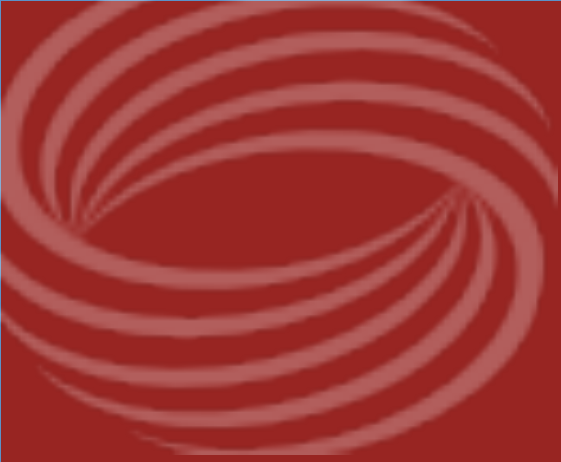




Introduction to the Georgia APP Workforce Development Technical Assistance & Integrated Coaching Approach



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**This slide set and supporting
research was developed by a
collaborative effort between:
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Slide objective

Describe the Georgia Alcohol Prevention Projects (APP) Workforce Development Training and Technical Assistance systems and processes, as well as the evidence that support them, for providing technical assistance (TA) and training to APP providers.



Mission. Charter. Client.

Our Mission:

To help build APP prevention workforce capacity in GA at the individual, agency, and CPAW levels among the 53 APP providers.

Our Charter:

Provide: Training, Research / Documents, & Direct Technical Assistance to APP (Alcohol Prevention Project) providers in the state of Georgia through a variety of methods that are both cost effective and efficient from a local, state and national sources. Foster and facilitate access to critical information.

Our Client: The Georgia Department of Behavioral Health and Developmental Disabilities (**DBHDD**)



APP Workforce Development System Directives

2014 - 2015 GA Prevention Workforce Development System Directives:

1. Build TTA system infrastructure
2. Provide Direct TA Service to RPS and Providers
3. Marshall, translate and convey best practices, predominate research and subject mater expert support to APP providers.



APP Workforce Development System Outcomes

2014 - 2015 GA Prevention Workforce Development System Goals:

1. Help foster discussions, learning, increase understanding, and ultimately adoption of prevention sciences through local and national resources, such as SAMHSA, NIDA, the Office of Juvenile Justice, and other national prevention partners.
2. Help build key stakeholder (CPAW) engagement and participation.
3. Provide direct TTA to overcome implementation issues.



What this slide set covers...

- Description of the Alcohol Prevention Project (APP) Training and Technical Assistance (TTA) process
- Explanation the five phases of the TTA process
- Description of coaching used within the TTA process


Website and ECCO instruction is not covered in this power point; for more information on these items, visit www.gasps.org or click here for a video overview.

Foundational Articles


- New Approaches to Technical Assistance: The Role of the Coach
- A Primer for Office of Juvenile Justice and Delinquency Prevention (OJJDP) Training and Technical Assistance Providers
- Strengthening Nonprofits: A Capacity Builder's Resource Library



What is Technical Assistance (TA)?



Technical Assistance (TA) is a collaborative, relationship-based model of assistance and support designed to:

