



NATIONAL
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TECHNICAL ASSISTANCE REQUESTOR OVERVIEW: In the National Mentoring Resource Center (NMRC) Technical Assistance (TA) Portal, a TA Requestor is the individual who has submitted a request for mentoring TA (consulting) to the NMRC via the Office of Juvenile Justice and Delinquency Preventions (OJJDP) Training and Technical Assistance Portal [TTA360](#). Once an account has been created, and a request successfully submitted in TTA360, a TA Provider will be assigned to your request and will send you, via email, the Initial Needs Assessment. This Initial Needs Assessment must be completed by the Requester promptly so that the TA engagement can start. Once this Initial Needs Assessment is reviewed by the TA Provider, they will work with you to discuss the scope of work for the TA engagement. This scope of work will be outlined in a Memorandum of Understanding (MOU) that the Requester must review and agree to prior to the TA engagement officially starting.

Your TA Providing Organization, and unique TA Provider, will be your consultant and guide for the entirety of the TA engagement. As the TA Requestor, you will be responsible for completing the following tasks that will inform the TA process and ensure your needs, as a Requester, are being met: Submitting a detailed request in TTA360, completing an Initial Needs Assessment, reading and acknowledging that you have reviewed and agree to the MOU, completing a Requester TA Evaluation (after the TA is complete) and finally the Post-Needs Assessment that is sent 3 months after the TA is complete.

The following guide has images and descriptions of all emails and the corresponding linked forms that are required to be filled out. If at any time you have questions, comments or concerns please contact an NMRC Administrator at NMRC@Mentoring.org

Thank you so much and we hope you have a wonderful TA experience.

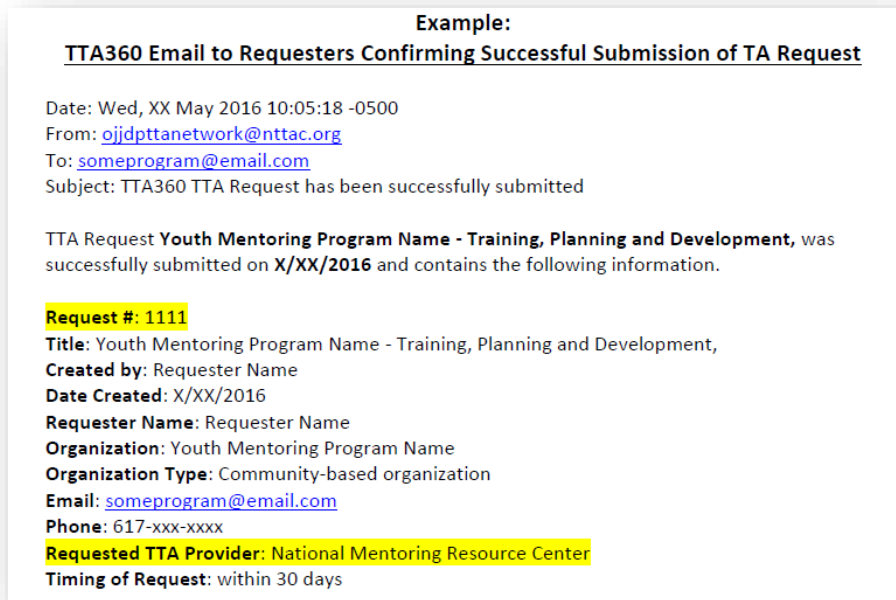
- NMRC Staff



Step 1: Applying for National Mentoring Resource Center Technical Assistance:

- To apply for Technical Assistance (TA) from the National Mentoring Resource Center (NMRC) please go to www.nationalmentoringresourcecenter.org and click on “**How We Can Help**” from the tabs then click on “**No-Cost Assistance**” and follow the instructions on the next page. For further guidance please click on the YouTube tutorial video on this page to review the very informative, and short, step by step video we developed to assist you in applying for assistance.
- Once you have received the email confirming successful submission of your TA request from TTA360 (see sample below), your request will be triaged through OJJDP and then to the NMRC team, this can take up to 10 business days to successfully triage the request and assign it to an NMRC TA Provider. If you have your confirmation email and have not heard from a representative from the NMRC after 10 business days, please reach out to nmrc@mentoring.org and *always include your request # from your confirmation of successful submission email.*

