



FFY 2019 Information and Technical Assistance Center for Councils on Developmental Disabilities Evaluation Report

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Executive Summary

In FY 2019, the Information and Technical Assistance Center for Councils (ITACC) provided technical assistance to all 56 DD Councils. The range of technical assistance included providing information, targeted technical assistance visits, convening workgroups, hosting in-person events, and hosting and facilitating webinars and learning conversations. Throughout the TA contract service period, the ITACC provided responses to 606 requests for information; developed seven new products, updated five products, and translated three products into Spanish. In addition, one product was disseminated monthly on a recurring basis; conducted nine individualized, targeted technical assistance on-site visits; and hosted and facilitated 14 TA events.

TA was provided most frequently on the topics of federal reporting, fiscal management, and Council operations. This evaluation report has helped identify limitations and improvement opportunities, as well as recognize achievements and inform TA work for the FFY 2020. Changes to planned TA tasks and activities in the area of Cultural Diversity and Evaluation activities as well as lack of access to DD Council outcome data through the Program Performance Reports were cited as limitations during the evaluation process. Achievements of the ITACC were notable:

- All 56 DD Councils received some form of technical assistance;
- Requests for rapid response information were filled within one business day, and many within hours of the information request;
- The annual evaluation survey showed that 96.8% of respondents felt the TA received helped them perform their roles better;
- 100% of respondents felt they were treated with respect by the ITACC staff; and
- 98.4% were satisfied with the technical assistance received or was offered.

As the FFY 2019 year of the ITACC evaluation data collection and summary concludes, the ITACC identified four areas to address in FY 2020. 1) Improve guidance documents on federal reporting so that a reduction in the number of individualized rapid response requests about reporting instructions and expectations is realized. 2) Increase the awareness of financial resources available through the website and reorganize website content so end users report higher satisfaction rates associated with finding the fiscal resources they need. 3) Increase the number of individualized video conference TA sessions with individual Councils on topics of their choice/need. 4) Strategically plan opportunities for increased information sharing and collaboration among DD Council Network members at TA events. The ITACC will continue meeting the technical assistance needs of Councils through knowledge development, collaboration, rapid responses, and individualized opportunities.



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Background:

The National Association of Councils on Developmental Disabilities (NACDD) is a membership organization that supports a national network of Councils on Developmental Disabilities. Network members are made up of 56 Councils on Developmental Disabilities funded by the Administration for Community Living, Administration on Disabilities, Office of Intellectual and Developmental Disabilities.

Councils are located in each U.S. State and select territories (District of Columbia, Puerto Rico, Guam, the Northern Marianas, Virgin Islands, and American Samoa) and are part of state agencies, are their own state agency, or operate as a non-profit organization.

NACDD's role to the national network is:

- To provide technical assistance to all DD Councils
- To advocate for the national public policy agenda
- To advocate for DD Councils' appropriations in Congress
- To convene DD Councils for leadership and development training

NACDD's vision:

People with developmental disabilities are fully included as valued members of their communities and have equal opportunities to achieve their potential, make their own decisions, and exercise their civil rights.

NACDD's mission:

NACDD is an outcomes-oriented, mission-driven organization. NACDD leads the way in advancing issues that improve the lives of people with DD and their families by actively listening to all stakeholders, identifying, and exploring emerging trends, and proactively reaching out to collaborate with a variety of leaders and organizations to develop effective solutions. NACDD's values include: Self-Determination, Inclusion, Diversity, Learning, Innovation, Collaboration, Communication, and Accountability.

The Information and Technical Assistance Center for Councils (ITACC)

The Administration for Community Living (ACL), Administration on Disability, Office of Intellectual and Developmental Disabilities (OIDD) contracts with NACDD to implement the Information and Technical Assistance Center for Councils (ITACC), a national training and technical assistance center, to support DD Councils. Councils on Developmental Disabilities are a unique, highly specialized national network designed to advance public policy and systems change that help individuals with developmental disabilities gain more control over their lives. The ITACC services support Council members, Council Chairpersons, Council staff, and Council Executive Directors as they fulfill their purpose of being effective in advocacy, capacity building, and systems change agents. ACL/OIDD requires a performance-based methodology for providing coordinated, comprehensive, specialized, and targeted training and technical assistance to the 56 Council's. Technical Assistance services are to be reliable, effective, efficient, and evolving and work towards achieving the goals of:



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- Improving Council performance operations and outcomes;
- Assisting Councils with maintaining statutory compliance, and achieving statutory compliance when needed; and
- Positioning Councils as leaders and catalysts of systems change, capacity building, and advocacy at the national, state/territory, and local levels.

