



Technical Assistance 101: Module One

A Learning Module For CCR&R Agency Staff





Course Agenda

Course Description

Introduction & Objectives

Background

Lesson 1

Lesson 2

Breakout Room Session

Lesson 3

Extended Learning Opportunity



Course Description

This Technical Assistance (TA) Course is a four-part training module series on the benefits of TA within Child Care Resource and Referral agency (CCR&R) services. The course provides an overview of TA and covers the foundations of TA, current research and recommended practices. The course serves as the foundational training for CCR&R TA Specialists.



Course Introduction:

- CCR&R Services & Technical Assistance (TA)
- Lesson 1: Defining TA
- Lesson 2: Foundations of TA
- Lesson 3: Phases of TA

Course Objective

After completing this course, participants should be able to:

- List the different roles TA plays in supporting child care quality and share one research article with colleagues.
- Describe the characteristics of TA that CCR&Rs use within PD activities.
- Label and describe the phases of TA and how they support professional learning.



Background

- Professional Development
 - Leads to a highly competent workforce
- Improve Program Quality
 - TA is important to supporting quality services for young children
- Support
 - Provided through TA Specialists with specific capabilities through education, training and practical experience



LESSON ONE:

Defining Technical Assistance



Professional Development



Education

Training

Technical Assistance



Education

- Offered through state-approved, accredited school or university
- Occurs between faculty, students, and student peers
- Requires satisfactory performance
- Delivered by qualified professionals
- Upon completion, offers credits or CEUs
- Credentials awarded after PD program



Training

- In-service or ongoing PD designed to enhance early childhood skills
- May be one-time or ongoing
- Delivered in several methods and by qualified professionals
- May be required for early childhood professionals specific role



Technical Assistance Definition

- Defined as “(TA) is the provision of targeted and customized supports by a professional(s) with subject matter and adult learning knowledge and skills to develop or strengthen processes, knowledge application or implementation of services by recipients.”
- -NAEYC/CCAoA, 2023

Technical Assistance: Key Concepts

- TA that is targeted and customized to the recipient needs
- Focuses on processes, knowledge, application or implementation of practices
- Delivered by professionals to meet qualifications of employer or state TA systems
- Methods of TA include Mentoring, Coaching, Consultation, PD Advising, Peer to Peer Support



Let's Dig Deeper





Benefits of Technical Assistance

- Establishing clear goals with measurable outcomes
- Establishing clear action steps to reach goals
- Supporting guided self-reflection
- Improving program quality
- Increasing teacher and professional competency

Benefits of Research:

Exploration

Share Policy

Improve Practice

LESSON TWO:

Foundations of Technical Assistance (TA)



Characteristics of Technical Assistance

- Relationship Based
- Reflective Process
- Evidence Based
- Principles of Adult Learning



Technical Assistance is Relationship Based

- Respect
- Trust
- Strengths-based approach
- Communication
- Clear expectations
- Goals & Outcomes
- Understanding
- Confidentiality



Reflective Process

- Develops greater self-awareness
- Gain a better understanding
- Focus on goals
- Monitor and evaluate
- Open-minded, responsive and inclusive
- Evaluate individual practice
- Improvement
- Seek Guidance



LESSON THREE:

Phases of Technical Assistance (TA)



Methods of TA Delivery

On-Site TA	Virtual TA	Hybrid TA
<ul style="list-style-type: none">• On-site observation• Immediate on-site feedback• Watching videos and processing targeted caregiving practice together• Reviewing written resources and processing implications for practices• Opportunity for immediate environmental changes	<ul style="list-style-type: none">• Learning via internet or other distant technologies• Flexibility• Requires a platform that works for all• Regular and consistent virtual delivery is received with positivity	<ul style="list-style-type: none">• Joins technology-based with face-to-face TA• Examples include: on-site observations with virtual feedback, virtual introductions with on-site follow up, videotape targeted practice and view with TA coach via technology.

Phases of Technical Assistance

Recruitment Phase	Initiation Phase	Initial Assessment	Planning Phase
TA is recruited by phone, email, or in-person at professional development opportunities. The child care provider does not initiate this phase.	TA is initiated by the program either by phone, email or in-person. This phase is not initiated by the CCRR or another entity.	TA is provided to assess what the program's needs are. This may include observation or self-assessment and may include a research-based or evidence-based assessment tool such as CLASS, ECERS, FCCERS, ITERS, etc.	TA to establish SMART goals and outcomes for the child care program or home-based provider based on the initial assessment. An action plan with set timeframes and assigned roles is developed to assist programs or home-based providers in meeting their goals and outcomes.

Phases of Technical Assistance (cont.)

Implementation Phase	Midterm Assessment	Final Assessment	Closing Phase
<p>TA, as outlined by assigned roles, is provided by CCR&R TA Specialist to support implementation and follow up. Examples may include individualized one-on-one assistance with implementing identified caregiving practices, for example: Quality Rating and Improvement System indicators, licensing standards, modeling of a targeted practice within the daily activities and routines or adapting the environment to meet the special needs of enrolled children.</p>	<p>An assessment is completed midway through the TA action plan timeline to evaluate progress of goal achievement and to evaluate TA provided to date. This may include revising goals and the action plan based on progress. This is completed in collaboration with both the provider and TA Specialist as goals are reviewed and accomplishments are identified and celebrated.</p>	<p>A final assessment is completed as TA action plan goals are met or exceeded and outcomes are achieved. At this time feedback is gathered from the early education program or home-based provider to evaluate the TA that was provided.</p>	<p>The TA is closed due to action plan goal and outcome achievement for the assigned TA initiative. A data report outlining the program or home-based provider's participation and progress is completed for documentation purposes.</p>

Check Your Knowledge!

Up Next:

Extended Learning Opportunities



Thank You!

Contact Information

LearnMore@usa.childcareaware.org



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