

TA Tracking Database User Manual





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TA Tracking Database User Manual

I. About the TA Tracking Database

A. Purpose

The TA Tracking Database is designed to document the resources and supports the DaSy Center expends in the provision of TA to state, local, and national/federal clients to improve systems and services. The database will be utilized in three ways to:

- **Document detailed information** to track TA activities funded under DaSy. The database will contain information for each TA activity on who, what, when, where, how, how long, responsibilities, outcomes, etc.
- **Coordinate and manage within and across TA activities**
 - Allows DaSy TA Providers to coordinate/manage TA activities through the filter and search functions on the Home page Allows leadership team to manage TA activities and improve project effectiveness
- **Produce reports** to provide data for OSEP progress and annual reports and for formative and summative evaluations.

B. Overview of the TA Tracking Database User Manual

This document is intended to serve as a comprehensive reference guide for database users, with instructions for not only the functionality of the database, but also how to make decisions when documenting information. Although the database is designed to be intuitive and user friendly, it is recommended that the user browses the contents of this manual prior to using the database to better understand the types of information that can be located in this document.

The user manual contains the following:

- Descriptions of each Page in the database
- Instructions on:
 - Entering information in the *fields* in the various TA documentation page **Sections**
 - When to click on “buttons” while you document
- Related information for documenting TA (e.g., what to document as TA, TA request decision trees, state postal code abbreviations)
- Hyperlinks within this manual
 - [Blue hyperlinks](#) will take you to relevant pages

As upgrades are made to the Tracking Database over time, changes will be subsequently made to this manual. You may locate this document, TA Tracking Database User Manual, on Asana in the Create Tracking Database Manual Section (location to be moved once completed). Comments, questions, and/or suggestions for updating this manual should be sent to Sara Thayer at Sara.Thayer@sri.com.

User Friendly Features

A major goal of the TA Tracking Database is to reduce the level of effort needed to capture TA activities and information to manage TA. Several features are embedded in the database to make it efficient and user-friendly:

- Instruction buttons throughout the database with embedded links to relevant sections of this manual
- Multiple opportunities for navigating to and adding important pages
- Save Buttons. There are “Save” buttons conveniently located at the top of each page and within each major section. It is important to save your work periodically to avoid accidental loss of data (see the “Saving Your Data” section of this document)
- Auto-filled fields (e.g., record initiation date) with the option of editing
- Client, provider, collaborator, and state information that is available to all users for viewing and updating/editing.
- Automatic log-out. In order to protect client and DaSy Staff information, the system will log a user out after a 30-minute period of inactivity. **You must save your work frequently. Automatic save cannot be relied on to protect your work!**
- Drop Down Fields. Sections may be collapsed (-) for optimal page viewing and expanded (+) for editing. Many sections have “edit” features once the field has been expanded.

After 30 minutes of inactivity, you will lose data if you have not saved!

****Please Note!** It is up to the user to practice safe database use, which includes frequent saving and clear communication with other DaSy TA Providers on who is entering information.**

II. Accessing the TA Tracking Database

Location. The TA Tracking database can be located at <http://dasytatracking.sri.com/>

User Name. Your user name is <firstname.lastname>. Your temporary password will be emailed to you by an administrator.

First-Time Users

Password. The first time you log in you will be prompted to change your password. Your password is case-sensitive, must be at least 6 characters long, and must contain at least one numeral.

DaSy TA Provider Information. *Basic information has been entered for most DaSy staff.* First-time users need to review and revise their information in the [DaSy TA Provider](#) page. Users should periodically visit their page to ensure information is up to date.

DaSy TA Provider Survey Expertise. Upon login, a prompt will appear to complete an expertise survey. Until the survey is completed and the user has clicked on the “Done” button, the user will be prompted to complete the survey. Once it has been completed the database will read “Survey Completed” next to the “Add/Edit” button. It is important that DaSy TA Providers periodically update this information. Workgroup leads should prompt their team members to update this information as needed.

Resetting Your Password. Database users may reset their password on the login page using the *Forgot Password* function located on the login page. Users will enter the e-mail associated with their username and receive a temporary password.

Assistance. For additional assistance with accessing the database, contact Taletha Derrington at taletha.derrington@sri.com or Sara Thayer at sara.thayer@sri.com.

III. Users with Access to the TA Tracking Database

DaSy staff, DaSy consultants, and approved SRI support staff (e.g., database programmers) are the only individuals who have access to the TA Tracking database. Users of the database agree to maintain the privacy and confidentiality of all information contained therein. It is important that users log out of the system after each use to ensure sensitive information is not shared outside of DaSy project staff and approved SRI users.

Protect client information:
Remember to log out of the database each time!

OSEP will not have access to the database. It is an internal system for DaSy to manage its work. However, we will be reporting summary information to OSEP regularly and at their request.

These are the different types of DaSy staff who have access to and ability to modify the database:

User

All individuals accessing the database are considered users. Users are individuals that are:

- Involved in receiving and managing TA requests

- Providing TA, and/or
- Managing the database (e.g., programmers, administrative support staff).

Users have access to view all TA Records, however users may only edit records for which they are Primary or Associated DaSy TA Providers.

Administrator

Administrators are selected users that have privileges to modify aspects of the database. Administrators can modify data fields, including:

- Editing all records
- Adding, deleting, and restricting access of users
- Adding/editing topics, action types, roles, and key words
- Helping to reset usernames and passwords
- Re-opening previously closed records

Administrators should only modify TA Records in close consultation with the DaSy TA Providers associated with that record. It is important for administrators to immediately notify all DaSy TA Providers associated with that record of any significant changes and why they were made.

Internal Evaluator – Evaluators will be able to view all records and run reports.

IV. Saving Your Data

Data should be saved at every opportunity to avoid data loss. Save buttons are located on every page where data can be entered and in every major data entry section of the TA Record. Any “Save” button that is clicked will save the entire page. When certain fields are selected that result in the presentation of new data (navigation to a new page), any data that were not saved prior to the new display will be lost; therefore, it is critical that data be saved using the “Save” buttons at every opportunity. For example, in the TA Record page, if you enter notes in the Description field, then click “add” in the Actions section, your information in the Description field will be lost because you did not save before the system navigated to the new page. To avoid accidental data loss, it is critical that you save often.

V. What to Document...What Not to Document?

A. TA Requests

All TA requests that are received need to be documented, including those that are referred to organizations or individuals outside DaSy.

TA Requests may come through:

- Direct e-mail or call to individual DaSy staff
- A liaison check-in call to a state
- Conversation at a meeting or on-site in a state
- From other TA Organizations
- DaSy email account
- DaSy voice mail

**All TA requests
will be recorded,
even if DaSy does
not provide the TA**

B. Documenting TA

TA is considered any kind of assistance provided to an individual or group of individuals on behalf of a state(s), or made available to all states. It includes TA provided collaboratively with other TA Organizations and when DaSy is involved in others' TA. State liaisons will also need to document periodic check-ins with states.

Definitions of the TA Action Types can be found in Appendix F.

Examples of individualized TA actions or activities include:

- Facilitating state leadership teams or stakeholder groups
- Asking questions of individuals that promote reflection and decisions (consultation/problem-solving)
- Describing alternative ways of doing something and sharing pros and cons associated with various approaches (consultation/problem-solving)
- Sharing information, literature, a product, or examples of existing forms/policies
- Providing feedback on state documents or materials being developed
- Checking in with a state and/or learning about state context or needs
- Discussing framework component development with a framework state
- Developing products for a specific client(s), such as resources, online training modules, or online learning objects
- Conducting workshops or training for an individual state

Cross-state TA includes activities include:

- DaSy National Conference
- Topical meetings
- Webinars on a topic of common interest across states
- Presentation or workshop at a meeting involving DaSy clients
- Presenting at other organizations' conferences or meetings to a broader audience
- Actively participating in a learning community/COP calls

Collaborative Activities

If collaborative activities with other TA organizations are part of the planning and provision of TA to an individual state, across states, or to other TA organizations on behalf of a state(s), they should be documented in the TA tracking database, not the Collaboration Database. Even if a DaSy TA Provider is not the "primary" lead in the

TA delivery, one DaSy TA Provider will still be designated as the “primary” lead for DaSy and will be labeled the Primary DaSy TA Provider in the TA Tracking Database.

Examples of collaborative TA activities to be documented include:

- Assisting a TA partner in planning individual state TA activities
- Developing materials for joint TA to a particular state(s)
- Developing TA materials as preparation for a joint cross-state TA event
- Collaborating in the provision of TA (e.g., individual state consultation, regional or multi-state meetings, conference sessions)

Management and Logistical Activities

All tasks related to a TA service should be included in the TA Record even though they are not TA per se (e.g., creating an action type), but they will be noted in the TA Record. These include logistical activities, such as setting up hotels, flights, and dealing with reimbursements, and the creation, management, and updating of TA Records. In other words, if you are engaged and your time cannot be spent doing something else, it is part of the TA service. Instructions on how to assign users to the record and document their time are provided in the [Initiating a TA Record](#) section.

C. What is not documented as TA?

- If the activity cannot be linked to one or more states, it is not TA
- Collaborative activities where there is no delivery of TA to states (these activities should be documented in the Collaboration Database):

Examples of Collaboration

DaSy staff participating in another organization's:

- ✓ Advisory or stakeholder group
- ✓ Committee, work group, or technical work group
- ✓ Sharing of information or updates (where states or locals were not the primary audience)
- ✓ Consultation/problem-solving (e.g., individualized discussion, collaboration on tracking process and infrastructure)
- ✓ Webinar, conference or workshop (where states or locals were not the primary audience)

Another organization participating in DaSy's:

- ✓ Advisory or stakeholder group
- ✓ Committee, work group, or technical work group
- ✓ Sharing of information or updates (where states or locals were not the primary audience)
- ✓ Consultation/problem-solving (e.g., individualized discussion, collaboration on tracking process and infrastructure)
- ✓ Webinar, conference or workshop (where states or locals were not the primary audience)

Joint Activities:

- ✓ Participation in joint committee, work group or technical work group
- ✓ Participation in joint information sharing or updates (where states or locals were not primary audience)
- ✓ Participation in joint consultation/problem-solving
- ✓ Participation in a joint webinar, conference or workshop (where states or locals were not the primary audience)
- ✓ Joint planning of conferences/meetings/webinar
- ✓ Participation in an interagency group or interagency meeting
- ✓ Shared dissemination of products/information about events
- ✓ Joint sharing of information and updates (individually or in a group)

VI. Database Pages

The database is made up of several pages designed to make the database fully functional, comprehensive, easy to use, and of benefit to individual users and DaSy collectively. There are three main categories: TA Entry pages, Contact/Reference pages, and Management/Administrative pages, as shown in the chart below. An explanation of the purpose and features of each type of page follows.

| PAGE NAME | DESCRIPTION/FUNCTIONALITY |
|--|---|
| TA ENTRY PAGES | |
| <u>TA Record Summary</u> | Enter and review TA Records and each associated action |
| <u>Time Entry</u> | Individual DaSy TA Providers enter and review time spent on TA across all open TA Records. <i>Section Coming Soon!</i> |
| <hr/> CONTACT/REFERENCE PAGES | |
| <u>Clients</u> | Database of clients who request and/or benefit from the TA |
| <u>TA Collaborators</u> | Database of all TA collaborators (e.g., from other TA Organizations) |
| <u>DaSy TA Provider</u> | Database of all DaSy TA Providers (staff & consultants) |
| <u>State Information</u> | Database of all states that includes all contextual information relevant for providing TA for each state (e.g., associated TA Records, framework state status). <i>Section Coming Soon!</i> |
| <hr/> MANAGEMENT PAGES | |
| <u>Log-In</u> | Access the database and reset passwords |
| <u>Home</u> | View, filter and sort TA Records to review or export |
| <u>Reports</u> | Portal for ad hoc and pre-determined reports. <i>Section Coming Soon!</i> |
| <u>Administration</u> | For selected users, modify specified aspects of the database |

A. TA Entry Pages

1. TA Record Summary

Purpose

Users can enter and review a TA Record and associated individual actions undertaken to deliver the TA. The TA Record Page contains all information that auto-populates a TA provider's home page, in addition to all details regarding the TA request and the action steps taken to complete the request.

