

TRAINING AND EMPLOYMENT NOTICE	NO. 16-04
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To: ALL STATE WORKFORCE AGENCIES
ALL STATE WORKFORCE LIAISONS
ONE-STOP CAREER CENTER LEADS

From: 
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Subject: Protocol for Serving Older Workers

The Employment and Training Administration (ETA) is pleased to announce the release of the Protocol for Serving Older Workers. The goal of this protocol is to enhance the services provided to one of the underutilized labor pools, older workers, and to infuse the One-Stop Career Center system with innovative strategies for tapping into this labor pool. The strategies will help address potential worker shortages by providing workforce services to older Americans and exploring ways for engaging older workers in response to the rapidly changing skills demands of business. The protocol outlines a set of action steps that key stakeholders need to embrace to achieve the stated goal of connecting employers to older workers and older workers to jobs. It is important to note that these action steps could be modified by local workforce investment areas to serve other target populations.

Our workforce investment system must be geared to serve a larger number of older workers by ensuring the full array of One-Stop Career Center services are available to them and by forging partnerships with business and industry and mature worker intermediaries to ensure successful placement of older workers in jobs and rapidly responding to business demands. Mature workers provide One-Stop Career Centers with an invaluable asset to meeting the needs of their business customers. Businesses, on their part, need to develop strategies to attract and retain older workers, such as introducing alternative work arrangements and phased retirement programs.

The success of the strategies to provide better services to businesses and older workers revolves around the full engagement of the stakeholders' capacities and resources. In devising the respective protocol, six stakeholders have been identified:

1. U.S. Department of Labor
2. State Workforce Investment Boards
3. Local Workforce Investment Boards
4. One-Stop Career Centers
5. Mature Worker Intermediaries and Service Providers

**EMPLOYMENT AND TRAINING ADMINISTRATION
U.S. DEPARTMENT OF LABOR
WASHINGTON, D.C. 20210**

6. Business and Industry

To learn more about the detailed action steps proposed under each key stakeholder, see the attached protocol.

Action Required: One-Stop Operators are requested to 1) share the protocol within their respective organizations, and 2) to consider employing the above-mentioned strategies to enhance the services provided to older workers and infuse the One-Stop Career Center system with innovative approaches for tapping into this labor pool.

Attachment. A Protocol for Serving Older Workers