

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 05.110

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: June 17, 2016

Subject: Evaluation of the Customer Experience in American Job Centers

Purpose: To inform Local Workforce Boards, One-Stop Career Center Operators, and other local workforce investment partners of the Department of Labor (DOL), Employment and Training Administration (ETA) Training and Employment Notice ([TEN 40-15](#)) released June 16, 2016 announcing an exploratory evaluation to help the U.S. Department of Labor (DOL) learn more about the customer experience in American Job Centers (AJCs).

Background: Because of the flexibility states and local areas have in determining how to best implement the job training and employment programs delivered through the AJCs, the DOL is conducting a variety of evaluations to build the body of evidence around “what works” in this system. This study will build on the body of existing work by giving DOL greater insight into the AJC customer experience, identifying experiential and service delivery strategies that are working well, and supporting the system’s customer focus under the Workforce Innovation and Opportunity Act (WIOA).

DOL has contracted with [IMPAQ International, LLC](#) and ideas42 (the IMPAQ team) to conduct this study. A small number of AJCs that have met pre-determined criteria for representation within this exploratory study have been selected to participate. The research effort began in September 2015 and will

conclude in December 2016. Participating AJCs will not be named and individual participants will be confidential.

DOL anticipates development of three interim reports to share the information gathered. Briefs will be posted on the Chief Evaluation Office (CEO) and ETA websites and will be publicly available.

Action

Requested: States, Workforce Boards, and AJCs are encouraged to participate in the study, if selected, by working with DOL and the IMPAQ team in communication and other coordination activities.