



Training and Technical Assistance Annual Report Fiscal Year 2018

January 2019



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Executive Summary

The establishment of OJJDP's Training and Technical Assistance (TTA) Provider Network has helped to further OJJDP's goal of providing more cohesive and collaborative support for the field. TTA providers work in a number of areas to help improve the lives of children and youth from across the country by providing TTA that is evidenced-based, grounded in best practices, and designed to improved outcomes.

OJJDP's TTA Provider Network reached thousands of professionals in the juvenile justice and child victimization prevention fields.

OJJDP's NTTAC helped facilitate the TTA Provider Network's success.

38 Provider Organizations

4 Communities of Practice Developed

56 Projects Managed

258 Individuals Trained Through Direct TTA

84 Instances of Provider Collaboration

576 Inquiries Through OJJDP TTA Help Desk

298 Resources Developed by Providers

1,527 Requests Received Through TTA360

659 Providers at OJJDP-Sponsored Conferences

6,089 Attendees at OJJDP's NTTAC Webinars

23,414 Attendees at Provider Network Webinars

29,176 Individuals on OJJDP's NTTAC Listserv

Looking Ahead to FY 2019 TTA Focus Areas

1. **Supporting and Protecting Law Enforcement** in order to more effectively reduce crime. Plans to address this area include listening to professionals in law enforcement and identifying gaps and needs in order to ensure they have the support they need to protect public safety.
2. **Supporting Prosecutors** to address the unique needs and challenges related to juvenile prosecution. Plans to address this area include learning from a Prosecutor Needs Assessment and applying findings to better provide for the needs of the field.
3. **Supporting Victims** so they get the best possible outcomes. Plans to address this area include identifying best practices for working with victims and how to best support those who have been victimized through engaging the field.
4. **Youth Accountability** that emphasizes life skills, competency, and community safety. Plans to address this area include increasing engagement with youth and promoting restorative justice practices.

Overall, these focus areas will be addressed through activities, such as collaborative webinars, communities of practice, marketing and outreach through Provider Spotlights and the JUVJUST listserv, research and evaluation efforts, the development of resources, and OJJDP TTA Help Desk services.

“I am most grateful for your kind assistance. The downloaded PDF version is very helpful, and I look forward to other NTTAC learning opportunities to share with colleagues and community leaders.”

“The resources have been very helpful. As I continue to develop my program, I would greatly appreciate your assistance.”

Introduction

The Office of Juvenile Justice and Delinquency Prevention (OJJDP) provides national leadership, coordination, and resources to prevent and respond to juvenile delinquency and child victimization. The effective and efficient provision of training and technical assistance (TTA) is one of OJJDP's primary vehicles to achieving the agency's mission. OJJDP supports states and communities in its efforts to develop and implement effective and coordinated prevention and intervention programs, and to improve the juvenile justice system so that it protects public safety, holds youth accountable, and provides treatment and rehabilitative services tailored to the needs of juveniles and their families.

Effective programs to support at-risk and delinquent youth and their families are essential if, as a nation, we are to increase the chances for these youth to become productive and contributing adults. Such programs are also critical to furthering OJJDP's vision of "a nation where our children are healthy, educated, and free from crime and violence. If they come into contact with the juvenile justice system, the contact should be both just and beneficial to them."

OJJDP's TTA goals include ensuring its TTA is systemically coordinated, aligned with OJJDP priorities, responsive to the needs of the juvenile justice and child victimization prevention fields, and delivered efficiently and effectively. OJJDP meets these goals through a TTA delivery system composed of the Training and Outreach Unit, OJJDP TTA Program Managers, OJJDP's National Training and Technical Assistance Center (NTTAC), and a Network of TTA providers.

The Training and Outreach Unit coordinates the development, implementation, monitoring, and assessment of all TTA efforts supported by OJJDP. The Training and Outreach Unit is housed under OJJDP's Communications and Coordination Division and works collaboratively with OJJDP TTA Program Managers, OJJDP's NTTAC, and the TTA Provider Network.

This report highlights OJJDP's TTA efforts in FY 2018 (October 2017 to September 2018).



OJJDP's National Training and Technical Assistance Center

OJJDP's National Training and Technical Assistance Center (NTTAC) works directly with the field to help connect them with OJJDP TTA resources and services. It also works with OJJDP TTA providers to promote best practices and standards in TTA assessment, planning, delivery, and evaluation. OJJDP's NTTAC services include brokering TTA requests, managing web-based platforms such as TTA360, operating OJJDP's TTA Help Desk for easy access to information for professionals in the field, providing marketing and outreach support to providers, and operating sophisticated virtual learning and information-sharing platforms to support OJJDP and its Provider Network.

A PROGRAM OF
the Office of
Juvenile Justice and
Delinquency Prevention



OJJDP TTA Network

The OJJDP TTA Network was formed in 2012 to connect all the TTA projects funded by OJJDP and to improve communication, coordination, and collaboration. The Network is composed of various organizations that operate OJJDP-funded TTA projects serving the juvenile justice and child victimization prevention fields. OJJDP encourages collaboration and information sharing among its TTA providers to promote evidence-based practices and to help providers build capacity. Providers in the Network offer TTA activities that fall into three broad categories, defined by their level of TTA engagement and intensity. Each category has various activities and associated tasks that might occur during the delivery of the TTA.

Office of Juvenile Justice and
Delinquency Prevention



Universal TTA specifically brokers services and dissemination of information.

Targeted TTA is designed and delivered to a group of recipients with similar needs.

Tailored TTA is designed and customized to address an organization's specific, individualized need.

Provider services include information dissemination, online and in-person training, and onsite customized TTA. To address the challenges of working with such a large, diverse Network, OJJDP works closely with OJJDP's NTTAC to coordinate all OJJDP-funded TTA. The OJJDP TTA Network has five goals:

1. Maximize and leverage resources through coordination.
2. Work collaboratively to address common challenges.
3. Use technology to efficiently delivery TTA
4. Promote standardization and consistency in quality
5. Communicate TTA needs to OJJDP.

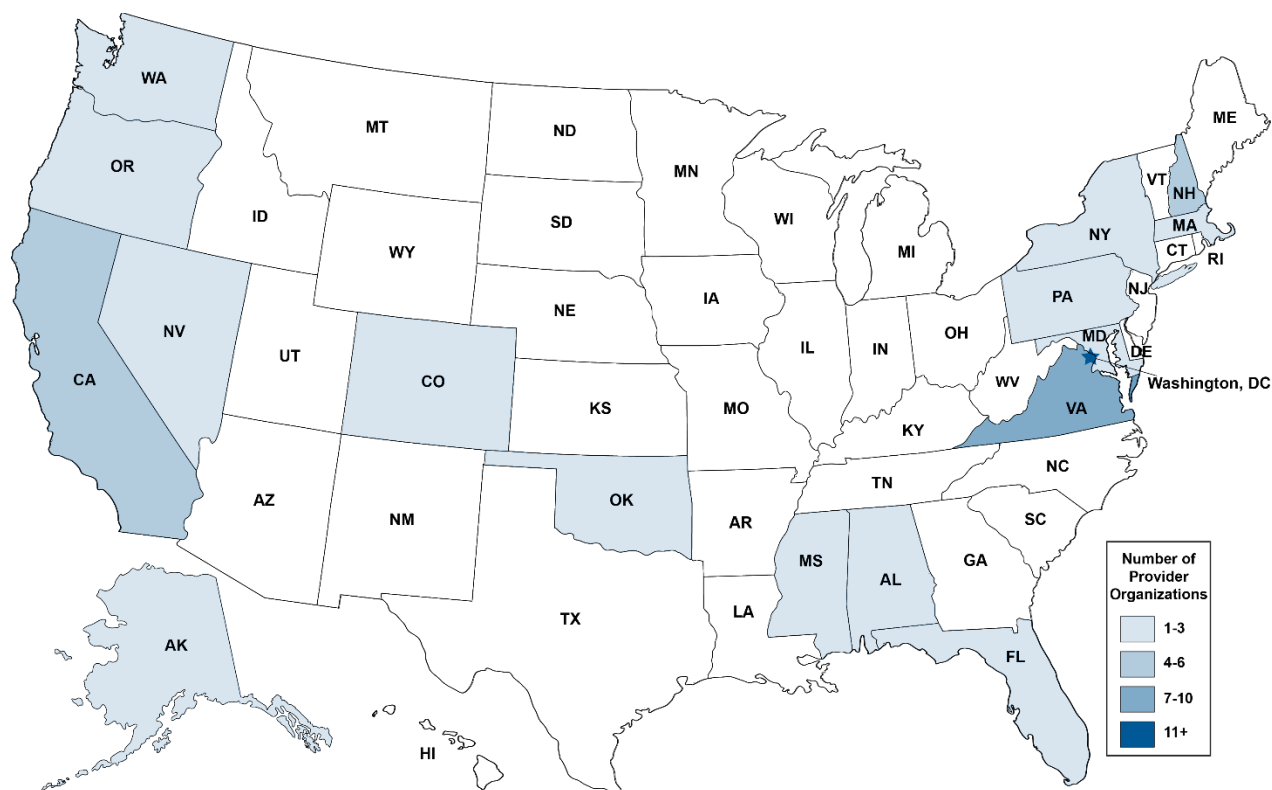
Composition of the Provider Network

In FY 2018, OJJDP's TTA Network was composed of 38 provider organizations that managed 56 projects. The TTA providers deliver TTA to states, local communities, tribal jurisdictions, and public and private agencies. Provider services include information dissemination, online and in-person training, and onsite customized TTA.

The establishment of OJJDP's TTA Network has helped to further OJJDP's goal of providing more cohesive and collaborative support for the field. TTA providers work in a number of areas to help improve the lives of children and youth from across the country by providing TTA that is evidenced-based, grounded in best practices, and tailored for the field. TTA is provided to a number of audiences including nonprofit organizations, practitioners, and the general public.

TTA providers work to deliver TTA in the following areas: Reducing Violent Crime; Combating Gangs; Ensuring Public Safety; Reducing Drug Use; Youth Development; Preventing Child Abuse, Neglect and Victimization; Combating Human Trafficking; Supporting and Protecting Law Enforcement; and Supporting Prosecutors. The map in **Figure 1** shows the distribution of TTA providers across the United States. Despite TTA providers having specific locales, many conduct TTA in other states and other regions of the country, allowing for a wide distribution of TTA and to a wide variety of audiences.

Figure 1: Distribution of TTA Providers Across the United States



Requests for Training and Technical Assistance

OJJDP's TTA360 is an online TTA request and management system that allows providers in the TTA Network a way to track and manage a TTA request from "start to finish." The field, composed of members of the public, practitioners, and other stakeholders interested in juvenile justice resources can request TTA in one central place through TTA360. This centralized approach increases the field's access to OJJDP's TTA resources and services and improves their experience. TTA360's data collection capabilities also support OJJDP's focus on increased accountability of TTA providers and the delivery of efficient and effective TTA. Figures 2 through 9 illustrate basic information on TTA360's utilization in FY 2018.

Figure 2: Number of Requests Received Through TTA360

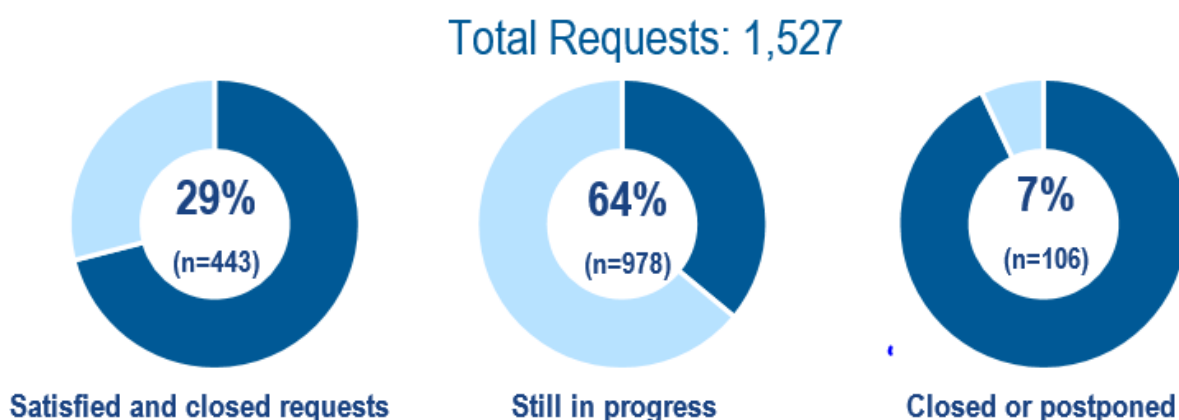


Figure 3: Top Five Entities Requesting Assistance Through TTA360



Figure 4: Primary Audiences of Requests



Data for Figures 2 through 4 are accurate as of a data pull on September 18, 2018.

Figure 5: Primary Types of TTA Requests in FY 2018

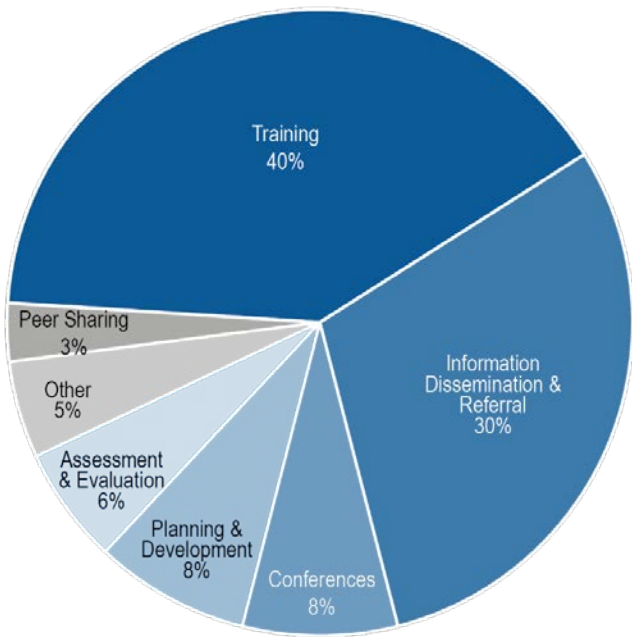


Figure 6: Primary TTA Categories Requested in FY 2018

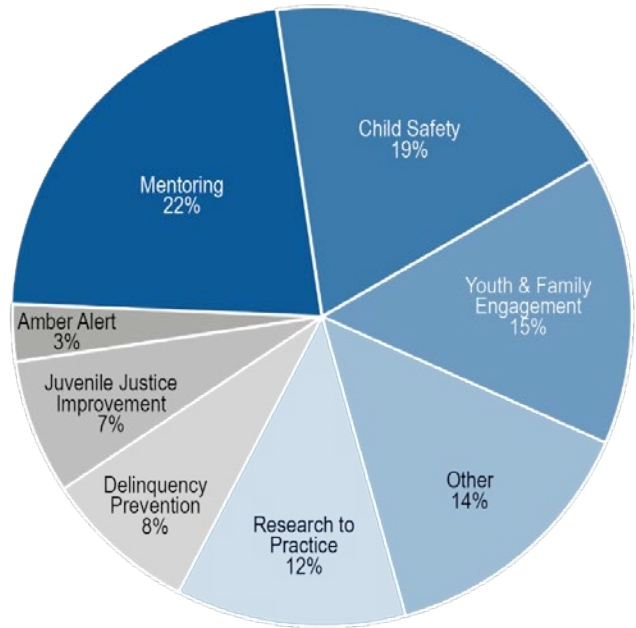
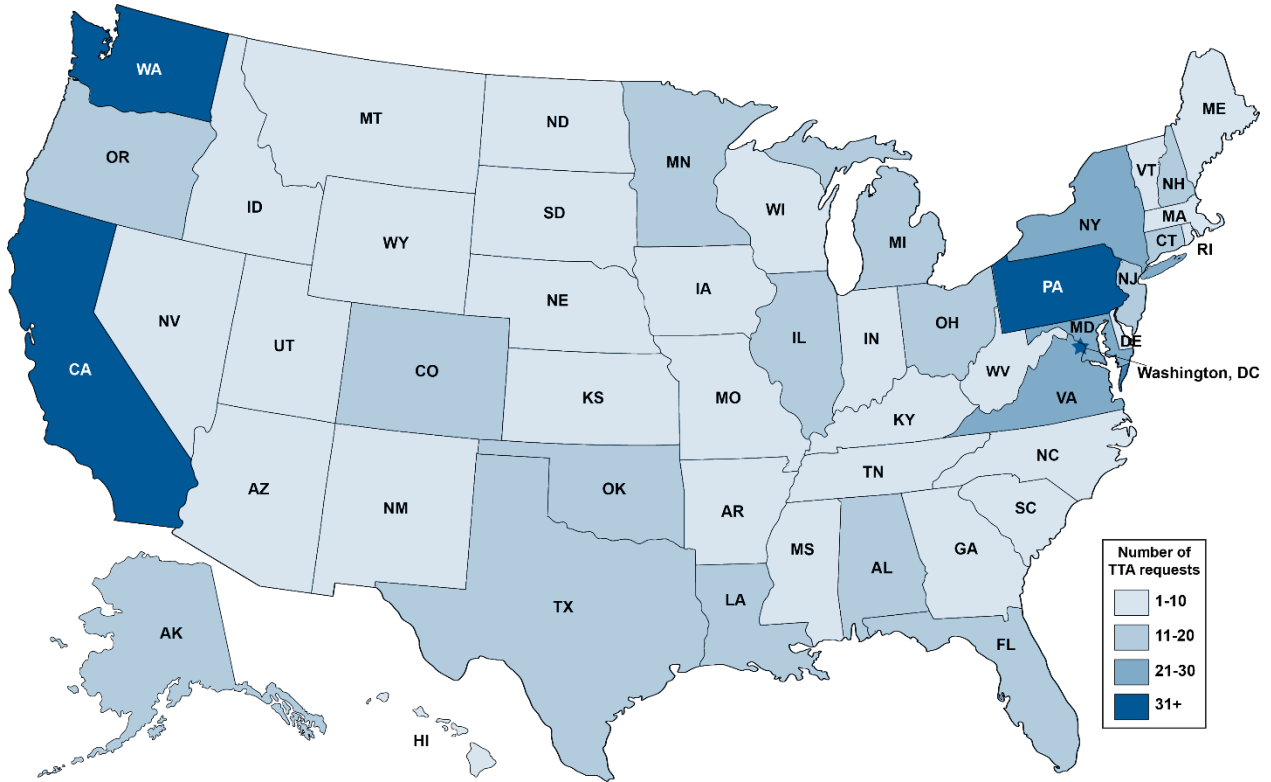


