

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.176

☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development 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: February 27, 2017

Subject: Universal Design – A Customer Centered Approach Webinar

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the WorkforceGPS webinar: “[Universal Design – A Customer Centered Approach](#)”, on Wednesday, March 15th from 3:00pm - 4:00pm.

Background: Universal Design is a significant component of the customer centered design framework to provide exemplary service in American Job Centers (AJC). In this session, learn how universal design is a creative vehicle in applying “design thinking” for innovation across the workforce system to benefit job seekers with a wide range of learning styles, language levels, intelligences, and physical mobility to help foster meeting customer’s needs more efficiently.

The Greater Lowell Workforce Development Board and Spokane Area Workforce Develop Council will share their stories of working across Workforce Innovation and Opportunity Act (WIOA) partners to create a more customer centered approach.

A WorkforceGPS account is required for registration. WorkforceGPS is the next generation, device-friendly website for peer-to-peer connection and resources. Click [here](#) to create a free account.

Action

Requested: Please share the information with staff and partners as appropriate.