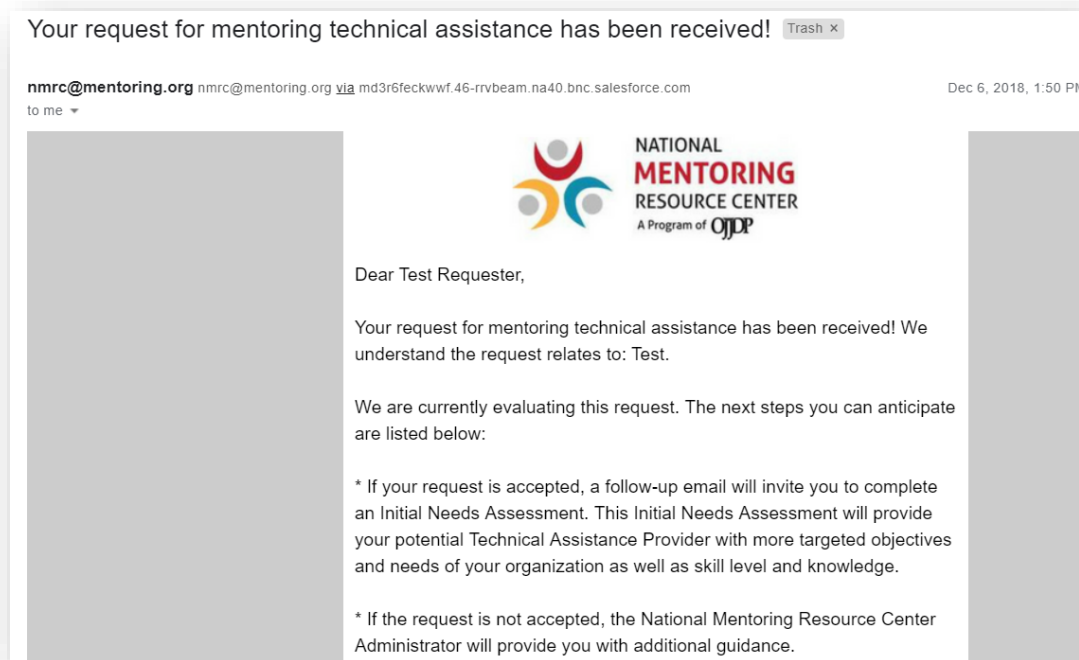
***Please Note:** If you have issues submitting a request through OJJDP’s TTA360 please reach out to their help desk at OJJDP.TTA@usdoj.gov & Phone: 1-833-647-0513





Step 2: Requesting program representative receives an email letting them know that their request is in process once the request is received by NMRC Administrators.