Figure 7: Distribution of States Requesting TTA in FY 2018

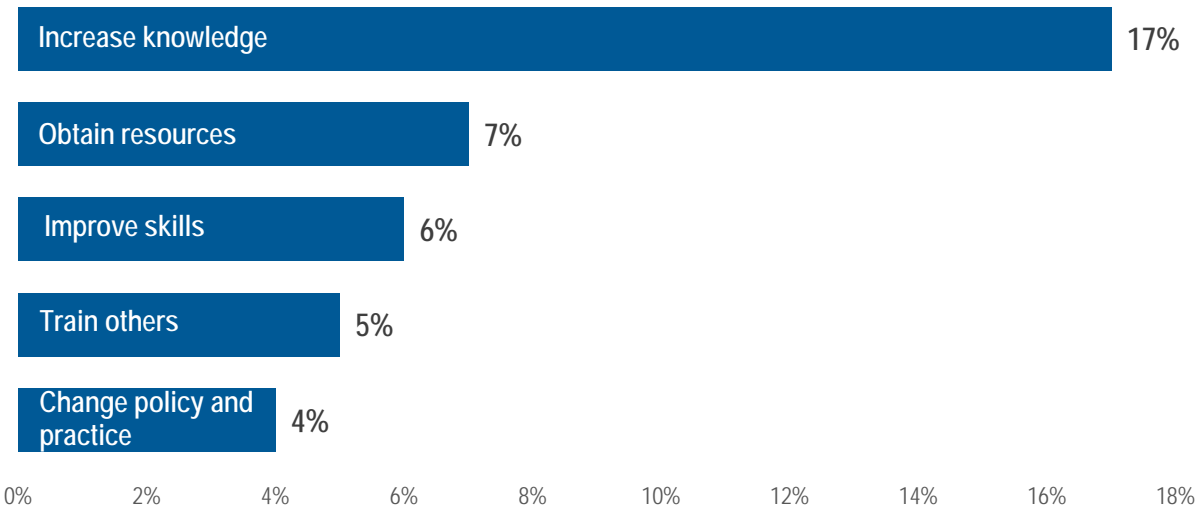


Data for Figures 5 through 7 are accurate as of a data pull on September 18, 2018.

Figure 8: Frequency of Each Level of TTA Engagement Requested Through TTA360 for Closed/Satisfied Requests

19% Universal TTA	47% Targeted TTA	34% Tailored TTA
Out of the 167 universal TTA requests (19% of closed/satisfied requests), 100% were on-going, low intensity.	Out of the 415 targeted TTA requests (47% of closed/satisfied requests), 47% were short-term/low intensity; 30% were short-term/medium intensity; 22% were long-term/medium intensity; and 1% were long-term/high intensity.	Out of the 307 targeted TTA requests (34% of closed/satisfied requests), 29% were short-term/low intensity; 39% were short-term/medium intensity; 28% were long-term/medium intensity; and 4% were long-term/high intensity.

Figure 9: Top Five Anticipated Outcomes of Requests in TTA360 for Closed/Satisfied Requests



The data in Figure 8 and Figure 9 are accurate as of a data pull on 12/14/18. Percentages are based on TTA providers managing requests in TTA360 who closed their requests and selected levels and engagement and outcomes.

Ensuring Quality TTA

In FY 2018, OJJDP's NTTAC updated the TTA360 standard operating procedures (SOP) and analyzed TTA360 data quality to support efforts to further improve the delivery of OJJDP TTA.

TTA360 Standard Operating Procedures

In FY 2018, OJJDP revised the SOPs for TTA360. The revamped document, included as part of the *Core Performance Standards: TTA Provider Requirements*, outlines user roles and responsibilities of OJJDP staff, TTA providers, and OJJDP'S NTTAC; and timeline/deadlines for TTA provider actions (e.g., assignment, acceptance/rejection, denial, closeout).

Additionally, as part of the SOP, OJJDP's NTTAC included the establishment of goals for OJJDP'S NTTAC and all OJJDP-funded TTA providers to ensure the timely response to all requests for assistance. In instances where additional input on a request assignment was required, OJJDP'S NTTAC works with OJJDP staff in assigning and routing TTA requests to ensure deadlines are met. OJJDP, TTA Program Managers, OJJDP's NTTAC, and providers maintain frequent communication to track and respond to TTA requests received by the field.

Finally, the SOPs were expanded to include details on common definitions to assist users with TTA360 nomenclature. In addition, included in the revised SOPs are newly developed procedures on how TTA providers should log information dissemination and referral (level 1) type TTA requests.

TTA360 Data Quality

In FY 2018, OJJDP'S NTTAC conducted a thorough analysis on TTA360 data through a data quality review. The initiative analyzed key areas and fields to enhance the quality of data as outlined in the TTA360 SOP. Based on the indicators reviewed, OJJDP's NTTAC provided individualized TTA to providers to improve utilization of the system and data quality. OJJDP'S NTTAC also developed recommendations on how to continue to improve data quality, and implemented these recommendations to ensure compliance with the TTA360 SOP.

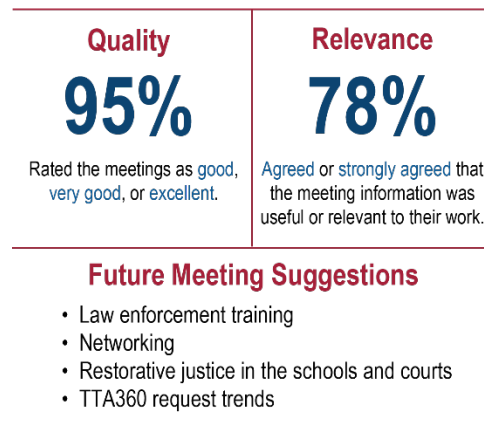
TTA Network Collaboration Activities

OJJDP provides regular opportunities for members of its TTA Network to meet, collaborate, and share information with peers. In FY 2018, OJJDP provided opportunities for collaboration through a variety of virtual and in-person activities.

Quarterly Virtual TTA Provider Network Meetings

In FY 2018, OJJDP's NTTAC hosted four Quarterly Virtual TTA Provider Network Meetings on October 18, 2017; and January 24, April 18, and July 25, 2018. The meetings covered a variety of content, including the transition of TTA360 to the Office of Justice Programs' platform, restorative justice best practices, and a demonstration of OJJDP's upcoming new website. The quarterly meetings also allowed TTA providers an opportunity to share with other providers the work they have completed that has successfully impacted the field. **Figure 10** shows evaluation results.

