

January 2020

## Happy New Year from WorkforceGPS!

### Service Delivery



We kick off 2020 with a focus on service delivery. 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. As an added feature this year, we will be spotlighting the Future of Work as part of these themes: forces affecting work, the workforce, and the workplace. Check out this [resource page](#) that highlights the wide variety of ways to access publicly-funded workforce services and the impact the Future of Work will have on service delivery. Throughout the month, additional resources will be added to the GPS homepage, so please check back often!



### National Mentoring Month



This month we are highlighting National Mentoring Month, which is a campaign held each January to promote youth mentoring in the United States. It was inaugurated in 2002, and is spearheaded by the Harvard School of Public Health, MENTOR, and the Corporation for National and Community Service. The publicly-funded workforce system has a long history in providing [mentoring services](#) to youth. To learn more about some of these programs, check out [Youth CareerConnect Community](#), [YouthBuild Community](#), and a [Youth Apprenticeship](#) resource page that is posted on the [Apprenticeship Community](#).

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## Featured Content

- [One-Stops and American Job Centers - Webinars and Webcasts](#): The One-Stop and American Job Centers Webinars and Webcasts page provides a collection of key webinars presented to assist the workforce system with operationalizing the one-stop delivery system under Workforce Innovation and Opportunity Act (WIOA).
- [Online Work Readiness Assessment \(OWRA\)](#): Web-based tool that summarizes client's strengths, barriers, and makes recommendations on placement into work activities and work supports.
- [LA:RISE - Workforce Innovation Fund Partnership Model](#): Los Angeles Regional Initiative for Social Enterprise (LA:RISE) is an innovative, collaborative partnership that unites the City and County of Los Angeles Workforce Development System (WDS) with non-profit social enterprises and for-profit

businesses in order to help individuals with high barriers to employment get good jobs and stay employed.

- [5 Levels of Employer Engagement](#): Examples of activities associated with various levels of employer engagement.
- [Toolbox for Success: Program Design and WIOA Resource Spotlights](#): In 2014, the Workforce Innovation and Opportunity Act (WIOA) was authorized, with the law taking effect in 2015. As the implementation continues, there are new opportunities and challenges facing YouthBuild programs. This resource page will help you plan and strengthen your program with a wide range of tools and examples of best practices, particularly related to program planning, program management, and performance outcomes.
- [U.S. DOL Competency Model Peer Learning Group](#): The U.S. DOL Competency Model Peer Learning Group (PLG) is an interactive forum for education and workforce professionals who are using (or looking to use) industry competency models in talent conversations with businesses.

## Recent Public Events

- [Continuing the Conversation: Competency Models Around the Country](#): December 18, 2019
- [Using Evaluation and Evidence to Inform Strategic Planning Activities](#): December 17, 2019
- [Discussion on Sub-State Allocations & State Plans - Workforce Innovation and Opportunity Act \(WIOA\)](#): December 04, 2019

**Thank You!**

Sincerely,

The WorkforceGPS Team  
*Helping You Navigate to Success Today*

**U.S. Department of Labor**  
Employment & Training Administration