



Evaluating the Provision of Technical Assistance to CBOs Serving Minority Populations

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Objectives

- Understand a technical assistance (TA) model that includes multiple assessment factors designed to impact programmatic outcomes in community-based organizations (CBOs).
- Discuss the importance of evaluating the TA delivered to CBOs to assure continual quality improvement in multiple areas that impact service delivery, organizational viability, and successful client outcomes.



**Substance Abuse and Mental Health Services
Administration (SAMHSA) Guidance for Applicants
(GFA) No. TI 02-009: Targeted Capacity Expansion
Program for Substance Abuse Treatment and
HIV/AIDS Services**

**Funds for grants to enhance or expand substance
abuse treatment in conjunction with HIV/AIDS
services in African American, Latino/Hispanic, and
other racial or ethnic communities that have been
highly affected by the twin epidemics of substance
abuse and HIV/AIDS.**

Technical Assistance Overview

Research suggests that TA services should:

- Accurately reflect the needs of the audience and goals of the organization (Richter et al., 2000; Chillag et al., 2002)
- Include the appropriate language and methods for the audience (Richter et al., 2000)
- Be developed through collaboration between the TA provider and the organization (Kegeles et al., 2005)

Benefits of Technical Assistance

- Program sustainability
- Increased access to multiple funding streams
- Fulfillment of grant objectives and/or project deliverables
- Staff stability
- Buy-in from clients and community
- Resource to provide staff with training on relevant research and practices in the field

Types of Technical Assistance

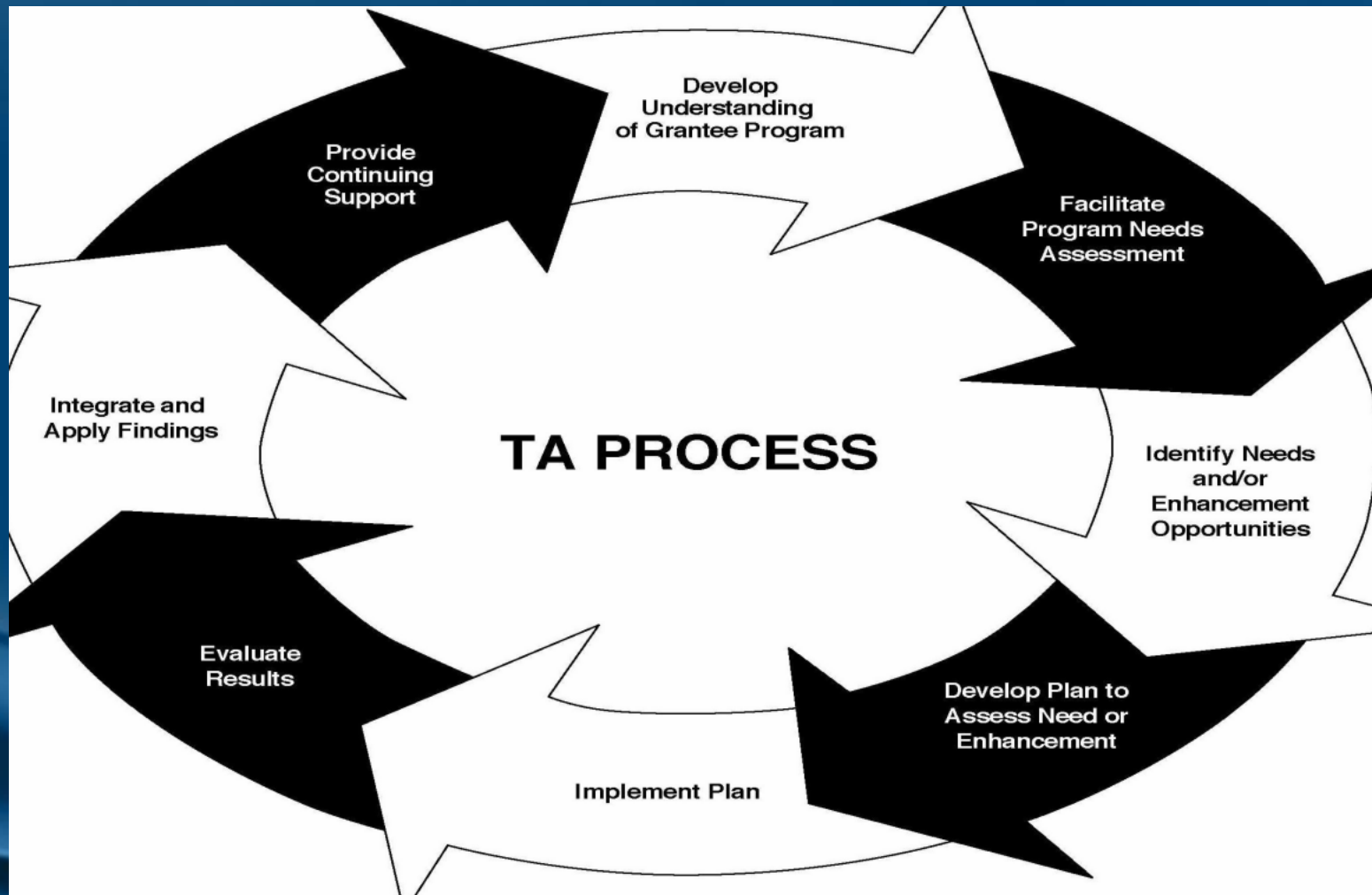
- ***GPRR Related**
 - GPRR tool administration; data entry and reporting;
 - client follow-up (tracking and locating clients).