Figure 10: Quarterly Virtual TTA Provider Network Meetings (n=37)



Development of Communities of Practice

During the FY 2018 contract period, OJJDP'S NTTAC established Communities of Practice (CoP) to guide targeted TTA efforts. The goal was to promote knowledge sharing in order to build capacity of

Figure 11: Communities of Practice



Supporting and Protecting Law Enforcement



Supporting Prosecutors



Supporting Victims



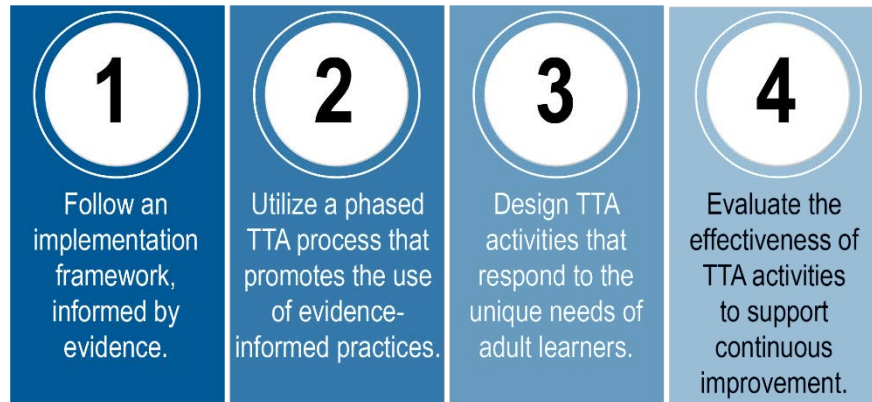
Youth Accountability

practitioners. The CoPs target audience are law enforcement officials, prosecutors, officials that work with and support child victims, and other professionals that serve in juvenile justice (e.g., youth accountability) (see **Figure 11**). The four CoPs are Supporting and Protecting Law Enforcement, Supporting Prosecutors, Supporting Victims, and Youth Accountability. OJJDP's NTTAC hosted webinars, developed resources, and disseminated information to enhance practice by the field in each community.

Updated Core Performance Standards

In FY 2018, OJJDP's NTTAC conducted an extensive review and update of the Core Performance Standards for OJJDP's TTA Provider Network that incorporates the latest research and promising practices from the field (see **Figure 12**). As mentioned earlier, OJJDP's NTTAC developed two separate resources for TTA providers: The *Provider Requirements* document outlines the expectations for TTA providers when developing and delivering TTA, including certain provisioned requirements as outlined by OJJDP and grantees' special conditions; the *Promising Practices* document presents minimum expectations to be met for effective practice in the planning, coordination, delivery, and evaluation of TTA.

Figure 12: Core Performance Standards



Webinar Collaboration Meeting

In February, OJJDP’s NTTAC convened a webinar meeting of TTA providers to discuss the development of a webinar calendar and potential collaboration opportunities. During the meeting, OJJDP’s NTTAC offered opportunities for providers to share current and future work that might lend itself to conducting a collaboration webinar with similarity aligned work being performed by other TTA providers. Illustrated in **Figure 13** are the evaluation results.

Figure 13: Webinar Collaboration Meeting Results Overview (n=8)



OJJDP TTA Provider Network Collaboration Activities

In FY 2018, the TTA Provider Network reached thousands of individuals; most notably, 23,414 participants attended provider webinars. Other highlights of Provider Network collaboration accomplishments in FY 2018 include:

Specialized TTA: Eighty-four instances of Provider Network collaboration on specialized TTA were reported. One example included a collaboration among National Girls Initiative, Georgetown Law Center on Poverty and Inequality, and OJJDP on system mapping, school pushout, domestic minor sex trafficking, family violence and the adolescent battery typology, and gender-responsive programming.

Another example was a collaboration between West Regional Child Advocacy Center (WRCAC) and Fox Valley Technical Center on a series of three customized trainings for child advocacy centers engaging tribal communities and serving Native populations.

Development of products and publications: 298 resources were developed. The breakdown of resource types developed is 123 presentations, 15 resource manuals, 14 online trainings, 12 assessment tools, 11 fact sheets, 11 literature reviews, and 112 other* resource materials. Examples include the *Transitioning to a Family Centered Approach: Best Practices and Lessons Learned from Three Adult Drug Courts* resource manual, the *E-Learning: Supporting and Inspiring Native Youth* online training, the *Synthesis of OJJDP's Investments in Mentoring Research* literature review, the *Introduction to Child Sex Trafficking Awareness and Response* online training, and a presentation titled "Help, My Images are Online!": *New Ways to Help Victims of Online Child Sexual Exploitation*.

* Other resources developed included final reports, newsletters/magazines, online checklists, public resources, information sheets, classroom trainings, and blog posts.

OJJDP TTA Providers Attend OJJDP-Sponsored Conferences

Out of the 38 provider organizations, 14 submitted annual information on their TTA activities to OJJDP's NTTAC (37 percent response rate); 659 representatives from the TTA provider organizations attended OJJDP-sponsored conferences in FY 2018. Some examples of conferences attended include Digital Evidence in Child Abduction Cases Conference, 2017 Court Referral Officers Drug Court Conference, American Probation and Parole Association 43rd Annual Training Institute, Juvenile Defense Contract Counsel Convening, National Child Advocate National Chapter Summit, and 2018 California Association of Collaborative Courts Conference.



SUCCESS STORY: UNIVERSAL TTA

In August and September 2018, OJJDP's NTTAC collaborated with the Police Foundation to present a two-webinar series on averted school violence. This series was created to inform practitioners and address recent developments in school violence prevention, response, and recovery.

Averted School Violence Webinar Series

In August and September 2018, OJJDP's NTTAC collaborated with the Police Foundation to present a two-webinar series on averted school violence. This series was created to inform practitioners and address recent developments in school violence prevention, response, and recovery.

The August 29 webinar, *Learning Lessons From the School Attack that Didn't Happen*, provided an overview of the Police Foundation's COPS and National Institute of Justice funded Averted School Violence (ASV) database. The database is used to collect, analyze, and share information on both averted and completed acts of violence in schools post-Columbine. Experts from the Police Foundation discussed

key findings and recommendations from a preliminary study conducted by the Police Foundation on averted incidents of school violence compared to completed incidents. The AVS project partner Sandy Hook Promise (SHP) also provided an overview of the training it provides in schools to help students and teachers identify and address concerning student behavior that can lead to violence. The webinar was attended by 609 people.

The September 5 webinar, *Strategies for the Prevention, Response and Recovery from Acts of Violence in Schools*, featured a retired police chief sharing lessons learned from the response to the Sandy Hook shooting. The Executive Director for the National Association of School Resource Officers discussed the role of school resource officers in the prevention of school violence. The Police Foundation then provided an overview of ongoing efforts to prevent, respond to, and recover from violence in schools; and share best practices identified through their ASV database, Secure Schools Alliance Initiative, and review of the Marjory Stoneman Douglas mass shooting. The webinar was attended by 576 people.

Participants provided some open-ended feedback following the webinar. The following statements are a sample of feedback provided on the webinar series that demonstrated its impact on the field:

"All aspects covered really painted a clear picture that details where we are today in our collective efforts to restore our schools back to safe places in which to learn and grow."

"The resources given through this webinar seem (with my very brief introduction) to be very relevant and helpful. I have already subscribed to the databases and websites that have been provided. And look forward to having a great working relationship with these individuals and organizations."

"The data on averted/completed attacks were powerful to learn – true facts that are not reported elsewhere. The programs detailed to offer student-based participation, as in Start with Hello, are something I will look into locally to see if I can volunteer or assist in their implementation."

As a followup to the ASV webinar series, OJJDP's NTTAC and the Police Foundation are working on the development of the *Averted School Violence Guide*, which will assist users in utilizing the Police Foundation's ASV database, to be released in early 2019.

Virtual Delivery of TTA: Webinars

In order to support OJJDP's mission of providing information and resources to prevent and respond to juvenile delinquency and victimization, OJJDP's NTTAC hosted webinars on a variety of topics in FY 2018.

Overview of OJJDP's NTTAC Webinars

OJJDP's NTTAC supported 21 web meetings, 15 web trainings, and 5 grant solicitation meetings for a total of 41 webinars with 6,089 participants in FY 2018. Twenty-seven of the total 41 webinars were evaluated starting in January 2018. OJJDP's NTTAC evaluated webinars to inform future webinar planning and for continuous quality improvement. The evaluations were based on detailed analysis of

participant feedback collected immediately after each event using online surveys. A total of 5,373 participants attended webinars that were evaluated; 1,775 participants provided feedback, giving a response rate of 33 percent (see [Figure 14](#)).

Figure 14: Virtual TTA Overview



Month	# of Participants	Month	# of Participants
October 2017	292	April 2018	359
November 2017	115	May 2018	159
December 2017	250	June 2018	193
January 2018	195	July 2018	683
February 2018	130	August 2018	715
March 2018	297	September 2018	2,701
Total		6,089	

Quality of OJJDP's NTTAC Webinars

OJJDP's NTTAC assesses multiple categories related to webinars, including:

- Overall quality
- Utility/transferability
- Format/content
- Presenter knowledge and effectiveness
- Objectives achieved
- Helpful aspects
- Suggestions for future events
- How information will be used
- Future needs
- Participant background information

Evaluations are tailored for each event; therefore, not all categories are captured for all events. [Figures 15 and 16](#) show the aggregated evaluation results from the virtual TTA delivered in FY 2018. [Figure 17](#) demonstrates the virtual TTA presenter results.

