OJJDP's TTA360 FAQs

What is TTA360?

To meet OJJDP's long-term needs to track and report on training and technical assistance (TTA), OJJDP is launching a new system called OJJDP TTA360 that will allow OJJDP to collect various data and monitor the TTA delivered by its network of providers.

TTA360 is a way to connect OJJDP's TTA providers into one network by providing a system that all providers can use from "start to finish" to support their delivery of TTA. TTA360 also supports OJJDP's focus on increased accountability of TTA providers, streamlines the field's access to all of OJJDP's TTA resources and providers, and improves the customer experience.

What are the benefits of TTA360?

Specifically, TTA360 has the following benefits:

- Enables OJJDP to centralize the intake of TTA requests from the field through a standardized, web-based TTA request interface.
- Increases the ease of coordination by allowing multiple providers to view and manage the same TTA requests when they are collaborating.
- Collects and stores information, allowing OJJDP to view TTA request data and monitor TTA delivered by providers; and supports analysis of the data the system collects.
- Provides OJJDP with greater reporting capabilities, resulting in far greater visibility and more useful metrics because OJJDP can interpret, compare, and report on standardized data.
- Permits the field to request TTA from multiple providers through one process.
- Provides a way for requesters to ask about the status of their requests by accessing the system.
- Allows for tracking over the "life" of a TTA request and lets OJJDP review the time it takes to move from accepting a request to successful completion.

For more information about OJJDP's TTA360, contact:
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How was TTA360 designed?

The goal for the design of TTA360 is to provide a product that meets the needs of OJJDP/OJP, TTA providers, and the field. The system is easy to use and supports a centralized business process for receipt and management of TTA requests. Information for the design of TTA360 was collected through meetings with OJJDP staff and TTA Network workgroups. The design of TTA360 was also informed through user testing and piloting by representatives of the TTA Network.

When is TTA360 being implemented?

TTA360 will be launched in two phases—a pilot phase and network-wide phase. A pilot group has been selected by OJJDP through soliciting volunteers from the TTA Network. Pilot group members were selected based on diversity in geography, project size, and TTA focus area. The network-wide launch will be done in phases and is expected to begin in February and be completed in July of 2015. The OJJDP TTA Unit and OJJDP's NTTAC will be working individually with OJJDP Program Managers to develop TTA360 launch plans for the TTA providers in their portfolio of grantees.

To schedule a meeting to discuss implementation, please contact:

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Are TTA providers required to use TTA360?

Yes. All TTA providers are required to use TTA360 to track any TTA activities funded by OJJDP. Once TTA360 is implemented, for the first time OJJDP will have the capability to track delivery of its TTA in real time and be able to extract data for analysis and reporting to meet OJP and other stakeholders' reporting requirements.

When will I be trained on TTA360?

Currently, we have scheduled trainings in February and March for TTA providers and their assigned OJJDP Program Managers. The training will provide participants with TTA360 user materials.

To learn more about TTA360 trainings, please contact:

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How is this being communicated to TTA providers?

TTA360 communications started with the OJJDP TTA Request Workgroup, which provided feedback on the centralized electronic request form for TTA360. The OJJDP TTA Outcome Assessment Committee was also engaged to provide feedback on data collection and reporting for TTA360.

Network-wide communications began with an announcement at the June 2014 quarterly TTA Provider Network meeting and were followed up through regular TTA Network communication mediums (listserv messages, e-newsletter).

The approach to TTA Network communications and engagement is to provide different avenues to solicit feedback and to ensure a transparent process that keeps the Network informed of the TTA360 project.

How is this being communicated to the field?

OJJDP's NTTAC Help Desk will be available to answer questions about TTA360 and assist TTA providers and the field in its use. Help Desk resources such as FAQs and a brochure will be developed to help the field in using TTA360.

Communication mediums such as OJJDP's JUVJUST and NTTAC's listserv messages will be used to make the field aware of TTA360. TTA360 has its own home page that provides helpful information about the system, general information about OJJDP's TTA Provider Network, and information on how to use the system.