Technical Assistance Services are defined as follows:

- **Rapid Response** are requests for information by Council staff and members. Standard requests are requests for information or assistance that can be provided quickly through email or telephone discussion. Extended requests are more complex and often include a training or education component that is delivered via teleconference meeting or video conference meeting as a way to maximize resources and reduce the need for an in-person site visit.
- **Individualized or targeted technical assistance** is time-intensive assistance provided to an individual DD Council, most often through an in-person site visit.
- **Technical Assistance Events** are held in-person, or through webinar. The events may be targeted for a particular group or be more broadly available to any staff or council member desiring to attend. Examples include the Annual New Executive Director Orientation, the Annual Technical Assistance Institute, the Chairperson Leadership Training, Council Consortium Learning Conversations, and training and education on the Program Performance Report and State Plan Updates.
- **Product development and dissemination** is used to share important information to all DD Councils. Standard recurring products, such as e-newsletters, and stand-alone products such as TA Briefs and special reports are developed, disseminated, and posted and archived on the website.
- **The ITACC website** is used to store information that DD Council staff and members can access on-demand.
- **Language translation** is available to ensure technical assistance services are accessible.

In addition to providing technical assistance to the DD Council network, the ITACC collaborates with other relevant entities and programs to share information, build relationships, and achieve common goals consistent with the technical assistance contract, DD Council requirements, and the DD Act. Collaborative activities support the identification of emerging needs and priorities that may be addressed by the ITACC.

DD Act

The Developmental Disabilities Assistance and Bill of Rights Act of 2000 authorizes technical assistance to strengthen and support the National Network of DD Councils.



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Requested technical assistance services supports the needs of DD Councils as they engage in advocacy, capacity building, and systems change activities.

Range of TA

NACDD’s contract with ACL directs technical assistance through six objectives.

	Objective 1 Project Management	Objective 2 Evaluation	Objective 3 Knowledge Development	Objective 3 continued	Objective 4 Cadre of Experts	Objective 5 Collaboration	Objective 6 Information Management	Objective 7 Diversity, Inclusion, Cultural and Linguistic Competence
<i>Tasks and Activities</i>	5-year strategic plan, CLC plan, web-based information plan	Monthly rapid response evaluation	Develop high quality resources (TA briefs, guidance documents, website content, other)	Council Consortium Learning Conversations	Update and maintain cadres of experts listing	Maintain a partner focused relationship with AIDD	Provide updated website that is continually updated	Provide on-going support and evidence-based resources as needed
<i>Tasks and Activities</i>	Annual work plan	Annual evaluation	Develop and deliver high-quality trainings (TA Institute, New ED Orientation, webinars)	DD Awareness month	Support peer-to-peer networking	Maintain effective partnerships with DD Councils (TA Action plans, CAP, other)	Maintain a listserv for two-way information exchange	Cultivate partnerships
<i>Tasks and Activities</i>	Orientation with AIDD	Annual evaluation report	Rapid response and operational support			PAC, TAI planning, and TA Fiscal Needs workgroups	Provide periodic surveillance of website and ensure security protocols	Develop or strengthen TA strategies
<i>Tasks and Activities</i>	Monthly updates		On-site, individualized TA			PAC annual review meeting		
<i>Tasks and Activities</i>	Monthly meetings with COR		Field Notes monthly e-newsletter			Maintain partner focused relationships with network TA grantees		

Purpose and Goals of Evaluation

The goals of the evaluation were to document, assess, and improve technical assistance services.

Goal 1: Document the full range and extent of TA services provided;

Goal 2: Assess the extent to which the TA provided supported the DD Councils in improving their operations, performance, and outcomes; maintaining and/or achieving statutory compliance, and;