Figure 15: Utility/Transferability of the Virtual TTA Delivered in FY 2018

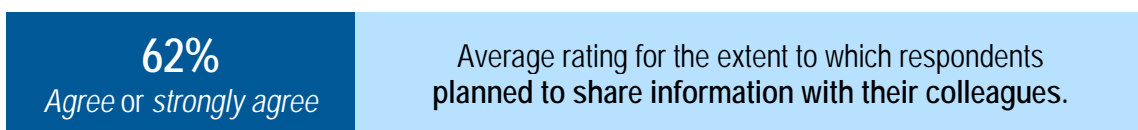
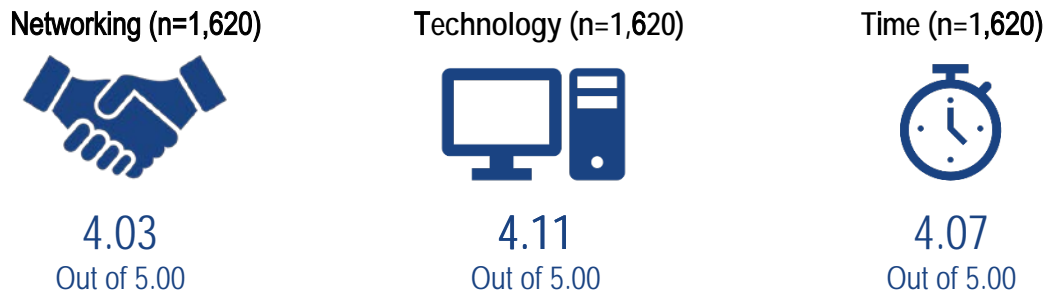


Figure 16: Respondent Ratings on the Format and Content of Virtual TTA



All items were rated on a 5-point Likert scale (1=Strongly Disagree, 2=Disagree, 3=Neither Agree nor Disagree, 4=Agree, 5=Strongly Agree).

Networking was defined as being provided meaningful opportunities to interact with each other. **Technology** was defined as having technology that facilitated a good learning environment. **Time** was defined as having appropriate time to meet stated goals.

Figure 17: Range of Respondents' Ratings on the Presenters of Virtual TTA



All items were evaluated using a 5-point Likert scale (1=Strongly Disagree, 2=Disagree, 3=Neither Agree nor Disagree, 4=Agree, 5=Strongly Agree).

Webinar presenters were assessed on their **knowledge** (i.e., tailored content) and **expertise** (i.e., content delivery).

Usefulness of OJJDP's NTTAC Webinars

OJJDP's NTTAC assesses the usefulness of their webinars by capturing open-ended feedback on the helpful aspects of webinars and quantitative information on how the webinar information will be used.

Helpful Aspects

Respondents are asked which aspects of the webinars they found to be most helpful. In all, 985 responses were collected. The following examples are indicative of sample positive responses:

"All of the presenters were very enlightening."

"Amazing webinar! Fantastic information."

"I really appreciate the multiple presenters and their perspectives."

"I think the Q&A helped relate the information to the work we do."

"I work in juvenile hall and it is helpful for us all to know how to access services."

"Interactive discussions."

“Loved getting perspectives from such a good variety of panel members.”

“Resources provided were helpful.”

“Very good presentations, the subject was well talked about.”

How Information Will Be Used

The top three ways in which participants anticipated applying the information are Professional Development, Train/Educate Others, and Program/Practice Improvement (see [Figure 18](#)).

Figure 18: Virtual TTA Anticipated Outcomes Overview, FY 2018 (n=1,620)



OJJDP TTA Provider Webinars

In addition to the reach OJJDP’s NTTAC had on the field to better support professionals in the juvenile justice and the child victimization prevention fields, the OJJDP TTA Provider Network hosted webinars to support virtual information dissemination. Across the TTA Provider Network, 23,414 participants attended webinars hosted independently by OJJDP TTA providers. Combined with OJJDP’s NTTAC total number of webinar participants (6,089 participants), the OJJDP TTA Provider Network reached 29,503 professionals in the field. The top five organizations with webinar attendees were:

- Fox Valley Technical College Missing and Exploited Children Training and Technical Assistance Program (9,407 webinar participants)
- AMBER Alert Training and Technical Assistance Program (3,419 webinar participants)
- NMRC/MENTOR (2,993 webinar participants)
- Fox Valley Technical College ICAC Support (2,171 webinar participants)
- Midwest Regional Children’s Advocacy Center (2,109 webinar participants)



SUCCESS STORY: UNIVERSAL TTA

"The best part: The child was found within an hour, unharmed asleep under a pine tree in a wooded area near the home."

– BMECC

Delivering Universal Training: National Center for Missing & Exploited Children Helps Bring Children Home Safely

In May 2018, Chris Freeman, the Communications Director of the Barren-Metcalf Emergency Communications Center (BMECC) in Glasgow, KY, attended the 166th iteration of the National Center for Missing & Exploited Children's (NCMEC) Missing Children Seminar for Chief Executive Officers. His attendance at the seminar was one of the final steps in BMECC's process to become a recognized member of NCMEC's Missing Kids Readiness Program (MKRP).

One week after hearing their policy was approved, BMECC had its first missing child, a 10-year-boy with a diagnosed sleepwalking disorder. The parents looked for him unsuccessfully for 15 minutes prior to calling 911. After talking to the supervisor on duty and listening to the 911 call, the BMECC team went to work.

"Our people retained information from the training," Freeman said. "They asked questions and disseminated information they never would have thought of before. They sent an officer to the house, notified volunteer fire departments, rescue squads, and emergency management. The dispatchers stayed in contact with me throughout the event, they checked their maps looking for dangerous places the child could be near such as cliffs, ponds, streams, and thick wooded areas, and sent search crews to quickly look there. The best part: The child was found within an hour, unharmed asleep under a pine tree in a wooded area near the home." "We had a second call this week," Freeman added. "A young child on the autistic spectrum wandered off. Fortunately, he was located and returned unharmed within 15 minutes of the original call."

"The NCMEC training has inspired me to host our first ever Citizens Dispatch Academy," Freeman said, "which will teach citizens what to do when they dial 911. I also want to do one for parents of special needs children that would focus on things I took away from the training."

OJJDP TTA Help Desk

The OJJDP TTA Help Desk is a multifaceted platform for accessing TTA resources and services from OJJDP TTA providers by the field. Through interacting with the field on a daily basis and keeping abreast of current resources and tools available, Help Desk team members are prepared to connect those in the juvenile justice and child victimization fields to resources and services that best fit their needs. The Help Desk is available Monday through Friday from 9 a.m. to 5 p.m. ET via phone and email to provide assistance to consumers.



The Help Desk identifies topic-specific resources from OJJDP's TTA providers to assist practitioners in the field. Help Desk support also includes connecting requesters with OJJDP's TTA Provider Network through the TTA360 portal, or by identifying subject matter experts to assist with special requests. In FY 2018, the OJJDP TTA Help Desk responded to a total of 576 inquiries via phone and email.

Metrics

Figures 19 through 22 represent the performance of the OJJDP TTA Help Desk in FY 2018.