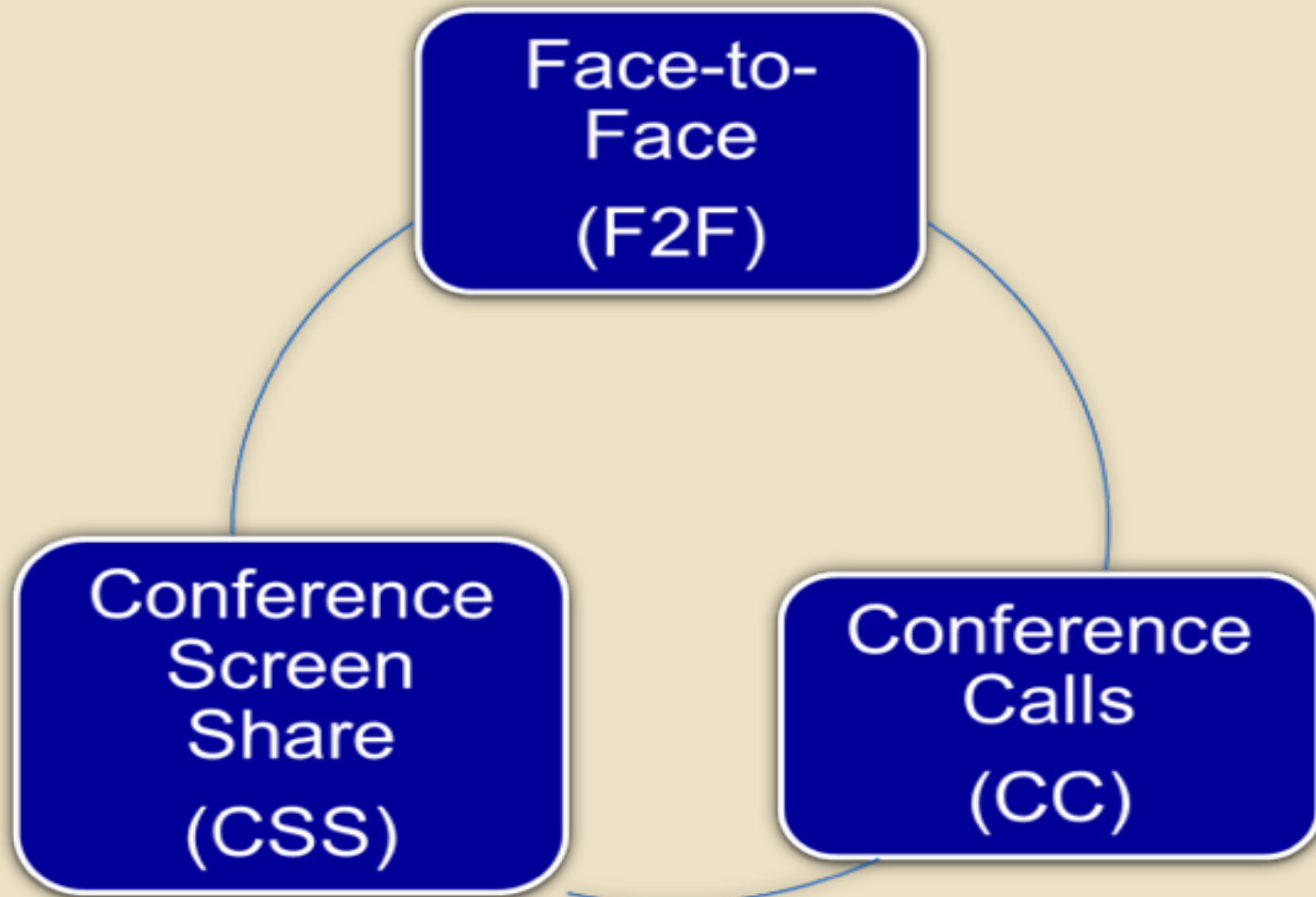
- Identify and select solutions to address problems, needs or goals;
 - Guide providers in the adoption or adaptation of evidence supported knowledge to practice; and
 - Effectively implement solutions customized to meet the needs of clients.¹
- 

What is Capacity Building?

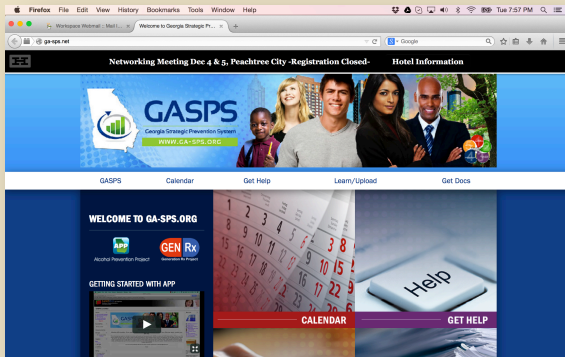
Any activity that builds lasting resources and enables the client to continue to implement solutions after the TA is completed.²