Features

- Create a new TA Record from any existing TA Record page.
- View summaries (collapsed view) of each section or expand for full view.
- View cumulative time spent on a record in summary table at the top of the page.

Details of all fields on the TA Record Summary page are explained in the following chart.

TA Request information (Intake Field):

| | Description/Notes about the Field |
|--------------------------------------|--|
| <i>TA Record Title</i> | Short description, include whether dealing with Part C and/or Part B 619 for easy reference. We have recommended specific titles for records involving TA referrals, state TA liaison check-ins, next steps discussions, and framework calls (see appendices H-K). |
| <i>Request Received By</i> | DaSy staff taking in the request |
| <i>Intake Notes</i> | Information on the request, including who/to whom, what, where, and how. |
| <i>DaSy TA Providers¹</i> | |
| <i>Primary</i> | DaSy TA Provider responsible for TA Record |
| <i>Associated</i> | DaSy TA Providers associated with the record and contributing to the TA response. |
| <i>Other</i> | Additional DaSy staff spending time on this record, though not directly providing TA. |
| <i>Workgroup Assignment</i> | Select all workgroups working on this record |
| <i>States</i> | Includes all states, territories, and other educational entities (e.g., DoD, BIE) |
| <i>Request Date</i> | Date request was received. |
| <i>Record Initiated date</i> | Automatically populated with current date. This date should be no more than 1 day different than the date the request was received. |

Client(s). Clients are person(s) associated with the request.

| | Description/Notes about the Field |
|---|---|
| <i>Cross-state TA, no specific client</i> | select for cross-state TA only |
| <i>Client Display Table</i> | Must click “Add” to select state client. Or, “add new” to create a new client record. |
| <i>Client Table Display</i> | After entering State and Name, the following information autopopulates for existing client records: Primary Role (and opportunity to indicate whether an alternate role is more appropriate for this record), System Level, Sector, Email, Phone. There is also an interactive column for removing a client and designating person as the primary client. |
| <i>Is there a primary client?</i> | When more than one client is listed, indicate which person is the primary client if there is one. Either select “Yes (listed first)” or “No.” If “Yes” is selected, be sure that the client is set as primary in the Client Table |

¹ Staff may be moved among Primary/Associated/Other Staff fields, but should never be removed from the record, even if they are no longer actively involved.

| | |
|--|---------|
| | Display |
|--|---------|

TA Description

| | Description/Notes about the Field |
|--------------------------|--|
| <i>Description</i> | Describe the overall need or problem as well as general plans for TA delivery (more information may be added on the Actions page). |
| <i>Primary Topic</i> | One topic to describe overall need |
| <i>Age Focus</i> | select one or more age groups |
| <i>Level of TA</i> | |
| <i>General TA</i> | Dissemination of generalized information/resources created or collected by DaSy Center. |
| <i>Targeted TA:</i> | Provision of information and/or resources tailored to the needs of a specific client or group of clients. Includes state check-ins. |
| <i>Intensive</i> | Individualized, to help states improve the quality, effectiveness, and efficiency of their programs. This type of TA is reserved for 10 selected states in Years 3 and beyond. |
| <i>Intended Outcomes</i> | What the client intends to accomplish as a result of TA. Content in this field should record what the evaluation team should know. |

Actions (Record Page fields)

| | Description/Notes about the Field |
|-----------------------------|---|
| <i>Actions</i> | Click “Add” to create new action. Note that “actions” are TA services that are stand-alone and can be evaluated by itself (See Completing an Action Record section of this document). Use the Time Spent and Progress Notes section to record specific tasks and activities within a TA action or service (e.g., phone calls). |
| <i>Table Displays</i> | Action #, Date, Action type, Action title, Topic(s), Status, DaSy TA Provider(s), Collaborating Organization(s), TA Collaborator name(s). Includes functions to View/Edit, and Remove. |
| <i>Create New TA Action</i> | |
| <i>Action Type</i> | Select type of action that best characterized the activity under one of the four categories: Consultation, Product development for a specific client or clients, Meetings and Presentations, or Other TA (see Appendix F for more detailed description of these variables). May be modified after initial selection with “edit” |

function.

Actions Record

| | Description/Notes about the Field |
|---|--|
| <i>Action Type</i> | |
| <i>Date</i> | Auto-populated with current date; can be edited. |
| <i>Title</i> | Short descriptive title. |
| <i>Location</i> | Where TA occurred: on site (e.g., traveled to state client's office), other in person (e.g., at a meeting), virtual |
| <i>Status</i> | Status of Action type (e.g., not started, in process/planned, completed, on hold, canceled) |
| <i>Notes</i> | Describe action. Notes in the Action Record may be similar to the Description section of the TA Record, but should provide more detail about the specific activity undertaken to fulfill the TA request. For example, the notes on the main record page may describe putting together a series of webinars as the provision of TA. For each individual Action Type, the notes field will describe each webinar in more detail. |
| <i>TA Providers</i> | |
| <i>DaSy TA Provider(s)</i> | Table displays DaSy TA Provider, Providers for this action? Representing another TA organization in this work? If yes, staff person's organizations as indicated on TA provider page will display; select collaborating organization. |
| <i>Collaborating Organization(s) and TA Collaborator(s)</i> | Two drop down menus displaying Organizations and Collaborators within the organizations. |
| <i>Client(s) Assisting with TA Delivery</i> | Add state and name of person. |
| <i>Topics of TA Action</i> | Select appropriate topic(s) under the following categories: Data Administration/Management, System Design, Types of Data/Topics, Linkages/Data Sharing, Analyzing Report/Using Data, Other |
| <i>Participants</i> | Complete only for selected action types |
| <i>States</i> | States that participated in the TA for that activity |
| <i>Roles</i> | Roles of participants |
| <i>System Levels</i> | System levels participants represent |
| <i>Sectors</i> | Sectors participants represent |
| <i>Evaluation</i> | |
| <i>Eligible for Evaluation</i> | Options include: <ul style="list-style-type: none"> • Yes – sample: for select action types, • Yes – customized: always evaluated • No. |

| | |
|--|--|
| | Refer to Completing an Action Record section of this document for additional details |
| "Yes-customized" Fields | |
| <i>Date Evaluator Contacted</i> | Contact date should be at least two weeks prior to action date. |
| <i>Timing</i> | Concurrent with event or other timing |
| <i>Notes</i> | Field for noting any other timing for evaluation (e.g., 1 week later; after series of related calls are completed) |
| <i>Ready to distribute evaluation?</i> | Mark when ready for evaluation team to begin evaluation. |

Time Spent and Progress Notes

| | Description/Notes about the Field |
|----------------------------|---|
| Table Display | Date, Key Date, DaSy Staff Member, Notes, Time spent, Cumulative Time across all DaSy TA Providers, and allows for two functions: Edit entry and Remove Entry |
| <i>Date</i> | Auto-populated with current date |
| <i>Key Date (optional)</i> | Important upcoming date such as deadline (not date the action occurred) to serve as a reminder |
| <i>DaSy Staff Member</i> | Any primary, associated, or other staff working on TA Request |
| <i>Notes</i> | Describes tasks relevant to the TA request, next steps, proposed dates(when being charged to DaSy) |
| <i>Time Spent</i> | Time spent in quarter hour intervals |

Attachments - Upload attachments, assign keywords, filter by Keywords

| | Description/Notes about the Field |
|---------------------------------------|--|
| "Add Attachment" or "Add Link" fields | |
| <i>Date Uploaded</i> | Auto-filled with current date |
| <i>Public Distribution Ok</i> | Is file private? |
| <i>Description/Notes</i> | Describe file |
| Table Display | File/URL, Date Uploaded, Public OK, Description/Notes, Keywords, and allows for three functions: Edit attachment, add keywords, and Delete attachment. |

Actual Outcomes:

| | Description/Notes about the Field |
|------------------------------|--|
| <i>Date</i> | Auto-filled with current date |
| <i>Entered by (initials)</i> | Initials of person entering outcome |
| <i>Description</i> | <i>What resulted from the TA? – Describe what occurred and relate to intended outcome.</i> |
| <i>Table Displays</i> | <i>Date, Initials, Description, and allows for two functions: edit, and delete.</i> |

Perform Record Validation

| | Description/Notes about the Field |
|-------------------------------------|--|
| <i>Perform Record Validation</i> | Once this button is clicked, bottom of page displays list of any fields that need to be completed before record can be closed. This feature is used to ensure that all fields have been entered. |
| <i>TA Complete, close TA Record</i> | This button appears when record has been successfully validated. Clicking this button will close the record. |

2. Time Entry

Purpose

Individual DaSy staff member can enter and review time spent on all records with which they are associated.

Features

TA Records are displayed as rows in a table with the following information for each record: TA Record Number, State(s), TA Record Title, Last Time Entry Date, Primary DaSy TA Provider, Notes, Total Time for All DaSy Staff on TA Record, [Name of User]’s Time on TA Record, Add time.

Add time to a TA record by clicking “Add” in the last column, which will take you to the Time Spent/Progress Notes section of that TA record. Enter time, per the instructions in [Time Spent and Progress Notes](#). Remember to save your entry! There is a button in the Time Spent and Progress notes section that will take you to your Time Entry page.

B. Contact and Reference Pages

1. Information pages (Clients, TA Collaborators, DaSy TA Providers, and States): On each of these pages, there are tables listing records associated with that entity. Each TA Record number is hyperlinked and will take you to that record.[Client Page](#)

Purpose

The Clients page is the section of the TA Tracking Database that contains client information and a description of the individual's role and state/sector affiliation. The client is a person from a state that is part of a TA request or event (most typically a Part C or Section 619/Part B program coordinator or data manager). This page can be used to view all TA Records associated with the client and a list of DaSy TA Providers with whom the client worked.

Features

Select State Affiliation and Name to see information. Address and contact information may be edited. Any other changes, however, should be sent to Jessica Gonzalez at Jessica.gonzalez@sri.com.

Individual Contact Information

- Provider information:
 - *First Name, Last Name*
 - *Role, Sector, System level, State, Additional role, Additional sector*
 - *Title*
 - *Agency/Division/Organization*
 - *Address, City, State, Zip*
 - *Primary Email, Alternate Email, Primary Work Phone, Alternate Work Phone, Mobile Phone, Fax*
 - *Notes*

Related to Provision of TA

- View DaSy TA Providers with whom client has worked: DaSy TA Provider name, DaSy TA Provider Organization.
- View TA Records associated with this contact: link to view record, TA Record ID, State(s), TA Record Title, Request Date, Primary Topic, Action Type, Total Time, and Status.

Other Functions

- Create New TA Record

2. TA Collaborator Page

Purpose

The TA Collaborators page is the section of the TA Tracking Database that contains information about TA Providers from other TA Organizations. This page is used to store and access contact and other information about the collaborators' work with states. For the full list of potential collaborating TA organizations, see [Appendix A](#).

Features

Select Organization and Collaborator Name to see information. All fields may be edited.

Individual Contact Information

- Provider information:
 - *First Name, Last Name*
 - *TA Organization*
 - *Title*
 - *Division/Unit*
 - *Address, City, State, Zip,*
 - *Primary Email, Alternate Email, Primary Work Phone, Alternate Work Phone, Mobile Phone, Fax*
 - *Notes*
- View DaSy TA Providers with whom collaborator has worked
- View TA Records associated with this contact: link to view record, TA Record ID, State(s), TA Record Title, Request Date, Primary Topic, Action Type, Total Time, and Status

3. DaSy TA Provider Page

Purpose

The DaSy TA Provider page is the section of the TA Tracking Database that contains information on all DaSy TA Providers (including staff and consultants) Providers should confirm/enter the information on this page upon the first time

Periodically update
your expertise and
DaSy work on the
Provider Page

logging in and periodically update any changes. This page is used to share relevant information about skills, activities, position, and contact information. Users can access this information for all other DaSy TA Providers.

