

Your Next Step:

Increase Program Implementation by Adding
“TA” Services

Third Annual Teen Pregnancy Prevention Grantee Conference
Ready, Set, Sustain: Continuing Our Success
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Disclaimer

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Introductions

▶ Trainers:

- Catherine Dukes, PhD
 - VP of Education and Training at Planned Parenthood of Delaware
- Rebecca Roberts, MEd
 - Education & Training Manager at Planned Parenthood of Delaware

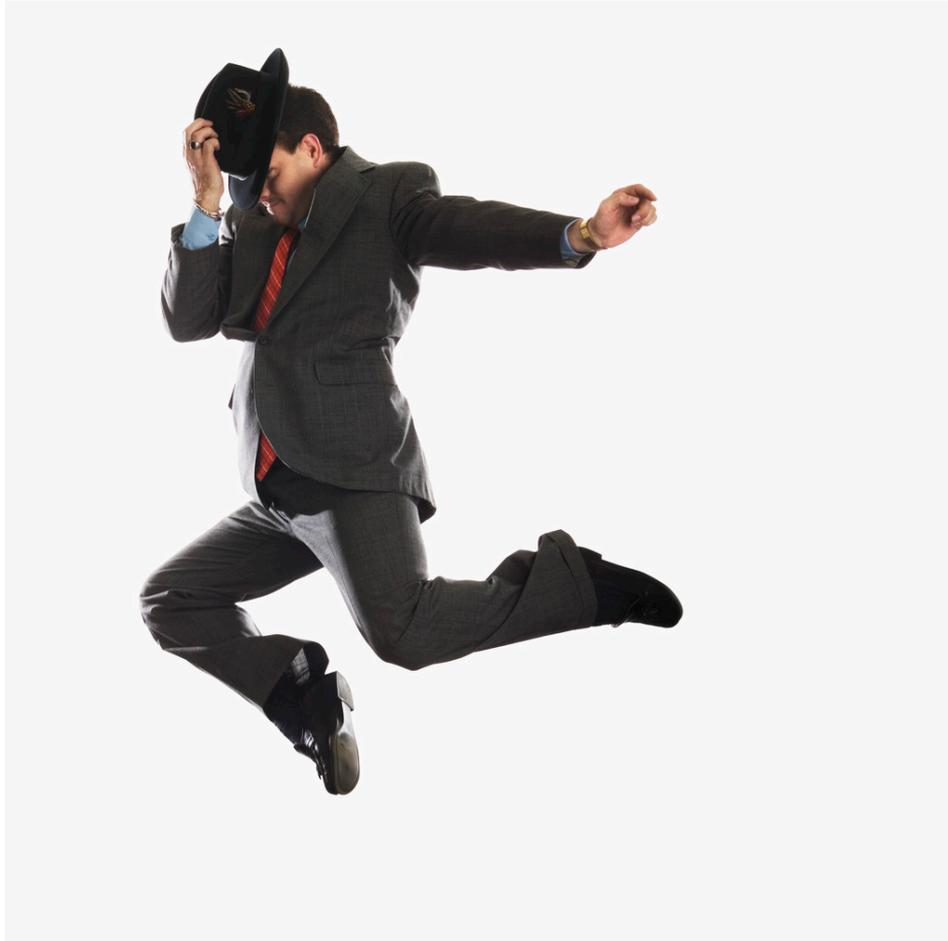
Topic

- ▶ Adding Technical Assistance Services or “TA” to your program
 - Many teen pregnancy prevention projects offer professional development or “PD” to teachers and community service providers, but how many offer high quality follow-up TA Services?
 - Adding TA can help increase training transfer and rates of program implementation by offering solid follow up support

Objectives

- ▶ Define and give three examples of TA services
 - ▶ Identify two action planning steps for incorporating TA in your program
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Icebreaker – Wearing Different Hats



Why TA?

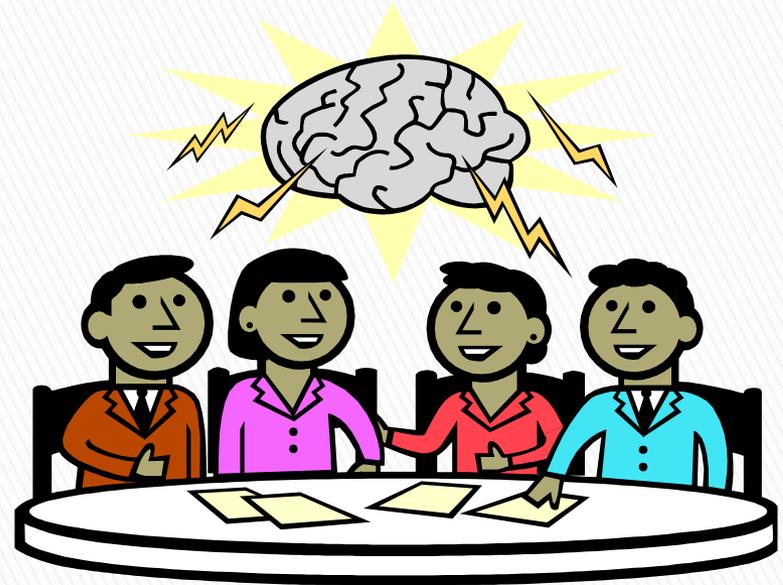
- ▶ Of all aspects of professional development, sustaining change is perhaps the most neglected
- ▶ It is clear that, to be successful, professional development must be seen as a process, not an event
 - (Rocky Mountain Center citing Gusky, T., 1995)

Technical Assistance is...