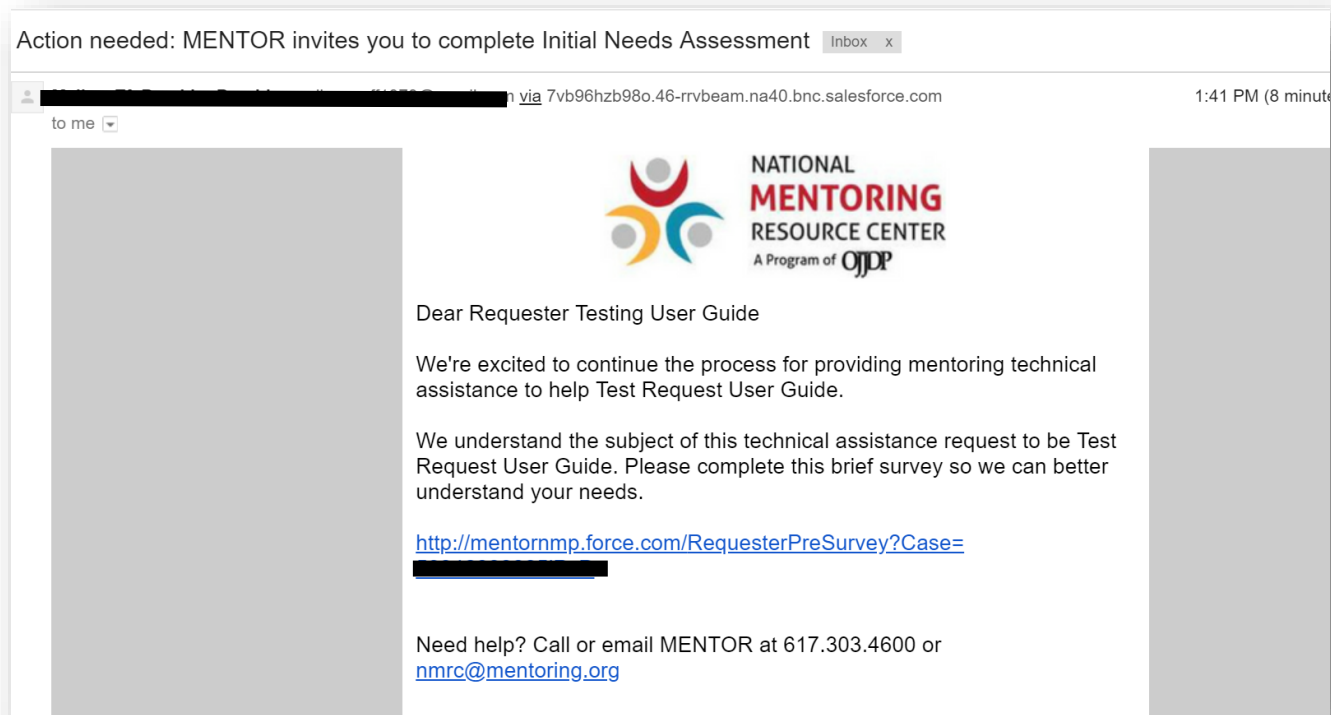
- Please note that this does not guarantee that this request will be served by a TA providing organization, this simply means that the request was received by the NMRC Administrators.
- Please also note that this email is sent from salesforce.com (see the numbers/letters prior to salesforce.com) but reads as if it comes from the NMRC Administrators email address. Strong spam filters will filter these emails to Spam until they are marked as not Spam.
- No actions are required by the Requester at this point. Once the request has been assigned to a TA Provider the Initial Needs Assessment will be sent.





Step 3: Requesting program representative receives email inviting them to complete the Initial Needs Assessment.


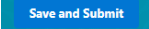
- Please note that this email is sent from salesforce.com but reads as if it comes from the TA Providers email address:





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SAMPLE: Image of Initial Needs Assessment

- Please note that all fields in red are required to have an entry – some have a little  that provides guidance on how to select multiple answers from some of the questions.
- Click  at the bottom once complete:

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National Mentoring Resource Center Initial Needs Assessment

Requesting Organization Information

This information helps us better understand the type of organization you are.

If your program is currently part of a current Office of Juvenile Justice and Delinquency Prevention (OJJDP) funded mentoring grant cycle, please select the appropriate funding stream from the list below.

Hold the Control key and select multiple answers

National Mentoring Resource Center (NMRC).

