



DEPARTMENT OF

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FOR IMMEDIATE RELEASE – August 18, 2026

GDOL Announces Next Generation of AI-Powered Workforce Services

Hagåtña, Guam – The Guam Department of Labor (GDOL) is in discussions to test VOS Sapphire AI into Guam's existing workforce services platform HIREGUAM, introducing new artificial intelligence capabilities designed to enhance services for job seekers, employers, and workforce professionals throughout the island.

"This is an exciting opportunity to take the workforce system Guam already has and bring it into the next generation," said David Dell'Isola, GDOL Director. "We are putting powerful AI tools directly into the hands of those looking for work or a career and employers. Our vision is simple: make it easier for people to find opportunities, make it easier for businesses to find talent, and give our staff better tools to serve our community."

Developed by Geographic Solutions, the VOS Sapphire AI solutions integrate ChatGPT within a dedicated workforce environment, providing AI services that can be customized according to user type and specific workforce use cases. The integration is designed to bring the capabilities of AI directly into the workforce platform that Guam's residents, businesses, and workforce professionals already use.

Geographic Solutions is a leading U.S. provider of workforce development and unemployment insurance software, offering labor market information tools, job search platforms, and benefits administration systems for government agencies. On Guam, Geographic Solutions supplied and supported the software used to administer Pandemic Unemployment Assistance (PUA) and Disaster Unemployment Assistance (DUA), incorporating cybersecurity measures and compliance standards to protect claimant data and ensure secure system operations.

BUILDING ON HIREGUAM

HIREGUAM provides an established connection between job seekers, employers, and GDOL. The introduction of VOS Sapphire AI adds a new layer of intelligent assistance that can help users navigate services, prepare for employment, connect with opportunities, and support recruitment.

For job seekers, AI-assisted tools can help create and tailor resumes and cover letters, identify employment opportunities based on skills and experience, and prepare for interviews. The system can also analyze a person's work history and skills and suggest related occupations they may not have considered.

These tools can be especially helpful before military families PCS to Guam to quickly understand the

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local job market and translate experience from different duty stations. Returning residents will be able to use the system to quickly match their existing skills to in-demand jobs, and connect to training or immediate employment as they transition back into Guam's workforce.

For employers, AI can assist with creating job descriptions and customized interview questions. Through AI Assist, employers can describe their ideal candidate in a single text field and receive assistance identifying job seeker profiles that may match their needs.

For GDOL staff, AI Assist can provide support with case-management notes, report generation, correspondence, dashboard navigation, and other workforce-service activities. The goal is to create efficiencies in order to reduce time spent on routine administrative work and allow workforce professionals to devote more time serving residents and businesses.

AI DESIGNED FOR GUAM'S WORKFORCE NEEDS

The ChatGPT integration will operate within a dedicated environment that can be configured for different user types and specific workforce use cases. This allows the technology to be structured around the needs of Guam's workforce system rather than functioning simply as a general-purpose AI tool. The system will be configured to protect personal information in accordance with applicable data privacy and cybersecurity requirements.

If an agreement is reached with Geographic Solutions, GDOL will introduce the technology through a planned trial launch and evaluate its effectiveness, user experience, and applicability. As with any AI technology, GDOL will emphasize appropriate human oversight and responsible use. AI will serve as an assistive tool, not a replacement for the professional judgment and personal service provided by GDOL workforce staff.

"Guam has the opportunity to build on the strong foundation of HIREGUAM and move confidently toward the future where technology and human expertise work together to create more opportunities for the people of Guam," said Dell'Isola.

More information regarding the trial launch, availability and implementation will be announced. For more, contact the American Job Center at 671-475-7000/1 or visit dol.guam.gov.

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