

HPOG Technical Assistance Overview

The goal of the Health Profession Opportunity Grants (HPOG) program is to “provide education and training to TANF recipients and other low-income individuals for occupations in the health care field that pay well and are expected to either experience labor shortages or be in high demand.”

The Office of Family Assistance and our technical assistance contractors at Performance Excellence Partners (PEP) and JBS International, Inc. (JBS) are dedicated to assisting grantees achieve this goal. To do so, we have established four key technical assistance (TA) objectives:

- Provide responsive technical assistance to each grantee based on grantee identified needs.
- Increase the number of TANF clients served by HPOG programs.
- Establish a meaningful [Career Pathway](#) HPOG program.
- Use data-driven decision making to inform program design and manage performance.

This paper provides an overview of how we intend to carry out our technical assistance plans to achieve these objectives. We will also be holding a webinar on Wednesday August 1 at 3:00 pm Eastern Time to review and explain these plans and objectives.

Roles and Responsibilities

Our technical assistance contractors provide subject matter expertise and logistical support. JBS will continue to provide HPOG programs with individualized technical assistance, which includes the coaching calls and on location technical assistance (such as site visits, site exchanges, and trainings). PEP will continue to provide HPOG programs with group technical assistance, which includes the annual conference, roundtables, webinars, and administration of the HPOG Community Website.

As always, whenever you have a question about your grant, policy issues, administrative requirements, proposed changes to your program, or other similar topics, you should contact your Program Specialist (Blair Corcoran, David Camporeale, or Kim Stupica-Dobbs).

Coaching Calls

An expanded JBS team of six dedicated coaches (see the chart at the end of this document for a list of coaches and their grant assignments), along with a deep bench of additional subject matter experts, will be working with grantees individually during a series of coaching calls. These calls will take place on a regular basis, once every other month on a mutually agreed upon day for approximately 60-90 minutes (for example, the first Tuesday of every other month at 4 pm). The purpose of the calls will be to help grantees think through their program progress to date, look critically at areas of success and improvement through data and program assessment, and think through the most useful means of technical assistance.

Through the coaching calls the grantee can request JBS to provide immediate help and/or plan for long-term assistance. Calls could also include items such as following up on the action plans constructed during the previous JBS site visits, clarifying participant success stories from past PPRs and capturing promising practices for inclusion on the HPOG Community Website, requesting additional technical information/research from JBS, or requesting the presence of subject matter experts on calls or on location. This is not a comprehensive listing, but rather the calls will offer grantees the opportunity to guide their own technical assistance to move their programs forward.

Once coaching call dates have been established, the JBS coach will provide grantees with an agenda and any other relevant materials at least a week prior to the call. For each call, the coach will use a Coach's Clip Board document organized with the same subject matter headings as the Program Maps and the revised Blueprints. This document will be a way to record the calls, the outcomes, action plans (as relevant), and the next steps for technical assistance. This will be an internal document that will be beneficial to the grantee as it helps track the progress and results from technical assistance. At the end of each call, there will be identified next steps for both the grantee and JBS. These will be tasks that are concrete steps that could be accomplished by the next scheduled call date. The steps will be included in the Coach's Clip Board and progress towards these goals will drive the next call. For example, Grantee X needs technical assistance regarding student retention in occupational training programs. JBS is requested to provide a subject matter expert in this on the next call. The grantee is tasked with speaking with completed participants about what kept them in the program, speaking with staff about what additional support would be helpful in retention, and coming to the next call with two ideas to talk over for implementation in the program. Then, on the next call, JBS is ready with the subject matter expert and the grantee is ready with their information, in order to come away with a plan for implementing a more comprehensive retention strategy. This is the cycle that will continue on each successive call.