Features

Select the DaSy Organization Affiliation & DaSy TA Provider to view fields.

Individual Contact Information

- *First Name, Last Name*
- *DaSy Organization*
- *Percent time on DaSy*
- *Birthday (month and day)*
- *Affiliation with other collaborating organizations* – select organization(s), specify if “other”
- *Title*
- *Division/Unit*
- *Address, City, State, Zip*
- *Website Username, “Reset Password”*
- *Primary Email, Alternate Email, Primary Work Phone, Mobile Phone, Fax*

Related to Provision of TA

- Participation on DaSy:
 - *DaSy Topical Workgroups*
 - *DaSy Process Workgroups*
 - *DaSy Framework Workgroups*
 - *DaSy Framework state assignments*
 - *DaSy State Liaison Assignments*
 - *DaSy Topic Areas of Expertise*
 - *Notes*
- View TA Collaborators with whom the DaSy TA Provider has worked across all TA Records. Records listed allow the user to know who has working relationships with whom, with hyperlinks that open that TA Collaborator’s page
- View TA Records for which this DaSy TA Provider is a Primary or Associated DaSy TA Provider. The table has the following information:

link to view record, TA Record ID, State(s), TA Record Title, Request Date, Primary Topic, Action Type, Total Time, and Status

Other Functions

- “Create a new TA Record”

4. State Page

Purpose

The State page is the section of the TA Tracking Database that contains all TA-related information about the state: participation in DaSy TA activities, other national TA initiatives, affiliated clients and agency information, notes on the state, DaSy TA providers who have worked with the state, TA records in which the state was a recipient or helped to provide TA to another state, and a collection of attachments from affiliated TA records.

Features

Expand all fields with the “+ Expand ALL” button, or expand one at a time.

Summaries of each field in collapsed mode.

| | Description/Notes about the Field |
|--|--|
| <i>Participation in DaSy TA Activities</i> | Indicates whether State is a Framework state or is recipient of Intensive TA. |
| <i>Participation in Other National TA Initiatives</i> | Indicates other National TA initiatives. Options are Build, CEELO, ECPC, ECTA Framework Development, ECTA Intensive TA, National Governors Association, initiative to improve early learning outcomes, RTT-ELC Phases 1, 2, and 3. |
| <i>Other Information about State</i> | Add relevant notes about state, including changes in agency staffmembers. Add Date, TA Provider from drop down menu, Source of Note, and Note details. |
| <i>DaSy TA Providers Who have Worked with this State</i> | All DaSy TA Providers who have provided kTA to the State, including whether they have worked with Part C, B 619, and/or in a cross-state TA capacity. |
| <i>TA Records – State Received TA</i> | Table including all information related to TA provision to that state, including: TA Record ID, TA Record Title, Request Date, Primary Topic, Action Type(s), DaSy TA Providers, Total Time, Status. User may start a new TA Record from this section. |
| <i>TA Records – State Helped Provide TA</i> | A table including all information related to other states for which the State has provided TA, including TA Record ID, TA Record Title, Request Date, Primary Topic, Action Type(s), DaSy TA Providers, Total Time, Status. |
| <i>Attachments</i> | A list of attachments drawn from TA records or uploaded directly to the State’s page. Fields include: TA Record ID, File/URL name with hyperlink to document or page, Date Uploaded/Edited, Public [viewing] OK, Description/Notes, Keywords, and “Edit” and “Delete” features. User may add attachments, add links, and filter by Keywords. |

C. Management Pages

1. Log-In page

Users will access the TA Tracking database from the Log-in page and reset their passwords.

2. Home Page

Purpose

The purpose of the Home Page is to view and manage all TA Records associated with a user, sort and filter all DaSy TA Records for a quick view, and export tables into an Excel file. Information from the Home page is populated from the Record Pages.

Features

The Home Page has a set of filters that allowS users to customize which TA Records are displayed on the page. A user's home page default setting will display all records associated with that user. Record display tables include TA Record number, State(s), TA Record Title, Request Date, Workgroup Assignment, Primary Topic, All Topics, Action Types, Age Focus, Primary DaSy TA Provider, Additional DaSy Staff, TA Collaborating Organizations, Total Time, Status, and Type(s) of Evaluation. Hyperlinks on the TA Record number allow users to access that record to view and, TO EDIT if they are a DaSy staff member associated with that record. From the Home page you can:

- **Filter and Sort your TA Records** using the filter and sort functions.
 - Filters are important for identifying records that meet certain criteria or contain specific information. User can filter records by:
 - States
 - Request Dates
 - Topics
 - Action Types
 - Age Group
 - DaSy TA Provider/Staff
 - TA Collaborating Organizations
 - Workgroup Assignment
 - Status of the request/activities,
 - Type(s) of Evaluation

- Filters may be saved for later use by clicking the *Save Filter Settings* button at the top of the Home page. You must save filters before running them for them to be saved for the next time you log into the database. Only one set of filters may be saved at a time. Default Filters (all records associated with user) can be restored by clicking the *Restore Defaults* button.
- The sort function allows up to three levels of sorting so that the table of TA Records is organized by those variables (a third sort option will appear when a second variable is selected. The default sort is by State. Variables that are available in the sort function are State, Request Date, Primary Topic, Primary DaSy TA Provider, TA Collaborating Organizations, Total Time, Status, Record Number, and Workgroup Assignment.
- To remove filters and sorts, click *Restore Defaults* at the top of the Home page.
- **View other user's TA Records**. Select the DaSy TA Provider from the filter to view their records. You cannot modify that user's TA Records unless you are associated with those Records.
- **Create a new TA Record** with the quick press of a button.
- **Export a TA Record Table to Excel** to allow further manipulation/analysis for management and reporting, particularly when filters have been set to select specific records meeting the filter criteria. This button, "Create New TA Record," can be found below the filters.

3. Reports

Purpose

Obtain counts of TA requests and view lists of clients. User can export tables with counts and lists to an excel document.

Features

- ***Report Type***. From drop down menu, select a Report Type (All, Counts, or Lists). Next drop down menu contains specific Reports:
 - *All* – All available reports
 - *Counts* – Monthly OSEP Counts
 - *Lists* – Client lists for Part C Coordinators, Part C Data Managers, Part B 619 Coordinators, Part B 619 Data Managers. Lists for either Primary client or Primary and Associated clients.
- ***Report Tables***.

- DaSy TA Tracking Database Monthly Count Report for OSEP Report Date: MM/DD/YYYY. Table contains total counts for all TA requests (*Total # TA Requests*), *Open Requests*, *Closed Requests*, *New in [Current Month]*, and Total Number of States (*Total # States*).
- “List” table is labeled with list type, and report data. Columns display *State Name*, *State Postal Code*, *First Name*, *Last Name*, *Email Address*, *Phone Number*.

4. Administration

Purpose & Features

The purpose of this page is to allow users with administrative privileges to manage user accounts and edit certain features of the database. Users should contact administrators for password/login reset, to make suggestions for adding topics, or for general database assistance.

Administrators should reference [Appendix D](#) for details on how to navigate the Administration page.

VII. Processes for Documenting TA

A. When does a TA Record Begin?

A TA Record is created as soon as a request is received. However, if there is already an open TA Record AND the request has been made by the same state client(s) in the same topical area, do not begin a new TA Record but instead continue to track TA in the existing open record (see Figure 1).

Begin a new record if:

- There is a related TA request but it has already been closed
- The TA request is not related to the Primary Topic of an open request for the same client in that state
- The state client is different than that of an open request for a state even if the Primary Topic is the same.

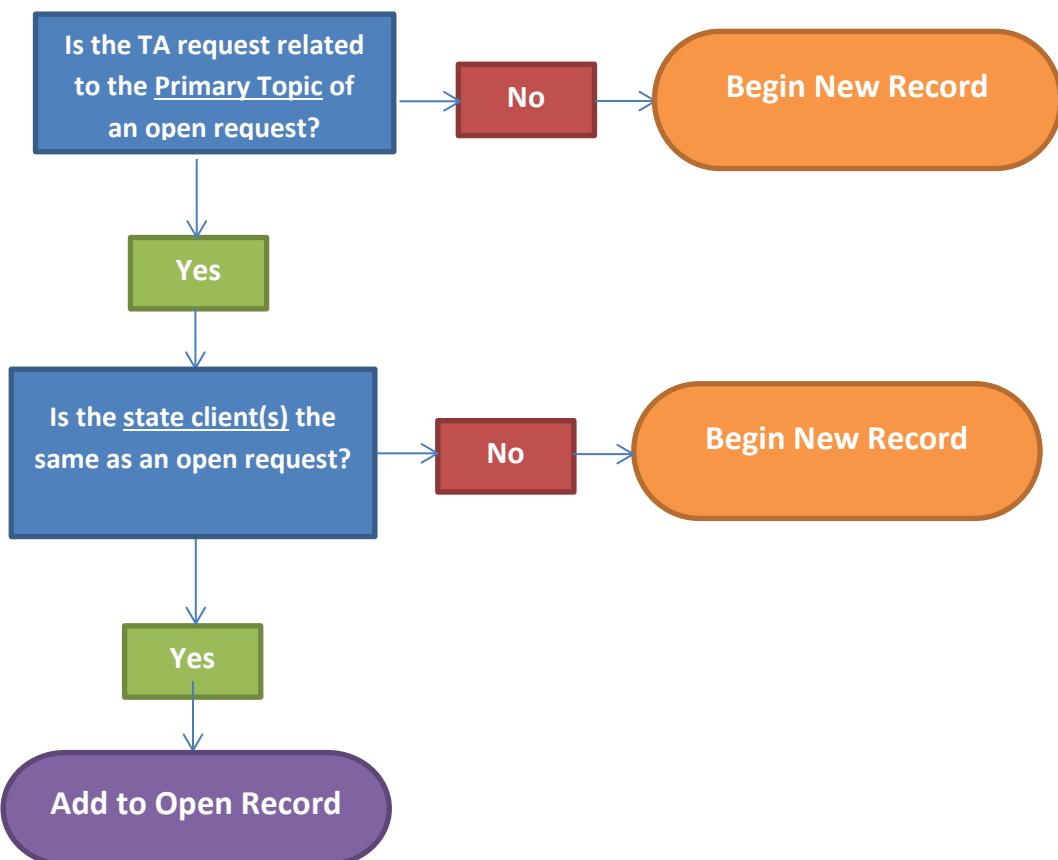


Figure 1. Decision tree for generating new or maintaining open TA Records

B. Who creates the TA Record?

The person receiving the TA request will begin the TA Record. The person taking in the request should enter enough information in order for DaSy staff to be able to identify the request in the system and be able to continue to develop the record (See [Initiating a TA Record](#) for additional guidance on minimal requirements).

The first person who receives the request will create the TA Record

In some instances, the person receiving the request will be the same as the person who will be the DaSy TA Provider who addresses the request. If the request is referred to another DaSy TA Provider(s), additional details will be added by that person(s) to the record. Once the primary DaSy TA Provider has been designated, s/he will assume responsibility for completing the record. In some cases, the request will not be assigned until the request is better understood or the appropriate Providers/Collaborators are identified. Even though the request is temporarily unassigned, it is critical that the person receiving a request begin the TA Record.

The primary DaSy TA Provider is responsible for completing the TA Record

The primary DaSy person assigned to the TA request/record is responsible for completing the TA Record. The primary DaSy TA Provider may solicit help from other DaSy TA Providers, however s/he is ultimately responsible for the completion of the record in a timely manner. The primary DaSy TA Provider is also responsible for ensuring the TA is

properly marked for evaluation and notifying the internal evaluation team.