APP TA Modalities



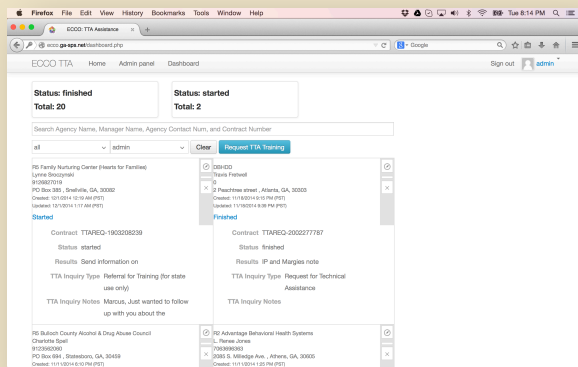
APP TA TOOLS



www.gasps.org

Providers can access anything APP related, including documents, request help, download slides and watch help videos and past COPs

Learn more: <http://vimeo.com/103615988>

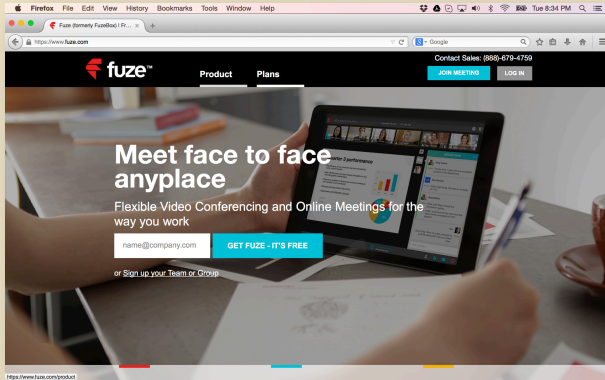


ECCO

ECCO Provides is a platform that helps the tracking and monitoring of APP TTA services to providers. Administrators can access ECCO to view TTA service activities.

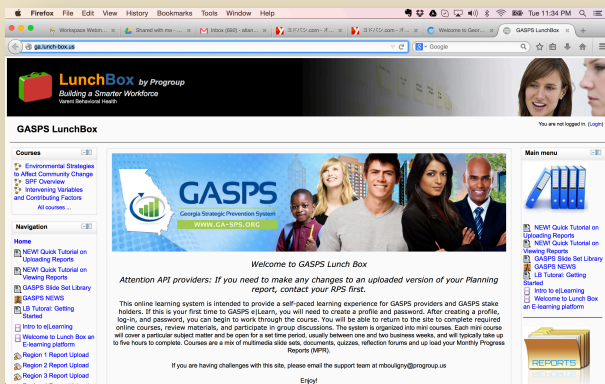
Learn more: <http://vimeo.com/107042529>

APP TA TOOLS (con't)



www.fuze.com

Fuze, much like GoTo meeting, provides screen share and video conferencing capabilities to provide distance TA. Learn more: www.fuze.com



Lunch Box


Providers upload IP reports to a common accessible database. This has two essential benefits. 1) It allows IP reports to be shared with management, RPS, TA and evaluation simultaneously on a monthly basis, allowing your support teams to see progress and challenges.

Learn more: https://www.fuzemeeting.com/replay_meeting/c2f088d5/4820442

APP Training & Technical Assistance (TTA)




Provides:

- Subject Matter Expertise as needed (SME)
 - Research-based knowledge in greater detail than can be provided by training
 - Provides guidance as implementation occurs
 - Provides reliable information¹
- 

APP Training & Technical Assistance (TTA) (cont'd.)



Provides:

- Assistance in problem solving and goal / objective attainment
 - Resource and referral information¹
- 

APP Technical Services

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WRITING

- Development of training curriculum
- Creation of SPF Tip Sheets

REVIEW

- Review of SR products

SEARCHES

- Empirical searches of evidenced based practices, policies, and programs

* SR Sub Recipient / Prevention Provider

APP Technical Services (cont'd.)

