



Technical Assistance Options

Child Care Aware® provides three types of technical assistance: basic, intensive and ongoing intensive. Child Care Aware® of Steuben and Schuyler define the types of technical assistance as:

- **Basic Technical Assistance (BTA)**

This service is provided to the child care work force, trainers, stakeholders, registrars/licensors, and parents. It can be accessed through phone, email, or face to face. Basic technical assistance services consist of, but are not limited to, support with child development information, programmatic implementation, business management, regulatory compliance, and training follow-up. This service does not require a site visit and is less than one hour in duration.

- **Intensive Technical Assistance (ITA)**

This service is provided to the child care work force and can be accessed through phone, email, or face to face. Intensive technical assistance services must be delivered face to face and consist of, but are not limited to, support with child development information, programmatic implementation, business management, regulatory compliance, and training follow-up. Intensive technical assistance must be an hour or more in duration. The outcome of ITA is increased program quality as evidenced through various evaluations.

- **Ongoing Technical Assistance Services**

This service is provided to the childcare workforce and can be accessed through phone, email, or face to face. Intensive technical assistance services must be delivered face to face and consist of, but are not limited to, support with child development information, programmatic implementation, business management, regulatory compliance, and personalized on-site training. Intensive technical assistance requires an individual or program to commit to ongoing support services (monthly for a minimum of five months).





The Manager of Provider Education and Education Specialist, evaluate each technical assistance request to determine which type of service will meet the needs of the individual or program. When the type of technical assistance has been determined, the Education Specialist, who is assigned to the individual/program, will contact them to schedule a site visit to discuss an overview of the type of services being provided and develop a plan of action that will include the following:

- Written agreement defining the role and responsibilities of both parties
- Goals
- Objectives
- Anticipated outcomes
- Assessment to establish a baseline of strengths and opportunity for growth (when appropriate)
- Development of a quality improvement plan
- Feedback and modifications when necessary
- Timeline
- Financial resources
- Materials
- Evaluation on the effectiveness of the service provided
- Six month technical assistance service follow-up

Technical Assistance Request can be made through the following:

- Via Email: rydere@proactioninc.org
- By phone 607-776-2126, ask for an Education Specialist
- Request through your registrar/licensor

***** Key partners**

New York State Office of Children and Family Services
New York State Infant and Toddler Region II
SUNY PDP
American Red Cross
Early Care and Learning Council
Child Care Aware® of America
New York State Association for the Education of Young Children

