

# APPENDIX **B**

## Frequently Asked Questions

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Training and Technical Assistance is offered at the State and National level to strengthen the capacity of grantees and sub grantees to accomplish their program objectives.

Training and technical assistance provides the tools, challenge, and support that makes quality possible. The training and technical assistance network has been established with the expectation that program and commission staff including supervisors will ask for help when needed.

#### Q. What assistance is available?

A. Various types of T/TA services include:

- On-site consultations
- Training workshops
- Strong and relevant information materials, drawing on the best from the field
  - Sample forms
  - Guidelines and checklists
  - Easy to use training curricula
  - Bibliographies of best practices
- Phone consultation and troubleshooting
- On-line consultation and materials
- Peer exchange opportunities—in person, on the phone, or on-line

#### Q. At what levels is T/TA provided?

A. National Service Training and Technical Assistance is provided at the level of the individual National Service program using T/TA funds that are included in every program budget, it is provided by State Commissions or by the national offices of National Director grantees, and it is provided by the Corporation through national T/TA providers.

#### In Programs:

Programs include T/TA to sharpen member skills, improve management, and to keep finding new and better ways to serve their communities.

#### From State Commissions:

State Commissions provide T/TA through PDAT grants (Program Development Assistance and Training) which are competitively awarded by the Corporation. Activities to be funded are those aimed at developing program staff and their organizations. Member training specific to the local program is usually included in the sub grantees budget. Only member training in the form of statewide or regional events conducted collaboratively by multiple programs may be supported by PDA funds.

### From the Corporation:

#### The Corporation's national T/TA providers

- Fill in and balance T/TA offerings provided by the programs and the States;
- Target areas, like supervisory skills, where national materials and trainings need to be created;
- Make available high quality offerings to all regardless of location or local resources;
- Draw from the many traditions of service, including
  - Organizations experienced in traditional volunteer efforts—the United Way, the Catholic Network of Voluntary Services
  - The corps community—National Association of Service and Conservation Corps (NASCC)
  - Skilled service providers—the Visiting Nurses Association, the National Crime Prevention Council, and others
  - Education and service-learning professionals—through the National Youth Leadership

#### Council's Service-Learning Clearinghouse

- Reinforce national identity;
- Collect and disseminate nationally the best materials and training designs developed in the field; and
- Facilitate peer exchange.

### Q. How can T/TA services be accessed?

- A. Requests for TA can be made at any time through your State Commission or National Direct Headquarters or by direct contact with the provider. A grid showing the T/TA providers and the services they offer can be found the next page.

### Q. Who decides which T/TA requests will be funded?

- A. Requests for on-site consultations are reviewed jointly by the State Commission or National Direct Headquarters, the CNCS program officer, and CNCS TA staff before funding decisions are made. Space at training workshops can be reserved with a telephone call to the provider. Telephone assistance is available from some providers by calling them directly.

# NOTES

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