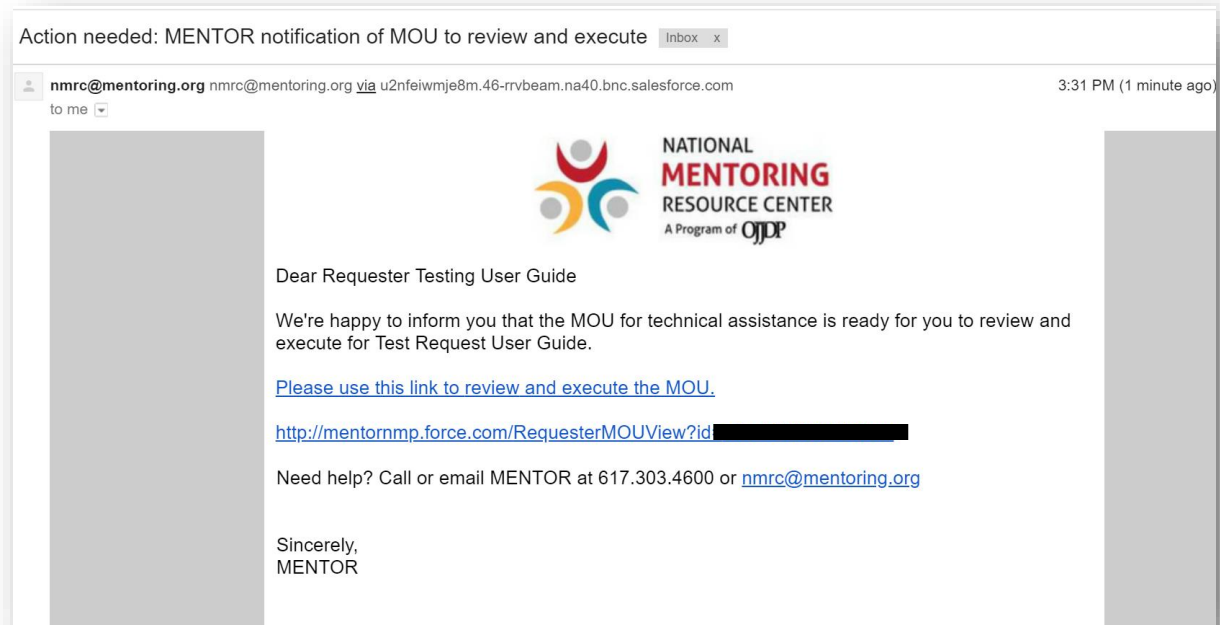
- OJJDP Category 1: National Mentoring Program
- OJJDP Category 2: Multistate Mentoring Program
- OJJDP Category 3: Mentoring Program
- OJJDP Category 4: Mentoring Program Project Site
- OJJDP Category 5: Statewide and Regional Mentoring Program

How did you hear about the Technical Assistance (TA) available through the NMRC?



Step 4: Email to Requesting program representative asking them to execute the MOU

- Please note that this comes from nmrc@mentoring.org and is the one that is most likely to be filtered into spam.



SAMPLE: Image of Memorandum of Understanding (MOU) form:

- Please note that **MOU Line Items** were developed based on the assessment of needs done between the Technical Assistance (TA) Provider and the requesting program representative.
- The requesting program representative need only review that the **MOU Line Items** are a general outline of what services the TA Provider will provide and click on the box next to **Requester Agreement** and click the Save button only once.
- The requesting program representative can **only** review this form, if you have questions about a line item please reach out to your TA provider.

This Memorandum of Understanding will be in effect upon all parties' agreement.

Please review the MOU line items below. If they meet with your approval, please check the box next to "Requester Agreement" and then click "Save".

