

## **MIG Technical Assistance Workgroup**

March 28, 2007

Meeting Summary

The group discussed the vision for a technical assistance support center, describing the range of TA activities. The following description captures audience, provider and phases of delivery.

### **Target Audience**

The target audience for technical assistance starts with the two primary stakeholders: job seekers with disabilities and employers. In addition, TA will be designed for local communities, for providers, for family members, and for educators.

Given that technical assistance will be part of a closed-loop system, any gaps/barriers or best practices identified during the delivery of technical assistance will be fed back to the Steering Committee and to the local pilots for next steps.

### **Providers of Technical Assistance**

The vision is to create a central unit by the time of the Employment Summit. This unit will field calls to a toll-free number, as well as fielding questions directed to the project through the website. This unit will take the call, triage, and track the content using a TA tracking form (currently in development between this group and the Evaluation workgroup).

Individuals in this central unit need to understand process, not just simple Information and Referral. Its about helping people access resources, even if they are not ones in the individual's current frame of reference.

The central unit will not be the only means of TA, but will need to develop reliable resources. Early partners will be people or organizations deemed to be subject efforts. Early partners are the DBTAC, the 211 Infoline, and other resource centers.

### **Product to be Delivered**

The workgroup envisions phases of delivery. The concept is to rely more heavily on self-directed TA through the website, print materials, and phone conversations and minimize the need for in-person TA due to resource capacity. In-person TA will be limited in Phase I to the local level pilots and potentially the top employers.

The workgroup will begin to identify surface questions and resource needs by working with each of the other workgroups. We will then advertise what we have, continuing to develop toolkits, checklists, professional development tools, etc.

### **Homework Before April Meeting**

- Revise and distribute TA form
- Ask workgroups to brainstorm topics and resources for technical assistance, including specific questions, topical trainings, etc.
- Explore TA models with our national TA center
- Develop a staffing pattern for the Central Triage Unit
- Pat will look for her article on TA, Amy will find the book that was loaned to us