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 OJJDPPTA@usdoj.gov & Phone: 1-833-647-0513

Example:
**TTA360 Email to Requesters Confirming Successful Submission of TA Request**

Date: Wed, XX May 2016 10:05:18 -0500
From: ojjdpnetwork@ntac.org
To: someprogram@email.com
Subject: TTA360 TTA Request has been successfully submitted

TTA Request: Youth Mentoring Program Name - Training, Planning and Development, was successfully submitted on X/XX/2016 and contains the following information.

Request #: 1111
Title: Youth Mentoring Program Name - Training, Planning and Development,
Created by: Requester Name
Date Created: X/XX/2016
Requester Name: Requester Name
Organization: Youth Mentoring Program Name
Organization Type: Community-based organization
Email: someprogram@email.com
Phone: 617-xxx-xxxx
Requested TTA Provider: National Mentoring Resource Center
Timing of Request: within 30 days
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.

![Email Example]

Dear Test Requester,

Your request for mentoring technical assistance has been received! We understand the request relates to: Test.

We are currently evaluating this request. The next steps you can anticipate are listed below:

* If your request is accepted, a follow-up email will invite you to complete an Initial Needs Assessment. This Initial Needs Assessment will provide your potential Technical Assistance Provider with more targeted objectives and needs of your organization as well as skill level and knowledge.

* If the request is not accepted, the National Mentoring Resource Center Administrator will provide you with additional guidance.
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:

Action needed: MENTOR invites you to complete Initial Needs Assessment

Dear Requester Testing User Guide

We're excited to continue the process for providing mentoring technical assistance to help Test Request User Guide.

We understand the subject of this technical assistance request to be Test Request User Guide. Please complete this brief survey so we can better understand your needs.


Need help? Call or email MENTOR at 617.303.4600 or nmrc@mentoring.org
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:
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.
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 Save and Submit at the bottom once complete:
Step 6: Email to Requester to complete Post Assessment (3 months after TA Engagement has ended).

Dear Requester Testing User Guide

Test Request User Guide completed mentoring technical assistance three months ago. We want to know how that support helped your program.

Please complete this assessment to help us in program evaluation.

http://mentormmp.force.com/RequesterPostSurvey?Assessment=<password>

Need help? Call or email MENTOR at 617.303.4600 or nmrc@mentoring.org

Sincerely,
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 "Save and Submit" at the bottom once complete: