

Executive Summary

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

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Effective coordination across American Job Center (AJC) partner programs is a foundational principle to the Workforce Innovation and Opportunity Act (WIOA) and has been demonstrated to be an impactful means to provide comprehensive workforce, training, education and support services to customers. While many meaningful advancements have occurred across the AJC system to improve partner coordination of services, one area that lags behind nationally is in the development of holistic information technology (IT) systems for program partners.

This presentation outlines the outstanding need, and the common barriers, to eliminate disparate IT systems across AJC program partners, and specifically focuses on the need to promote the development of integrated case management systems to enhance coordination and improve customer outcomes. The U.S. Department of Labor (USDOL) plans to explore this need and potential marketplace IT solutions further as means to gain insight into options to fill this technology gap.

The webinar provides details on next steps to include the release of an upcoming Request for Information (RFI) for integrated case management vendor solutions as well as the intent to gather stakeholder comments via an upcoming Federal Register Notice. Leveraging program partners, USDOL will use these source materials to develop AJC case management technology recommendations.

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