For additional guidance on the TA decision making process and when TA Records are created/modified, see the TA Decision Trees (one for individual staff members and one for topical workgroups) in [Appendix B](#). For additional guidance on determining when TA delivery is ready for evaluation, see the [Closing a TA Record](#) section of this document.

C. Initiating a TA Record

You can start a new TA Record through the:

- Home page
- An open TA Record
- Clients page
- DaSy TA Provider page,
- State Information page

Begin the record immediately after the request is received!

At a minimum, the following fields must be completed once a user has opened a new TA Record page:

1. *TA Record Title*: enter a short title (3-5 words recommended) (e.g., DEC Data Literacy Presentation). Your title should be unique enough that a user viewing the home page can obtain a sense of what the TA Record is about without having to navigate to the actual record. It is recommended that your title include if you are working with Part C and/or Part B 619 for quick reference.
2. *Request Received By*: enter who received the initial request. For DaSy-initiated TA, list theDaSy staff member responsible for the TA service. . For cross-state TA, list the workgroup lead, unless specifically assigned to a workgroup member.
3. *Intake Notes*: Record any notes from the receipt of the request (e.g., important information about specific dates or timing, other TA Providers also contacted). (*Note: Enter more descriptive, topical information in the TA Description field*).
4. *DaSy TA Providers*: The three options are *Primary, Associated, and Other Staff*.
 - The **Primary DaSy TA Provider** is the DaSy TA Provider taking the lead on planning and delivering TA. When a request is initiated and there is no Primary Provider identified, the person taking in the request should name themselves as the Primary until the record has been reassigned. A Primary DaSy Provider must always be assigned. If you do not know to whom you should assign the TA request, contact the TA Planning and Coordination team at dasyteam@gmail.com.
 - **Associated DaSy TA Providers** are other TA Providers directly involved with the client in the delivery of TA.

Remember to e-mail the Primary DaSy TA Provider to alert them that they have been assigned!

- **Other staff** are people who are involved in the short term, and will have spent time managing the request (and need to document time for that TA Record) but are not active in the TA delivery.
- **NOTE: If the Primary DaSy TA Provider is reassigned after the intake, s/he should either be assigned as an Associated or Other TA Provider. You cannot change the Primary DaSy TA Provider until another Provider has been assigned.**

To add staff, in the Primary TA Provider section, select the organization of the DaSy TA Provider from the drop down menu. In the next menu, select the Provider name. If you do not know the Provider's organization, select "All" for the full list of names.

5. *Workgroup Assignment:* Select the workgroup(s) participating in the TA activity. Select "None" if there is no workgroup.
6. *State(s):* select the states expected to be recipients of TA. Cross-state TA will (usually) select "nationwide." Not all states may participate in a cross-state TA activity. You will indicate which states participated in the [Action](#) page of the TA Record. See Postal Codes in [Appendix C](#). If it is not intended to be nationwide, select the states you think will participate (the "invite" list).
7. *Request Date:* enter the date the request was received. Note that the *Record Initiated* field is automatically populated with the date the TA Record is started. The request should be processed immediately so that the DaSy TA Provider can respond in a timely manner. For cross-state TA activities that began in Year 1, enter the approximate date the activity was begun. For all other years, enter the date the work plan was submitted to OSEP (e.g., Year 2 plan was submitted January 24, 2014). For the first state check-in, enter January 8th, the date state liaison assignments were made).
8. *Record Initiation Date:* This field is auto-populated with the date the record is created. It should be no more than 1 business day after the date the TA request was received.

If there is enough information, the user should also complete the Clients section (adding clients or indicating it is cross-state TA with no specific client; if there are multiple clients, indicate whether the first person listed is the primary client; and complete the [TA Description](#) and Time Spent and Progress Notes sections.

D. Accessing TA Records Once Created

Home page: Upon login, all TA Records will appear. If filters are set, Click the “Run Filters” button to view the table of TA Records with the filters on. Each row is a TA Record with a TA Record number that is hyperlinked to take you to that record. Each time you navigate to the home page, you will have to click “Run Filters” each time, regardless of whether you change any of the filters (if the TA Record table is not displayed, this is your cue).

E. Selecting and Creating Clients

For state-specific or individual TA, the client is the person(s) to whom the TA will be directly provided. Clients will primarily be state-level personnel, such as the data coordinator or the data manager. For cross-state TA, select “Cross-state TA, no specific client.” For all other TA, if there is a primary client, they should be listed first in the table below, and “Yes” should be checked for “First person listed is primary client.” Some TA will involve groups of with no clear primary point person, in which case “No” should be checked for “First person listed is primary client.”

If there is a primary client but it s/he is not the first person listed in the table, the user will need to delete and re-enter the other clients so the first person listed is the primary client

If the primary client is not the first person listed in the table, the user will need to delete and re-enter

To add a client to the database, email Jessica Gonzalez at jessica.gonzalez@sri.com with, minimally, the *name, phone, email, role level, and sector* fields.

Additionally, note the following about this section:

- Some fields will be automatically populated on the Client page based on selections made in other fields (e.g., Part C Coordinator automatically fills “Early intervention (Part C)” into the Sector field and “State” in the System level field).
- Once a client is added, s/he will appear as an option for all other users.
- There is a “No State Affiliation option” for Client’s in the menu.

For additional information on the features, see the [Clients](#) page of this document.

F. Completing the TA Description Section

Description. The Provider describes the overall need or problem. This field may need to be completed after an initial conversation(s) to better understand the TA need, and it

may need to be modified as the need becomes clearer or better understood. One may note potential activities or solutions.

Primary Topic. One topic may be selected for the overall TA Record. You may enter additional topics in the Action Page (particularly for state check-in calls), under Topics of TA Action

Age Group. Multiple age groups may be selected.

Level of TA.

- *General TA.* Dissemination of generalized information/resources created or collected by DASY Center. Involves minimal or no tailoring of information. Examples include quick phone/email requests for information, referral or sharing of resources on the website, dissemination of other DASY Center products, conference presentations and webinars designed for a general audience, referring client to another website.
- *Targeted TA:* Provision of information and/or resources tailored to the needs of a specific client or group of clients. Examples include reviewing state materials, developing and providing trainings that are tailored to the context and needs of a particular state(s) or client, facilitating state teams and/or meetings, facilitating communities of practice/learning community, and hosting national meetings tailored to a specific audience. They can be a one-time labor-intensive event, or a series of ongoing services based around a particular need (e.g., series of learning community tailored webinars).
- *Intensive TA.* Intensive TA is individualized and is used to help states improve the quality, effectiveness, and efficiency of their programs and data systems, as well as to help them implement, scale up, and sustain effective services and evidence-based interventions and data systems. This type of TA will be provided to 10 selected states.

Intended Outcomes. Describe the intended outcomes/purpose of the TA (i.e., a synopsis of what the client hopes to achieve). These should be brief, measurable statements ***that are developed in consultation with the client.*** Actual outcomes of the TA will be described in the *Actual Outcomes* section (you can jump to that section using the button to the right of the text box).

G. Completing an Action Record

Once a clear plan has been identified to address the client's need, the DaSy TA Provider will have at least one "action" or TA service planned. An *Action Record* documents a service provided to a client that addresses a TA request. This service is significant to

accomplishing the goal of the TA Request; it is stand-alone and can be evaluated separately as part of the TA Record. More menial or preparatory activities, such as planning meetings, email exchanges, and drafting documents will all be part of the same action record rather than being documented as separate action records. These types of preparatory tasks and activities should be documented in the Time Spent and Progress Notes section of the main TA Record. For example, if a webinar is being created, all preparatory work to design the webinar will be recorded in one action record even though there may be multiple entries in one's Time Spent section of the TA Record or the Time Entry page. An Action Record may also span multiple days or just one day and may address additional topics beyond the primary topic chosen to define the TA request.

- To open a new Action Record page, click “Add” in the section “Actions.” For a new record, the first field to be created before any other information can be entered is the *Action Type*.
- To review or edit an existing action type, click “Edit” in the “View/Edit” column of the Action summary table.

Action Type

Select one action type that best describes the activity, and specify additional information when prompted. See the definition of each Action Type in [Appendix F](#). For additional information. For a new record, in order to complete the remaining fields (hidden on screen), you must select an Action Type and click “Save and Continue.”

Also note that the following selections will require additional information:

Action Type Categories

- Consultation
- Product Development for a specific client
- Meetings and Presentations
- Other TA

- DaSy-sponsored conference/meeting (provide meeting name)
- TA organization-sponsored conference/meeting (provide meeting name)
- Referral to Outside (select organization(s) request referred to)

1. *Date* is auto-populated with the current date, but may be edited.
2. Enter a short *Title* specific to the Action.

3. The *TA Location* is where the action type took place (on site, other in person, virtual). All Action Types will have a location. The *Status* of the TA should be periodically revisited to keep management up to date on whether the TA has been started, is in progress, is complete, on hold, or canceled. TA requests that are deferred until later should be marked “on hold.” The state TA liaison should follow up with the primary TA Provider on these requests. If the primary TA Provider determines the request should no longer be fulfilled, mark the action record as “canceled” and close the entire TA Record.

Notes. Describe the action that took place. This section should be more detailed than in the progress notes that accompany time spent.

TA Providers

DaSy TA Providers and Collaborators will need to be selected for all action types except for “Referral to Outside Organization”.

DaSy TA Providers. All TA Providers listed on the main TA Record will appear as a DaSy TA Provider for the action type. In the “Provider for this action?” column of the table, select the DaSy TA Providers that actually participated in the TA action. If you do not see a Provider listed, enter them in the main TA Record as an associated Provider and their name will be added to the available options on the TA Action Page. TA Providers listed in this table are not automatically associated with the action record. You must select at least one provider in order for the record to be closed.

DaSy staff that participates as staff with other organizations may contribute to a TA request representing both organizations (wearing multiple hats). If the staff member represents multiple organizations, s/he checks the box in the column, “Provider for this action?” If the box is selected, AYes/No selection appears in the column, “Representing another organization in this work?” If “yes” is selected, the individual’s other collaborating organization appears in the column “If yes, select collaborating organization”. If a DaSy TA Provider does not wear his or her DaSy hat while contributing to a TA request and only wears the hat of his/her other TA organization, that person should not be selected in the DaSy TA Providers section, but should be represented in the Collaborating Organization(s) and TA Collaborator(s) section (see below).

Collaborating Organization(s) and TA Collaborator(s). Add TA Collaborators that participated in the TA Delivery by selecting the organization from the Organizations menu. Once an organization is selected, a list of Collaborators will

appear to the right of the Organization drop down menu. To edit the TA Collaborators, select the “Edit” hyperlink in the Organizations display table. For a full description of the Collaborator list, see [Appendix A](#).

Client(s) Assisting with TA Delivery. Add or edit Client(s) that have served in a TA capacity to other clients. For example, if state A participates in delivering TA to state B on a topic in which state A has experience, that person would be considered a TA Provider.

Topic(s) of TA Action

The main topic of the TA Record is displayed as the default. You may select one or more additional topics from the following topic areas:

- Data Administration/Management
- System Design
- Types of Data/Topics
- Linkages/Sharing
- Analyzing/Reporting/Using Data

Participants Section

Some action types will require a list of participants that attended, including:..

Consultation/Problem solving

- Facilitate meeting
- DaSy sponsored conference/meeting
- Presentation at other conference/meeting
- Webinar

For these action types, the participant information fields will appear.

Enter the number of non-TA provider participants in the box. Check all states that were recipients of the TA. If it is cross-state TA, then all states will appear (remember, “nationwide” should have been selected as the client on main TA Record). Choose only those states that attended the event. Select the Roles, Sectors, and Systems Levels of the participants (check all that apply).

