

# Short-Term Handling of Targeted and Tailored TA Requests



The following process outlines the handling of requests for tailored and targeted technical assistance (TA) services from state and territory leaders and providers of early childhood professional services.

*All National Centers should establish the appropriate protocol for consulting and communicating with their federal project office or contract officer representative throughout the process.*

Step	Timeline	Request From State/Territory	Request From Stakeholders
<b>Request received</b>		All requests are routed to the State Systems Specialist (SSS) and Regional Program Manager (RPM), regardless of who receives the request.	All requests are routed to the SSS and RPM, regardless of who receives the request. (If the Child Care and Development Fund [CCDF] Administrator is not included in the communication of the original request, the SSS will send the request to the CCDF Administrator, copying the RPM.)
<b>Request confirmed</b>	Within 3 business days	<p>The RPM and SSS use the following <b>key decision points</b> to confirm the request:</p> <ul style="list-style-type: none"> <li>◆ <b>Need:</b> TA supports state/territory early childhood systems-building and program quality priorities.</li> <li>◆ <b>Fit:</b> TA aligns with CCDF requirements and priorities in terms of CCDF compliance.</li> <li>◆ <b>Readiness:</b> State/Territory exhibits readiness to implement; no other competing priorities exist.</li> <li>◆ <b>Capacity:</b> State/Territory exhibits time and staff resources to actively engage as a recipient of TA and the capacity to sustain the desired results.</li> </ul> <p>Upon confirmation of the request, the SSS will forward the request to the National Center Regional Representative, copying the RPM and CCDF Administrator.</p> <p>In the rare instance the request will not be forwarded</p>	<p>The RPM, SSS, and CCDF Administrator use the following <b>key decision points</b> to confirm the request:</p> <ul style="list-style-type: none"> <li>◆ <b>Need:</b> TA supports state/territory early childhood systems-building and program quality priorities.</li> <li>◆ <b>Fit:</b> TA aligns with CCDF requirements and priorities in terms of CCDF compliance.</li> <li>◆ <b>Readiness:</b> Stakeholder exhibits readiness to implement; no other competing priorities exist.</li> <li>◆ <b>Capacity:</b> Stakeholder exhibits time and staff resources to actively engage as a recipient of TA and the capacity to sustain the desired results.</li> </ul> <p>Upon confirmation of the request, the SSS will forward the request to the National Center Regional Representative, copying the RPM and CCDF Administrator.</p> <p>In the rare instance the request will not be forwarded</p>

Step	Timeline	Request From State/Territory		Request From Stakeholders	
		to a National Center, the RPM communicates with the CCDF Administrator.		to a National Center, the SSS will communicate with the stakeholder, copying the RPM and CCDF Administrator.	
<b>Approach identified and communicated</b>	Within 3 business days	The National Center will determine whether the TA approach requested can be accommodated.			
		Upon receipt of the request, the National Center uses the following <b>key decision points</b> to determine if the request can be accommodated: <ul style="list-style-type: none"> <li>◆ <b>Fit:</b> TA request aligns with National Center scope of work.</li> <li>◆ <b>Readiness:</b> TA offering is ready to replicate or use at the federal, regional, state/territory, or program level.</li> <li>◆ <b>Capacity:</b> National Center has the capacity to deliver requested TA.</li> </ul>	Upon receipt of the request, the National Center uses the following <b>key decision points</b> to determine if the request can be accommodated: <ul style="list-style-type: none"> <li>◆ <b>Fit:</b> TA request aligns with National Center scope of work.</li> <li>◆ <b>Readiness:</b> TA offering is ready to replicate or use at the federal, regional, state/territory, or program level.</li> <li>◆ <b>Capacity:</b> National Center has the capacity to deliver requested TA.</li> </ul>		
		If the TA <b>can</b> be accommodated as requested, the National Center communicates with the SSS, who then communicates with the CCDF Administrator and RPM.	If the requested TA approach <b>cannot</b> be accommodated, the National Center communicates with the SSS. An alternate approach is developed and communicated by the SSS to the CCDF Administrator, copying the RPM and the National Center. (This alternate approach could include making available existing resources.)	If the TA <b>can</b> be accommodated as requested, the National Center communicates with the SSS, who then communicates with the CCDF Administrator and RPM.	If the requested TA approach <b>cannot</b> be accommodated, the National Center communicates with the SSS. An alternate approach is developed and communicated by the SSS to the stakeholder, copying the RPM, CCDF Administrator, and the National Center. (This alternate approach could include making available existing resources.)
<b>TA delivered and documented</b>		The National Center delivers the TA. Ongoing communication follows the agreed on protocol with the Center, RPM, SSS, and CCDF Administrator. The Center Specialist works with the SSS to document activities in the Technical Assistance Tracker (TAT).		The National Center delivers the TA. Ongoing communication follows the agreed on protocol with the Center, stakeholder, RPM, SSS, and CCDF Administrator. The Center Specialist works with the SSS to document activities in TAT.	
<b>TA evaluated</b>		TA is evaluated.			