On Location Technical Assistance

Beginning with the very first coaching calls in August, grantees will be able to request on location technical assistance from JBS. This could take many forms, such as strategic planning sessions with state partners, staff trainings, or any other needed TA. Alternatively, the grantee may want to schedule a site exchange with another grantee to learn or share information about a promising practice. Other examples of on location technical assistance may include a site visit that offers hands-on training in business engagement for its job developers or business representatives, training in motivational interviewing for case managers, or facilitated meetings with TANF state administrators to look at how to best partner to serve the program's common population. These events will be requested by grantees on the coaching calls and could begin as early as September, if desired. On Location Technical Assistance for all grantees will then be spread over ten months.

The Annual Conference

This year PEP will again lead efforts for the HPOG Annual Conference which is planned for November 14-16, 2012 in the Washington, DC area. The conference will focus on the technical assistance objectives identified above through plenary sessions, breakout groups, and facilitated discussions. Grantees should plan to send their Program Director, a Case Manager (or whoever is responsible for coordinating support services), and a Job Developer (or whoever is responsible for employer engagement). Multiple sessions in separate tracks will be offered to address the unique needs of each of those positions.

Roundtables

Building on the well-received roundtables of this past spring, this year, PEP will convene six roundtables to be scheduled beginning in January and concluding in March. Topics will be based on feedback gathered from grantees at the HPOG Annual Conference, Webinars, and through the HPOG Community Website. As they did this year, PEP will be covering the cost of grantee travel and accommodations to the roundtables.

Webinars

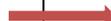
This year PEP will be hosting webinars on a variety of topics. The webinars will take place on the first Wednesday each month at 3:00 pm Eastern Time, so that everyone can plan for them in advance. The first webinar is scheduled for **Wednesday, August 1 at 3:00pm Eastern Time**, and will be an introduction to and an explanation of the technical assistance plans outlined in this document. The first few webinar topics have been determined based on previously identified needs. However, grantees will have the opportunity to determine future topics through social media and information that arises during coaching calls. There will be no webinar in November and the webinar in January will occur on January 9 at 3:00 pm Eastern Time.

HPOG Community Website

The HPOG Community website will be providing the grantees a range of information and materials and forums for interaction. The website, maintained and supported by PEP, will have three primary functions:

1. Information and Resources – The website will contain information about grantees and their programs, a calendar of events, announcements of importance to the grantee community, a variety of resources to assist grantees in program operations, and a Frequently Asked Questions section.
2. HPOG Listserve Announcements – On a monthly basis, although sometimes more frequently, a Listserve announcement will be sent to grantees and other interested parties, containing special news articles, funding opportunities, success stories, and research and resources. The Listserve material will also be accessible on the website's Announcements page.
3. HPOG Social Media – Through integrating Newsgator with Sharepoint's Social Sites, the website will have a social media platform that will enable grantees to communicate with their peers around a variety of topics and issues. This will include:
 - Open Discussion Groups – focused on topics and staff responsibilities.
 - Moderated Discussion Groups –forums moderated by a Subject Matter Expert.
 - Idea Streams – mechanism to provide feedback on aspects of HPOG program and brainstorm solutions.
 - Crowdsourcing – forum for suggesting topics for events and voting on those which should occur.

HPOG Technical Assistance Timeline of Activities

Category	August	September	October	November	December	January	February	March	April	May	
Coaching Calls	One call every other month.	Half start in Aug, others in Sept.									
											
	Action Plan Reviews			Action Plan Reviews		Action Plan Reviews		Action Plan Reviews		Action Plan Reviews	
	TA on Topics that Meet Grantee Needs			TA on Topics that Meet Grantee Needs		TA on Topics that Meet Grantee Needs		TA on Topics that Meet Grantee Needs		TA on Topics that Meet Grantee Needs	
	Success Stories Developed and Shared			Success Stories Developed and shared		Success Stories Developed and shared		Success Stories Developed and shared		Success Stories Developed and Shared	
	Promising Practices Developed and shared			Promising Practices Developed and shared		Promising Practices Developed and shared		Promising Practices Developed and shared		Promising Practices Developed and shared	
	Self-Assessment as Needed			Self-Assessment as Needed		Self-Assessment as Needed		Self-Assessment as Needed		Self-Assessment as Needed	
											