DaSy TA Providers should collect a participant list with the required information for each activity for thorough documentation and to be used for evaluation purposes as appropriate. See [Appendix G](#) for an example list.

Evaluation

Not all types of TA documented in the tracking database need to be evaluated while some types of TA will require customized evaluations. The rest of the documented TA services will be sampled for evaluation, with the following exceptions:

- Services that **do not** require evaluation: These types of TA will automatically be populated as “No” in the *Eligible for Evaluation* menu.
 - state check-ins,
 - framework development calls,
 - presentations at others’ conferences,
 - online learning objects, and
 - referral to other TA projects.
- Services that **require evaluation**: These should be marked as “Yes-customized in the *Eligible for Evaluation* menu.
 - Group services to be evaluated at the conclusion of the event:
 - all DaSy-sponsored meetings
 - webinars
 - workshops or trainings
 - Individualized TA to states that were comprehensive, required a large investment of time, or that you would like evaluated to get feedback about. They may be evaluated immediately after the work is completed **or** at another point in time that seems more appropriate for the client.
 - consultation/problem solving
 - review of state materials
 - facilitating meetings
 - information searches & resource sharing
- Services included in the pool for evaluation as part of a **sample**: These should be marked as “Yes-sample” in the *Eligible for Evaluation* menu.
 - Individualized TA to states that were straightforward, routine or did not require a large investment of time, including the 4 types of individualized TA services listed above.
 - TA services less than **0.5 hour** will not be included in the evaluation pool.

Completing the fields

1. Select the appropriate evaluation type based on the above criteria.

If “Yes-sample” is selected for any of the following action types and you have more than 8 hours of time recorded on the TA Record, the system will prompt you to double-check whether you have selected the correct evaluation type:

- Consultation/Problem Solving
- Review of (state) materials
- Facilitate meeting
- Information search & resource sharing

You must click on the box “Information on evaluation is correct” or you will receive an error message when you try to close your record.

**If you have any questions about which selection to make,
contact the evaluation team immediately.**

2a. If No is auto-populated, or you have selected Yes – Sample you are finished.

2b. If you have selected Yes – customized, complete the following fields:

- *Date evaluator contacted* – The primary DaSy TA Provider should contact the evaluation team no less than two weeks prior to the TA delivery. For this field, use mm/dd/yyyy format
- *Timing* - Specify Concurrent (immediately at the completion of the TA Action) or Other timing (evaluation is not appropriate immediately after an event, such as a planned series of activities)
- *Notes* – If timing of the evaluation is not concurrent, be sure to specify when the expected date will be
- *Ready to distribute evaluation?* Select “Yes” when the TA staff are ready for the evaluation team to conduct the evaluation (e.g., distribute evaluation form)
- *Evaluation Completed?* – This field will appear once “Ready to distribute evaluation” has been marked “yes.” Post the evaluation results as an attachment and check that the evaluation is complete.

H. Completing the Time Spent and Progress Notes Section

This section is intended to document the time spent on each TA request as well as provide a timeline for all tasks completed on behalf of the TA request. The table in this section displays time spent on the record for ALL DaSy staff who are associated with the record (e.g., Primary, Associated, and other DaSy TA Providers). You can view the cumulative time spend on this record in this table, or at the top right of the Record page. Personal time spent on the record is also visible at the top of the page.

Creating Notes. Notes in this table should include what was accomplished during those work hours as well as next steps planned for the action (e.g., date of next meeting, what was promised next etc.) More detailed descriptions of the TA can be recorded in the [Action](#) section of the TA Record.

Entering time. All staff working doing work for a TA request—even if it is not direct contact with the client—is considered TA that would need to be documented. Thus, if an “other” staff member spent time opening the request, documenting intake notes, and discussing the request with a potential DaSy TA Provider s/he would record time on that particular TA Record.

Time is recorded at the record level, not at the Action Type level. Therefore, time spent may span across multiple action types. It is recommended that time be recorded regularly. Thus, if a DaSy TA Provider hosted a phone call with three other TA staff for 45 minutes to discuss two different action types, the user would create one time entry row for each provider for that call (to cover both action types rather recording time by action type) and record 45 minutes for each of the four people on the call. However, if you work for multiple TA centers, you will need to split your time among them according to protocols of each TA organization.

DaSy staff should record time spent:

- Discussing the TA Request with clients and other Providers
- Doing work related to the request (e.g., literature reviews, document preparation)
- Preparing logistics (e.g., travel)
- Travel time, if necessary for TA*
- Completing and managing TA Records

Time Spent Reminders!

- Enter Time in quarter-hour intervals
- Time Spent may span several tasks for one or more action types.
- Record all management activities related to the request
- Record upcoming “key dates” as a reminder

******Staff should abide by their organization's policy on charging travel time to projects in their payroll or timekeeping system.

Staff should not record their time for attending webinars (that are part of the cross state TA plan) if they were not involved in the planning or presenting. For yearly conferences, staff should document their work in support of the conference (e.g., preparation, session planning, facilitation, meeting with clients). All time spent should be entered on one line per person and should be updated as work progresses.

To add time spent on TA, click the “Add” button. Once the entry fields appear, note that the current date is auto-populated into the *Date* field to note the date time was entered; this can be changed if you are entering time for a different date. The *Key Date* field can be used as a reminder for a deadline or a date for the next action related the TA, but it can be left blank if there is no such date. Select the DaSy staff member for which the user is entering time (only DaSy staff associated with the record can be selected). Time should be recorded by quarter hour intervals.

Additional notes on Adding Time and Progress Notes:

- Each instance that time is recorded; the *Cumulative Total Time for ALL DASY TA PROVIDERS* fields will be automatically updated. Time will also be updated in the summary table at the top of the TA Record page.
- Time may also be recorded for multiple TA Records on the [Time Entry](#) page.

Display table may be exported to Excel.

I. Updating TA Records

TA Records will need to be updated as TA is delivered and/or additional requests related to the primary topic are received. As the TA requests are developed and new activities are planned, additional DaSy Providers might need to be added to the TA Record in order to participate in a specific *Action Type*.

J. Attaching Documents and Web Links to TA Records

Files may be uploaded and attached to each record, and website URLs may be linked.

Examples of attachments:

- Meeting or call notes
- State documents (e.g., Memorandum of Understanding)

- Link to state resources online
- Evaluation results

Add attachments. To add an attachment, click “Add Attachment” Indicate whether the attachment is ok for public distribution and provide a description of your attachment. The types of files that are supported as attachments have the following extensions: .doc, .docx, .pdf, .xls, .xlsx, .ppt, .pptx, .jpeg, .gif, .tiff. Filenames should not include spaces or illegal characters such as "#" or they will not be retrievable. Make the file names as clear as possible. Click “Upload.”

Add web links. To add a link, select “Add Link.” Copy and paste your link into the box and add a description.

Edit and add keywords. Select “edit and add keywords” from the table. Select the state(s) working with, the type of document, and as many keywords as needed (no more than five is recommended).

K. Completing the Actual Outcomes Section

To document an outcome of the TA when it is complete, click the “add” button. The *Date* and *Name* fields are auto-populated with the current date and the name of the person logged into the database. Outcomes should be worded in terms of what was accomplished as a result of the TA, and in most cases will be a reflection of what was listed as intended outcomes.

L. Closing a TA Record

A TA Record will be closed and archived when all activities associated with a primary topic have been completed and the TA has been evaluated, if required. Once a record is closed, edits cannot be made unless it is re-opened by a database administrator.

If a client continues to seek additional help over the course of TA delivery, the DaSy TA Provider will need to determine whether the additional topics requested continue to align with primary topic of the existing TA or are better suited for new primary topic and new record.

Before closing a TA Record, the primary Dasy TA Provider will need to ensure that all required fields have been completed. The process begins with a record validation step to identify missing or inconsistent data. This ensures that required fields are completed in the various sections of the record and checks that the correct data are entered for certain fields. When you press the “Perform Record Validation” button at the bottom of the TA record, it will provide a list of any missing or inconsistent data. You may email

this list to yourself by selecting, “Email error listing” button at the bottom of the list. A message will appear that reads, “Error listing has been e-mailed to <user email>.

Once all fields have been completed, TA has been evaluated (if applicable), and the record passes validation, another button will appear, “TA Complete, close TA Record.” You may select this button at any time. See [Appendix K](#) for the official release notes and snapshots of the process.

M. Re-opening a Closed TA Record

If a TA Provider needs to modify a closed record, s/he should notify the TA Coordination team. The TA Coordinators will determine whether the record needs to be re-opened or if changes are minor enough to be made by an administrator. Requests for re-opening a TA Record should be made by the Primary DaSy Provider.

N. Running Reports

Users may export records with or without filters by exporting record summary tables from the Home Page. The user may also visit the “Reports” page of the database to obtain counts of different types of TA records and lists of clients.

O. Review of Guidance on Note Taking Fields in the TA Record

| | |
|-----------------------------|--|
| TA Record Title | Create a short title (3-5 words recommended) (e.g., DEC Data Literacy Presentation). Your title should be unique enough that a user viewing the home page can obtain a sense of what the TA Record is about without having to navigate to the actual record. It is recommended that your title include "C" or 619" for quick reference. |
| Intake Notes | The person taking in the request will need to document the circumstances surrounding the TA request. It is good practice to document <i>who</i> made the request, <i>to whom</i> the request was made, <i>what</i> was discussed, and <i>where/how</i> the request was received (e.g., email, phone). Enough information in this field is needed to help in the decision making process of who should be assigned as the TA Provider(s). |
| Description of TA | Provide a brief description of the client's request and how it will be addressed. This field is intended to differ from the intake notes in that it is more topical in nature rather than describing the logistics of the TA request receipt. |
| Progress Notes | Each time work is conducted that is related to an open TA request, the nature of the work and the time spent is recorded. The notes fields in the progress notes should portray the nature and timeline of work that occurred. |
| Intended Outcomes | When discussing the TA need, the DaSy TA Provider should work with the client to clearly articulate what they hope to accomplish as a result of the TA. |
| Actual Outcomes | Related to the Intended Outcomes, the Actual Outcomes describe what occurred as a result of the TA. Thus, this field should be completed once the TA has been delivered and should reflect back on the Intended Outcomes fields. |
| Notes on Individual Actions | These notes are similar to the Description section of the TA Record, but should be more detailed in regard to the specific activity. |

VIII. Appendices

Appendix A: Collaborating Organizations Acronyms (referenced on page ____)

Appendix B: TA Decision Trees for TA Providers (referenced on page ____)

Appendix C: US State Postal Codes and Other Abbreviations (referenced on page ____)

Appendix D: Administration Page (referenced on page ____)

Appendix E: Keywords (referenced on page ____)

Appendix F: Action Types Defined (referenced on page ____)

Appendix G: Participant Sign Up Sheet (referenced on page ____)

Appendix H: State Check-in Guidance (referenced on page ____)

Appendix I: Next Steps Guidance (referenced on page ____)

Appendix J: Framework Call Guidance (referenced on page ____)

