

Public Health Infrastructure Grant:

Frequently Asked Questions for Technical Assistance

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What type of training or technical assistance (TA) can I request/receive?

The below list of resources provides additional information on technical assistance (TA) offerings, national partners, example TA requests, and more:

- [Technical Assistance Offerings and Example Training and Technical Assistance Requests](#): This menu of services lays out the ways the PHIG national partners can support your agency's work. Read training and TA requests submitted by PHIG recipients and learn more about how they were fulfilled. If you notice your health department has similar needs, you can submit a TA request through [PHIVE](#). Also, tools and templates provided in response to TA requests are on the resources tab of [PHInfrastructure.org](#).
- [Sample Activities for Component A](#): This appendix, provided by the CDC, lists key and example activities for strategies A1-A3 of Component A. Below each key activity is a list of sample activities. TA Offerings will be aligned with the Component A strategies of workforce, foundational capabilities, and data modernization.

Can you share some best practices for writing and submitting a TA request in PHIVE?

Some best practices for submitting a TA request in PHIVE include:

- Provide context for the request, including work completed to date, rationale for submitting TA request, and/or a reference to the related workplan activity.
- Include a clear ask and include only one ask per TA request.
- Provide proposed timelines, milestones, and special considerations (preferred TA provider (if you have one)).
- List specific topics or areas of focus that best describe your request.
- Provide contact information for the person or team responsible for coordinating the training and/or technical assistance request, if different than the person submitting the request in PHIVE. This should include name, title, and email address.
- If your new request is related to another request that is currently 'in progress' or 'closed,' include this information in your description (title of request, case number).
 - If applicable, briefly mention any previous training or technical assistance your organization has received.

What are some examples of well-written TA Requests?

The below list provides a few examples of well-written TA requests by PHIG strategy area.

Workforce

1. *In our agency's strategic plan, HR has been tasked with six key practices around recruitment and retention, including accessing our recruitment process, creating*

standard operating procedures, and developing a recruitment strategy that promotes diversity, equity, and inclusion (DEI). We are interested in best practices for these items from other public health departments nationally and/or best practices for facilitating this type of research/transformation/ policymaking internally.

- 2. Our agency is developing a work plan for conducting our Community Health Assessment, which is needed for PHAB re-accreditation. We have drafted a scope of work and work plan, including our data collection methods (surveys, focus groups, metrics, etc.). We would like TA to review the current work plan draft and provide recommendations and guidance to ensure we are on the right track and have a well-thought-out approach as we conduct the assessment.*

Foundational Capabilities

- 1. Our agency would like assistance in working on a standardized method of accountability/ reporting for the many contracts that we have for PHIG. We are submitting this technical assistance request to see if TA providers can share standardized templates, tools or assistance in planning, or a mechanism to ensure accountability with the contracts.*
- 2. Our agency is seeking frameworks, models, trainings, and tools for community engagement, as well as tools to track community engagement and any additional related resources.*

Data Modernization

- 1. Our agency requests assistance to assess our IT personnel landscape and make suggestions for how we could better structure and staff our DMI work so that once solutions are identified, we can best carry out and implement them. We also welcome recommendations around prioritization, funding strategies, and the overall sustainability of the identified solutions.*

Can I request to work with a specific national partner/training and TA provider?

Yes, we welcome the inclusion of a named partner in your TA request submission. Use the description field to detail if there is a partner that you would like to work with on your request. Some examples are listed below:

- Ex: The X Department of Public Health is in the process of refreshing its 2020-2025 strategic plan, and we are seeking technical assistance through the **ASTHO** Star Center.
- Ex: Having a reviewer for some of our **PHAB** documentation and key documents would be incredibly helpful, especially for some of our newer documents like the Strategic Plan to Advance Racial Equity.

- Ex: We would like to work with **HRiA (Region 1 Hub)** to discuss our strategic planning process for our State Health Assessment, State Health Improvement Plan, and Strategic Plan, as well as our plan for hiring a consultant.
- Ex: We are requesting technical assistance in developing our organization's workforce development plan. We have previously talked to **Region IV Public Health Training Center...**

I need support with implementation of a PHIG workplan activity. What support can TA partners provide?

Though TA providers cannot offer direct implementation support for your PHIG workplan activities, there are several services that they can offer, including:

- Writing or reviewing requests for proposals (RFPs).
- Activities related to addressing procurement challenges and barriers.
- Support and thought partnership for project ideation and creative solutions.
- Vendors or contractor lists for recipients to follow up with directly for implementation.

What is an administrative TA request?

Submit an administrative TA request when you need assistance from your project officer on administrative activities or grant requirements such as:

- Budget Redirection
- Reporting Support
- Workplan Change
- Compliance
- POC Change
- Evaluation

What do the stages of each status mean for an administrative TA request?

The administrative TA request statuses are as follows:

- **Assigned:** Default status when a new administrative TA Request is created. The Project Officer is notified that they are the technical assistance owner and are responsible for overseeing the request.
- **In Progress:** The technical assistance owner and recipient point of contact are actively working on determining a solution.
- **Closed:** The technical assistance owner has provided a resolution in Section 3 TA Resolution Information.

What is a programmatic TA request?

