

December 2020

Happy February!

Focus on Service Delivery in All Forms

COVID-19 has had a huge impact on the ways in which services are delivered in the publicly-funded workforce system. Many American Job Centers (AJCs) are still closed to the public, and if they are open, it is often by appointment only. But the work of our system continues to evolve in exciting ways from virtual job fairs, on-line training, and certification courses and increased use of technology for job search and career opportunities. It is likely that when we are able to open up our Centers to regular traffic, many of the new ways of doing business will continue, which will allow our staff to focus on those individuals and businesses that are most in need of one-on-one or targeted services. Sometimes the challenges that are thrown our way end up becoming the catalyst for creative solutions to problems that have long been obstacles to improving services in our system.



Learning at a Distance and Online Services: Resources to Address Needs in Rural America



The American workforce development and education systems are adapting service strategies to offer

more online services and distance learning during this unprecedented time. Resources profiled in [Workforce System Strategies](#) provide evidence-based and implementation insights into distance and online learning practices that may help education and training seekers in rural areas develop career and technical skills and obtain education credentials. Use the following links to learn more about these resources:

- [Mitchell Technical Institute's Technical Education at a Distance \(TED\) Program Final Evaluation](#)
- [Online and Distance Learning in Southwest Tennessee: Implementation and Challenges](#)

Disability and Employment eLearning Activity Sheets and Manager's Toolkit

The [Disability and Employment eLearning Modules](#) provide strategies and real-life examples to help frontline American Job Center (AJC) staff effectively serve customers with disabilities, work with partners, and provide inclusive business services. This month, each of the three modules received an update to include a Reflect, Relate, and Apply Activity Sheet. These activity sheets are



a simple way to draw connections between the topics and examples presented and staff experiences on the job. Additionally, AJC managers can now access a [Manager's Toolkit](#) that includes discussion questions about the eLearning topics, tips and best practices from fellow managers, team activities, and more! Check out these new resources and start improving your AJC's service delivery today.

FEATURED CONTENT

DECEMBER 18, 2020

[American Job Centers: Adapting to a New Vision under the Workforce Innovation and Opportunity Act](#)

JANUARY 22, 2021

[10 Steps needed to start operating your Business](#)

AUGUST 25, 2020

[Virtual and Remote Learning and Service Resources](#)

JANUARY 22, 2021

[Workforce IT Support Center Online Tools](#)

AUGUST 21, 2014

[Sector Strategies Overview](#)

UPCOMING PUBLIC EVENTS

FEBRUARY 04, 2021

[Using CareerOneStop to Provide Virtual Job Search Services to Help New College Graduates](#)

FEBRUARY 11, 2021

Using CareerOneStop to Provide Virtual Services to Change Occupations or Industries

FEBRUARY 18, 2021

Using CareerOneStop to Provide Virtual Services to Develop New Skills and Knowledge

FEBRUARY 23, 2021

A SMART Approach to 2020 Revisions to Grants Management

MARCH 04, 2021

Using CareerOneStop to Provide a Successful ReEntry Transition Inside & Outside of Correctional

RECENT PUBLIC EVENTS

JANUARY 08, 2021

Partner Discussion on the Exploration of a WIOA Holistic Case Management System

JANUARY 13, 2021

Accessing and Using Data for RESEA Evaluations

JANUARY 21, 2021

Building Upon Performance Data and Reporting to Conduct Evaluations

JANUARY 28, 2021

CareerOneStop: Providing Virtual Services to Find Immediate Employment and Apply for Unemployment

Thank You!

Sincerely,

The WorkforceGPS Team
Helping You Navigate to Success Today

U.S. Department of Labor
Employment & Training Administration