

**Workforce Development System  
Technical Advisory #23-05  
October 6, 2023**

**To:** Workforce Development Community

**SUBJECT:** Regional Business Service Teams

**PURPOSE**

Establish New York State Department of Labor (NYSDOL) policy regarding the composition and role of Regional Business Service Teams (RBSTs) in New York State's (NYS) ten (10) labor market regions.

**POLICY**

Each labor market region in NYS must have an RBST in place that meets quarterly and supports the Local Workforce Development Board(s) (LWDB) in the region through:

- Developing strategies to respond to current demand; and
- Coordinating sector strategies to align business services within the region.

Quarterly RBST meetings may be held virtually and are not subject to the NYS Open Meetings Law.

**ACTION**

**Governance Structure**

Each RBST will be facilitated by two co-chairs: a NYSDOL representative and a lead LWDB Director from the region. The NYSDOL co-chair will be identified by NYSDOL Central Office staff, and the LWDB Director(s) in the region must designate which LWDB Director will act as the lead for the region.

**Membership**

RBST members are selected to improve workforce development strategies between business intermediaries, government, educational institutions, training providers, economic developers, and labor and community organizations. Members are asked to strengthen interagency alliances, collaborate with the LWDBs in the region, show linkages in progress reports to sector-based recommendations in the LWDB Workforce Innovation and Opportunity Act (WIOA) [Regional Plan](#), and identify and endorse projects that address the region's workforce needs.

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Membership of the RBST will consist of:

- Co-Chairs:
  - A NYSDOL Associate Business Services Representative (BSR) or Occupational Analyst (OA); and
  - A lead LWDB Director designated by the LWDB(s) in the region.
- One representative from each of the additional Local Workforce Development Areas (LWDAs) in the region, designated by each area's LWDB; and
  - The LWDA representative can be an LWDB member and must have specific responsibility for providing services to businesses in the LWDA.
- Representatives from the following NYS Partner Agencies:
  - Additional NYSDOL representation;
    - The One-Stop Career Center Manager for each Career Center located in the region;
    - The local Labor Market Analyst; and
    - The Commissioner's Regional Representative, if applicable.
  - Empire State Development (ESD) Regional Representative or designee;
  - NYS Department of Education (NYSED);
    - A Board of Cooperative Educational Services (BOCES) Superintendent from the region; and
    - A representative from either Adult Education or Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR).
  - Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSCB);
  - NYS Office of Temporary and Disability Assistance (OTDA), and may also incorporate local Departments of Social Services (DSS); and
  - NYS Office for the Aging (NYSOFA).

**Note:** Participation by the non-NYSDOL partner agencies is not mandatory but is advised.

Participation of additional community-based partners or other local organizations with an interest in business is also permitted, and would be at the discretion of the regional RBST co-chairs.

## **Collaboration**

The co-chairs will collaborate with members of the RBST to determine the role and mission of the RBST. At a minimum, the RBST must support alignment of sector strategies and strategic long-term planning. It is important to note that the RBST is intended to:

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- Align business services provided at the local level with regional sector initiatives/strategies and regional labor market information (LMI);
- Strengthen existing partnerships and/or business relationships that are working effectively and build upon them;
- Enhance LWDA partnerships with entities in other regions to address specific workforce needs (e.g., partnering to respond to solicitations to meet workforce needs, etc.); and
- Identify and disseminate information regarding services that will benefit businesses.

**Note:** The RBST is not intended to provide direct services or become a policy making body.

The RBST will also share and/or coordinate workforce intelligence including:

- Initiatives/strategies for stable or emerging and retracting sectors in the region;
- Relationships relevant to advancing workforce strategies in the region's sectors, including but not limited to NYS, regional, county, and local economic development entities; business associations and partnerships (e.g., Manufacturing Extension Partnerships); labor organizations; chambers of commerce; and businesses investing in economic development and/or workforce development;
- Talent pipelines and career pathway opportunities, including but not limited to pipeline development for alignment with difficult to fill occupations and engagement with the State University of New York (SUNY), the City University of New York (CUNY) educational systems, and training providers;
- Services to business customers, including job postings, career fairs/customer recruitments, LMI, developing workforce intelligence, human resource consulting, On-the-Job Training (OJT), Apprenticeship, Work Opportunity Tax Credit (WOTC), as well as layoff aversion and turn around solutions (e.g., Shared Work); and
- Information through the use of the One-Stop Operating System (OSOS) as a shared database to chronicle business contacts and services.