Figure 19: Individuals Requesting Assistance From the OJJDP TTA Help Desk



Figure 20: OJJDP TTA Help Desk Quarterly Inquiries

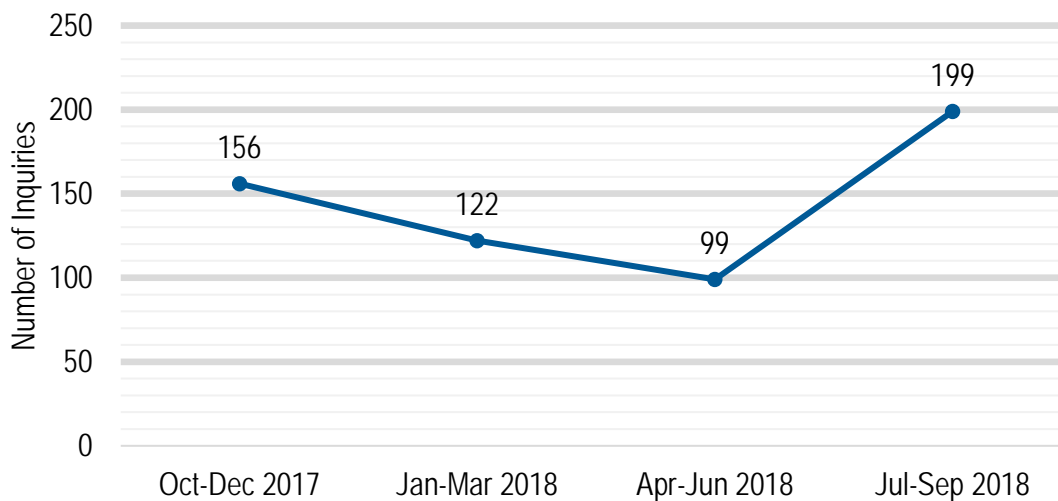


Figure 21: OJJDP TTA Help Desk Types of Inquiries

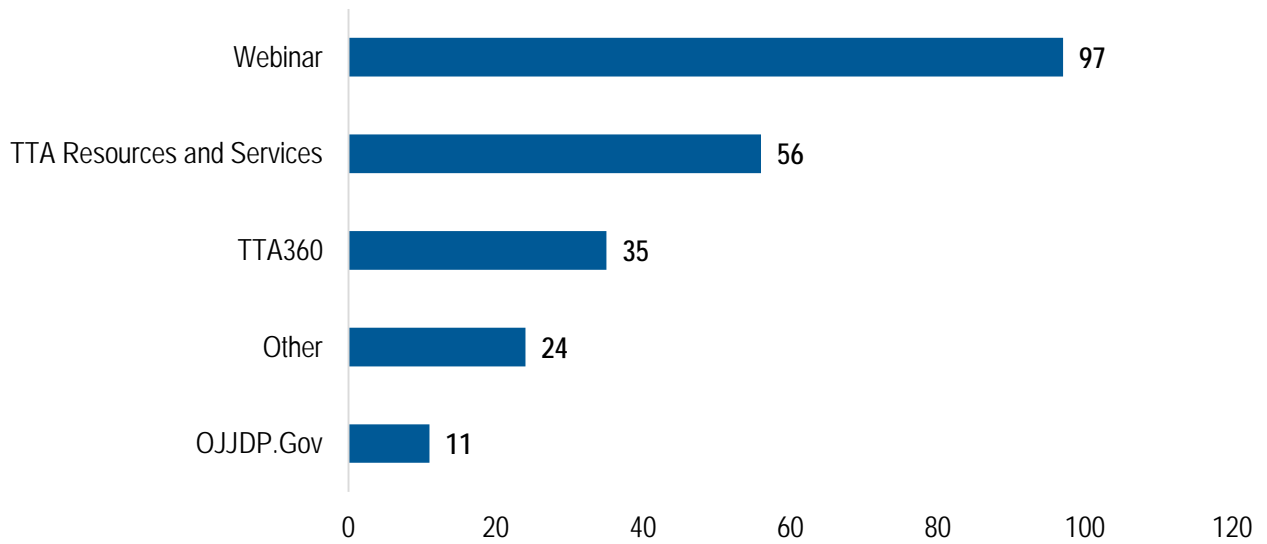


Figure 22: TTA Resources and Services – Requests by Topic

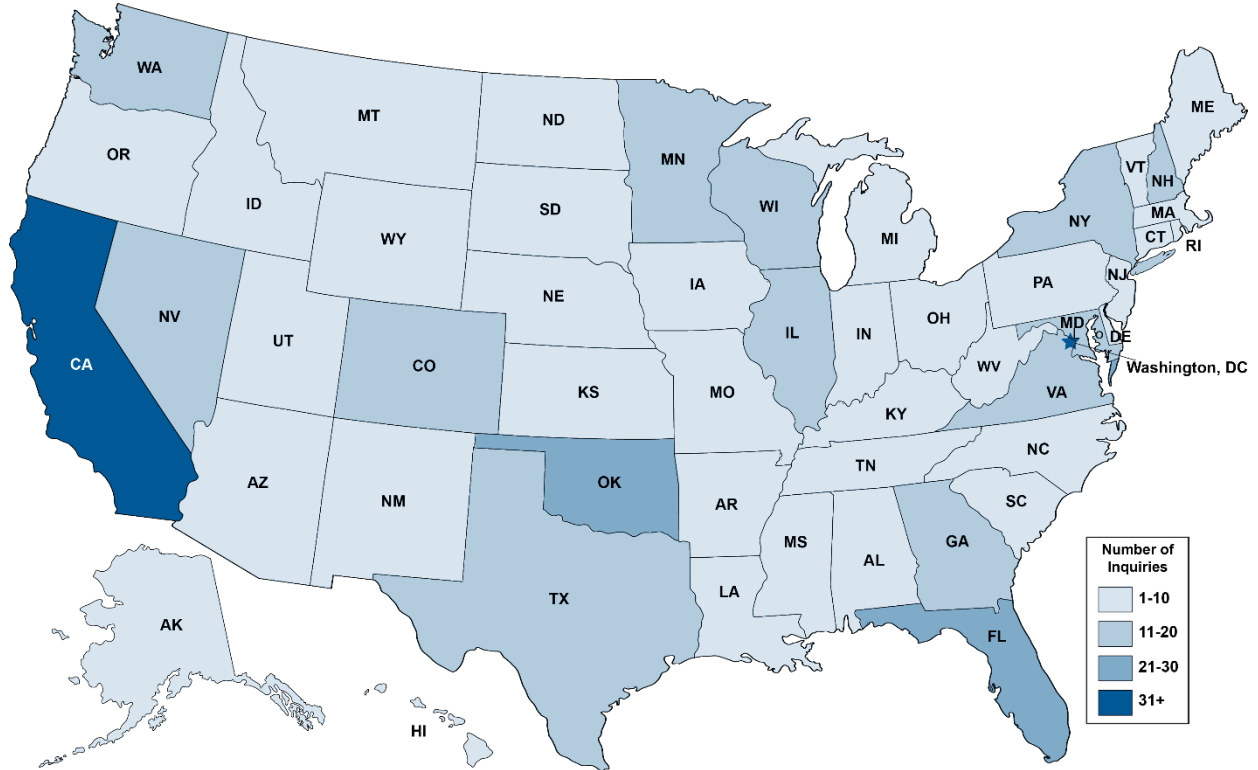


Note: Requests included in the graphic above reflect specific topical inquiries only (n=175). In FY 2018 there were also 401 general inquiries submitted to the OJJDP TTA Help Desk.

Geographic Distribution of Help Desk Inquiries

Figure 23 represents the geographic distribution of requests received by the OJJDP TTA Help Desk in FY 2018. The top three locales from which assistance was requested were California (48), District of Columbia (46), and Florida (29).

Figure 23: Geographic Distribution of Help Desk Inquiries, FY 2018



Kudos

The following kudos were received by the OJJDP TTA Help Desk staff for their work with professionals in the field.

"I am most grateful for your kind assistance. The downloaded PDF version is very helpful, and I look forward to other NTTAC learning opportunities to share with colleagues and community leaders."

"It was great that you answered the Help Desk so quickly. Good job! "

"Really helpful – I'm very grateful for this."

"Thank you for the information! Thank you so much for your assistance with all this!"

"Thank you so much for addressing this quickly."

"Thank you very much for your kind attention. I appreciate your consideration in this matter."

"Thanks, I appreciate the response and the information as to where to go to get this updated. Thank you again for your assistance."

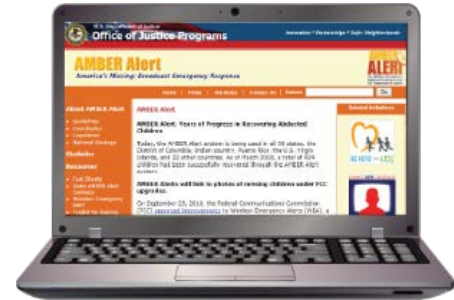
"They (resources) have been very helpful. As I continue to develop my program, I would greatly appreciate your assistance."

"You and your team have been great to work with, and I appreciate your time!"

SUCCESS STORY: TARGETED TTA

“By the end of the meeting, the group expressed interest in pursuing a training that would involve law enforcement and the community regarding missing children/persons cases.”

– NCJTC AMBER Alert Program



Delivering Targeted TTA: National Criminal Justice Training Center: AMBER Alert Program Provides Resolution to Concerned Family

On October 24, 2017, Olivia Lone Bear, 32, disappeared in New Town, North Dakota. The Lone Bear Family and members of the community became heavily involved in the investigation and assisted in conducting several searches, but nothing of significance was found. Several months after Olivia's disappearance, her family enlisted the help of the North Dakota Indian Alliance Committee (NDIAC). The NDIAC formed an ad hoc task force to focus on search and investigative efforts in the case.

