



NCAPPS Technical Assistance Application

NCAPPS provides technical assistance (TA) to States, Tribes, and Territories to help make supports for older adults and people with disabilities more person-centered. NCAPPS technical assistance enhances systems change efforts that aim to ensure the person is at the center of thinking, planning, and practice. In addition to technical assistance, NCAPPS hosts topic-specific learning collaboratives and webinars throughout the year. To learn more, visit [the NCAPPS website](#).

TA recipients will work with national subject matter experts to develop a TA plan and achieve the outcomes identified in that plan. The NCAPPS team at the Human Services Research Institute will coordinate and deliver TA, in collaboration with subject matter experts. TA will be provided at no charge to selected States, Territories, or Tribes for up to 100 hours per year, for up to two years. For information about the current NCAPPS TA cohort, including summaries of TA activities and products, visit the [Technical Assistance page of the NCAPPS website](#).

This application is the first of two phases in applying for TA. Once you have completed and submitted this application form, the NCAPPS team will contact you to complete the second phase. *Additional detail and guidance is included in the Technical Assistance Process and Guidance section on the last three pages of this form.*

Please submit your completed application form to ncapps@hsri.org by July 30, 2021.

1. **Name**
2. **Title**
3. **Email**
4. **Lead Organization/Agency**
5. **Population Focus Areas (check all that apply):**
 - Physical disability
 - Brain injury
 - Mental health
 - Adults
 - Transition age youth
 - Older adults with long-term service and support needs
 - Intellectual and developmental disability
 - Substance use disorders
 - Children/youth
 - Other (describe):



6. **Description of overall systems-change outcome(s):** Describe how you are currently working to achieve a more person-centered system, or actions you intend to pursue.

7. **Brief description of TA needs:** Provide a brief summary of your TA needs, target audience, and how the requested TA will assist in accomplishing the above-mentioned goals.

8. **Anticipated TA domain(s)** (check all that apply):
 - Leadership** – How well people in charge know about and support person-centered practices
 - Person-Centered Culture** – How person-centered the system’s culture is, and how person-centered approaches are used to address risks
 - Eligibility and Service Access** – How person-centered the intake and assessment process is
 - Person-Centered Service Planning and Monitoring** – The process for creating and implementing person-centered plans
 - Finance** – How agreements with providers support person-centered practice, and how well services help people to reach their goals
 - Workforce Capacity and Capabilities** – How well staff know about and have the skills to deliver person-centered planning and supports
 - Collaboration and Partnership** – Strength of partnerships with people who use services, families, service providers, and advocacy organizations
 - Quality and Innovation** – How person-centered the agency’s mission and standards are
 - Other area or domain** (specify):
 - Other area or domain** (specify):

9. **Collaborating organizations:** TA to advance person-centered practices and systems is accomplished through effective collaboration. Please note the organizations who will be participating in this effort. Specify contacts for each collaborating organization, or a plan for engagement if contacts have not yet been identified. (*The list continues on the following page.*)
 - Medicaid Agency:
 - Brain Injury Program:
 - State Aging Agency:
 - State and/or County Behavioral Health Agency:
 - Developmental Disabilities Agency:



No Wrong Door System/Aging and Disability Resource Centers / Area Agencies on Aging:

DD Council:

Advocacy Groups:

Centers for Independent Living (CILs) / Supported Independent Living Cooperatives (SILCs):

Education Agency:

Vocational Rehabilitation Agency:

Workforce Investment System:

Provider Organizations:

Other (specify):

Other (specify):

10. Please briefly describe how people who use services and their families will be equitably involved in the design, refinement, implementation, and evaluation of this TA process. If equitable stakeholder engagement is an area where your program requires support, please briefly describe efforts to date and identified barriers that you hope to address through the TA. *For additional detail about this section, see the Technical Assistance Process and Guidance.*

11. Are there any other relevant or related initiatives underway? If so, please note the initiative(s) and include a timeframe if relevant.

12. Have you received any other TA or resources regarding this request?

No

Yes

If yes, please provide the name of the TA provider(s) and a brief description of the TA and/or resources received. Please also describe how you'll use the products/results of that TA in this TA engagement.

