

# Regional Real-Time TA: REQUEST FOR TECHNICAL ASSISTANCE

*Regional Real-Time Technical Assistance/Regional and State-Specific Technical Assistance and Training (DOL-ETA-17-A-0001 1630DC-17-U-00009)*

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**Instructions:** Regional Offices must complete the requested information below and submit it to the National Office for approval and signature. The National Office will provide the completed form to the Maher Advocate and Maher Management Team. The project will be fully scoped using the SOW & Budget form after the project is approved. **All projects must be completed by June 4, 2021.**

Project Request	
<b>Regional Office/Project #:</b> R6-5	<b>Project Name:</b> Idaho Business Services Training and Technical Assistance
<b>Regional Project Lead and Contact Information:</b>  Patricia A. O’Sullivan, 408-426-5054, <a href="mailto:osullivan.patricia.a@dol.gov">osullivan.patricia.a@dol.gov</a> Karen Conner, 415-625-7907, <a href="mailto:conner.karen@dol.gov">conner.karen@dol.gov</a>	
<b>Maher Regional Advocate and Contact Information:</b>  Carrie Yeats, 512-656-0656, <a href="mailto:cyeats@mahernet.com">cyeats@mahernet.com</a>	
<b>Timeframes/Targeted Completion Date:</b>  January 2021 – May 2021	
<b>Proposed Type of Project:</b> (e.g. Training, Resource Development, Facilitation, Coaching, etc.)  Training	
<b>Project Description:</b>  Idaho’s One-Stop Committee has discussed findings from the statewide listening sessions which brought to light that employers are seeking services and information in a coordinated and targeted fashion. Based on feedback, the system must clearly identify the services each program has to offer, develop a coordinated approach to visit/serve employers, and utilize continuous improvement approach to better service employers.  The Idaho Workforce Investment Council a requesting a training series on business services . Possible training topics include:	



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- What is Business Engagement
- A Consultative Approach to Serving Business
- Key Tenants of Effective Services
- The Business Services Specialist Role
- Align business challenges with comprehensive solutions
- Integrated business services principles
- Working effectively with your partners to deliver solutions
- Learn the tools in your business services toolbox
- Labor market information – what is it and how to use it

## **Target Audience/Beneficiary:**

State and local workforce system staff and partners in Vocational Rehabilitation, Commission for the Blind, Department of Labor, Adult Education, SNAP, and Temporary Assistance for Families in Idaho (TAFI)

## **Challenge/Need the TA Project Will Address:**

The project will build the capacity of Idaho's workforce system and partners to identify and understand the needs of businesses as well as how to articulate the services available.

## **What has been done to address this challenge to date?**

Workforce Development Council (WDC)'s One Stop Committee has been discussing some of the state issues and would like assistance to work on the issues identified. Some WIOA partners have attempted to develop value statements about their services, but they miss the mark in speaking to the needs of employers in a language that is understandable and actionable.

## **Why do you feel the proposed type of project is the right approach to address the need?**

Unbiased assistance, through the help of a contractor, will ensure the resulting initiative to improve business services is successful.

## **What would success for this project look like to both the State and Regional Office?**



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The Idaho workforce system and partners will approach businesses with a consultative sales approach and be able to speak in a language that resonates with businesses. The Regional office would gain a more in-depth understanding of Idaho's issues and promising practices as well, which could help shape ongoing TA, and the finished product (and process for creating it) be shared with other states in the Region and across regions.

**Anticipated Budget:** *If the Region has a maximum funding amount in mind for this project, please note the amount below. This will provide the Advocate a starting point for scoping the tasks to be included in the SOW & Budget form. The actual budget estimate will be finalized during the scoping process using the SOW & Budget Estimate form.*

\$TBD

Approval Signatures		
Regional Administrator or Designee:	Signature	Date
National Office/COR:	Signature	Date