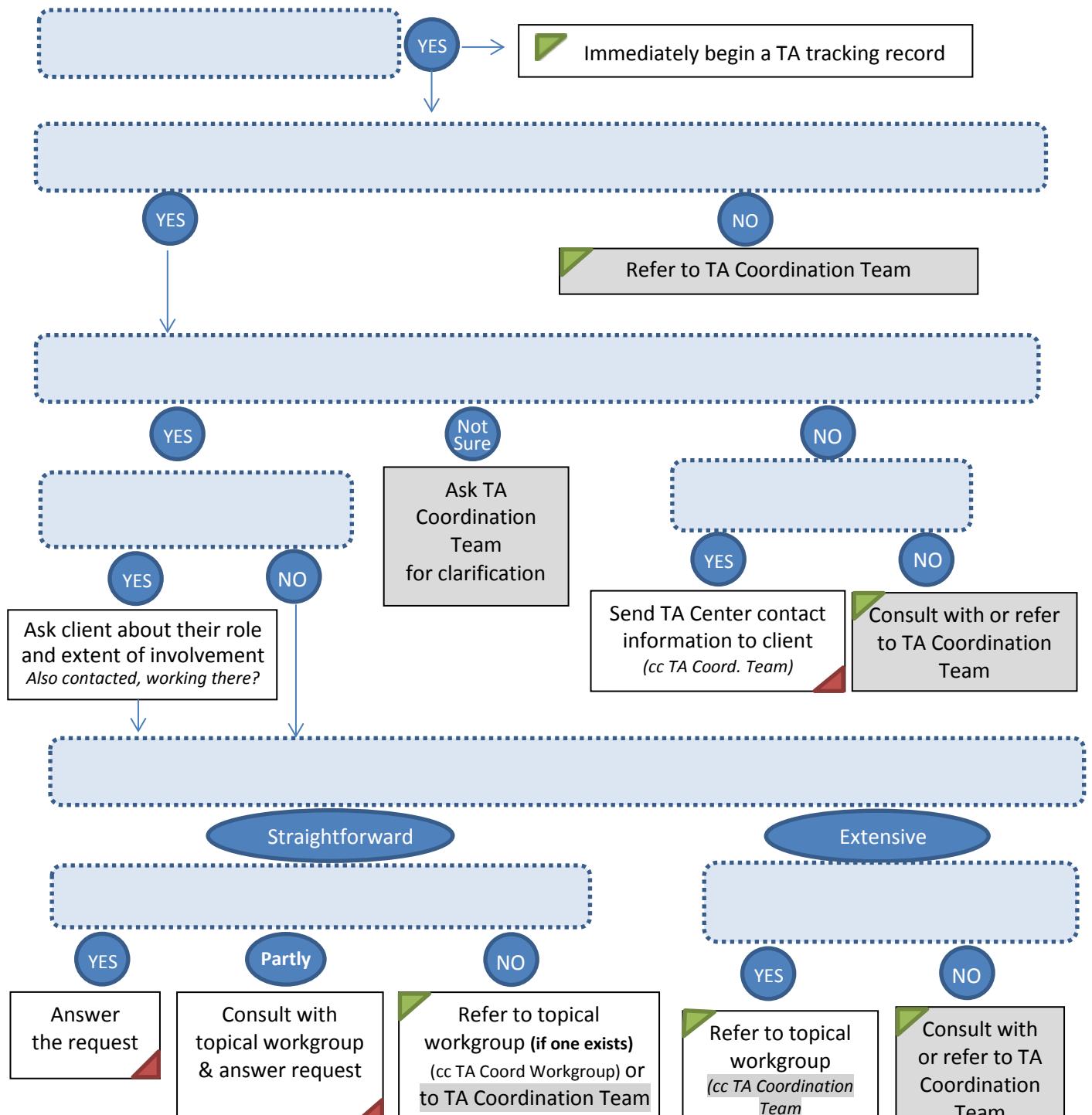
Appendix A: Collaborating Organization Acronyms

| Acronym | Notes |
|-----------------------------|---|
| BUILD | BUILD Initiative |
| CEDS | CEDS – Common Education Data Standards |
| CEELO | CEELO – Center on Enhancing Early Learning Outcomes |
| DQC | DQC – Data Quality Campaign |
| ECDC | ECDC – Early Childhood Data Collaborative |
| ECPC | ECPC – Early Childhood Personnel Center |
| ECTA | ECTA – Early Childhood Technical Assistance Center |
| EDTAP | EDTAP – The <i>SLDS</i> Education Data Technical Assistance Program |
| EHS-NRC | EHS-NRC – Early Head Start – National Resource Center |
| ELC TA | ELC TA – Early Learning Challenge Technical Assistance |
| IDC | IDC – IDEA Data Center |
| INQUIRE | INQUIRE – Quality Initiatives Research and Evaluation Consortium |
| NCQTL | NCQTL – National Center on Quality Teaching and Learning |
| PTI (Specify state) | PTI – Parent Training and Information Center |
| PTAC | PTAC – Privacy Technical Assistance Center |
| RRCP - NERRC | RRCP - NERRC – Regional Resource Center Program – Northeast Regional Resource Center |
| RCP - WRRC | RRCP - WRRC – Regional Resource Center Program – Western Regional Resource Center |
| RRCP - NCRRC | RRCP - NCRRC – Regional Resource Center Program – North Central Regional Resource Center |
| RRCP - MPRRC | RRCP - MPRRC – Regional Resource Center Program – Mountain Plains Regional Resource Center |
| RRCP - MSRRC | RRCP - MSRRC – Regional Resource Center Program – Mid-South Regional Resource Center |
| RRCP - SERRC | RRCP - SERRC – Regional Resource Center Program – Southeast Regional Resource Center |
| TACC/TA&D | TACC/TA&D – Technical Assistance Coordination Center/Technical Assistance & Dissemination Network |
| Other TA Projects (Specify) | Other TA Projects |

Appendix B. TA Decision Tree for Individual TA Providers

State Liaisons or Individual Staff

HOW TO HANDLE INCOMING TA REQUESTS



= begin TA tracking record and forward it

= complete TA record form

= involve TA Coord. Team

When referring a request to a **topical TA workgroup**, send to the workgroup lead and the designated alternate.

When referring a request to **TA Coordination Team**, send to Sara, Suzanne, and Martha.

Appendix C. US State Postal Codes and Other Abbreviations

| Postal Code | State | | | |
|-------------|-------------------|--|-----|--------------------------------|
| AL | Alabama | | NM | New Mexico |
| AK | Alaska | | NY | New York |
| AZ | Arizona | | NC | North Carolina |
| AR | Arkansas | | ND | North Dakota |
| CA | California | | OH | Ohio |
| CO | Colorado | | OK | Oklahoma |
| CT | Connecticut | | OR | Oregon |
| DE | Delaware | | PA | Pennsylvania |
| DC | Dist. of Columbia | | RI | Rhode Island |
| FL | Florida | | SC | South Carolina |
| GA | Georgia | | SD | South Dakota |
| HI | Hawaii | | TN | Tennessee |
| ID | Idaho | | TX | Texas |
| IL | Illinois | | UT | Utah |
| IN | Indiana | | VT | Vermont |
| IA | Iowa | | VA | Virginia |
| KS | Kansas | | WA | Washington |
| KY | Kentucky | | WV | West Virginia |
| LA | Louisiana | | WI | Wisconsin |
| ME | Maine | | WY | Wyoming |
| MD | Maryland | | | |
| MA | Massachusetts | | AS | American Samoa |
| MI | Michigan | | BIE | Bureau of Indian Education |
| MN | Minnesota | | DD | Department of Defense |
| MS | Mississippi | | GU | Guam |
| MO | Missouri | | MH | Marshall Islands |
| MT | Montana | | FM | Federated States of Micronesia |
| NE | Nebraska | | MP | Northern Mariana Islands |
| NV | Nevada | | PW | Palau |
| NH | New Hampshire | | PR | Puerto Rico |
| NJ | New Jersey | | VI | Virgin Islands |

Appendix D. Administration Page

User Administration

[Edit existing or add user account](#)

Select name from drop down menu or click “Add New User:”

- Assign administrative privileges by selecting the box
- Edit first name, last name, username, and e-mail address
- Enter comments
- Delete User
- Reset Password

[Temporarily block access .](#)

Place the administrator’s email in the email box. Move the user’s email into the comment box. Click “reset password” button and a new password will be sent to the administrator. To return access, return the user’s email to the email box and reset their password. A new password will be emailed to the user.

Add or Edit Topics

[Edit existing topic.](#)

Select existing topic header from the drop down menu. All associated topics appear on the page. Click the “Edit” hyperlink in the right column.

[Add New Topic.](#)

Select topic header from drop down menu. Click “Add New”. Create title of new topic and click “Save”.

Appendix E: Keywords

States

All 50 states, territories, and other entities receiving TA from DaSy

Attachment type

Article (journal, newspaper etc.)
Data Dictionary
Data Display
Data Elements
Interagency agreement
Plan
Policy
Procedure
Report
System Design

Attachment content

Confidentiality
Data Linkage
Stakeholder Engagement
Quality Assurance
Interoperability
Information Security
Data Collection
Data Quality
HIPAA
FERPA
APR/SPP
SIPP
Part C
Part B 619
K-12
Social services
Health
Early learning
CEDS
Unique IDs

Appendix F: Action Types Defined

| Action Type | Definition |
|---|--|
| Consultation | |
| Consultation/Problem-Solving | Planning and/or facilitating a state meeting designated to gather input from a diverse group of stakeholders. This may include a meeting with participation of diverse stakeholders that has an agenda to focus on a specific topic. |
| Facilitate Meeting | Planning and/or facilitating a state meeting designed to gather input from a diverse group of stakeholders. This may include a meeting with participation of diverse stakeholders that has an agenda to focus on a specific topic. |
| Framework Development | Actions performed to help develop the framework with state representatives, such as monthly state framework calls. |
| Information search & resource sharing | Supporting a client through providing information, resources, and problem solving that are less labor-intensive. service such as a quick phone/email request |
| Review of (state) materials | Reviewing and providing feedback on draft state materials such as policies or guidelines, data sharing agreements, training materials, and reports. May also include review of state databases (how things are organized) and/or working with a state on their data (e.g., reviewing characteristics of their data). |
| State Check-in | Contacts where we check in with state clients or they check in with us to gather/share contextual information (e.g., state liaisons quarterly check-ins). |
| Product Development for a Specific Client or Clients | |
| Online learning object (video, training tidbit) | Developed for a specific client |
| Online training module | Developed for a specific client |
| Resource Document | Developed for a specific client |
| Meetings and Presentations | |
| DaSy-sponsored conference/meeting (specify) | A conference or meeting hosted by the DaSy Center such as the national outcomes and data conference. |
| Presentation at other | Presenting in a plenary session, work shop or concurrent session at a conference/meeting |

| | |
|-------------------------------------|--|
| conference/meeting (specify) | hosted by another Center or association, e.g. session(s) at the DEC Conference, or OSEP Leadership Conference. |
| Webinar | Includes time spent planning/creating |
| Other TA | |
| Learning Community/CoP | Facilitation of a learning community activity that might include webinars, face-to-face meetings, resource sharing. |
| Referral to outside | Referring a TA request to an outside entity that has the expertise and/or resources needed. This might be referral to a TA Partner, a National Organization, or it might be referral to a state or local program. If selected, also provide name, TA Organization, date. Additional Notes can be provided in action summary. |
| Other TA (specify) | A TA Service that you feel does Not fit within the other options listed above. Please use the provided blank text field to add a brief description |
| Workshop/Training | Conducting a skill building event that includes information, resources, and activities. |

Appendix G. Participant Sign-Up Sheet

| No. | Last Name | First Name | Role – (Use Roles provided below) | State | Address | Telephone # | E-mail |
|---------------|-----------|------------|---|-------|---------|-------------|--------|
| | | | | | | | |
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |
| 4. | | | | | | | |
| 5. | | | | | | | |
| 6. | | | | | | | |
| Total: | | | | | | | |

Part C Coordinator

Part C Data Manager

Other Part C State Staff

Part B 619 Coordinator

Part B 619 Data Manager

Other Part B 619 State Staff

Other EC State Staff

Practitioner/service Provider/teacher

Family (organization, advocate, parent)

Other/Multiple

Appendix H. State Check-in Guidance

(05/15/14 version)

State TA liaisons are contacting the C and 619 coordinators in each of their states on a quarterly basis. DaSy will document these contacts in the TA tracking database as one type of technical assistance: providing support to the states through a personal liaison who can answer questions and refer TA requests.