Thank you for completing this application. Please submit this completed form to ncapps@hsri.org. The NCAPPS team will reach out to you within the next two weeks to help finalize your TA application. If you have any questions as you complete this process, please contact us at ncapps@hsri.org.



NCAPPS Technical Assistance Process and Guidance

State agencies, territorial governments, and tribal governments may all apply for NCAPPS technical assistance (TA). TA recipients will work with national subject matter experts to achieve outcomes identified in a TA planning process. Experts will be assigned in the development of the TA plan. Members of the NCAPPS team at the Human Services Research Institute will coordinate and deliver TA, in collaboration with subject matter experts. TA will be provided at no charge to selected States, Tribes, and Territories for up to 100 hours per year, for up to two years. The technical assistance will be delivered during the period of 10/1/2021 to 9/30/2023.

For information about the current NCAPPS TA cohort, including summaries of TA activities and products, visit the [Technical Assistance page of the NCAPPS website](#).

Application Process

This brief application is the first of two phases in applying for TA. Within two weeks of submission of this application, the NCAPPS team will contact you to finalize the TA request during a second phase. The second phase involves a videoconference between the NCAPPS team and the applicant to gather more information, explore intended outcomes in greater detail, and confirm that the applicant is in a position to effectively advance needed change.

NCAPPS Priorities

It is priority that people who use services and their families inform the design, refinement, implementation, and evaluation of the activities that flow from NCAPPS TA. TA recipients must describe how people who use services, and their families, have been—and will be—involved in this person-centered system change effort. Recipients must also describe how they will continue this engagement to inform ongoing system improvements.

NCAPPS TA recipients and the subject matter experts who deliver the TA will apply an equity lens to all strategies and activities. Applying an equity lens helps us to understand how race, ethnicity, and culture shapes a person's and a family's experience with a system, including access, experience, and outcomes. For example, applying an equity lens to engagement and communications means ensuring that engagement efforts reach people who reflect the racial, ethnic, cultural, and linguistic diversity of the populations served by the agency. All activities supported by NCAPPS TA must be culturally competent and accessible (e.g., materials translated into commonly spoken languages, available in multiple formats, and written in plain language). NCAPPS-supported efforts should also align with existing diversity, equity, and inclusion initiatives underway within the agency or in the community. And efforts to enhance quality and access must be informed by data on racial and ethnic disparities.



Applicants are also strongly encouraged to consider integrated approaches to implementing person-centered thinking, planning, and practices across sub-systems serving a wide range of programs, funding streams, and agencies that impact people with disabilities and older adults.

Scope and Domains of Technical Assistance

TA activities will fall within eight domains drawn from the NCAPPS *Person-Centered Practices Self-Assessment*, a tool designed to support human service agencies to measure progress in developing a more person-centered system. If selected, TA recipients will work with NCAPPS to develop specific TA outcomes using the *Self-Assessment* to identify areas of strength and areas for improvement. The eight domains are:

- Leadership – How well people in charge know about and support person-centered practices
- Person-Centered Culture – How person-centered the system’s culture is, and how person-centered approaches are used to address risks
- Eligibility and Service Access – How person-centered the intake and assessment process is
- Person-Centered Service Planning and Monitoring – The process for creating and implementing person-centered plans
- Finance – How agreements with providers support person-centered practice, and how well services help people to reach their goals
- Workforce Capacity and Capabilities – How well staff know about and have the skills to deliver person-centered planning and supports
- Collaboration and Partnership – Strength of partnerships with people who use services, families/loved ones, service providers, and advocacy organizations
- Quality and Innovation – How person-centered the agency’s mission and standards are

It is not a requirement that applicants identify a specific focus area in each domain.

Please note that NCAPPS does not pay for training in the mechanics of person-centered thinking, planning, and practice. NCAPPS will provide assistance in developing goals, objectives, and strategies related to the development, selection, implementation, funding, and evaluation of training approaches.

