

September 2019

Did you know that September is National Workforce Development month? The United States Senate passed [Senate Res. 304](#) designating September 2019 as “National Workforce Development Month” thereby highlighting the importance of the publicly-funded workforce development system as well as passage of the Workforce Innovation and Opportunity Act (WIOA) in 2014. Take a bow for all of your hard work and congratulations!

This month, we are highlighting resources that focus on customer service, which is a key component of all the programs and services of the workforce development system. In addition, we are pleased to share new competency model resources that have recently been released for your use with your customers.

Customer Service

The strength of the American Job Center system is its basic premise that services can be integrated in one place for easy access to customers, and delivered as efficiently and as streamlined as a business would.

While some of our programs offer services targeted towards various customers such as dislocated workers, farmworkers, at-risk youth, disabled veterans, and other groups of individuals, at its core, the publicly-funded workforce

development system provides universal access to all customers. The key component in all of these services is outstanding customer service which entails the mix of customer-centered approaches, and efficient customer flow.

This month, we are pleased to share with you a number of [resources](#) and successful practices that exhibit quality customer service. This is key to ensuring the positive outcomes for all customers in the American Job Center system.

New Competency Model Resources

The U.S. Department of Labor's Competency Model Clearinghouse has released [three new resources](#) aimed at assisting with developing competency-based approaches to education and workforce development. Resources include the How-To Crosswalk Competency Models for Curriculum Development Video Series, the Customizing Competency Models Through Convening Guide, and the U.S. DOL Competency Model Peer Learning Group. These resources highlight real-life experiences and examples, offer tips and tools, and provide a forum for peers to discuss their own competency model efforts. They are housed on the [LMI Central](#) community.

Featured Content

- [Automation and a Changing Economy](#): Framework for addressing the impact of innovation on the American worker.
 - [A Governor's Action Guide to Achieving Good Jobs for All Americans](#): Compilation of opportunities that governors have
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to create responsive, nimble training and workforce systems to better prepare Americans for the jobs of the future.

- [Workplace Accommodation Toolkit](#): The Workplace Accommodation Toolkit centralizes resources and guidance related to reasonable accommodations, including sample policies, templates and checklists, as well as training videos and access to thousands of specific accommodation ideas.
- [Youth Apprenticeship in America Today: Connecting High School Students to Apprenticeship](#): The "Youth Apprenticeship in America Today: Connecting High School Students to Apprenticeship" report developed by New America presents key findings, supported by policy initiatives in ten states, to guide policy makers in connecting education and workforce systems to develop and grow high quality youth apprenticeship programs.
- [Saving is a Family Affair: America Saves Resource Packet](#): America Saves has created the Saving is a Family Affair packet is filled with tips and tools on how everyone in your family can contribute to your household's financial well-being. Partners encourage you to share the pre-written articles, social media content, graphics and resources with your constituents, partners and the general public.
- [The Workforce Innovation and Opportunity Act: Investments in Youth Work Experiences](#): This brief examines how Congress and the Department of Labor have improved efforts to provide youth work experiences under the Workforce Innovation and Opportunity Act.

Upcoming Public Events

- September 12, 2019: [The WIOA Annual Statewide Performance Report Narrative: An Overview](#)

Recent Public Events

- [Military Spouses, A Priority Customer: What Your AJC Can Do](#): August 22, 2019
- [Successful Practices for Sustaining Your America's Promise Grant](#): August 21, 2019
- [Using the Clearinghouse for Labor Evaluation and Research \(CLEAR\) - A Demonstration](#): August 19, 2019

Thank You!

Sincerely,

The WorkforceGPS Team

Helping You Navigate to Success Today

U.S. Department of Labor
Employment & Training Administration