In February 2018, National Criminal Justice Training Center, AMBER Alert Training and Technical Assistance Program (NCJTC AATTAP) staff members were requested to speak to the NDIAC task force about resources the NCJTC AATTAP could bring to the community and law enforcement regarding training in cases involving missing children/persons. By the end of the meeting, the group expressed interest in pursuing a training that would involve law enforcement and the community regarding missing children/persons cases.

On July 24, 2018, NCJTC's AATTAP launched a 2-day training in New Town entitled Missing and Exploited Children in Indian Country. During the training, the Olivia Lone Bear disappearance was discussed and many resources were brought to light in terms of ground search techniques, aerial search resources, and dive search/sonar search resources. A meaningful discussion ensued and the panel and participants derived a plan to assist and cooperate in ongoing efforts to bring Olivia Lone Bear home.

On September 31, 2018, a search was conducted using sonar equipment (which was discussed as a resource during the panel discussion) to locate a vehicle in the water near Sahnish Bay in Lake Sakakawea on the Fort Berthold Reservation, a popular marina in New Town. Divers were sent to search the vehicle and in the process discovered a body, which was later confirmed to be that of Olivia Lone Bear. While it wasn't the outcome that everyone had hoped for, Olivia was home and it was due to the efforts of many people who came together for the common mission of finding Olivia and bringing answers to the Lone Bear family.

After Olivia's discovery, several participants in attendance at the training the week prior, including the Lone Bear family, attributed her recovery in part to the resources discussed, collaboration that took place during the training, and the communication and cooperation that took place after the training due to the now-open dialogue and coordinated effort. These coordinated efforts have given inspiration to this community to prevent future similar cases from occurring, and have provided resources for how to respond appropriately.

Marketing and Outreach

OJJDP's NTTAC manages listservs, the OJJDP TTA Network Facebook page, and the NTTAC YouTube page to inform TTA providers and the field about upcoming OJJDP-sponsored events.

Communications Plan

In order to ensure a smooth transition during the decommissioning of the Online University and the change in host location of TTA360, OJJDP's NTTAC produced and submitted a detailed Communications Plan. OJJDP's NTTAC transitioned resources from the former Online University and compiled a catalog to house the resources in the interim. OJJDP's NTTAC also made available archived webinars on a YouTube channel so the public could continue to access these trainings. A total of 135 trainings and resources were added to NTTAC's YouTube page and were viewed by over 2,800 people.

Listsers

OJJDP's NTTAC has two main listservs for disseminating information: the TTA provider listserv and the juvenile justice field listserv. The TTA provider listserv is consistently made up of about 150 staff from TTA providers, while the field listserv expanded from 28,424 at the end of FY 2017 to 29,176 at the end of FY 2018, an increase of 752 contacts. The average open rate for listservs is 30 percent, meaning that 30 percent of the people who received the listserv messages in FY 2018 opened the messages. According to Constant Contact, our listserv provider and one of the leaders in the email marketing field, the average open rate for a government agency is 23.7 percent, and for marketing is 13.4 percent. OJJDP's NTTAC juvenile justice listserv is exceeding the mark on both measures, and is reaching a wide variety of professionals (see [Figure 24](#)). Out of the 29,176 professionals subscribed to the OJJDP's NTTAC juvenile justice listserv, 9,757 individuals provided their profession; an analysis of those individuals is provided below to show the distribution of professionals subscribed to the listserv.

Figure 24: OJJDP's NTTAC Listserv Audience, FY 2018



Facilitate Education, Communication, and Outreach

OJJDP promotes awareness about TTA services and resources among the field by developing and disseminating engaging products that reach a wide audience. OJJDP's NTTAC supports OJJDP in promoting awareness by informing a diverse portfolio of professionals through their national listserv. Additionally, OJJDP's NTTAC assists with connecting the OJJDP TTA Provider Network through a Provider Directory, hosted on the OJJDP's TTA webpage, which allows providers to find the contact information for other organizations in the Network and helps them learn about other providers' activities.

Development and Collection of TTA Information and Resources

Event and Resource Submission Templates

In FY 2018, OJJDP's NTTAC worked with OJJDP to draft new templates for TTA providers to use when submitting resources and events to be included on OJJDP's Calendar, in the TTA Digest, and NTTAC's Facebook page. The templates were disseminated by listserv and at every Quarterly Virtual TTA Provider Network Meeting beginning in January 2018.



508 Compliance

During FY 2018, OJJDP's NTTAC developed the first three 508 compliance training videos in a planned series of six. The first three videos cover an overview of 508 compliance, a tutorial on setting up Word documents for compliance, and a tutorial on setting up PowerPoints for compliance.

In addition to the production of video trainings on 508 compliance, OJJDP's NTTAC produced checklists for TTA providers, meant to accompany the submission of resources, in order to guide them on what details need to be checked and what tasks need to be accomplished to make videos and PDFs

508 compliant. These checklists were disseminated by listserv and at Quarterly Virtual TTA Provider Network Meetings.

TTA Digest

Over the course of FY 2018, OJJDP's NTTAC sent the TTA Digest to OJJDP TTA providers every week. The content for the TTA Digest comes from events submitted to OJJDP's TTA Help Desk by TTA providers through use of the Event Submission template, created and disseminated to TTA providers in January 2018 and at every subsequent Quarterly Virtual TTA Provider Network Meeting.

Resource Catalogs

OJJDP's NTTAC developed several resource catalogs in FY 2018 to provide OJJDP with access to the most up-to-date 508 compliant resources. Webinar catalogs were submitted in March, June, and September; and at the end of September a catalog with resources on supporting victims, prosecutors, law enforcement and youth accountability was submitted to OJJDP via the online Basecamp portal.

Fact Sheets

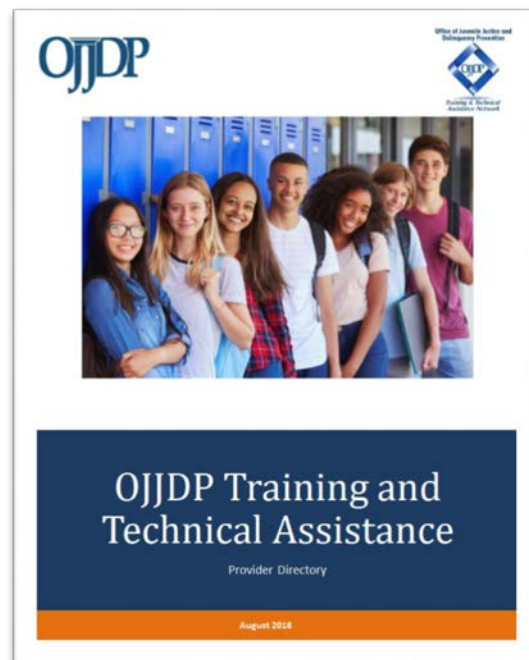
In FY 2018, OJJDP's NTTAC developed four fact sheets for dissemination through OJJDP.gov as well as OJJDP's TTA Help Desk. The Youth Development and Mentoring fact sheet was done in collaboration with the National Mentoring Resource Center (NMRC), the Combating Human Trafficking fact sheet was done in collaboration with the National Court-Appointed Advocates Association (NCASA), and an Averted School Violence fact sheet was developed in conjunction with the Police Foundation webinar series.

TTA Provider Spotlights

OJJDP's NTTAC developed the following TTA Provider Spotlights for dissemination on OJJDP.gov: a Spotlight on the NMRC for marketing and outreach efforts, and a Spotlight on NCASA's efforts in the juvenile justice field.

Provider Directory

The 2018 Provider Directory was completed in January, and received updates in April and August. The Provider Directory included information on the organizations in the TTA Provider Network; for each organization, there is an overview of the position, a description of the services provided, a summary of products developed, a description of the audiences served, a list of eligibility restrictions, the provider organization's website, and the provider organization's contact information. For the providers' convenience, project descriptions include icons to illustrate alignment and the appendix includes a list of providers in alphabetical order (listed according to TTA areas).



Responding to Ad Hoc Direct Service TTA Requests

During the contract year, OJJDP's NTTAC revamped the criteria for recruiting subject matter experts to provide ad hoc direct service TTA. This process included coordinating with existing OJJDP TTA providers to identify experts from the field and establishing systematic vetting protocols. The goal was to ensure all consultants have the necessary expertise and are able to provide TTA that is aligned with OJJDP policies and programs, and grounded in the latest research. In FY 2018, OJJDP's NTTAC delivered customized onsite TTA for Iowa Juvenile Court staff.



SUCCESS STORY: TAILORED TTA

Eighty-six percent responded that the format and content aided in helping attendees understand how to implement evidence-based practice in their work.