Submit a programmatic TA Request when you need TA or support from ASTHO, PHAB, NNPHI, or other TA providers/partners related to execution and delivery of work plan activities.

What do the stages of each status mean for programmatic TA request?

The programmatic TA request statuses are as follows:

- **Open:** The default status when a new programmatic TA request is created. This means the request has been automatically assigned to a queue managed by NNPHI, which triages it among national partners and other TA providers.
- **Scoping:** The national partners are coordinating internally to triage the request and/or gain more context about this request. This stage is most often used when a single recipient submits a large batch of TA requests at once or when a more complex request with multiple parts is submitted.
- **Assigned:** The technical assistance owner has been assigned, and they are aware that they are responsible for overseeing the request.
- **In Progress:** The technical assistance owner and recipient point of contact are actively working on delivering a solution.
- **Deferral:** The recipient has requested to pause progress on the request until a future date. Any deferred requests will require a follow-up date and explanation and will notify the recipients' assigned Project Officer for awareness.
- **Closed:** The technical assistance owner has provided a resolution in the TA Resolution Information section of the TA request. The recipient can also provide feedback on the TA request.

What is a data modernization TA request?

Recipients who received A3 funds can also submit a TA request specific to their funding and A3 workplans.

What do the 4 stages of each status mean for an A3 data modernization TA request?

The data modernization (DM) TA request statuses are as follows:

- **New:** The default status when a new DM TA request is created.
- **Assigned:** The technical assistance owner has been assigned, and they are aware they are responsible for overseeing/fulfilling the request.
- **In Progress:** The technical assistance owner and recipient point of contact are actively working on determining a solution.
- **On Hold:** The recipient has requested to pause progress on the request until a future date.

- **Closed:** The technical assistance owner has provided a resolution in Section 3 – TA Resolution Information.

What happens on a TA scoping call? What should I prepare or share in advance?

Before the scoping call, identify key stakeholders within your organization who may be involved and ensure the appropriate team members are invited to attend. It can also be helpful to prepare and send any materials relevant to the request to the TA provider team. National Partners often prepare for scoping calls by reviewing the recipient’s workplan, engaging with their project officers to provide additional context or coordinating multiparter involvement as needed.

During a scoping call, the TA provider team will gather additional information on the request they seek to fulfill. TA providers may ask recipients to provide additional context on the request and ask clarification questions. A timeline for fulfillment of the request is normally discussed during the first call. Some technical assistance may be provided during the call, but most often, training or TA will be provided during follow-up calls and emails.

After a scoping call, the TA provider team will either follow up with the agreed-upon resources, trainings, or tools or will provide a summary workplan that outlines the timeline and next steps for fulfilling the request.

How can I provide feedback on the solution or TA I receive?

Once a request is changed to closed in PHIVE, the recipient point of contact will receive a survey where they have the opportunity to provide input on:

- Provider Effectiveness
- Platform Usability
- Confidence to Implement
- Satisfaction with TA
- Quality of Service
- Additional Details
- TA Request Process
- Response Time
- Other Needs

In addition, our process evaluation partners at the Texas Health Institute will periodically survey recipients on the training or technical assistance they received. This survey is fully anonymous and intends to understand the satisfaction, use, and impact of TA delivery.

Who should I contact if I have additional questions or concerns about the TA provided?

Please reach out to the appropriate contact below to provide more information on your level of satisfaction with the training or technical assistance you received:

- ASTHO: Emily Costello (ecostello@astho.org)
- PHAB: Melissa Sever (msever@phaboard.org)
- NNPHI: Asha Bell (sashabell@nnphi.org)

- You can also reach out directly to or include your Project Officer when providing feedback.

Where can I find TA resources related to PHIG?

- [Trainings and events](#)
- [Resources](#) (filter by topic)
- [Professional development opportunities](#)
- PHIVE Knowledge Library: The Knowledge Library will be sorted by topic and will include links to past trainings, demos of the systems, updated user guides, program resources, and more.
- [CDC Infrastructure Grant Additional Resources](#)
- [CDC Infrastructure Grant FAQs](#)

Local and county health departments in my state are interested in receiving technical assistance support. What opportunities are available to them?

These resources and opportunities are available to local health departments:

- [Trainings & Events](#): Calendar of trainings and events related to PHIG.
- [Resources](#): PHIG provides its recipients with dynamic resources to bolster public health infrastructure and respond to agency needs. These opportunities focus on honing the skills of health department staff, developing workforce and leadership potential, and uplifting the next generation of public health practitioners.
- [Opportunities](#): PHIG recipients have access to professional development opportunities offered through ASTHO, NNPHI, and PHAB. These opportunities include cohort-based professional development programs, peer networks and communities of practice, and other unique offerings.
- [PHIG Connections Newsletter](#): Stay up-to-date on PHIG deadlines and project information, including events, resources, opportunities, successes, and more, by subscribing to the PHIG Connections newsletter. Please enter your information and click subscribe.

Contact Lists

- [Infrastructure Grant National Partners | CDC](#): Additional Information on National Partners
- [Public Health Infrastructure Grant \(PHIG\) - NNPHI](#)
- [Public Health Infrastructure Grant \(PHIG\) - ASTHO](#)
- PHIG@nnphi.org: If you receive an out of office from the above listed point of contact or have a general inquiry.