- ▶ Process of providing targeted support to an organization or individual with a development need or problem
- ▶ TA is one of the **most effective methods for building the capacity** of an organization or individuals
- ▶ Some experts estimate: 10% of what gets learned in training is applied on the job, while 95% of what is coached gets applied on the job. *TA is this coaching*
- ▶ *(National Resource Center, 2010)*

Brainstorm

- ▶ What is TA?
- ▶ What are examples of TA?
- ▶ Think, Pair, Share:
 - What are you already doing that could be TA?



Brainstorm!

Think, Pair, Share

TA Services

- »» Types: Low cost, Moderate cost, Higher cost

TA Services – Low cost & time

- ▶ Email follow up
 - ▶ Letter to myself
 - ▶ Participants fill out follow up request form
 - ▶ Discussion board / message board
 - ▶ Online surveys (i.e. SurveyMonkey)
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TA Services – Low to Moderate

- ▶ Mail communication
 - ▶ Send electronic newsletters
 - ▶ Establish learning partners
 - ▶ Facilitate email discussion group
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TA Services – Moderate cost & time

- ▶ Telephone follow up
 - ▶ Moderated discussion board / group
 - ▶ Conference calls / Google Hangouts
 - ▶ Newsletter / Postcards
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TA Services – High cost & time

- ▶ Booster sessions
 - ▶ Webinars
 - ▶ Site visits
 - ▶ Co-facilitation
 - ▶ Coaching / mentoring
 - ▶ Teacher observations / feedback sessions
 - ▶ Advanced training / individualized plans
- 

Formalizing TA Services...

- ▶ To formalize your TA services, you would eventually
 - define your intended TA services
 - complete needs assessment
 - create a scope of services
 - write an implementation plan
 - inform stakeholders
 - advertise, and
 - Implement your services

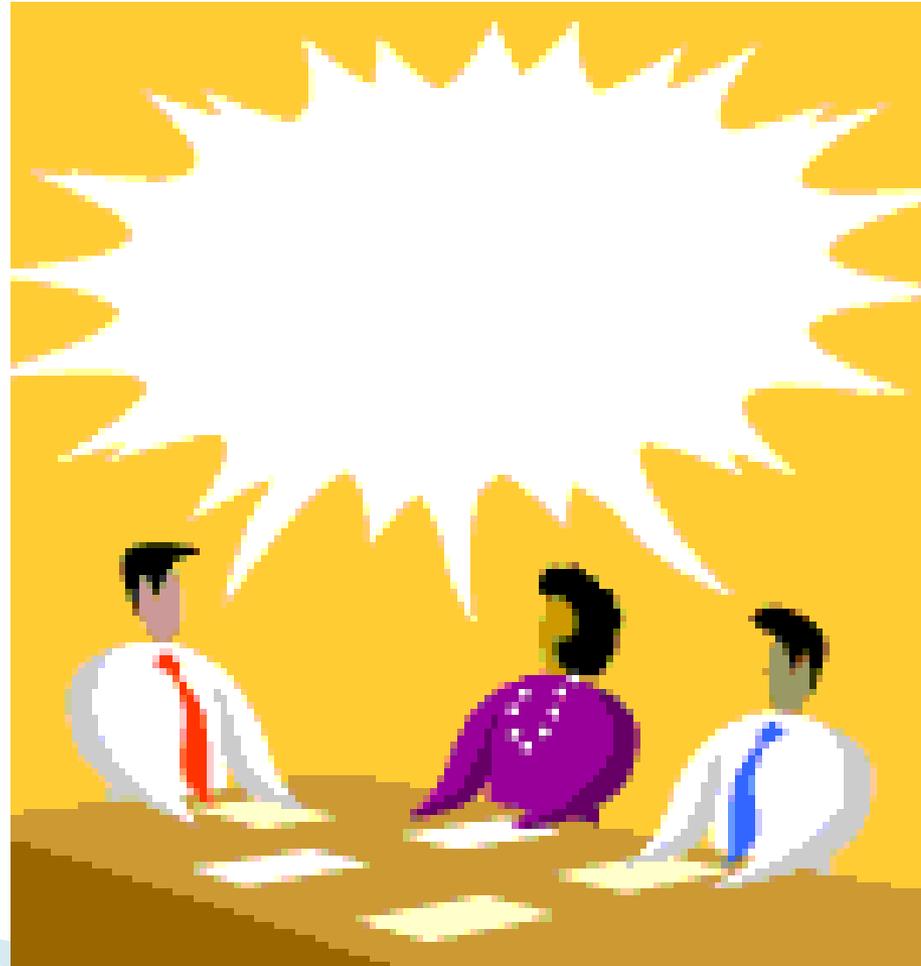
Small Group Activity

- ▶ For this group activity, please list all services you're already offering that could be TA.
- ▶ Then discuss with your group any **new TA services** you would like to add

How do we offer TA?

- ▶ Pros & Cons
 - Email
 - Phone
 - In-Person
 - Other technology?
- 

What are or what will be the challenges to offering TA ?



QR Codes, Google Hangouts, and SurveyMonkey, Oh My! Putting the “technical” back in technical assistance

- »» Web-based and innovative TA services

Technical TA Services

- ▶ Google Hangouts & Webinars
 - ▶ eSurveys – SurveyMonkey
 - ▶ ListServes / Google groups
 - ▶ Emessage boards
 - ▶ Enewsletters, Efliers
 - ▶ QR Codes (Quick Response Code)
- 

Action planning: Implementing TA in your program

- ▶ If you have other members of your program present, please work together
- ▶ If not, please find a partner
- ▶ Instructions:
 - 5 minutes – Discussion
 - 10 minutes – Action Planning
 - 2 minutes – Review
 - Presentations

Closure



Thank you!

»» For more information, please
contact Catherine Dukes at
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