MOU Approval

Requester Agreement ☐

▼ MOU Information

Start Date	12/5/2019	Description	
Original Estimated MOU Hours	23.0	Type	

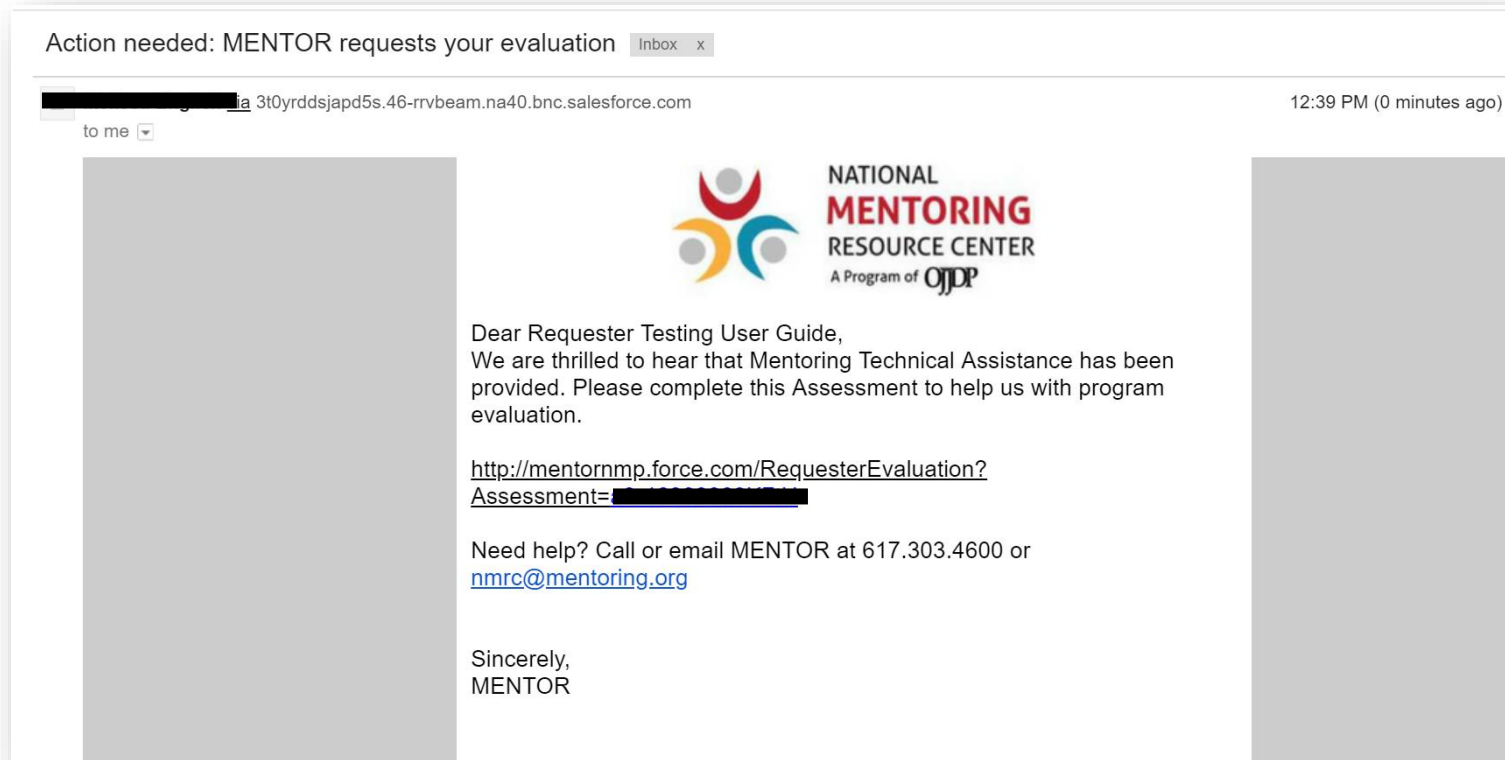
MOU Line Items

MOU Line Item Number	Type	Description	MOU Start Date
MOULI-00004853	Administration	All communications and scheduling etc	12/5/2019
MOULI-00004854	Program Planning and Management	Program design, partnership meetings, logistics plan development	12/5/2019
MOULI-00004855	Delivery of Train the Trainer	Onsite training of mentors and program supervisors	12/5/2019