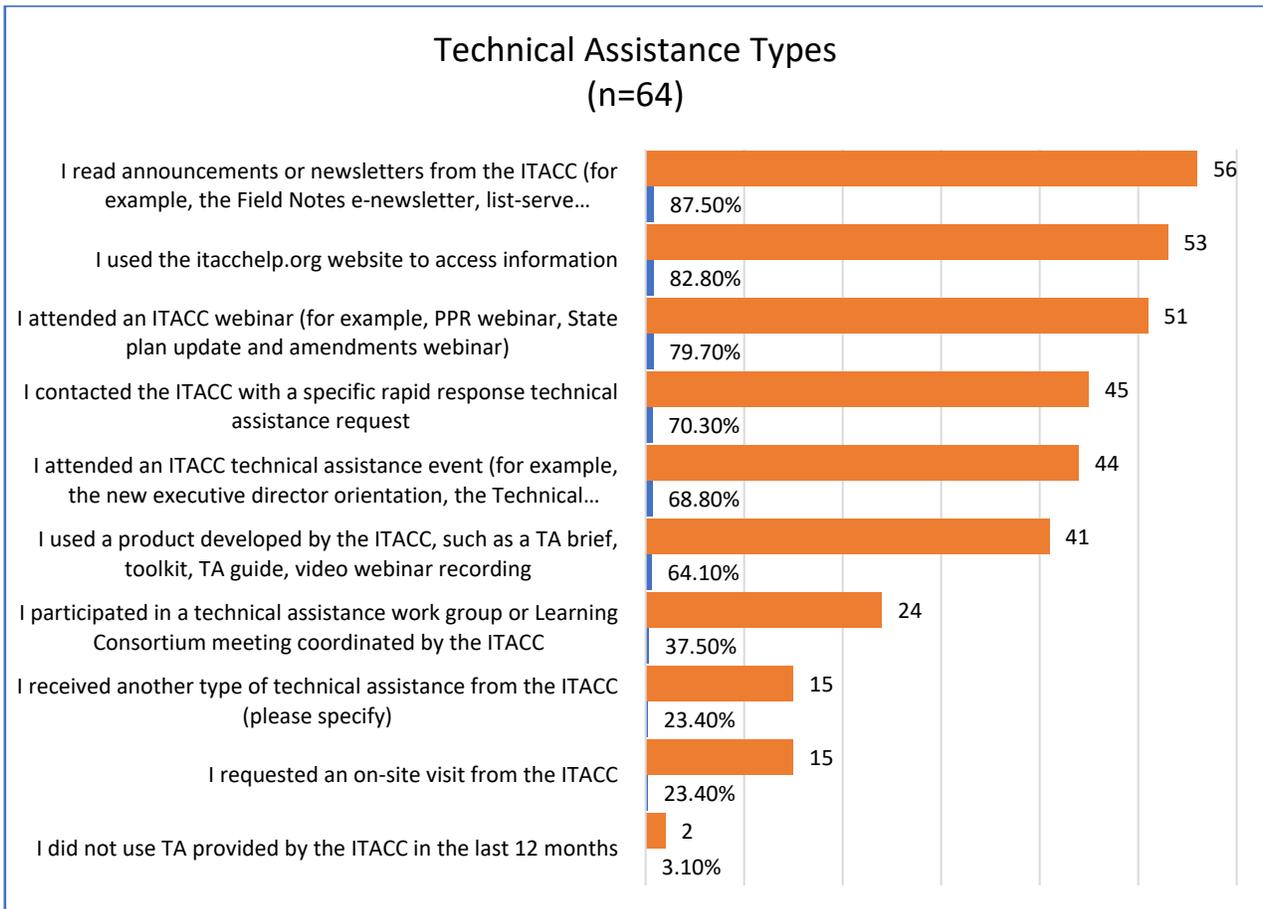


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becoming leaders and agents of systems change, capacity building, and advocacy at the national, state, and local levels; and

Goal 3: Provide information to assist NACDD to continuously improve TA services.

Full range of TA



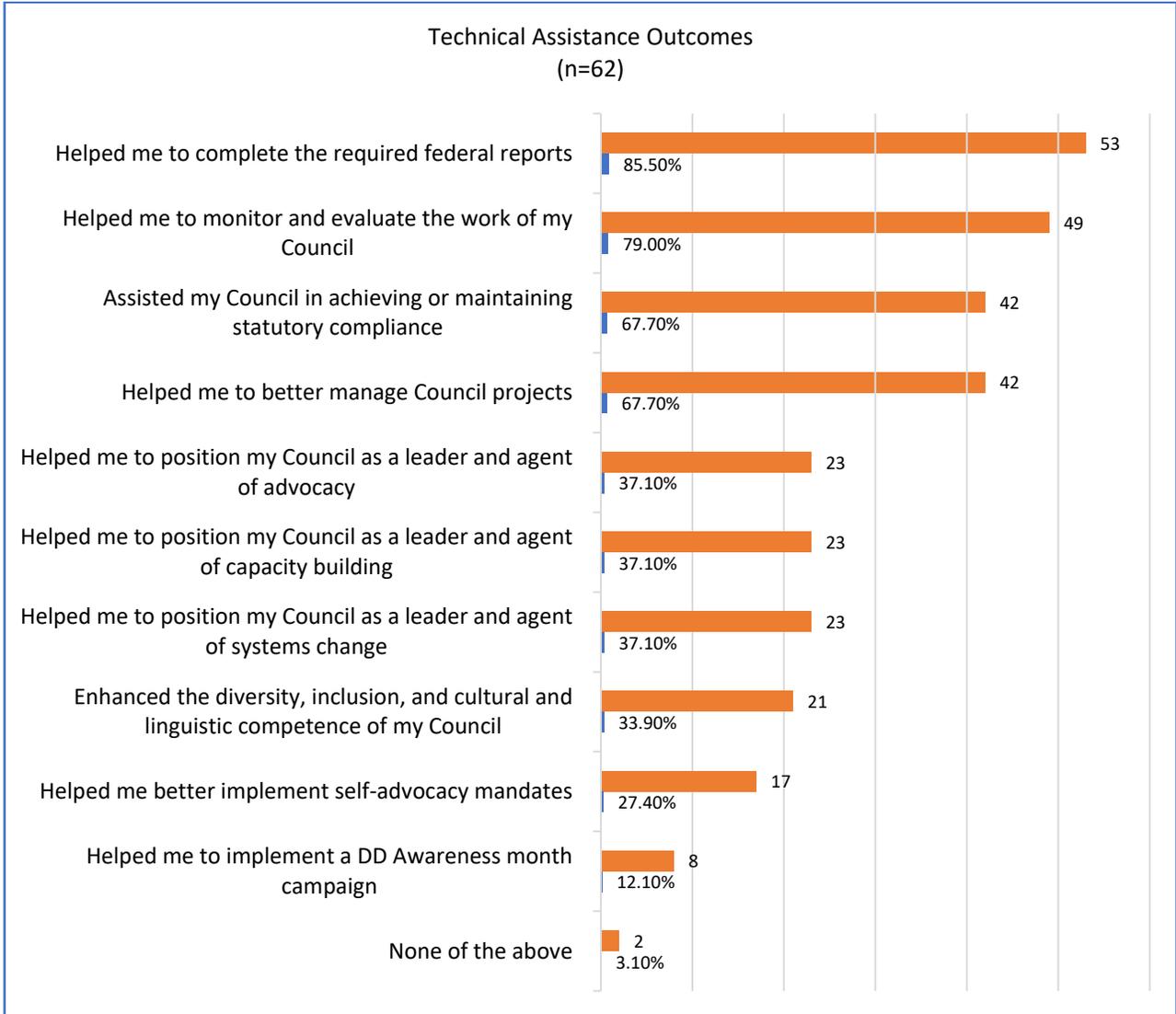
Key Findings:

