

**TRAINING AND EMPLOYMENT
NOTICE**

NO. 6-04

DATE

October 8, 2004

TO: ALL STATE WORKFORCE AGENCIES
ALL STATE WORKFORCE LIAISONS

FROM: 
MARIA K. FLYNN
Administrator
Office of Policy Development and Research

SUBJECT: Release and Availability of ETA Occasional Paper 2004-06: *Business as Partner and Customer under WIA: A Study of Innovative Practices*

1. Purpose. To announce the release and availability of *ETA Occasional Paper 2004-06: Business as Partner and Customer under WIA: A Study of Innovative Practices.*

2. Background. The U.S. Department of Labor awarded a contract in the summer of 1999 for the National Evaluation of the Implementation of the Workforce Investment Act (WIA) which included studying the topic of innovative practices for engaging business as a workforce investment partner. We disseminate such research and evaluation information in order to promote ETA's goal to help build the public workforce investment system to prepare the nation's workforce for the 21st Century economy. Projects such as this provide the system with knowledge to make decisions that will continue to build an innovative and demand-driven workforce training system.

3. Publication Description. This report describes efforts to engage businesses in strategic planning and service delivery. It examines business involvement with Workforce Investment Boards (WIBs), business partnerships, and services provided to business through the local area workforce system. The results of visits to nine local area sites, which include a broad mix of urban and rural locations, practicing innovative approaches to business services and business involvement, are detailed. The report also looks into various business partnerships including those with economic development agencies and chambers of commerce.

This report concludes by describing effective key practices that will help the local areas engage business in all aspects of workforce development and features key elements in forging successful business partnerships and providing quality business services.

This paper is the companion to ETA Occasional Paper 2004-05: *The Workforce Investment Act After Five Years: Results from the National Evaluation of the Implementation of WIA.*

4. Inquiries. To request a hard copy of this publication, call the order line at 202-693-3666, or write: Dissemination Team, Division of Policy Legislation and Dissemination, Office of Policy Development and Research, Employment and Training Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N5637, Washington, D.C. 20210.

To view an abstract of this publication or to download the full report or the executive summary as a PDF, visit the ETA Occasional Paper series web site at:

<http://www.doleta.gov/reports/searcheta/occ/>.