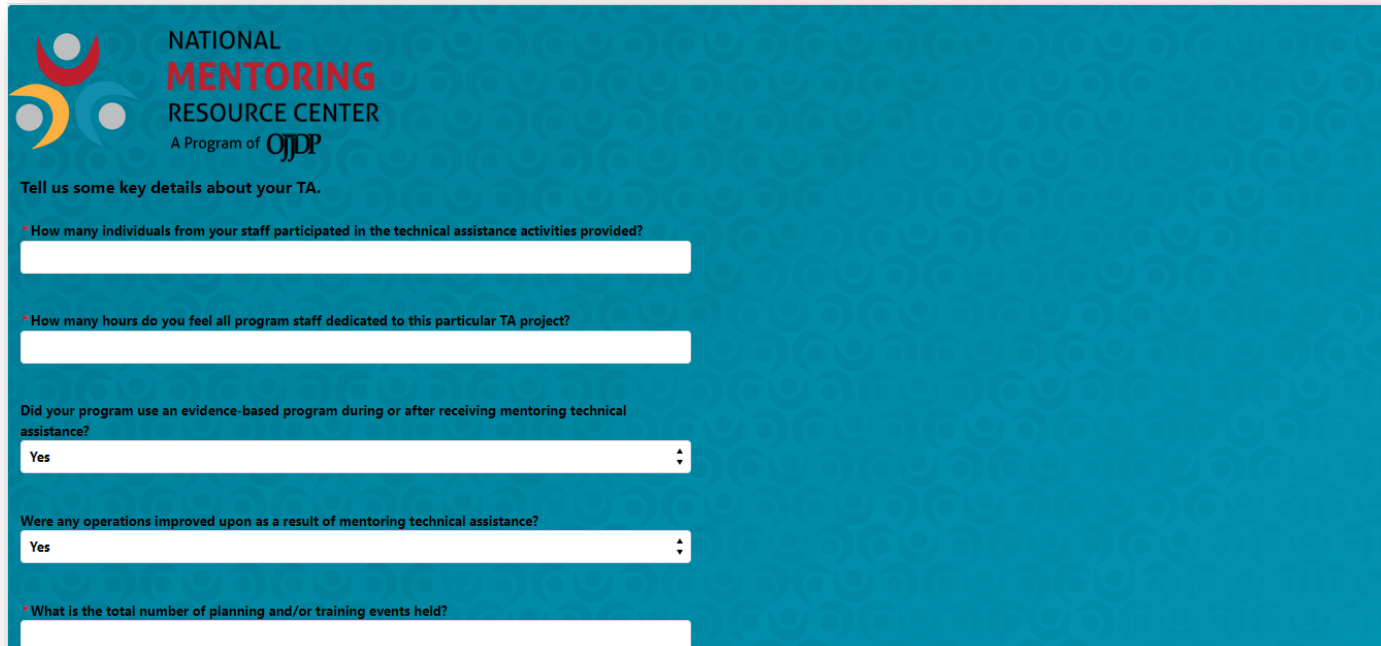
Step 5: Email to the requesting program representative to fill out TA Evaluation:


- Please note that this evaluation is automatically sent once the TA Provider has marked the request as complete.
- **VERY IMPORTANT:** Programs cannot receive further TA until the Evaluation is filled out by the requesting program.



SAMPLE: Image of Requester Evaluation of Technical Assistance Provided

- Please note that all fields in red are required to have an entry – some have a little  that provides guidance on how to select multiple answers from some of the questions.
- Click  at the bottom once complete:



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Tell us some key details about your TA.

*How many individuals from your staff participated in the technical assistance activities provided?

*How many hours do you feel all program staff dedicated to this particular TA project?

Did your program use an evidence-based program during or after receiving mentoring technical assistance?

Yes

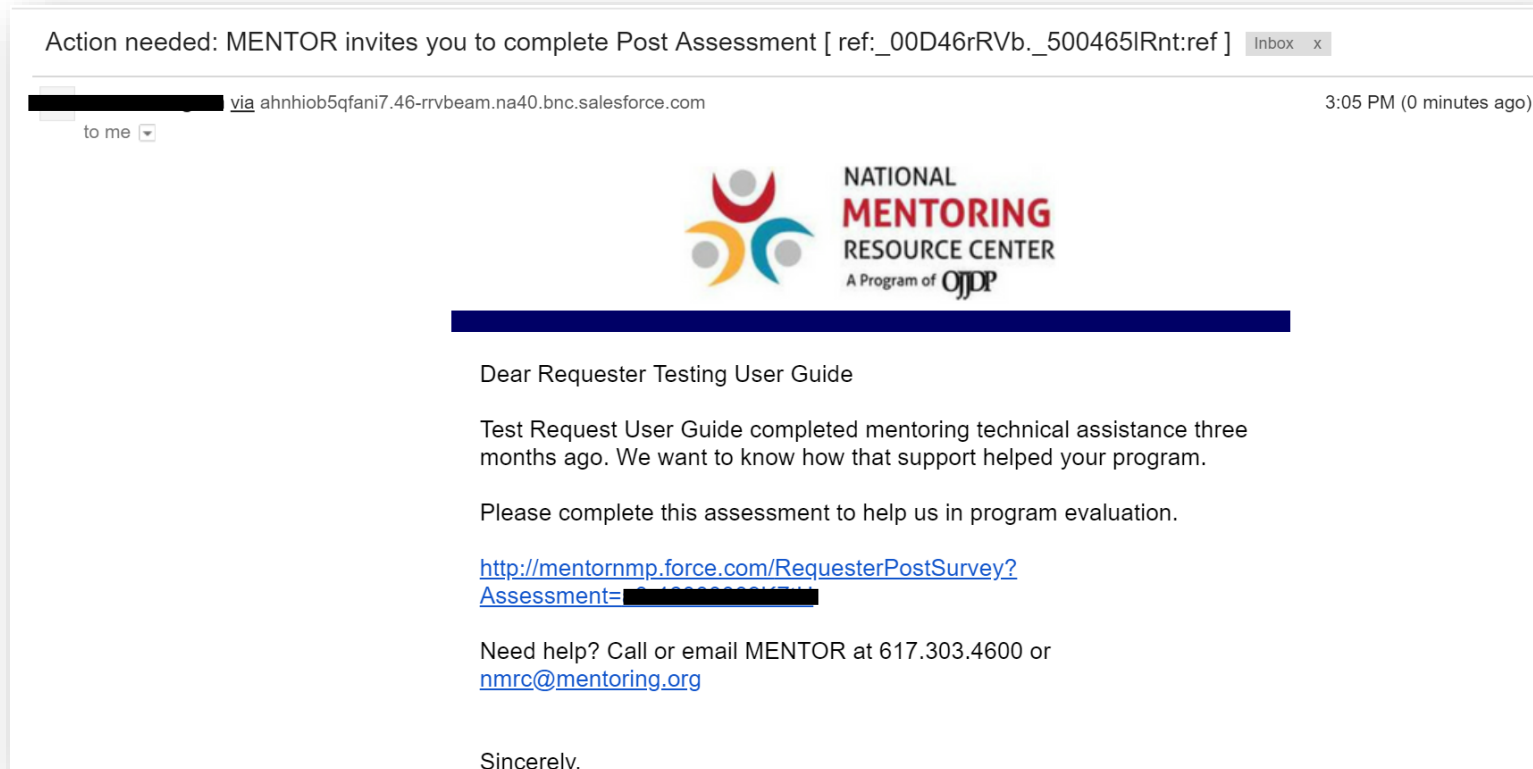
Were any operations improved upon as a result of mentoring technical assistance?

Yes



*What is the total number of planning and/or training events held?