As indicated above, the most used form of the ITACC identified by respondents was access to announcements and/or newsletters (n =56), followed by participants utilizing the ITACC website (n=53) and attending an ITACC webinar (n=51). Two respondents identified as not utilizing any of the ITACC technical assistance services.



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Technical Assistance Outcomes



Key Findings: As outlined above, Councils identified that the technical assistance they received was most beneficial in assisting them to complete required federal reporting (n=53), helped in monitoring and evaluating the work of the Council (n=49), and assisted in managing Council projects (n=42). Two respondents identified that the assistance they received did not aide in any of the outcomes listed¹.

¹ Respondents who previously identified as not receiving Technical Assistance from the iTACC did not participate in any other survey questions other than seeking demographic information.



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Evaluation Objectives and Results

The objectives of the evaluation were to document types and quantity of services, assess the quality of services, and monitor engagement and experiences for continuous quality improvement.

Objective 1: Document the types and quantity of technical assistance services provided to DD Councils

Objective 2: Assess the quality of technical assistance provided to DD Councils

Objective 3: Monitor DD Council engagement and experiences in technical assistance activities to identify areas for improvement.

The following information details technical assistance evaluation results by evaluation objective.

Objective 1: Document the types and quantity of technical assistance services provided to DD Councils

During the 2019 service period, the ITACC provided responses to 606 requests for information and assistance, developed seven resources in response to emerging TA needs, updated five resources, disseminated one recurring product on a monthly basis, conducted nine individualized on-site visits, and provided/hosted 12 TA events.

The ITACC used Teamwork Projects to manage objectives and customized Excel worksheets to track technical assistance services provided. Through these tools, results indicated one recurring newsletter with 290 being the average number of people receiving the product. There were also nine (9) individualized onsite technical assistance consultations provided, and 12 technical assistance events.

Rapid Response Requests

Rapid Response requests are the most frequently used service generating the largest volume of TA service provided. Requests come from individual DD Council staff and members. Responses are provided quickly through email or telephone.

Number of rapid response requests

Total	606
Programmatic	509
Administrative	97

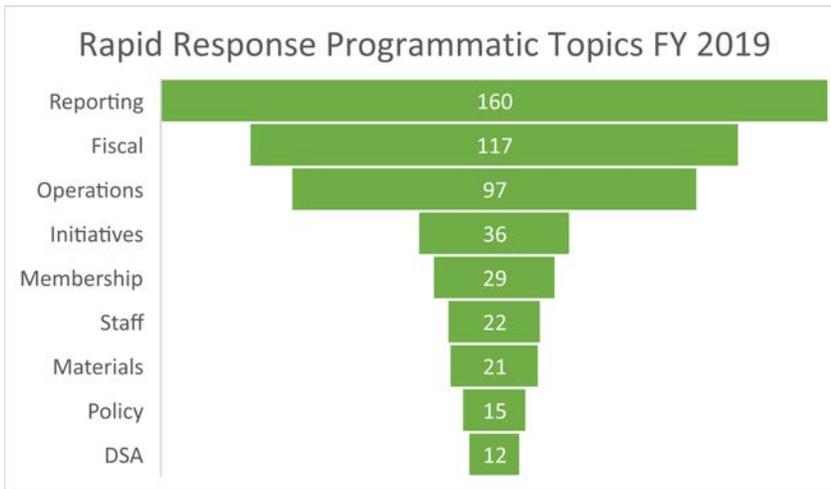


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Programmatic/Operational items include any information that can be tied to 5-year State Plan development or implementation, internal operations such as policies, procedures; staffing; council member management; council meeting assistance, etc.).

Administrative items include any information such as dates for events and conferences; address changes; information about the list-serve and other clerical informational requests.

Requests by topic



Rapid Response Analysis:

- Reporting was the most requested topic due to a new reporting template being implemented, and Councils requirement to submit two years of federal reports at one time. The ACL Reporting system was new to Council staff and reporting template “bugs” were experienced by end users.

