SERVICE DELIVERY

Resource Recap
January 2020
SERVICE DELIVERY:
WORKFORCEGPS RESOURCES

There are multiple ways you can help customers access our services, ranging from one-on-one services with a caseworker at an American Job Center (AJC), to group services as part of a workshop, to virtual services accessed from home on a personal computer or handheld device.

Whatever the customer chooses, our goal should be to provide them with the best possible service that meets their needs. Read More
SERVICE DELIVERY: VIRTUAL TOOLS

Internet-based, virtual tools provide our customers another access point to services and resources 24/7.

Virtual tools promote self-service by providing customers instant access to information, which also reduces the number of calls, emails or in-person visits.

As we seek to optimize customer interaction, virtual tools enable select services to always be a click away.
The Workforce Innovation and Opportunity Act (WIOA) presents an extraordinary opportunity to transform and improve the public workforce system.

Partners work together to meet community workforce needs, promote stronger alignment of workforce, education, vocational rehabilitation, and other human services systems in order to improve the structure and delivery of services to individuals, including adults and youth with disabilities and others who face barriers to employment. Read More
Resources identified with The Future of Work theme will spotlight forces affecting work, the workforce, and the workplace.

- Nothing to Hide: Tools for Talking (and Listening) About Data Privacy for Integrated Data Systems
- Employer Perspectives on Workforce Development: How Businesses are Adapting to the Future of Work
- A Changing Workforce Development Landscape
FACTOIDS

American Job Centers (AJC)

Nearly 2,400 American Job Centers Nationwide.

The Federal Government has more than 40 workforce development programs spread across 14 agencies.

Federal Workforce Program

CareerOneStop’s Video Library now includes more than 500 career videos, reflecting nearly 800* occupations.
COLLABORATIONS

Resources highlighting partnerships and collaboration.

- Sharing American Job Center Costs Using “Customer Count:” One Approach to Cost Allocation under WIOA
- WIOA State Plan Podcast
- WIOA Federal Agency Collaboration Guide
WEBINARS

WIOA Wednesday: Integrating Partners’ Programs in Your Comprehensive American Job Centers

WIOA Wednesday – Memorandum of Understanding (MOU) Part I: Overview & Development

The Future of American Job Centers (AJCs)
ORGANIZATIONS

U.S. Department of Labor
- Office of Job Corps
- Office of Apprenticeship
- Office of Disability Employment Policy
- Office of Trade Adjustment Assistance
- Veterans' Employment and Training Service

U.S. Department of Education
- Office of Special Education and Rehabilitation Services (OSERS)
- Office of Career, Technical and Adult Education (OCTAE)
- U.S. Department of Agriculture Employment and Training Resource Center

U.S. Department of Health and Human Services
- Community Services Block Grant
- Administration for Community Living

U.S. Department of Agriculture Employment and Training
- Supplemental Nutrition Assistance Program (SNAP) to Skills
NEXT MONTH THEME: CREDENTIALING AND LICENSING

LOOK FOR EXCITING AND USEFUL RESOURCES!