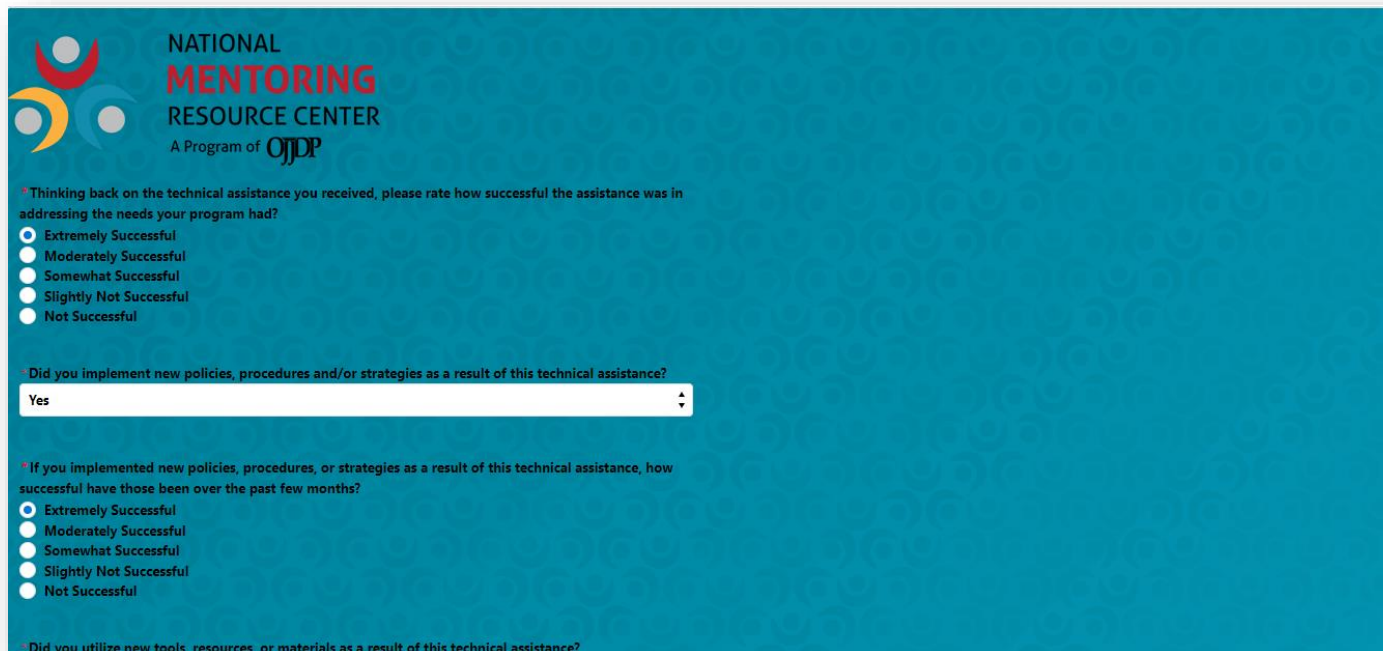


Step 6: Email to Requester to complete Post Assessment (3 months after TA Engagement has ended).



SAMPLE: Image of 3 Month Post TA Assessment Details

- This assesses the impact and effectiveness of the TA Provided and is automatically sent 3 months after TA engagement concludes
- Please note that all fields in red are required to have an entry – some have a little  that provides guidance on how to select multiple answers from some of the questions.
- Click  at the bottom once complete:



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*Thinking back on the technical assistance you received, please rate how successful the assistance was in addressing the needs your program had?

☒ Extremely Successful
☐ Moderately Successful
☐ Somewhat Successful
☐ Slightly Not Successful
☐ Not Successful

Did you implement new policies, procedures and/or strategies as a result of this technical assistance?

Yes

*If you implemented new policies, procedures, or strategies as a result of this technical assistance, how successful have those been over the past few months?

☒ Extremely Successful
☐ Moderately Successful
☐ Somewhat Successful
☐ Slightly Not Successful
☐ Not Successful

Did you utilize new tools, resources, or materials as a result of this technical assistance?