

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 05.111

☐ 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: Institutional Analysis of 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 41-15](#)) released June 16, 2016 announcing commencement of a study to help DOL learn more about the range of institutional features that shape day-to-day American Job Center (AJC) operations and customer experience.

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, DOL is conducting a variety of evaluations to build the body of evidence around “what works” in this system. The Workforce Innovation and Opportunity Act (WIOA) reaffirms the role of the customer-focused one-stop delivery system at the community level and encourages greater collaboration and coordination to achieve an integrated and seamless service delivery system for job seekers and employers. This study will build on the Department’s body of existing work by documenting the range of institutional features and dynamics that exist in the system’s AJCs and that shape AJCs’ day-to-day operations and customer experiences, as well as information on changes in operations and customer experiences as the public workforce system continues to implement WIOA.

DOL has contracted with Mathematica Policy Research, Social Policy Research Associates, The George Washington University, and Capital Research Corporation (the study team) to conduct this study.

DOL anticipates development of two publications to share the information gathered. Publications 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.