Due to the large number of rapid response requests on reporting, the ITACC staff, in collaboration with ACL Program staff, developed a comprehensive user feedback survey on TA guidance documents related to the PPR and ACL Reporting system (data collection during May 2019). Over half (54%) of Council staff provided feedback on the extent to which technical assistance guidance documents and AIDD and ACL Reporting System instructions were helpful to them in the completion of their federal reports. The majority of users indicated the information was helpful. However, data showed a variance between “somewhat helpful” and “helpful”. For each section of the PPR report, survey respondents were asked to provide comments about how the TA guidance documents could be improved. The ITACC staff utilized the comments to enhance, strengthen, and clarify reporting expectations for the FY 2019 PPR reporting period. User comments about the ACL reporting system were provided to the ACL Program staff for their use.



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Qualitative data:

I often rely on rapid response TA, and this has been a lifesaver. ITACC staff is always gracious, patient, thorough, and prompt in [their] replies. As a minimum allotment state, this rapid response service has helped me immensely.

Continuous Quality Improvement – After analyzing the survey data and reviewing end user’s comments about which TA guidance could be strengthened, revisions to the guidance document were planned for the FY 2020 contract. (CQI framework: Plan, Do, Study, Act).

Benchmark for FY 2020 – Reduce the number of rapid response inquiries related to the PPR by 35%. The reduction of inquiries will result in fewer labor hours on individualized requests and could indicate the improvements to the guidance document reduced confusion and clarified expectations for the DD Council annual program performance report.

- **Fiscal** topics were the second most requested topic due to increased guidance and policy interpretations being provided by the Administration as well as follow-up requests from the 2018 national Technical Assistance Institute.

Due to the large number of requests during the FY 2019 contract period, a TA Fiscal Needs Workgroup was established to further explore technical assistance needs from Council staff responsible for implementing and monitoring the Council’s financial activities and to identify and prioritize areas of need related to fiscal operations for DD Councils that could be addressed through the technical assistance contract.

Based on the information obtained from this focused workgroup, the ITACC staff conducted a crosswalk of available TA financial resources with the TA needs identified by the workgroup.

As a result, 17 topics were identified by the workgroup. The crosswalk showed that 21 resources currently existed that addressed the specific topics identified by the workgroup.

Continuous Quality Improvement – As a result of a focused exploration of needs and resources by the workgroup, awareness of resources and improved organization of available resources were identified as areas needing improvement. Plans for addressing these needs were made for early FY 2020. (CQI framework: Plan, Do, Study, Act).

Benchmark for FY 2020 – Increase awareness about financial resources and reorganize the webpage resources so that a 25% increase in satisfaction on available financial information resources is realized.



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Products developed

Number of products developed

Product	Number
Newly developed	7
Updated	5
Translated	3
Recurring – monthly	1

Three documents were translated into Spanish:

Roles and Responsibilities of DD Council Staff and Members; DD Council Member Guide; Training and Education for new Council members.

Six documents were developed: Cultural and Linguistic Competency – Strategies and Resources for Councils; DSA Review with Final Rule Process highlighted; Basic Fiscal Training Module 1; Basic Fiscal Training Module 2; Basic Fiscal Training Module 3; Educating Policymakers – General Guidelines for Councils

Five documents were updated: Financial Guide for Councils; New Executive Director Orientation; Developing a State plan (timeline); Council membership TA Brief; Council Budget Process

Recurring monthly product: *Field Notes*

Qualitative data:

Field Notes is extremely helpful with keeping us on track with timelines and critical information for meeting all requirements.

I rely on the newsletter for policy guidance and learning about other state initiatives.

Individualized, targeted Technical Assistance Visits

There were nine individualized, targeted TA visits conducted during the service period.

Delaware	TA Action Plan developed
Utah	Council member training and education; staff education
Ohio	Council member training and education
Oklahoma	Staff training and education on State plan
Florida	Staff facilitation for risk assessment and subrecipient award process
Iowa	Council member training and education
Missouri	Council member training and education; staff education
Louisiana	Council member education on membership compliance



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Colorado	TA Action Plan developed
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Highlighted Outcomes

The Delaware on-site visit resulted in the development of a TA Action Plan. In turn, the TA Action Plan resulted in addressing significant changes and improvements to the Governor’s appointments process. This operational process has resulted in several more improvements made by the Governor’s office. Members (public/citizen members and State agency representatives) now reflect the appropriate categories; a revised DD Council membership application has been developed for use by the Governor’s office to recruit DD Council members, and improved communication between Council staff and leadership and the Governor’s appointments office has been achieved.

The Florida on-site visit resulted in the revision of operational processes for making funds available in a timelier manner and the development of a risk assessment process for existing and new sub-recipients. Another outcome of this visit was the ability of the Florida DD Council staff to provide information and education on their risk assessment process to the DD Council network during the 2019 TA Institute.

The Oklahoma on-site visit resulted in the re-organization of the State Plan and annual work plans to ensure alignment for program performance reporting. Council staff received intensive training to ensure understanding of required elements for the annual work plans and the updated State Plan now reflects staff understanding as a result of the education efforts.

