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### Job Center Task Force

- DWD-DET created a Job Center Task Force to assess the current state of the job center system and make recommendations for future improvements
- Membership includes representatives from the local Workforce Development Boards and WIOA state plan partners
- Focus on future service delivery through evaluating current job center locations, virtual service delivery, branding, and expanded outreach.

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### JCTF Committees

**Transforming Service Delivery and Outreach through Virtual Services**

- Focus on changing the current way service delivery is conducted from a customer perspective by improving customer service through technology use.

**Effective Program Coordination**

- Leverage statewide workforce and work support programs through effective use of physical locations, staff, joint policies/guidelines, technology, and resource sharing including identifying gaps.
- Evaluate funding sources and ways to leverage resources to support a seamless and comprehensive delivery of services to customers that leads to improved employment and training outcomes.

**Branding**

- Focus on delivering a product that is consumed by the audience (consumers) to ensure accountability as well as leveraging a single source of branding that program coordination for workforce and work support programs are seen as a one-stop portal.

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## JCTF Recommendations

- Conduct a feasibility study to determine how to improve effective coordination of services for job seekers and other audiences
  - Increase braiding of funds
  - Develop joint policies, procedures, and communications to increase program alignment
  - Evaluate infrastructure and technology to identify gaps
- Develop and implement a single, unified WIOA brand
  - Creates a consistent look across the state that is recognizable to job seekers and employers
  - Increases program coordination
  - Creates efficiencies to better serve customers
- Expand the availability of virtual services to increase customer access to resources
  - Chatbot, live chat, and scheduling tools allow for customers to access services virtually and outside normal business hours
- Develop joint policy requiring staff to complete a universal training curriculum to better serve the needs of customers
  - Increase trainings offered to staff (trauma informed care, mental health, career pathways, etc.) to meet the needs of all customers



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## Contact Us

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