MONTHLY SHARE CALLS

- Create an outlet for SRs to share their progress on the various steps of the SPF
- Provides a 'learning community' for SRs to learn from their peers successes and challenges

WEBSITE MAINTENANCE

- To provide web-based access to updated tools, documents, and other pertinent information regarding the various SPF steps
- Acts as a portal to other web-based services offered to the SRs (i.e. RTI , ECCO, and Empirical Search Request

ECCO ENTRIES

- To document SR progress
- Provides a vehicle to track and monitor TTA requests

How to engage TTA help

Use ECCO at ga-sps.org



- The online system of submitting and tracking requests for Training and Technical Assistance via ga-sps.org.
- APP providers can see the progress of their TTA requests, as well as notes.
- Starting in October 2014, all TTA services with APP will be tracked using ECCO.

GASPS Calendar **Get Help** Learn/Upload Get Docs

WELCOME TO GA-SPS.ORG

APP Alcohol Prevention Project **GEN Rx** Generation Rx Project

GETTING STARTED WITH APP

GET HELP

Need some help? GSU, UGA, and RPS are here to assist and help build capacity among our APP and GEN Rx providers. It's easy to get help. From here you can submit a real time request for help, view past slide sets, and even join the prevention conversation on our blog.

API HELP (ECCO V.2.1)

Date-Time * [dd-MMM-yyyy HH:mm:ss]


Your Name: *

Who is submitting this query (role)? *


Select Service Region *

The nature of my query has to do with: * Admin or Contract Alcohol Campaign

Preparing for a TTA session



Here are a few things that providers can do to prepare for a TTA session.

- Make sure the TTA request has been entered into ECCO. This will allow the RPS TA team to fully understand the issue to be addressed.
 - If session is to be held on Fuze (conference screen share), download Fuze application and install
 - Have your most recent implementation plan ready for review. We use these reports to guide our conversations during the TA session
- 


The Five-Phase TTA Process



Information Sheet 1: Training & Technical Assistance
Process-- Key Phases

Why Have a TTA Process?




- Helps to build organizational capacity
 - Increases the likelihood that TTA services are consistent and timely
 - Ensures services are appropriately targeted^{3,4,5}
- 


Phase 1: Discover Problem



TTA provider discovers or is presented
with a problem.^{6, 7, 8}
(TTA request must be opened in ECCO)

Phase 1: Steps




- Identify problem with provider
 - Determine scope
 - Determine need
 - Determine tier (1 - 3)
- 


Phase 2: Gain Deeper Understanding



TTA provider gains a deeper understanding of the problem through various methods.^{6, 7, 8}
(must be recorded in ECCO)


Phase 2: Steps



- Review initial request
 - Prepare guiding questions
 - Conduct interview
 - Identify relevant documents to review
 - Gain an understanding of cause and effects of the issue that is to be addressed.
- 

Phase 2: Steps (cont'd.)




- Share findings with TTA team
 - Establish TTA goal(s)
 - Establish time and quality parameters
- 


Phase 3: Identify Resources



TTA provider identifies the most appropriate resources to address problem. ^{6, 7, 8}
(must be recorded in ECCO)

Phase 3: Steps



- Use goal(s) from Phase 2 to formulate questions
 - Gain access to knowledge base(s)
 - Access Subject Matter Experts
- 

Phase 3: Steps (cont'd.)



- Document your findings
- Organize and store information



Phase 4: Develop a Plan

Discover
Problem

Gain Deeper
Understanding


Identify
Resources


Develop
a Plan

Deliver

TTA provider develops a client-specific plan for TTA delivery that clearly addresses the identified problem. ^{6, 7, 8}
(must be recorded in ECCO)

Phase 4: Steps




- Meet or correspond with provider and RPS; agree on plan, timeline, and quality level.
- 


Phase 5: Deliver



TTA provider delivers the TTA according to the plan, focusing on building capacity to utilize the information. ^{6, 7, 8}
(must be recorded in ECCO)


Phase 5: Steps



- Review plan with client
 - Deliver services
 - Check in with client
- 

Phase 5: Steps (cont'd.)



- Record progress
 - Re-evaluate plan
- 




INTEGRATING COACHING INTO the TTA Process



What is Coaching?



- A developmental strategy that enables people to meet their goals for improved performance, growth or career enhancement.
 - A process for unlocking a person's potential to maximize their own performance. It is helping them to learn rather than teaching them.”⁹
- 

Effective Coaching

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Provides clients with:

- Identified areas for improvement
- Goal identification
- Collaborative action plans^{4, 10}

Effective Coaching (cont'd.)