General Guidelines:

- Start a new TA record for each quarterly contact. Document your quarterly contact with the C and 619 coordinators and any other state staff within one TA record. If you called C and 619 separately, document the C and 619 contacts as two separate actions within the same TA record.
- If the state should request technical assistance beyond this quarterly contact, start a new TA record.
- See TA record #18 (initial state TA liaison check-in for Arkansas) for an actual example of how to complete such a record.

Specific Guidelines for each section of the record:

| Field | Suggested Entry | Notes |
|----------------------------|--|---|
| Intake | | |
| TA Record Title | e.g., "2 nd Quarter State TA Liaison Check-In – AR" | "__ Quarter State TA Liaison Check-In – (state)" |
| Request Received by | State TA Liaison (your name). | |
| Intake Notes | "State TA Liaisons check in with their states quarterly to see if they have questions or need TA. This is the __-quarter check-in with the Arkansas C and 619 coordinators." | <i>Indicate the general reason for the contact, and the quarter (i.e., 1st, 2nd, etc.) in which you are making the contact.</i> |
| DaSy TA Providers: Primary | State TA Liaison (your name) | |
| State(s) | The state for this check-in. | <i>Please enter a separate record for each of your states.</i> |
| Request Date | 01/08/14 (for the initial check-in), OR The date when you make the contact (for all subsequent check-ins). | <i>The date you received the email request from the TA Coordination Team to contact states. Records for subsequent quarters can be dated when you make the contact.</i> |
| Client(s) | | |
| Client(s) | The state's C and 619 coordinators | <i>Include all state staff members who become part of this quarterly contact, initially the C and 619 coordinators, and possibly the data managers if subsequently requested.</i> |

| Field | Suggested Entry | Notes |
|-------------------|---|---|
| TA Description | | |
| Description | e.g., "Contacted C and 619 coordinators by email and then followed up with scheduled meetings. Liaison described role and how she could answer any questions or discuss possible TA requests. Given role of AR as partner framework state and next steps discussion last Sept., liaison asked whether AR needs any TA in areas previously discussed: C and 619 linkages, QRIS data, privacy/confidentiality." | <i>A brief description of the contact.</i> |
| | e.g., "Multiple attempts were made to contact the C and 619 coordinators by email and phone, but there was no response from the state." | <i>If contact was unable to be made after multiple attempts.</i> |
| Primary Topic | Select "Other" and specify "State liaison check-in". | |
| Age Group | 0 - 3 yrs and 3 - 5 yrs | <i>Both C and 619 are the subject of the quarterly contact.</i> |
| Level of TA | Targeted | <i>This contact is specifically for the benefit of your liaison state.</i> |
| Intended Outcomes | e.g., "Answer questions and make state aware that TA is available in areas previously discussed." | <i>Again, the purpose of these calls is to answer questions and take any requests for TA.</i> |
| Action | | |
| Action Type | "State check in" | <i>This option is provided under the "Consultation" category.</i> |
| Date | Actual date of contact | <i>Date of email and/or call</i> |
| Title | "Part C email check-in" "619 in-person check-in" "C & 619 phone check-in" | <i>Indicate the program contacted and mode of communication.</i> <i>Create two separate action records for C and 619 check-ins conducted separately.</i> <i>OR</i> <i>Create one action record for a C & 619 check-in conducted jointly.</i> |
| Location | "Virtual" | <i>Phone or email check-in.</i> |
| | "On site" | <i>In-person check-in at state site.</i> |
| | "Other in person" | <i>In-person check-in at third-party site.</i> |
| Status | "Completed" | <i>If the call has happened.</i> |

| Field | Suggested Entry | Notes |
|---------------------------------------|---|---|
| | | <i>Ultimately the status of each action type must be “completed” for the record to be closed.</i> |
| | “In process/planned” | <i>If the check-in call has not yet happened but is scheduled.</i> |
| | “Canceled” | <i>If contact was unable to be made after multiple attempts.</i> |
| Notes | “Coordinators asked that I call the last week of Jan when APR work should be complete.” | <i>Use “Notes” for any specific details about the action type.</i> |
| TA Provider(s) | State TA Liaison (your name) | <i>Table is pre-populated. Check that you are provider for this action; if you wear multiple project hats, charge to DaSy. There won’t be “TA Collaborators” for quarterly contacts.</i> |
| Topic(s) of TA Action | Pre-populated with primary topic of TA record (“Other: State liaison check-in”) | <i>Depends on your relationship with the state and the subject of discussion. As you develop a relationship with the coordinators, a specific topic may be the subject of a check-in. If so, add other topics that you are following; start a new record if they become a new TA request.</i> |
| Evaluation | No | <i>State TA liaison check-in records are not eligible for evaluation.</i> |
| Times Spent and Progress Notes | | <i>A place to record TA-related tasks and time spent.</i> |
| Date | | <i>Date of action (e.g., prepare for call, send email, phone call)</i> |
| Key Date | 01/30/2014 for initial call 06/30/2014 for 2 nd quarter call | <i>Date of next action or deadline to make contact</i> |
| DaSy TA Provider | State TA Liaison (your name) | |
| Notes | e.g., “Prepared and sent out emails.” | <i>Brief description of task.</i> <i>If contact was unable to be made after multiple attempts, still document the attempts.</i> |
| Time Spent | e.g., “0.25” (15 minutes), “1.50” (1 hour and 30 minutes) | <i>In 15-minute increments, enter all time spent for these contacts, including preparing for call, writing emails, calls, and entering info in TA tracking db.</i> <i>If contact was unable to be made</i> |

| Field | Suggested Entry | Notes |
|---|--|---|
| | | <i>after multiple attempts, still enter the time spent in these attempts.</i> |
| Attachments | | |
| File/URL | | <i>There may be attachments for subsequent contacts.</i> |
| Date Uploaded | | <i>Date attachment or link added.</i> |
| Public Distribution OK? | | <i>Depends on document; if in doubt, ask coordinators whether document can be included in DaSy repository for staff review.</i> |
| Description/Notes | | <i>Brief description of document</i> |
| Keywords | | <i>Tag with keywords from dropdown menus to assist in others finding the document</i> |
| Actual Outcomes | | <i>Assess the outcome of each quarterly contact.</i> |
| Date | | <i>Date you made call or sent email</i> |
| Initials | Your initials | <i>Initials of staff entering outcome</i> |
| Description: What resulted from the TA? | e.g., "Introduced state TA liaison role and answered questions about kinds of assistance DaSy can provide" | <i>If call results in actual TA request, start a new record.</i> |

Appendix I. Next Steps Guidance (only for State Team Discussions at 2013 National Conference

(01/22/14 version)

State TA liaisons are responsible for reviewing the Next Steps discussions conducted with states at DaSy's September 2013 national conference and in many cases were the staff member who conducted this discussion. DaSy will document these discussions in the TA tracking database as one type of technical assistance that represents providing support to the states through problem/solving and consultation around topics of interest to the state's C and 619 coordinators and data managers.

General Guidelines:

- Enter one TA Record for each of your states that had a next step discussion at the 2013 national conference.
- If the state should request technical assistance as a result of this next steps discussion, start a new TA Record.
- See TA Record #4, the next steps discussion with Arkansas, for an actual example of how to complete such a record.

Specific Guidelines for each section of the record:

| Field | Suggested Entry | Notes |
|----------------------------|---|---|
| Intake | | |
| TA Record Title | "Next Steps Discussion" | |
| Request Received by | Staff person who facilitated discussion | <i>In many cases this will be the state TA liaison. If not, please refer to the next steps discussion notes and confer with the facilitator as needed to complete the record.</i> |
| Intake Notes | "Facilitated discussion with C and 619 coordinators and data managers at national conference about their next steps based on conference learnings, and implications for TA needs" | <i>Indicate the general purpose of the discussion.</i> |
| DaSy TA Providers: Primary | Staff person who facilitated discussion | |
| State(s) | The state for this discussion | <i>Please enter a separate record for each of your states, unless they participated in a shared discussion.</i> |
| Request Date | 09/17/13 | <i>The date of the Next Steps discussions</i> |
| Client(s) | | |

| Field | Suggested Entry | Notes |
|-----------------------|--|---|
| Client(s) | State C and 619 coordinators and data managers | <i>Include all state staff members who participated in discussion.</i> |
| TA Description | | |
| Description | “Facilitated discussion with C and 619 coordinators and data managers at national conference about their next steps based on conference learnings, and implications for TA needs” | <i>A brief description of the discussion; may be same as Intake Notes</i> |
| Level of TA | Targeted | <i>This discussion was specifically for the benefit of 1 (or possibly 2) state(s).</i> |
| Age Focus | 0 - 3 yrs and 3 - 5 yrs | <i>Both C and 619 were the subject of the discussion.</i> |
| Primary Topic | “Linkage: Part C to Part B 619” | <i>This will vary depending on what issues the state identified as guiding next steps in their state..</i> |
| Intended Outcomes | e.g., “To discuss implications of conference learnings and next steps for state to apply those learnings and possibly seek TA, toward the overarching goal of C and 619 collaborating to improve service delivery and specifically to share/link data” | <i>Describe the general purpose of these discussions and include specifics for that state</i> |
| Actions | | |
| Action Type | Consultation/problem solving | <i>All next steps discussions are examples of consultation/problem solving</i> |
| Action Title | “Next Steps Discussion” | |
| Date | 9/17/2013 | <i>Date of conference discussion</i> |
| Location | Other in person | <i>This option refers to in person but not on site.</i> |
| Status | Completed | |
| Notes | “Facilitated discussion with C and 619 coordinators and data managers at national conference about their next steps based on conference learnings, and implications for TA needs” | <i>Use “Notes” for any specific details about the action type; this may be same as description</i> |
| TA Provider(s) | Staff person who facilitated discussion | <i>Table is pre-populated. Check that you are Provider for this action; if you wear multiple project hats, charge to DaSy. Some “TA Collaborators” facilitated these discussions.</i> |

| Field | Suggested Entry | Notes |
|---------------------------------------|---|---|
| Topic(s) of TA Action | <i>Pre-populated with primary topic of TA Record</i> | <i>Add any other topics that were discussed, including those where state was interested in TA; start a new record if discussion led to a TA request</i> |
| Participants | State C and 619 coordinators and data managers | <i>Include all state staff members who participated in discussion; specify state, roles, system level, and sectors</i> |
| Evaluation | No | <i>TA Records based on next steps discussions are not among those eligible for evaluation.</i> |
| Times Spent and Progress Notes | | <i>A place to record TA-related tasks and time spent.</i> |
| Date | | <i>Date of each task (e.g., preparation, discussion, entering record into TA tracking db)</i> |
| Key Date | 9/17/2013 | <i>Reminder of date scheduled for discussion</i> |
| DaSy TA Provider | Staff person who facilitated discussion | |
| Notes | e.g., "Facilitated discussion." | <i>Brief description of each task</i> |
| Time Spent | <i>In quarter hours</i> | <i>Document all time spent for these discussions, including training, facilitating discussion, entering info in TA tracking db.</i> |
| Attachments | | |
| File/URL | State_Team_Worksheet_AR.pdf | <i>Attach notes submitted to DaSy</i> |
| Date Uploaded | | <i>Date attachment or link added</i> |
| Public Distribution OK? | No | <i>These notes were part of private discussion with C/619 coordinators & data managers and not intended for public review.</i> |
| Description/Notes | Worksheet from facilitated next steps discussion | <i>Brief description of document</i> |
| Keywords | | <i>Tag with keywords from dropdown menus to assist in others finding the document (our programmer is still working on this feature)</i> |
| Actual Outcomes | | <i>Assess the outcome of each quarterly contact</i> |
| Date | | <i>Date outcome finalized</i> |
| Initials | | <i>Initials of staff entering outcome</i> |
| What resulted from the TA? | e.g., State agency staff and DaSy staff have shared understanding | <i>If discussion results in actual TA request, start a new record.</i> |

| Field | Suggested Entry | Notes |
|-------|--|-------|
| | of some the TA needs in AR, specifically regarding privacy and confidentiality issues, FERPA, data sharing agreements and QRIS data. | |

Appendix J. Framework Call Guidance

(03/04/14 version)

Partner state framework liaisons meet with their respective states monthly to review different components of DaSy's framework for high quality data systems serving C and 619. DaSy framework liaisons are discussing various aspects of quality data systems within their assigned state. Consequently, these calls offer opportunities for consultation and problem-solving on framework component topics. DaSy will document these calls in the TA tracking database as one type of technical assistance that provides support to the states through problem/solving and consultation around the framework component topics.

