



**MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION**

WIOA Joint Partner Communication 02.2026

☐ Policy ☒ Information

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

From: Alysia Ordway, Undersecretary
Executive Office of Labor and Workforce Development
Beth Goguen, Director
MassHire Department of Career Services
Katie Dishnica, Director
Department of Unemployment Assurance
Toni Wolf, Commissioner
MassAbility
John Oliveria, Commissioner
Massachusetts Commission for the Blind
Wyvonne Carter-Stevens, Associate Commissioner
Department of Elementary and Secondary Education, Adult and Community Learning Services
Michael Cole, Commissioner
Department of Transitional Assistance

Date: July 31, 2026

Subject: **Expanding ESOL Access Across Massachusetts: Select an ENGEN Overview Session**

Purpose: To introduce the partnership between MassHire Department of Career Services and the Department of Elementary and Secondary Education's Adult and Community Learning Services (ACLS) to expand access to high-quality, career-focused English language instruction through the [ENGEN](#) online learning platform. This memorandum outlines the initiative, describes the role of MassHire Career Centers in implementation, and provides guidance on the next steps to support statewide deployment and customer access.

Background: The MassHire Department of Career Services (MDCS) and the Department of Elementary and Secondary Education's Adult and Community Learning Services (ACLS) are partnering to expand access to high-quality English for Speakers of Other Languages (ESOL) instruction for jobseekers across the Commonwealth. This partnership was developed in response to statewide ESOL listening sessions, where stakeholders identified an urgent need to reduce ESOL waitlists while increasing access to flexible, career-focused English language instruction. Participants emphasized the importance of instruction that accommodates adult learners' schedules through online learning, provides strong onboarding and coaching support, and integrates work readiness and digital literacy skills.

Funded through a \$2.5 million ACLS Fair Share appropriation, this initiative will provide approximately 1,000 adult learners with access to career-ready English instruction through the ENGEN platform. The initiative is designed to prepare participants for employment, industry-recognized training programs, apprenticeships, and postsecondary education while strengthening collaboration between MassHire Career Centers and ACLS.

ENGEN Overview

ENGEN is an online English language learning platform designed specifically for adult learners. The platform provides instruction ranging from beginning English proficiency through advanced, contextualized English for specific industries, including healthcare, advanced manufacturing, hospitality, customer service, and other in-demand occupations.

The platform offers:

- Self-paced, online ESOL instruction available anytime, anywhere
- Career-focused English language learning aligned with workforce needs
- Contextualized occupational pathways that prepare participants for employment and training
- Integrated work readiness and digital literacy instruction
- Learner progress tracking and reporting capabilities
- Flexible implementation that can complement existing Career Center and partner services

ENGEN can be used to support customers preparing for employment, occupational skills training, apprenticeship opportunities, or post-secondary education.

Career Center Administration

Following ENGEN Overview Sessions (details below), MDCS and ACLS will ask each MassHire Career Center to identify a **single point of contact** to serve as the Career Center's ENGEN Administrator.

Each Administrator will:

- Receive administrator training provided by ACLS and ENGEN
- Receive an administrator license
- Issue and manage learner licenses for eligible customers
- Monitor learner participation, progress, and instructional hours
- Assign, as appropriate, learning pathways and occupational modules based on customer goals
- Serve as the primary liaison between the Career Center, MDCS, and ACLS regarding ENGEN administration

Local Flexibility

MassHire Career Centers are encouraged to incorporate ENGEN in ways that best meet local workforce needs. Examples include:

- Offering facilitated ESOL learning groups for jobseekers
- Providing individual licenses for customers receiving career services
- Using ENGEN as a bridge or prerequisite for occupational skills training
- Integrating ENGEN into Integrated Education and Training (IET) models
- Supporting customers awaiting enrollment in classroom-based ESOL programs
- Embedding ENGEN into career planning, job search, and employment readiness services
- Coordinating referrals and co-enrollment with Adult Ed
- Using ENGEN to support employers seeking incumbent worker English language training

MDCS and ACLS encourage Career Centers to develop innovative local implementation strategies that complement existing ESOL services while expanding access for customers who may otherwise face barriers due to waitlists, scheduling conflicts, or geographic limitations.

Additional information regarding implementation timelines, administrator training, and license distribution will be shared following the statewide overview sessions.

To attend an overview session:

- Please pick the session you want to attend from the list below
- Copy the Zoom link for the session you selected
- Create a new event on your calendar
- Paste the Zoom link into the location or notes section of the event so you can easily join the session on the day of the event
- Save the event so it appears on your calendar

ENGEN Overview Sessions here:

EnGEN Overview Session #1

Wednesday August 12, 2026; 2:00pm – 3:30pm

Join Zoom Meeting:

<https://us06web.zoom.us/j/82785877669?pwd=oByVzIT58EZi14LuMm70brRxeExx7f.1&jst=2>

EnGEN Overview Session #2

Thursday, August 20th, 2026; 10:00am - 11:30am

Join Zoom Meeting:

<https://us06web.zoom.us/j/83216076403?pwd=kPJvat91FsE4GDG8rTtbc39XKMVb1x.1&jst=2>

MDCS and ACLS will continue to work out scheduling plans for Administrator training sessions to be rolled out at the end of August and/or early September.

Action

Required: Please share with all appropriate managers and staff and register for one of the ENGEN Overview Sessions.

Effective: Immediately