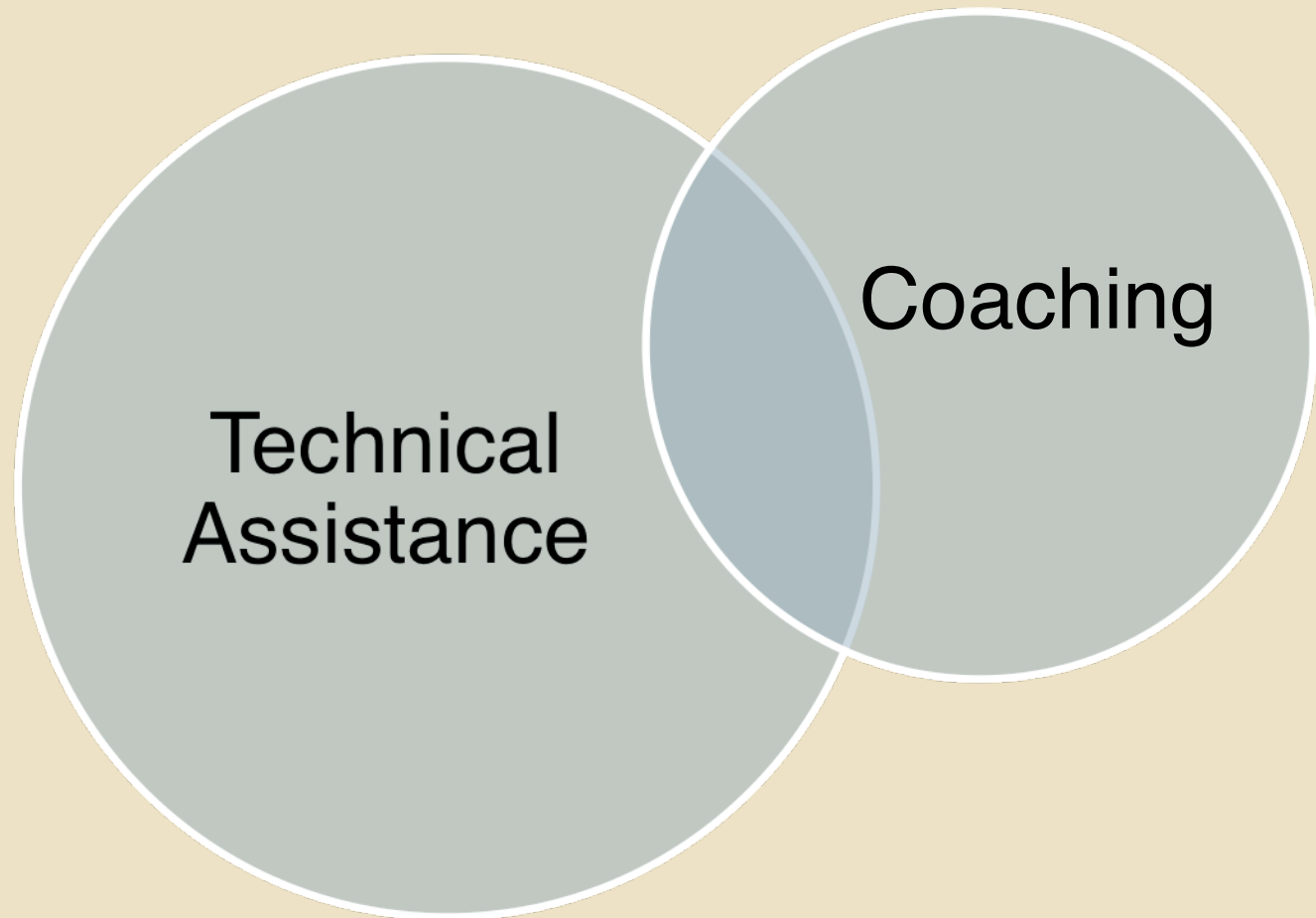
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Provides clients with:

- Practice for skill-building and improvement
- Motivation and encouragement^{1,4}

Coaching in the TA Process

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