Technical Assistance Plan, Process, and Evaluation of Impact

Selected applicants, with NCAPPS support, will create a detailed TA plan. The plan will identify primary contacts/team leads, additional team members and collaborating agencies, a description of equitable engagement strategies, and a statement of need and intended outcomes. For each intended outcome, the plan will specify measurable objectives, milestones indicating an objective is complete, description of TA, identification of additional resources to be leveraged, responsible entities, and completion dates. The detailed plan will inform and support progress and inform evaluation of the TA’s impact. Milestones of TA may include specific products and implementation activities, surveys or focus groups that demonstrate organizational change, enhanced experiences of people receiving services, etc.



TA activities will consist of the following:

- A kickoff videoconference with the NCAPPS Lead to review the roles and expectations and begin to develop the TA plan
- Formation of a team composed of 3 to 6 senior leaders and other stakeholders, including people who use services and their families
- Identification of equitable engagement activities; these activities will be developed by the team with support from NCAPPS and subject matter experts
- Creation of a TA plan; the final plan will be submitted to the Contracting Officer’s Representative (COR) group at the Administration for Community Living and the Centers for Medicare & Medicaid Services for review and approval within one month of the kickoff meeting
- Monthly videoconferences with the NCAPPS Lead and subject matter experts to review progress toward intended outcomes and objectives and support continuous improvement, with plan amendments and revisions as needed
- Additional videoconferences, ad hoc support, and site visits if appropriate with the NCAPPS Lead and subject matter experts to support the team to reach TA goals and objectives
- Yearly TA Plan review – TA in subsequent years is contingent upon approval from the COR group

Roles and Expectations of NCAPPS and Technical Assistance Recipients

	NCAPPS will...	Technical Assistance Recipients will...
TA Setup and Communication	<p>Assign a Lead with expertise targeted to the identified needs and goals in the TA plan</p> <p>Hold regular videoconferences with the team to assist with achieving goals; videoconferences will be at least monthly but may be more frequent in initial phases and as dictated by the TA plan</p> <p>Facilitate communication with the COR group to provide updates on progress</p> <p>Assign subject matter experts to support work toward the TA plan</p> <p>Provide regular updates on NCAPPS activities and resources</p>	<p>Establish a core team of 3-6 senior leaders, service users, and family members</p> <p>Designate team members as the primary and secondary contacts and for this TA</p> <p>Develop an equitable engagement strategy to ensure that people and families are centered in all NCAPPS TA activities</p> <p>Establish a TA plan, with support from the NCAPPS Lead</p> <p>Attend scheduled TA kickoff and participate in regularly scheduled videoconferences</p>



NCAPPS will...		Technical Assistance Recipients will...
Targeted TA Activities	<p>Provide up to 100 hours of TA</p> <p>Plan for an in-person site visit to facilitate project work, review of materials, and to meet with stakeholders as appropriate to the goals; not all TA plans must include a site visit</p> <p>Assist with the identification of local and national resources and initiate collaborative work where relevant to advance the team toward enhanced person-centered approaches to providing supports</p> <p>Facilitate access to additional subject matter experts based on the team’s expressed interest and needs</p> <p>Assist with establishing documentation of progress toward milestones, review at the end of the TA year</p>	<p>When specified in the TA plan, host the TA team on site; the site visit may be scheduled early in TA to facilitate mapping of tasks; not all TA plans must include onsite TA</p> <p>Provide relevant materials (documents, protocols etc.) to TA team as necessary, to facilitate provision of TA</p> <p>Test and implement efforts to advance person-centered practices through plan-do-study-act cycles that allow for rapid evaluation of implementation efforts, and modification of approach as needed</p> <p>Track and report measures of progress and achievement of milestones; submit a request for continuation of TA at the end of TA year; TA may be for up to two years total and is contingent upon COR group review and approval at the end of the first TA year</p>
Peer-to-Peer Learning	<p>Host webinars that present examples of advancing person-centered practices</p> <p>Host topic-specific Learning Collaboratives that will be open to TA recipients</p> <p>Collect and post relevant publicly available resources on the NCAPPS website</p>	<p>Actively participate in webinars as requested, including sharing planned goals and activities as well as implementation successes and challenges</p> <p>Participate in Learning Collaboratives based on the team’s areas of interest and expertise</p>