

Technical Assistance Possibilities

Technical assistance (TA) needs of grantees and methods of delivering TA are varied. TA may be delivered on-site at the grantee location when necessary, or may be delivered virtually via web-conferencing or phone consultation. When specific subject matter expertise is needed to address a grantee TA need, JBS will work with OFA to secure subject matter experts (SMEs) that can assist the grantee program either virtually or through an on-site visit as needed. Some TA may involve groups of grantees that have a similar need and some may be targeted to an individual grantee. In some cases grantee-to-grantee peer exchanges may also be arranged.

Below is a list of possible TA topics. This list is not exhaustive, rather it is a sample of some of the types of assistance provided to HPOG grantees in previous years.

Academic Assessment—Types of assessments available, selecting the right assessment for your intended purpose, how to use assessments effectively.

Apprenticeships, Internships, and On-The-Job Training—Strategies for developing work-based learning opportunities with employers as training paths to employment.

Behavioral Economics—How to leverage insights about human behavior to improve program performance.

Career Pathways—Understanding the functions and features of career pathways and bridge programs and their alignment for effective implementation. How to develop well-defined pathways that include specific education and employment steps toward a career outcome and demonstrating how those steps are related to student supports. Connecting training to specific employer-recognized credentials, competencies required for each step, demonstrating how credentials stack to lead to higher-paying jobs and how non-credit training is connected to credit-bearing education.

Career Planning and Development—Addressing participant interest and motivation in pursuing healthcare careers. Assessments and inventories used in identifying career choices. Strategies for improving participant readiness and motivation.

Case Management—Establishing effective case management practices including monitoring participant progress, ongoing assessment of participant need, referrals to other supportive services and record-keeping/tracking.

Credentials—Types of healthcare credentials, importance of credentials, developing stackable credentials, and competency models as a base of industry-recognized knowledge and their relationship to credentials.

Curricula Development—Assistance with design of training curricula, engaging employers in curricula design, selecting teaching methods, and appropriate assessment of curricula.

Data Use—Using data effectively to demonstrate program/participant success, marketing your program with data, using data for program management such as identifying if certain services being provided lead to better outcomes for program participants.

Design Thinking—An iterative creative problem resolution and solution generation process that uses empathy, observation, and inquiry to identify issues and opportunities for improving a system. This method focuses on designing with the end user in mind using prototypes and testing of possible solutions on a cost-effective scale.

Employer Engagement—Developing engagement strategies, bringing employers together with the HPOG program for strategic planning, building advisory councils, leveraging employers, speaking the language of business to demonstrate the benefits to employers of partnering with HPOG programs.

Grant Implementation—Identifying and overcoming common obstacles to implementing an HPOG project.

Job Placement and Retention—Strategies for increasing job placements.

Labor Market Information—How to use labor market information in your program in identifying careers that are in demand and in reaching out to employers.

Organizational Development—Practices and interventions to expand knowledge and effectiveness to accomplish more successful organizational change and performance. This may include recruiting, hiring, training and retraining qualified staff; managing workflows effectively; addressing fiscal procedures and other business practices; and other leadership strategies to build successful organizations. One example of a previous request received in this area involved assisting a grantee with developing their policies and procedures manual.

Partnerships—Identifying strategic partnerships including TANF, One Stops, Adult Education, WIBs, and community colleges; developing and maintaining partnership relations; options for partnership involvement in HPOG programs; marketing the HPOG program to potential partners; and formalizing partnership agreements.

Recruitment and Retention—Understanding the community profile, identifying resources that can assist your program with recruitment and retention, engaging/marketing the program to potential program participants, and strategies for enhancing participant motivation.

Rural Communities and Challenges—Exploration of some of the issues that affect delivery of services in rural communities including transportation, population density and outreach strategies, accessibility of supportive services, and employer engagement.

Support Services—Techniques/tools for screening and assessing program participants to determine need for support services, leveraging community resources and partnerships to enhance the HPOG program's capability to provide support services, and case management.

Sustainability—Identifying and leveraging sources of continued funding.

TANF—Strategies for successfully engaging with TANF clients.

Trauma-Informed Interventions—Understanding and developing programs and/or systems that realize the widespread impact of trauma, recognize the signs and symptoms of trauma in individuals involved in those programs and systems, and respond by fully integrating knowledge about trauma into policies, procedures, and practices in an effort to actively prevent re-traumatization.

Tribal Organizations—Addressing culturally appropriate strategies for working with American Indian and Alaska Native populations.

Two Generation Approaches—Strategies for moving HPOG programs toward serving the whole family, partnering with childcare providers and early education providers, and determining what family success looks like.