



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

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

Date: January 13, 2025

Subject: **Wagner-Peyser: Emphasizing the Best in Employment Services – WorkforceGPS Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of an upcoming WorkforceGPS webinar:
[Wagner-Peyser: Emphasizing the Best in Employment Services](#), Monday, January 27th, 1:00 – 2:30.

Background: Wagner-Peyser employment service (ES) merit staff are integral to the comprehensive offerings of the Workforce Innovation and Opportunity Act (WIOA) funded American Job Centers (AJCs). Among the many partners within the AJC is the ES team. ES was established nearly a century ago to facilitate job seeker and employer needs through challenging times and economic booms.

This webinar provides an opportunity for state and local boards to learn about promising practices for Wagner-Peyser that positively impact services, including services in the AJC network. It will address the evolution of these services in the real world and the application of quality services in AJCs across the country.

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

Key Topics Include:

- The role of ES staff
- The implications of long-standing policies and more recent directives
- How to design policy or procedures for innovative strategies, including what's most critical to success
- Review of governance, tools, and staffing that lead to enhanced customer services

Panelists will be featured who optimize the system with state and local partners and concentrate on services to customers, connections to employers, and making a vital difference in regional economies by working together.

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.