## Coordination

The work of the RBST will be coordinated through:

- Communicating RBST activities and ensuring information is delivered effectively to RBST member organizations and the Career Centers;
- Chronicling business contacts and services through a shared case management process in OSOS;
- Providing relevance to WIOA planning through strategic sector-based partnerships among business intermediaries, government, educational institutions, training providers, economic developers, and labor and community organizations; and

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- Aligning business services with regional sector initiatives/strategies and LMI to support the demands of businesses and workforce development.

## Accountability

The co-chairs and other members of the RBST are responsible for developing and implementing operating guidelines to support the effectiveness of the RBST.

Accountability will be accomplished by:

- Completing and submitting quarterly progress reports to NYSDOL by the 15<sup>th</sup> day of the month following the end of each quarter (e.g., submission by April 15<sup>th</sup> for the January-March quarter);
  - The NYSDOL co-chair or another RBST member as identified by the co-chairs, must complete and submit **Attachment A – Regional Business Service Team (RBST) Progress Report** and any additional meeting notes, if applicable, to [DEWS.Business.Services@labor.ny.gov](mailto:DEWS.Business.Services@labor.ny.gov).
- Establishing a schedule of planned quarterly meetings, including structured agendas, to ensure regular meetings are convened that reflect current regional initiatives, grants, primary industries, and demand occupations;
- Facilitating consensus-based decision making among RBST members; and
- Communicating RBST activities with LWDBs and Career Center Managers.

## RESOURCES

[New York State Regional Map](#)

[WIOA Regional Plans](#)

## INQUIRIES

Questions regarding the RBST and/or this TA may be directed to:  
[DEWS.Business.Services@labor.ny.gov](mailto:DEWS.Business.Services@labor.ny.gov).

## ATTACHMENTS

**A: Regional Business Service Team (RBST) Progress Report**

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## REGIONAL BUSINESS SERVICE TEAM (RBST) PROGRESS REPORT

### REGION

**YEAR**            **1<sup>ST</sup>**    **2<sup>ND</sup>**    **3<sup>RD</sup>**    **4<sup>TH</sup>**    **QUARTER REPORT GUIDANCE TEMPLATE**

### REGIONAL TEAM MEMBERS

Indicate Regional Business Service Team (RBST) members as per Technical Advisory #23-05.  
**Please include name, title, and organization:**

Local Workforce Development Board (LWDB) Regional Chair:

Additional regional Local Workforce Development Area (LWDA) representative:

New York State Department of Labor (NYSDOL) Chair:

Associate Business Services Representative or Occupational Analyst:

Additional NYSDOL representatives:

One-Stop Career Center Manager:

Labor Market Analyst:

Commissioner's Regional Representative (if applicable):

NYS Education Department (NYSED):

Board of Cooperative Educational Services (BOCES) Superintendent:

Adult Education or ACCES-VR:

Office of Children & Family Services/NYS Commission for the Blind (OCFS/NYSCB):

NYS Office of Temporary Disability Assistance (OTDA) (May also include local Departments of Social Services (DSS)):

NYS Office for the Aging:

Additional community-based partners or local organizations:

**Note:** Additional partners that are not formal members of the Team may participate on Team projects/tasks requiring their expertise and resources, and be included in meetings. This information can be included in Meeting Notes, but not in the formal Progress Report.

## **PRIORITY INDUSTRIES**

List of Regional Priority Industries (This should not change unless a new industry is introduced):

## **SHORT TERM, LONG TERM PROJECTS, AND STATUS UPDATES**

Include status updates, including dates, of regional projects. Content should include information on both short term and long term projects within the region. *Do not* include status on recruitments or career fairs *unless* you are preparing for a large career fair. Below is the format to be used:

### **Name of Business/Industry/Location:**

Potential Needs:

Current News, Media Coverage (Include Dates):

Timeline & Important Dates:

Plan of Action & Next Steps:

### **Name of Business/Industry/Location:**

Potential Needs:

Current News, Media Coverage:

Timeline & Important Dates:

Plan of Action & Next Steps:

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