DEPARTMENT OF HEALTH AND HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
Administration on Children, Youth and Families
1250 Maryland Avenue, S.W.
Washington, D.C. 20024

April 11, 2011

Dear Tribal Leader and/or Tribal Administrator:

RE: Important Changes in the Provision of Training and Technical Assistance from the Children's Bureau

The Children's Bureau (CB) is pleased to inform you of enhancements to our Training and Technical Assistance (T/TA) services and benefits to you, our consumer. These improvements will advance your partnership with the Children's Bureau T/TA providers and facilitate improved coordination, communication, and collaboration of services. Our goal is to offer a seamless service array that helps build your jurisdiction's organizational capacity to achieve sustainable, systemic changes and improved outcomes for children and families. Implementation of the enhanced process begins on April 18th, 2011. We ask that you communicate this information to your staff who will be requesting T/TA.

Building on the design of the Training and Technical Assistance Coordination Center (TTACC), we have adopted a systemic framework which defines the roles for the National Resource Centers (NRCs), Implementation Centers (ICs), TTACC, and the Children's Bureau Central or Regional Offices (ROs) and which incorporates practices we believe will lead to better results from our technical assistance efforts. Our enhanced way of providing T\TA is based upon the use of thoughtful planning and assessment, a comprehensive look at how TA will fit into your current initiatives, and matching the most appropriate services to meet your needs.

As in the past, there is no wrong door for accessing services. *You may continue to contact any member of the T/TA Network, including a NRC, IC, TTACC or the ROs to discuss your T/TA need or to make a request for T/TA.*

Following is a summary of the enhancements which will have the most impact on you:

- ***Request Initiation (formerly known as intake)*** begins the process of outlining and summarizing your need, working with you to gather information to understand your need more fully and determining which T/TA provider(s) to involve. At the conclusion of request initiation, an assessment may be authorized by the ROs. This authorization is <u>not</u> an approval of the T/TA request but, instead, allows the T/TA provider to conduct a full assessment and work with you to create a work or project plan.
- ***Assessment and Plan Development*** may or may not involve an on-site visit. This phase results in a proposed integrated plan for T/TA and in the identification of a lead T/TA provider, if your need requires the support of more than one provider. The proposed plan is submitted to your RO or, in the case of an IC application, to the federal project officer (FPO) to determine if approval of the plan for on-site T/TA will be provided.
- ***T/TA Delivery*** begins with the approved plan, which guides the work of single or multiple T/TA providers. The lead T/TA provider has overall management of any plan that involves

multiple members. Periodic status reviews will be conducted to ensure the T/TA is being carried out appropriately and is focused on desired outcomes.

- *The role of the Training and Technical Assistance Coordination Center (TTACC)* is to coordinate activities during all phases of the work, especially when multiple T/TA providers are involved. TTACC will also schedule and facilitate regular status reviews.
- *For T/TA requests that involve Tribes, either directly or indirectly,* the NRC4Tribes will be notified so that they can determine their level of involvement.

Please Note:

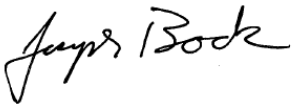
- Enhanced coordination of T/TA requires participation of your staff on coordination calls (along with staff from the T/TA Network, including TTACC and the ROs). This integrated process is designed to enhance coordination and to strengthen collaboration among all members of the Training and Technical Assistance Network and you, our consumer.

- Your Regional Office Program Specialist will contact the staff designated to coordinate T\TA in your jurisdiction to discuss this enhanced process further. Please feel free to contact the Child Welfare Regional Program Manager in your region, if you have any questions. The Regional Office and your T\TA Coordination Specialist from TTACC are available to discuss your T\TA needs and provide guidance on accessing assistance.

- The Children's Bureau is creating a webinar that will support you and your staff understanding of the T/TA Network, this process, and what it means for you. We expect to have this ready in early May and you will receive information once it is available.

By standardizing the way that requests, assessment and work planning are done, the Children's Bureau is hopeful that States, courts, territories and Tribes will experience more efficient and higher quality service delivery to meet your needs.

Sincerely,



Joe Bock
Acting Associate Commissioner
Children's Bureau

Enclosure: CB RPM Contact List