General Guidelines:

- The primary liaison (or the designated back-up) should enter ***one TA record*** for your partner state.
- Document all framework development activity (i.e., calls) with your ***individual*** partner state; ***do not include framework development activities that involve all seven partner states.***
- Enter each call as a separate action within the record; note that the topics will change.
- If the state should request technical assistance as a result of a framework call or meeting, start a new TA record.
- See TA record #2, framework calls with Arkansas, for an example of how to complete these records.

Specific Guidelines for each section of the record:

| Field | Suggested Entry | Notes |
|-------------------------------|---|--|
| Intake | | |
| TA Record Title | "Framework Development Support" | |
| Request Received by | Primary liaison | |
| Intake Notes | "As part of framework development process, DaSy is working closely with 7 states including AR, to gather information about framework components and feedback on draft quality indicators and elements." | <i>Indicate the general purpose of the calls.</i> |
| DaSy TA Providers: Primary | Primary liaison | |
| DaSy TA Providers: Associated | Back-ups | |
| Workgroup Assignment | None | <i>This field was added after training on 1/27/14.</i> |
| State(s) | Framework state | |
| Request Date | 7/30/13 | <i>Date framework teams were announced</i> |
| Client(s) | | |

| Field | Suggested Entry | Notes |
|-----------------------|--|---|
| Client(s) | State C and 619 coordinators and data managers | <i>Include all state staff members who typically participate in these calls.</i> |
| TA Description | | |
| Description | "As part of framework development process, DaSy is working closely with 7 states including AR, to gather information about framework components and feedback on draft quality indicators and elements. DaSy will conduct monthly calls with state staff which will also serve to help state reflect on their status with respect to the salient aspects of a quality integrated data system(s) serving C and 619." | <i>A brief description of the calls; may be same as Intake Notes</i> |
| Primary Topic | "Other: Framework development" | <i>Enter the topic of each call under Actions.</i> |
| Age Group | 0 - 3 yrs and 3 - 5 yrs | <i>Both C and 619 are the subject of these calls.</i> |
| Level of TA | General | <i>Framework development will contribute generalized information and resources for the field.</i> |
| Intended Outcomes | "To assist DaSy in developing framework and to support states in reflecting on salient components of a quality data system serving C and 619" | <i>Describe the general purpose of these calls.</i> |
| Actions | | |
| Action Type | "Framework development" | <i>All framework calls should be characterized as "framework development."</i> |
| Action Title | "August call" | <i>Each call should be entered as a separate action.</i> |
| Date | 8/9/2013 | <i>Date of call</i> |
| Location | Virtual | <i>Calls are "virtual".</i> |
| Status | Completed | <i>Assuming you enter the calls after they are completed; you can also enter calls as scheduled and then later mark them "completed."</i> |
| Notes | "Learned about AR and introductions among group. Talked about what to expect at upcoming conference, etc. See notes on Wiki site." | <i>Use "Notes" for any specific details about the action type.</i> |
| TA Provider(s) | Staff who facilitated call or meeting | <i>Table is pre-populated. Check</i> |

| Field | Suggested Entry | Notes |
|---------------------------------------|---|---|
| | discussion | <i>that you are provider for this action; if you wear multiple project hats, charge to DaSy.</i> |
| Topic(s) of TA Action | <i>Pre-populated with primary topic of TA record</i> | <i>Add any other topics that were discussed, including specific topic(s) for each monthly call; start a new record if discussion leads to a TA request.</i> |
| Evaluation | No | <i>TA records based on framework calls are not eligible for evaluation.</i> |
| Times Spent and Progress Notes | | <i>A place to record call-related tasks and time spent.</i> |
| Date | | <i>Date of task (e.g., preparation, call, entering record into tracking db); can combine tasks</i> |
| Key Date | | <i>Reminder date – e.g., date scheduled for next discussion</i> |
| DaSy TA Provider | Staff who participated in call, call-related activity | <i>Enter time for each DaSy staff who spent at least 15 minutes on state's monthly framework call.</i> |
| Notes | "Prepared for and conducted monthly call" | <i>Brief description of task(s); can combine related tasks</i> |
| Time Spent | <i>In quarter hours</i> | <i>Document all time spent for these calls; include preparation, facilitating discussion, entering info in TA tracking db.</i> |
| Attachments | <i>Framework documents are posted on Wiki; when framework is complete, DaSy will also attach in TA tracking db.</i> | |
| File/URL | | |
| Date Uploaded | | <i>Date attachment or link added</i> |
| Public OK? | No | <i>These notes are part of private discussions with C/619 coordinators & data managers and not intended for public review.</i> |
| Description/Notes | | <i>Brief description of document</i> |
| Keywords | | <i>Tag with keywords from dropdown menus to assist in others finding the document.</i> |
| Actual Outcomes | <i>Assess the outcome of each quarterly contact</i> | |
| Date | | <i>Date outcome finalized</i> |
| Initials | | <i>Initials of staff entering outcome</i> |
| What resulted from the TA? | Team members showed an increased understanding of the different components and elements | <i>Liaisons can wait to document outcomes until framework development process is completed</i> |

| Field | Suggested Entry | Notes |
|--------------|---|---|
| | of high quality data systems serving C and 619. | <i>or review and revise outcome(s) before closing record. If discussion results in actual TA request, start a new record.</i> |

Appendix K. Close Procedure Release Notes

Procedure to Close TA Records Deployed

DaSy TA Tracking database users can now close TA records!

The process begins with a record validation step to identify missing or inconsistent data. This ensures that required fields are completed in the various sections of the record and checks that the correct data are entered for certain fields. When you press the “Perform Record Validation” button at the bottom of the TA record, it will provide you a list of any missing or inconsistent data.

Step 1

| | | |
|---------------------------|---------------------|--------------|
| + ACTUAL OUTCOMES | No outcomes entered | Instructions |
| Perform Record Validation | | |



Step 2

| | | |
|--|---------------------|--------------|
| + ACTUAL OUTCOMES | No outcomes entered | Instructions |
| Perform Record Validation | | |
| <p>Please correct the following error(s) and/or omission(s) and re-try:</p> <p>Please enter Intake Notes Please enter Intended Outcomes</p> <p>Error(s) or Omission(s) in TA Action: Untitled Action dated 2/5/2014 Please enter Title of Action Please enter Location of Action Please enter Status of Action Please check that at least one DaSy TA Provider was involved in this Action Please enter Number of Participants Please enter Participant Role Please enter Date Evaluator Contacted Please enter Evaluation Notes Please select Yes for Evaluation Ready to Distribute Please select Yes for Evaluation Completed</p> | | |
| <p>→ Email Error Listing Cancel</p> | | |

You can e-mail this list to yourself to support record clean-up and completion.

| | | |
|--|---------------------|--------------|
| + ACTUAL OUTCOMES | No outcomes entered | Instructions |
| Perform Record Validation | | |
| <p>Error listing has been e-mailed to taletha.derrington@sri.com</p> <p>Email Error Listing Cancel</p> | | |

Step 3

Once the record passes validation, it can be closed.



If you close a record but find that you need to re-open it (i.e., you have additional information to add; the client decides to continue working on the same issue), Suzanne Raber (suzanne.raber@sri.com) or Taletha Derrington (taletha.derrington@sri.com) can re-open the record for you.



Useful Tip!

On your home screen, you can use the filters to view close records (instead of or in addition to open records). Remember, the default is to show only open records, but you can change the filter settings and save them.

A screenshot of the DaSy software interface showing the filter settings for the TA Tracking Database. On the left, there's a sidebar with a 'Logout' link and a dropdown menu set to 'Taletha Derrington'. Below that is a navigation menu with links like 'Home', 'Clients', 'TA Collaborators', 'DaSy TA Providers', 'States', 'Time Entry', 'Reports', and 'Administration'. The main content area features the DaSy logo and the text 'The Center for IDEA Early Childhood Data Systems'. It includes sections for 'Restore Defaults', 'Run Filters', and 'Save Filter Settings'. There are two columns of filters: 'Filters' and 'Filter Values'. Under 'Filters', there are buttons for 'States', 'Request Date', 'Topics', 'Action Types', 'Age Group', 'DaSy TA Provider / Staff', 'TA Collaborating Organizations', 'Workgroup Assignment', 'Status', and 'Type(s) of Evaluation'. Under 'Filter Values', corresponding values like 'All' or 'Taletha Derrington' are listed. An upward-pointing blue arrow is positioned under the 'Status' filter. On the right, there's a section titled 'TA TRACKING DATABASE' with sorting options for 'Record Number' and '--select--', and buttons for 'Restore Defaults', 'Perform Sort', and 'Save Sort Settings'. A vertical scroll bar is visible on the right side of the main content area.

Appendix L. Tips for DaSy TA Staff on Handling TA Requests

Version 3/19/14

Figuring out *if it is a TA request*

Make the distinction between whether the state is exploring the issue vs. ready to make a TA request.

In the course of your interactions with a state you may hear about something that leads you to believe the state may benefit from TA. This may happen in a number of situations, for instance when you are (a) finding out about any changes in state context, (b) learning about new policies/procedures/training materials/resources, or (c) responding to a different TA request.

It's a fine balance.

| Do | Don't |
|---|--|
| <ul style="list-style-type: none">○ Give them the opportunity to ask for TA.○ It's fine to follow-up with probing questions.○ Make what we do sound important and attractive.○ We do want to be responsive and helpful.○ We do want TA requests | <ul style="list-style-type: none">○ Don't sell TA, drum up business, foist ourselves on clients.○ Don't offer a multiple choice of TA options.○ Do not promise TA or commit us to any particular TA service (capacity & equity issues) |

When it is a TA request --- topic where you *DO NOT* consider yourself an “expert”

- *Can you tell me a little bit more about that so I better understand your question?*
Collect enough info to determine which DaSy workgroup to refer it to. Do not ask for a lot of detail at this point. You can refer it to the workgroup lead who will take responsibility to contact them to get more in-depth information about the request. We don't want to burden the client with explaining it twice. Do not refer it directly to another TA Center.
- *Is there a particular time frame for working on this?*
Get an idea of when they would like to get TA.
These are the types of things people may say, but don't specifically ask them: e.g., before the start of the next school year; in time to get the procedure in place before collecting data for the next fiscal year for APR reporting; after our state annual conference; as soon as possible; sometime next year.
- Begin a record in the TA tracking system and send an email to the workgroup lead -- or to the DaSyTATeam (dasytateam@gmail.com) if it is not clear who to send it to.

When it is a TA request --- topic where you *DO* consider yourself an “expert”

Ask the questions above and get additional information. Here are some examples of general questions you may want to ask:

- *What are you hoping will change as a result of getting assistance?*
These are the types of things people may say, but don't specifically ask them: e.g., more accurate data collection and submission by service coordinators; improved ability to link C and 619 transition data; identification of key questions and data to analyze to determine consistency of services across counties/school districts
- *What is the current situation or problem that has prompted you to ask for TA about this?*
 - Is that something that you've been working on for a while?
 - How is it going?

- What have you been doing about it? (What are you planning to do about it?)
 - Are you making progress?
- *Are there any other TA providers that you have worked with about this issue that we might coordinate with? Ask them if they want to involve other TA providers, don't automatically assume so.*