The Missouri on-site visit resulted in revised MO DD Council bylaws, policies, and procedures. Materials were developed to use for future new DD Council member orientations and refresher trainings. As a result of the current MO DD Council grants process, staff formed a work group and are rewriting the MO DD Council grants manual and aligning it with federal and state policies. MO Executive Director created a template for staff to improve upon the PPR reporting process. MO DD Council members reported as an outcome that they have increased their understanding of roles and responsibilities of DD Council members and staff.

Benchmark for FY 2020 – Increase access to individualized technical assistance services by providing video conferencing training sessions for 20% of DD Councils (12).



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TA Events

Number of events: 14

Events by topic:

- ✓ Employment Policy (1)
- ✓ Self-advocacy (1)
- ✓ DD Awareness Month (2)
- ✓ State plan initiatives (3)
- ✓ Federal reporting (5)
- ✓ New Executive Director Orientation (1)
- ✓ Technical Assistance Institute (1)

Qualitative data (highlighted events):

Technical Assistance Institute Outcomes from attending the event:

As a result of the TAI session on “Demonstrating Your Impact: Strategies for 2019 and Beyond” the Guam DD Council started a newsletter to “keep the public up to date on the latest with the GDDC and will highlight the important work being done to improve opportunities for people with developmental disabilities and their families.”

As a result of the TA institute, my staff FINALLY get it now on data reporting! One staff is contacting a promising practice presenter to replicate grantee meetings (she did this on her own!). The institute was so good this year! The promising practices was such a great idea, we went over it all at staff meeting and people are excited to know what is working in other states. They want our PPR to make sense and show what we are doing. They want the data to be right. I am thrilled!

Learning consortium (addressing State Plan initiatives)

The Learning Consortium in May that focused on housing was very useful because the North Carolina Council on Developmental Disabilities' Community Living Committee asked me to research the topic of Fair, Affordable Housing this summer, so hearing what other states are doing and having the opportunity to ask them questions was very helpful to my research and gave me notes about promising practices occurring in other states that I could incorporate into a future Request for Applications (RFA) on this topic.

I love the consortium calls because they are a little more informal and elicit useful conversation from peers.



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Objective 2: Assess the quality of technical assistance provided to DD Councils

Assessment of quality for the services provided were established by data from people who received technical assistance services and were based on simple service factors that included reliability, responsiveness, assurance, and empathy.

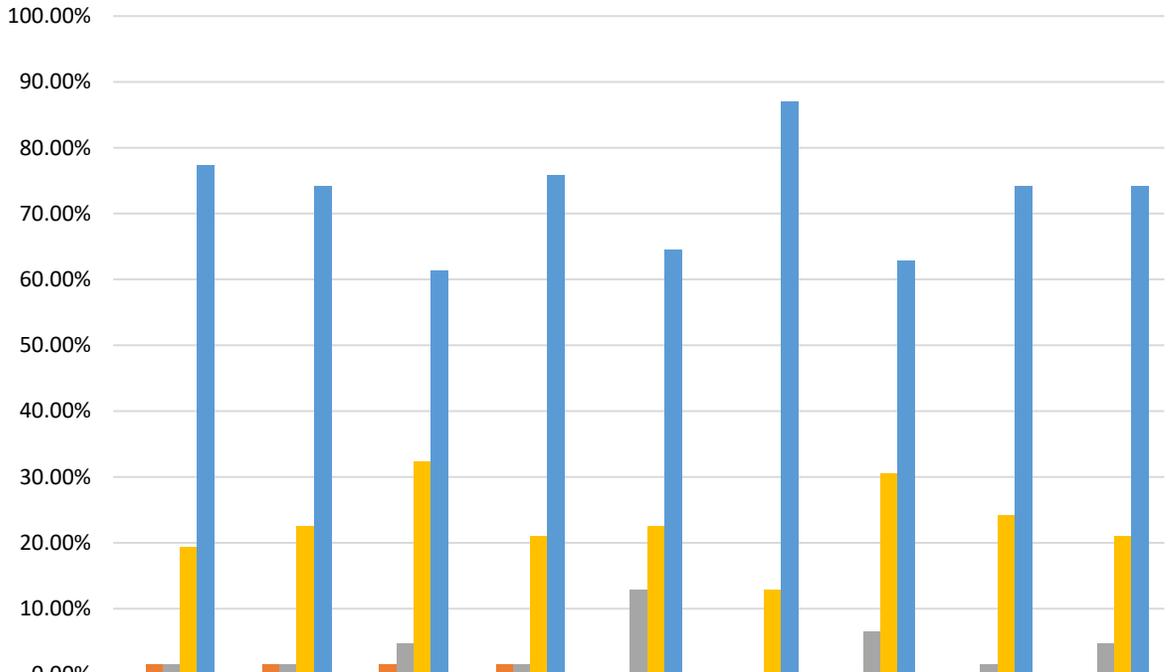
- ✓ Reliability: Ability to perform technical assistance services dependably and accurately.
- ✓ Responsiveness: Willingness to help DD Council Network members and provide prompt technical assistance services.
- ✓ Assurance: Knowledge and courtesy of the ITACC staff and their ability to convey trust and confidence.
- ✓ Empathy: Caring, individualized attention the ITACC staff gives to DD Council Network members.

