July 28 from 3:00 – 4:00.

**Background:** The Aligned Case Management (ACM) Institute, an initiative facilitated by the United States Department of Labor Employment and Training Administration's Office of Workforce Investment (OWI) and NASWA's Workforce Information Technology Support Center (WITSC), invites state teams to join a series of interactive sessions aimed at transforming and aligning case management systems.

The United States DOL ETA's Office of Workforce Investment (OWI) is facilitating the ACM Institute for state teams in conjunction with NASWA's Workforce Information Technology Support Center (WITSC).

**Why:** The ACM Institute's mission is to aid states in aligning their case management systems, enhancing holistic service delivery, and improving customer experience within the public workforce system. By participating in the ACM Institute, you will be contributing to the refinement of modern practices in workforce development that will help your state achieve these goals. In addition, the ACM Institute offers teams the opportunity to learn from and collaborate with industry thought leaders and peers, while evolving local systems to meet the needs of constituents better.

**What:** The objective is to develop a replicable framework and an on-demand toolkit of resources that reflect the shared needs of the public workforce system. This will empower states to create a more aligned case management system, leveraging interoperable data and modern technology to enhance service delivery. Over the course of the ACM Institute, state teams will engage in a series of interactive sessions, covering a range of topics from analyzing the current state of case management systems to ideating and prototyping potential solutions, all while keeping the customer and staff experience in mind. State teams will also have the opportunity to design a state-specific action plan, all with the support and guidance of our experienced facilitators.

**When:** Applications for the ACM Institute are due **August 11, 2023, 5:00 p.m. ET** to [witsc@naswa.org](mailto:witsc@naswa.org). The ACM Institute will launch on September 19, 2023, and will take place virtually through the end of November.

**How to Apply:** Interested states can apply by submitting letters of interest and commitment from all partners that will participate in the ACM Institute. A brief self-assessment of the current level of alignment of your state's case management system is also required.

**More Information:** DOL will hold an informational webinar on July 28, 2023. During this session, further information about the ACM Institute will be provided as will an opportunity to answer questions. After registering individuals will receive a confirmation email containing information about joining the meeting.

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.