How to Formulate a Training or Technical Assistance Request

As an organization or program seeking to improve staff capacity and/or some aspect of your programming, the process of determining the kind of support to request from a training and technical assistance (TTA) provider can often seem ambiguous. In many instances, the kind of support necessary to facilitate the desired improvement is unknown and therefore it will often be difficult to formulate a specific ask for support. Similarly, you may be uncertain as to the kind of support TTA providers can provide, which may leave you hesitant to make a specific request.

Rest assured, your TTA provider will conduct an assessment to better understand your needs and the resources you have available to address them. The ultimate goal is to recommend strategies and TTA activities that can address your needs and/or challenges. However, to best prepare for this process, you can focus on these considerations:

1. What is the **specific challenge** you are hoping to address via your TTA request?
    a. Are you looking to *impact staff knowledge, attitudes, skill and/or programmatic practices with regard to a particular evidence-based practice* (e.g., motivational interviewing, medications for opioid use disorder, cognitive behavioral therapy, etc.) or other important new innovations (e.g., culturally informed care, trauma informed care, stigma reduction, clinical supervision, staff wellness, etc.)?
    b. Is there a *specific programmatic challenge you're hoping to address but you're just not sure how do that effectively*? For example, you are looking to improve: client or staff retention; access to medications for opioid use disorder and/or medication adherence; billing and reimbursement practices; clinical supervision practices; recovery-oriented systems of care; and/or harm reduction practices.

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The challenge I'm hoping to address with my TTA request:

1. What resources do you currently have in place to address this challenge?
    a. What capacities exist among staff that are currently employed by your program? Do they possess the necessary knowledge, attitudes, and skill to facilitate the kind of programmatic change you are seeking to implement? If not, what's missing?
    b. Does the program currently offer services that are intended to address these challenges? Could these services serve as a foundation that could be adapted?
    c. Are there other program resources that could be dedicated to this initiative?

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Resources I already have in place to address my challenge/TTA need:

1. What barriers have you encountered when trying to address these challenges?
   a. What capacities exist among staff that are currently employed by your program? Do they possess the necessary knowledge, attitudes, and skill to facilitate the kind of programmatic change you are seeking to implement? If not, what's missing?
   b. Does the program currently offer services that are intended to address these challenges? Could these services serve as a foundation that could be adapted?
   c. Are there other program resources that could be dedicated to this initiative?

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Barriers I have encountered:

Organizing your thoughts regarding your immediate needs along these recommended lines will help to focus the initial conversation with your TTA provider. It will be the responsibility of your TTA provider to assess the need, identify internal resources that can be leveraged, and then develop recommendations for TTA intervention that could facilitate the desired change. Ultimately, the action plan will be collaboratively developed by you and your TTA provider to reflect a path forward that is feasible given the resources available for both parties involved.

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