

## The Technical Assistance Program

The Community Health Systems Development Team (CHSD) of the Georgia Health Policy Center has been supporting grantees of HRSA's Office of Rural Health Policy since 2002.

We have provided technical assistance to more than 550 Rural Health Care Services Network Planning, Network Development, Workforce Development, Outreach, and Delta States grantees across the country. We believe that the most effective technical assistance is provided by people who are in an ongoing relationship with the communities they serve. Based on this conviction, each grantee is assigned a dedicated Technical Assistance Consultant who works in partnership with the grantee throughout the grant period. This long-term association allows the Technical Assistance Consultants to develop trust and rapport with grantees through an understanding of their communities, partners, and program goals. The Technical Assistance Consultant serves as an unbiased partner for sharing challenges and offering objective consultation.

## Plans Tailored to the Needs of Each Grantee

The primary purpose of the Technical Assistance Consultant is to continually assess, detect, and respond to changing needs in real-time based on regular communication with the grantee. Priority needs are reflected in individualized Technical Assistance Action Plans that describe the tailored support provided to each grantee. The Technical Assistance Consultant draws on the expertise of the entire CHSD Team, as well as a range of external specialty consultants, to respond to a grantee's specific issues. Additionally, the CHSD Team views peer learning as an essential element of the Technical Assistance process. The Technical Assistance Consultant utilizes relationships with current and past grantees to make one-on-one peer connections or to unite small groups of grantees with similar interests. All of these efforts are designed to build your personal, organizational and collaborative capacities.

## A Framework for Sustainability

Our technical assistance is centered around helping communities develop a strategic approach to program implementation, build capacity utilizing technical and adaptive approaches, and focus on long-term sustainability. The CHSD Technical Assistance process provides a logical progression of activities to support communities in accomplishing their goals; focusing first on developing a strategic mindset, then building requisite skills and capacities, and integrating sustainability strategies. Our Sustainability Framework® serves as a guide for supporting grantees.

**Strategy**  
The Way  
You Think

**Capacity**  
The Actions  
You Take

**Sustainability**  
The Results  
You Get

**Sustainability Framework**

# Technical Assistance Services



## *Strategy: designing programs that have impact*

Use your Technical Assistance Consultant for:

- Strategic visioning
- Strategic planning
- Aligning your program with your strategic vision
- Maximizing your community resources

## *Capacity: building competencies*

Call on your Technical Assistance Consultant for skill-building training for you and your partners in a variety of areas, including:

- Communications planning
- Effective collaborations
- Leadership development
- Program implementation
- Advocacy

## *Sustainability: planning for the long-term*

Your Technical Assistance Consultant can help you:

- Assess your potential for sustainability
- Explore resource diversification
- Develop a sustainability plan
- Develop a funding plan
- Write a prospectus
- Begin business planning

## *Board and consortium development: creating the infrastructure to support your program and build commitment among your partners and stakeholders*

Use your Technical Assistance Consultant to:

- Design strategic planning sessions
- Facilitate meetings
- Build consensus around challenging issues
- Conduct board/partner interviews
- Share organizational practices, models and guidelines

## *Evaluation: understanding and documenting your program's impact*

Work with your Technical Assistance Consultant to:

- Develop an evaluation logic model
- Identify the best data to collect
- Learn how to manage the evaluation process
- Assist in the methodological design of your evaluation
- Interpret the findings of your evaluation
- Understand how to use your data to improve your program and communicate your successes

## *Research design: designing effective processes*

Your Technical Assistance Consultant can assist in the design of methods and tools, and the interpretation of findings from:

- Key informant interviews
- Focus groups
- Population surveys

## *Resources: materials to help you be successful*

Ask your Technical Assistance Provider for:

- Assistance in utilizing the Return on Investment (ROI) calculator
- Best practice models related to your program
- Tools and templates
- Peer-learning opportunities



| Strategy. | Capacity. | Sustainability.