*A requirement under the Government Performance and Results Act (GPRR) to report project outcomes as a part of the Federal budgeting cycle.

Types of Technical Assistance Requests

- **Clinical**
- **Technical Assistance** to increase knowledge and awareness, and facilitate skill enhancement among grantee organizations' staff who administer programs or provide direct services to clients
- **Examples:** Program sustainability; Client recruitment, retention, and follow-up; Cultural sensitivity; Motivational interviewing; Tailoring materials for special/specific populations; Update on confidentiality laws; Working with clients who have co-occurring disorders; Staff retention, etc.

Technical Assistance Model



Evaluation of Technical Assistance Delivery

Technical Assistance Evaluation

- **Formative: (Grantee, Government Project Officer [GPO], TA Liaison, Consultant)**
 1. Identify key target areas for TA needs
 2. Assessment of consultant Skill, experience, and topic expertise
- **Implementation**
 3. Technical Assistance Delivery
- **Perceived Impact: (Grantee)**
 4. CBO satisfaction of TA received
 5. Consultant assessment of CBO capacity and further needs (Consultant Summary Report)
- **Monitor Short- and Long-Term Impact of Training Delivered (GPO, Grantee, TA Liaison)**
 6. GPO monitors change in GPRA numbers
 7. Reviews reported changes described in Quarterly Report

I. Identify Key Target Areas

- MayaTech TA Liaison: Serves as Conduit between GPO, CBO, and Consultant.
 - Knowledge of funding agency GFA
 - Knowledge of CBO grant requirements
 - Knowledge of CBO program: target populations, services, administration, and staffing
 - Knowledge in the field of substance abuse, HIV/AIDS treatment and prevention, and mental health

II. Assessment of Consultant Skill, Experience, and Topic Expertise

- **Consultant Recruitment**

- Knowledge of funding agency GFA, CBO grant requirements, CBO program, target populations, services, administration, staffing, substance abuse, HIV/AIDS treatment and prevention, and mental health

- **Consultant Database**

- Consultants are matched to TA requests based on CBO needs

III. Technical Assistance Delivery

- Grantee Meetings
- Targeted Audio Trainings
- Consultant Site Visits
- Conference Calls
- Materials Development (e.g., translation of materials)

IV. CBO Assessment of TA Received

- Technical Assistance Evaluation Tool
 - Assistance received from The MayaTech Corporation
 - Was TA delivered in a timely manner?
 - Did TA address CBO needs?
 - Was consultant performance evaluated?
 - Will further TA be required?
 - Recommendations

V. Consultant Assessment of CBO Capacity and Needs

- Consultant Summary Report
 - Description of CBO needs
 - Objectives of the TA
 - Issues/questions arising during training
 - Further training needs
 - Recommendations

VI. Determining Next Steps

- Review CBO and consultant assessment
- TA liaison follow-up with CBO
- GPO feedback

VII. Monitoring of Short- and Long-Term Impact of Training Delivered

- Improvement in project performance
- Fulfillment of grant objectives and/or project deliverables
- Project sustainability

Recommendations

- Consistent and frequent communication with CBO, consultant, and CSAT Project Officer helps to define TA needs
- The use of evaluative feedback throughout the TA process increases buy-in and empowers CBOs to clarify needs
- Obtaining evaluation forms from CBO and consultant assists with ability to use information, identifying next steps, and satisfaction with the quality of service
- Frequent communication with CBO and Government Project Officer to monitor short- and long-term impact of TA

Recommendations

- Internal evaluation of the administration of TA helps to improve efficiency and to more effectively meet the needs of CBOs
- The evaluation process can be simplified by describing the goal of evaluation and how it individually benefits the individual engaged in and affected by the process.

References

Chillag, K., Bartholow, K., Cordeiro, J., Swanson, S., Patterson, J., Stebbins, S., et al. (2002). Factors Affecting the Delivery of HIV/AIDS Prevention Programs by Community-Based Organizations. *AIDS Education and Prevention*, 14(Supplement A), 27-37.

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Kegeles, S.M., Gregory, M., Rebchook, G.M., Tebbetts, S. (2005). Challenges and Facilitators to Building Program Evaluation Capacity among Community-Based Organizations. *AIDS Education and Prevention*, 17 (4), 284-299.