	TA on TANF			TA on TANF		TA on TANF		TA on TANF		TA on TANF	
											
			TA on on data-driven decision making		TA on data-driven decision making		TA on data-driven decision making		TA on data-driven decision making		
					TA on Career Pathways		TA on Career Pathways		TA on Career Pathways		
On Location TA											
Annual Conference				HPOG Annual Conference Nov. 14-16							
Roundtables											
Webinars 1st Wed of each month	Intro to TA	Using Social Media	Success Stories and Innovation		TANF Overview	TBD	TBD	TBD	TBD	TBD	
	Aug. 1, 3pm EST	Sept. 5, 3pm EST	Oct. 3, 3pm EST	No Webinar	Dec. 5, 3pm EST	Jan. 9, 3pm EST	Feb. 6, 3pm EST	Mar. 6, 3pm EST	Apr. 3, 3pm EST	May 1, 3pm EST	
Social Media											
Reporting			PPRs due Oct. 31						PPRs due Apr. 30	Non-competing Continuation Letter Sent	

HPOG Grantees and JBS Coaches

Grantee #	Grantee	JBS Coach
90FX0001	Bergen Community College	Ryan Merclean
90FX0002	Central Community College	Mary Hayes
90FX0003	NH Office of Minority Health	Mary Hayes
90FX0004	Eastern Gateway Community College	Brian Holland
90FX0005	Pima County Community College District	Ryan Merclean
90FX0006	Buffalo & Erie County Workforce Development Consortium	Brian Jones
90FX0007	Schenectady County Community College	Ryan Merclean
90FX0008	Gateway Community and Technical College	Ryan Merclean
90FX0009	Temple University	Mary Hayes
90FX0010	Community Action Project of Tulsa County	Brian Holland
90FX0011	Central Susquehanna Intermediate Unit	Brian Holland
90FX0012	Milwaukee Area Workforce Investment Board	Brian Jones
90FX0014	Full Employment Council	Brian Jones
90FX0015	SC Department of Social Services	Brian Holland
90FX0016	Will County	Brian Jones
90FX0017	District Board of Trustees of Pensacola State College	Ryan Merclean
90FX0018	Alamo Community College District	Marilyn Silver
90FX0019	Gateway Technical College	Mary Hayes
90FX0020	Workforce Development Council of Seattle-King County	Mary Hayes
90FX0021	Kansas Department of Commerce	Brian Holland
90FX0022	San Diego Workforce Partnership	Marilyn Silver
90FX0023	Research Foundation City Univ. of NY –Hostos Community College	Ryan Merclean
90FX0024	Workforce Investment Board SDA-83	Brian Jones
90FX0025	Edmonds Community College	Marilyn Silver
90FX0026	Southland Healthcare Forum	Brian Jones
90FX0027	Suffolk County Department of Labor	Brian Holland
90FX0028	The WorkPlace, Inc	Marilyn Silver
90FY0001	Blackfeet Community College	Carlette Randall
90FY0002	Turtle Mountain Community College	Carlette Randall
90FY0003	Cook Inlet Tribal Council, Inc.	Carlette Randall
90FY0004	College of Menominee Nation	Carlette Randall
90FY0005	Cankdeska Cikana Community College	Carlette Randall

JBS Coach	Phone Number	Email Address
Brian Holland	(240) 645-4903	bholland@jbsinternational.com
Brian Jones	(240) 645-4872	bjones@jbsinternational.com
Carlette Randall	(240) 645-4727	crandall@jbsinternational.com
Marilyn Silver	(240) 645-4152	msilver@jbsinternational.com
Mary Hayes	(240) 645-4596	mhayes@jbsinternational.com
Ryan Merclean	(240) 645-4388	rmerclean@jbsinternational.com