

TRAINING AND EMPLOYMENT NOTICE	NO. 9-14
	DATE September 22, 2014

TO: ALL STATE UI DIRECTORS
ALL STATE WORKFORCE ADMINISTRATORS
ALL STATE AND LOCAL WORKFORCE AGENCIES
ALL WORKFORCE INVESTMENT BOARD (WIB) AGENCIES
ALL STATE WIB EXECUTIVE DIRECTORS
ALL LOCAL WIB EXECUTIVE DIRECTORS

FROM: PORTIA WU /s/
Assistant Secretary

SUBJECT: Administration of the Survey about the Use of Technical Assistance (TA) by State and Local Workforce Systems

1. Purpose. This notice announces the *Survey about the Use of Technical Assistance by State and Local Workforce Systems* (“*Technical Assistance Survey*”) and encourages responses from public workforce system representatives who receive the survey. The Employment and Training Administration (ETA) will survey samples of state workforce agency directors, state unemployment insurance agency directors, local workforce investment board (LWIB) directors, and ETA competitive grantees. The survey will ask about the types of TA available, the manner the TA is accessed, uses of the TA, and actions taken as a result of the TA. This information will contribute to a report on the extent of and type of use of TA in the workforce system.

2. References.

- Workforce Investment Act (WIA) of 1998, as amended (29 United States Code 2801, et seq.), Section 172 Evaluations (29 U.S.C. 2917);
- WIA Final Rule, 20 Code of Federal Regulations, Parts 661 and 664, (published at 65 FR 49294, Aug. 11, 2000); and
- Office of Management and Budget [Information Collection No.: 201308-1205-009, Technical Assistance Survey.](#)

3. Background. States, LWIBs, and service providers within the workforce system frequently seek and use a wide variety of TA approaches that can be accessed through resources that include: facilitated peer coaching or exchanges, policy guidance and communications, fact sheets, information about promising models or practices, electronic tools, and webinars and virtual events. Furthermore, the program and service-related topics provided through any TA may address a wide-ranging set of needs, such as grant compliance, best practices, and program improvement activities and strategies. A number of different entities initiate or provide TA, and workforce system representatives often seek to have their TA needs met through such providers.

TA providers or sources may include regional and national ETA program office staff, American Job Center management, state and LWIB staffs, State Workforce Agencies, state or regional

workforce associations, training institutes, intergovernmental organizations, philanthropic foundations, non-profit organizations, contractors and consultants, and other Federal partner agencies. Many factors can trigger the need for TA, such as Federal, state and local directives and policy guidance, new grant initiatives, and performance, financial and administrative needs. These factors as well as the availability of resources also impact how and when the Federal government provides TA.

Given the expansiveness of technical assistance, the ETA seeks to systematically document and assess the various approaches to TA to maximize its effect. ETA, therefore, has contracted with IMPAQ International, LLC to implement a feasibility study on measuring the effectiveness of TA. The information gathered from the survey responses will be used to assess the feasibility of various research design options for a rigorous evaluation of the impact of TA. The Technical Assistance Survey, about to be deployed, addresses the following research questions:

- ***Does TA meet workforce system needs?*** ETA wants to learn more about the provision of TA to understand whether it: 1) addresses priority needs; and 2) meets the expectations in relation to the needs identified by its customers. ETA wants customer input about what can and cannot be accomplished through TA.
- ***How effective is TA according to survey recipients?*** The provision of TA is intended to improve program performance and, ultimately, increase the effectiveness of services provided to job seekers, incumbent workers, employers, and other customers of the workforce development programs. ETA seeks to understand if TA is considered effective by those who receive it – and why or why not. ETA wants feedback about how the states, local workforce boards and service providers use information learned from TA.

4. Benefits of this Survey to the Public Workforce System. ETA's contractor will contact designated survey respondents via e-mail in the next few weeks. These survey respondents have a crucial role in shaping the application of TA in the public workforce system, identifying the preferred types of TA made available through different delivery methods, and informing the ETA about how service providers use the TA.

The ETA plans to include a summary of the Technical Assistance Survey results and additional information gathered from the overall feasibility study in a final report. No individual respondents or agencies will be identified. The final report will highlight key survey findings, results from initial Federal, state and LWIB interviews, and options for conducting a rigorous evaluation of ETA's TA activities. The ETA anticipates that the final report will be available by the fall of 2014. At that time, the ETA will make the final report available on the ETA Research Publication Database Web site at: http://wdr.doleta.gov/research/eta_default.cfm.

5. Survey Description. The Office of Management and Budget (OMB) approved the Technical Assistance Survey under the Paperwork Reduction Act (OMB control number 1205-0436). Designated respondents include: 50 state workforce agency directors, 50 state unemployment insurance agency directors, 100 LWIB directors, and 150 current competitive grant recipients. Examples of competitive grant recipients include, but are not limited to, grants awarded under: the Workforce Innovation Fund, National Emergency Grants, Trade Adjustment Assistance, the Disability Employment Initiative, Youth Build, Reintegration of Ex-Offenders, the Senior

Community Service Employment Program, Indian and Native American Program, and the National Farmworker Jobs Program. The designated survey respondents were either randomly selected from the larger workforce system programs or nominated by their respective ETA Regional Offices from the smaller competitive programs.

IMPAQ International, LLC will administer the survey on behalf of the Department. The Technical Assistance Survey will be available through an Internet-based platform. The estimated response time is 15 minutes. Participation in the survey is voluntary and information about the respondents will not be shared or included in the final report. To obtain feedback from the entire workforce system, ETA strongly encourages responses from the survey recipients.

6. Action Requested. Upon receipt of the electronic survey, designated survey recipients are encouraged to participate and to respond candidly and as promptly as possible.

7. Inquiries. For more information about the Effectiveness of Technical Assistance study, please contact Gloria Salas-Kos in ETA's Office of Policy Development and Research at 202-693-3596 or salas-kos.gloria@dol.gov.