



Workforce Issuance

100 DCS 14.556

☐ Policy ☒ Information

To: 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: February 29, 2024

Subject: **Guidance Overview – Reducing Administrative Barriers to Improve Customer Experience – WorkforceGPS Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of an upcoming WorkforceGPS webinar:
[Guidance Overview – Reducing Administrative Barriers to Improve Customer Experience](#) - Wednesday, March 13, 2024 - 11:30 – 1:00pm.

Background: On February 21, 2024, the Employment and Training Administration (ETA) Published [Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration \(Training and Employment Guidance Letter 10-23\)](#). In this session, ETA staff will walk through key points of this guidance.

Training and Employment Guidance Letter (TEGL) 10-23 directs the public workforce development system to streamline intake and eligibility processes to ensure individuals have full and equitable access to career services and training. The TEGL provides methods to consider when developing policies, procedures,

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

and practices to ensure career services and training are widely available to those meeting program eligibility requirements. ETA encourages entities receiving grants under the following programs to attend this webinar: Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, Youth, National Dislocated Worker Grants (DWG), Wagner-Peyser Act (W-P) Employment Service, Section 166 Indian and Native American Program (INAP), Reentry Employment Opportunities (REO) and other programs authorized under Section 169 of WIOA, YouthBuild, Section 167 National Farmworker Jobs Program (NFJP), and the Senior Community Service Employment Program (SCSEP).

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

Required: Please share with all managers, staff and partners as appropriate.

Effective: Immediately