Qualitative data from Annual TA Evaluation survey correlated to quality/satisfaction factors is below.

Reliability	<p><i>ITACC was extremely responsive and offered excellent assistance and factual information.</i></p> <p><i>Responses are always timely and thorough so that I rarely have follow-up questions. [Their] knowledge is tremendous, and [they] are so willing and happy to share what [they] know to make the Councils better.</i></p>
Responsiveness	<p><i>Specifically, we received quick, in-person training re: State Plan and PPR. We've had much staff change, and, of course, the formats and data have changed. It was SO helpful I cannot over-state it. A complete lifesaver!</i></p> <p><i>I appreciate their quick responses and broad perspective.</i></p>
Assurance	<p><i>The knowledgeable staff who clearly strove to ensure our Council understood the requirements in the DD Act and the roles of staff in implementing state plan activities and facilitating Council nominations.</i></p> <p><i>The accessibility of the ITACC staff. They are very timely in getting back with us when we have questions so that we are able to address situations almost immediately.</i></p> <p><i>Staff knowledge and experience</i></p> <p><i>ITACC has been very responsive and helpful following up on council inquiries.</i></p>
Empathy	<p><i>The training webinars and website resources provided by ITACC have always been extremely helpful, but it has been the emails with odd questions from Council staff that have always received personal, patient, professional attention from ITACC personnel - in a timely manner. This one-on-one information and instruction have, by far, been enormously helpful when information wasn't to be found, otherwise.</i></p> <p><i>The personal relationships with the ITACC staff, the personal support and encouragement they give is #1.</i></p> <p><i>One-on-one phone calls and on-site TA have been vital as I have faced the most difficult situation in my career. The ITACC staff experience, insight and support have been invaluable.</i></p>

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Degree of Satisfaction with Technical Assistance Experiences (n=62)



	The TA I received (or was offered) from the ITACC this year was appropriate to my role	The technical assistance I received (or was offered) from the ITACC this year helped me perform my role better	This year I was able to get the kind of technical assistance I wanted from the ITACC.	This year the technical assistance I received (or was offered) from the ITACC was delivered in a timely manner.	This year the technical assistance I received (or was offered) from the ITACC provided an opportunity for info sharing and collab.	When receiving (or being offered) technical assistance, I was treated with respect by the staff at the ITACC.	I felt the assistance I received was delivered in a manner that was inclusive, accessible, and cultural competent.	Overall, I am satisfied with the technical assistance I have received (or was offered) from the ITACC.	The technical assistance I received (or was offered) from the ITACC enhanced my Council's ability to meet the purpose of the DD Act.
Strongly disagree	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Disagree	1.60%	1.60%	1.60%	1.60%	0.00%	0.00%	0.00%	0.00%	0.00%
Neutral	1.60%	1.60%	4.80%	1.60%	12.90%	0.00%	6.50%	1.60%	4.80%
Agree	19.40%	22.60%	32.30%	21.00%	22.60%	12.90%	30.60%	24.20%	21.00%
Strongly agree	77.40%	74.20%	61.30%	75.80%	64.50%	87.10%	62.90%	74.20%	74.20%

Strongly disagree Disagree Neutral Agree Strongly agree



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Key Findings: Analysis of the responses provided in the Annual Evaluation Survey find that the majority of respondents were, overall, satisfied with their experiences in receiving Technical Assistance from the ITACC (98.4% identified that they agree or strongly agree that their experience was satisfactory). Respondents also identified that they were treated with respect by the ITACC staff (100% agree or strongly agree), and technical assistance was delivered in a timely manner and was appropriate to the respondent's role (96.8% of respondents agree or strongly agree with each statement). Across variables, a significant majority of respondents agreed or strongly agreed that their experience was positive. However, only 87.1% of respondents identified that the technical assistance they received provided an opportunity to share information and/or collaborate with others.

Continuous Quality Improvement: Based on survey responses, treating people respectfully, providing service in a timely manner that is appropriate to a person's role will continue to be a priority. Based on the responses, the ITACC will seek out three opportunities to increase collaboration and information sharing. Potential areas are Fiscal needs, State Plan development, and TA Institute sessions. (CQI framework: Plan, Do, Study, Act).

Benchmark for FY 2020 – Increase information sharing and collaboration opportunities across the network for three TA events.

Objective 3: Monitor DD Council engagement and experiences in technical assistance activities. DD Councils reported a high rate of participation in technical assistance activities. Monthly TA service reports indicated at least one rapid response request was received from every Council, however, two annual survey respondents reported not using the ITACC services in the last year. 70% (39/56) of DD Councils participated in the annual evaluation. Of respondents, 43.6% of Council's had multiple responses from the same Council (n=17).

