

2023-2024 Community Care Hub National Learning Community Individual TA FAQ for NLC Participants

Q: What is Technical Assistance (TA)?

TA is individual support from subject matter experts with unique expertise in key areas relevant to supporting NLC aims and objectives. The goal of individual TA is to help community care hubs (CCHs) participating in the National Learning Community (NLC) address a specific question or challenge in reaching their NLC goals.

Q: When can I request TA? Who is eligible?

The NLC kickoff meeting will be held on December 5, 2023, and TA requests will be open from January through August 2024. Each NLC participant can request up to 2 individual TA sessions to further the aims and objectives of the NLC and their CCH's individual goals. Additional opportunities may be made available later in the project year.

Q: How will TA be initiated?

The CCH submits a [TA Request form](#). The request will be reviewed by the ACL CCH team and matched to a TA provider based on expertise, commonalities, and availability. The request will be shared with the prospective provider, who may accept or decline the opportunity within 3 business days. If accepted, the provider will set an initial meeting with the CCH and may include the Mission team, if desired.



Tip: Do your homework and be prepared for your TA sessions to get the most out of your time with the experts!

Q: What happens at the initial meeting?

The TA provider and CCH will discuss a potential plan. Once the meeting has been completed, the provider will complete a [TA Plan form](#) within 5 business days. The plan will include a description of the support, an estimate of the level of effort, and start/end dates. It will be reviewed by the ACL CCH team and shared with the CCH requesting support so that TA can begin.

Q: What happens after the TA plan is completed?

At the estimated end date, as confirmation of services and to improve future TA support, Mission will survey the CCH regarding the experience and satisfaction with the TA received.

TA Request Examples

Topic	CCH Goal	TA Request
Network Development	Onboard 5 new network partners that serve historically underserved communities (including BIPOC and LGBTQIA+ communities) by June 2023, resulting in improved access to and utilization of programs and services	CCH requests TA to support the development of a community assessment plan to identify and prioritize prospective network members that service BIPOC and LGBTQIA+ communities
Contracting & Information Technology	Engage a Medicaid MCO in a pilot contract to collaboratively develop a process for data sharing that will include billing/claims submission for social care interventions	CCH requests TA support for developing a data-sharing agreement for a MCO pilot contract. CCH currently uses Salesforce as a case management system while the MCO uses Epic