The respondents identified as holding the following positions within their council: 51.6% were Executive Directors, 13.3% were Grants, Projects, Initiatives Coordinators, 11.1% Program Planner/Planning Analyst, 10.0% were Program Specialists/Systems Change Managers. 8.9% were Deputy Directors, 5.6% were Administrative staff, 3.3% were Fiscal Management staff, 2.2% (each) were Public Policy Managers or Program Managers/Directors and 1.1% (each) were Business/Operations Staff or Communication Directors or Managers². The Annual Evaluation Survey was released electronically by the ITACC to Council's for reporting and targeted individuals that requested TA services or participated in a TA event.

In subsequent years, there will planning to determine how best to increase the sample size by including improving the targeted communication to all people that participated in the ITACC events. Evaluation consultant services will be competitively bid in early FY 2020 and the scope of work enhanced to capture the services needed to fully monitor engagement and experiences by participants.

² 10 respondents identified as having multiple positions within the Council. The survey did not ask respondents to identify their primary role, there for there is a duplicative count of 90 responses for the 64 total respondents.



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Conclusion

The annual evaluation has helped to document the wide range of technical assistance service activities while also identifying areas of improvement and recognizing successes. Effectiveness as a provider of technical assistance services to the DD Council Network requires flexibility and a global understanding of operations, policy, and state systems that DD Councils exist within and navigate on a daily basis.

Limitations

Changes to the planned technical assistance tasks were made to the area of Diversity, Inclusion, and Cultural and Linguistic Competency. Specifically, tasks associated with targeted technical assistance to Territory Councils and the in-person Territory Roundtable (held in conjunction with the Annual Technical Assistance Institute) were removed from the workplan in mid-March. Expected outcomes for these tasks were not realized.

Mid-year changes by ACL on the evaluation activities impacted the ability of the evaluation consultant to implement data collection efforts that were planned. Discussions, proposed methods, and outcomes measures were developed and submitted to ACL during the service period. However, no formal feedback or guidance was provided to the ITACC.

The limited access to DD Council State Plan outcomes was identified as a limitation due to the lack of federal report submissions for FY 2017 and delayed reporting for FY 2018. This impacted the ITACC staff's ability to provide up-to-date outcomes by topic to a variety of stakeholders. The ITACC was able to collect topic specific information as priorities arose, however, the investment of labor hours was greater. With the PPR's for FY 17 and FY 18 being submitted during FY 2019, the ITACC anticipates global access to Council activities and outcomes from the ACL Reporting System and will increase efficiency when responding to topical requests.

Achievements

The 2018 AIDD Technical Assistance Institute hosted more than 160 people from across the network and featured a "New Attendees" meeting to orient participants from the network with ACL Program Staff personnel, ITACC staff, and each other. The New Executive Director Orientation covers a variety of information that is useful to new ED's in their role, introduces them to ACL Leadership and OIDD Program Staff, and provides new ED's with a cohort for peer-to-peer support.

The Cadre of Experts Database information was used to populate webinar, Learning Consortium, and TA Institute sessions as well as identify DD Council Network members for workgroups and committees. Forty Council staff and Council members were appointed to TA workgroups from 25 Councils (45% of all Councils).

Notable Numbers:

100% of Councils used the Rapid Response System; requests were filled within 24 hours of the request being made or earlier.



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- 100% of Councils submitted PPR's and State plan updates.
- 100% of people serving on the TA Institute planning committee actively participated in the Institute by providing a presentation or moderating a general session.
- 45% of Councils participated on TA workgroups and committees.
- 16% of Councils received a targeted site visit.

Lessons Learned

The ITACC attempts to provide services that meet the needs of DD Council network members. However, three respondents indicated they were not satisfied or were dissatisfied and that the services provided did not meet their needs. Responses on the annual evaluation survey serve as a reminder to continue assessing and seeking feedback from DD Council Network members about their TA needs and seeking ways to fill the need. Another lesson learned is that it is important to continue providing TA services that are proven to be done well and in a timely manner while actively working toward improvements to enhance effectiveness and efficiency.

There hasn't been any one single time that I would say was the most helpful because every time has been helpful. Every time I have contacted [ITACC staff] with a question, [they] have been so patient and willing to answer. [Their] responses are always timely and thorough so that I rarely have follow-up questions.

Looking Ahead

The ITACC is looking ahead at FY 2020 to refine and develop a sound evaluation process for TA services that will provide data to continually improve services provided to the DD Council Network. Through the evaluation process of FY 2019, benchmarks have been identified in four areas for the FY 2020 TA service period.

FY 2020 Technical Assistance Service Benchmarks

TA Service Area	Details
Rapid Response	Reduce the number of rapid response inquiries related to the PPR by 35%. The reduction of inquiries will result in less labor hours on individualized requests and could indicate the improvements to the guidance document reduced confusion and clarified expectations for the DD Council annual program performance report.
Fiscal TA	Benchmark for FY 2020 – Increase awareness about financial resources and reorganize the webpage resources so that a 25% increase in satisfaction on available financial information resources is realized.
Individualized TA	Increase access to individualized technical assistance services by providing video conferencing training sessions for 20% of DD Councils (12).
Engagement	Increase information sharing and collaboration opportunities across the network for three TA events.