Delivering Tailored TTA: Iowa Juvenile Court Officers Receive Training from OJJDP's NTTAC Consultant

In the last 3 years, Iowa's juvenile court system has embarked on an intensive training of all juvenile court officers (JCOs) in Effective Practices in Community Supervision (EPICS), which was developed by the University of Cincinnati Corrections Institute. Approximately 175 JCOs have undergone training and subsequent monitoring and assessment by the Iowa Juvenile Court. OJJDP's NTTAC collaborated with the Iowa Division of Criminal and Juvenile Justice Planning to assist the Iowa Juvenile Courts' efforts to implement evidence-based practices within their departments through the provision of training to chief JCOs on the implementation and sustainability of the EPICS model.

In 2018, OJJDP's NTTAC supported the following three onsite sessions: Connecting the Dots: Creating a Sustainability Plan; Train the Trainer: Sustainability of the EPICS Model; and Connecting the Dots in Iowa. In the first session, 175 JCOs, 8 chiefs, and 75 juvenile court school liaisons received information on creating a sustainability plan and what works in corrections, and the key research behind the "what works" movement. In addition, a new model was introduced: the Effective Practices in Community Support – For Influencers. The second session consisted of a discussion with the chief JCOs to discuss sustainability of the model, lessons learned, how to maintain consistency with the model, and future EPICS expansions. In the third and final session, JCOs and chiefs connected EPICS with the Iowa Delinquency Assessment and other initiatives. Attendees discussed day-to-day use of EPICS and its impact.

OJJDP's NTTAC evaluation report highlighted attendees' satisfaction with the training. Eighty-three percent reported receiving useful or very useful information, with high presenter ratings (4.7 out of 5.0) and content ratings. Eighty-Six percent responded that the format and content aided in helping attendees understand how to implement evidence-based practice in their work. Chief JCOs found their session especially valuable, and rated the Train the Trainer: Sustainability of the Epics Model session highly (4.14

out of 5). Chief JCOs indicated that they would likely share the information learned with their colleagues. The training in Iowa expanded JCOs' understanding of the EPICS model, including the importance of sustainability and developing protocols for ongoing implementation. The training has also helped the Iowa Juvenile Court efforts to maintain fidelity with the EPICS model and to stress daily, real-life application in officers' work.

Supporting Special Projects/Emerging Initiatives

Over the course of FY 2018, OJJDP'S NTTAC supported several special projects and emerging initiatives. Descriptions of select activities are outlined in this section.

Grant Solicitation Web Information Series

OJJDP'S NTTAC supported five grant solicitation web information sessions for the field on behalf of OJJDP. Grant solicitation web information sessions occurred on February 20, April 18, June 22, September 7, and September 10. The five grant solicitation web information series webinars were *OJJDP FY 18 Juvenile Justice Emergency Planning Demonstration Program*, *SCA OJJDP FY 2018 Second Chance Act Ensuring Public Safety and Improving Outcomes for Youth in Confinement and While Under Community Supervision*, *OJJDP FY 18 Opioid Affected Youth Initiative*, *OJJDP Funding Opportunities for Gang Suppression*, and *OJJDP FY 2019 Title II Formula Program Solicitation*. The webinars had a total of 669 participants.

Figure 25: Grant Solicitation Web Information Series (n=125)



Figure 25 illustrates evaluation results from the five grant solicitation web information series meeting.

Listening Sessions

In FY 2018, OJJDP'S NTTAC supported OJJDP'S *Juvenile Prosecution Listening Session* event on June 18. Eight prosecutors attended the event. OJJDP'S NTTAC provided logistics for this event and prepared materials for use in the session. The main takeaways and recommendations from the listening session were as follows (see Figure 26).

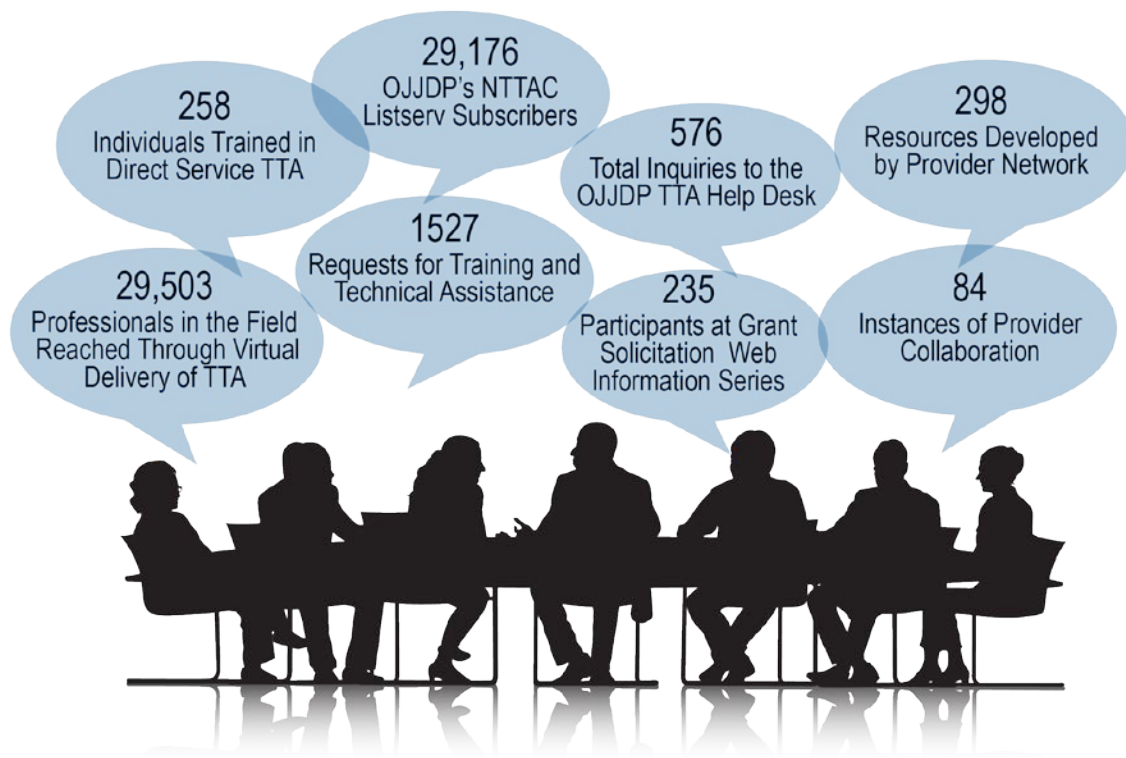
Figure 26: Takeaways from Prosecutor Listening Session

- | |
|--|
| 1. Strengthen and improve the practice of juvenile prosecution by identifying promising practices across the nation, current trends, and TTA needs in the field. |
| 2. Learn from prosecutors around the country about current trends in the field. |
| 3. Learn from prosecutors around the country about promising practices in the field. |
| 4. Learn from prosecutors around the country about gaps in the field. |
| 5. Inform development of future OJJDP initiatives and solicitations. |

Summary

Figure 27 summarizes the breath of OJJDP's TTA services and resources offered for the juvenile justice and child victimization prevention fields in FY 2018.

Figure 27: OJJDP's NTTAC FY 2018 Annual Project Overview Metrics



Looking Ahead to FY 2019

OJJDP will continue to provide national leadership, coordination, and resources to prevent and respond to juvenile delinquency and victimization. OJJDP will work collaboratively with the TTA Network and OJJDP's NTTAC to provide quality TTA to the juvenile justice and child victimization prevention fields. OJJDP TTA focus areas for FY 2019 include:

1. OJJDP will continue to provide training and technical assistance to law enforcement professionals by offering customized training and resources. Resources will encompass tools and guides that include peer-shared information informed by best practices learned from the field. TTA efforts will be guided by listening to professionals in this arena and identifying gaps and needs in order to ensure they have the support they need to protect public safety.
2. OJJDP will conduct a needs assessment of juvenile prosecution professionals across the country to identify the challenges faced by the profession and identify how OJJDP can support these areas. With this information, OJJDP will be better able help juvenile prosecutors strengthen the prosecution of juvenile delinquency cases by providing them access to professional development opportunities, trainings, and resources that will enhance their current knowledge base and address the unique issues and challenges that juvenile prosecutors encounter.
3. OJJDP will identify the most effective ways to prevent the victimization of children, including those impacted by trafficking, sexual exploitation, abuse, and neglect. OJJDP will work with its Network of providers to help practitioners quickly identify victims of human trafficking, substance abuse, and other maltreatment in order to ensure these victims have the supports needed. OJJDP will engage with the field to gain a first-hand understanding of the challenges children at risk of victimization face. OJJDP will use this information to identify best practices for working with victims and how to best support those who have been victimized.
4. OJJDP will promote youth accountability by emphasizing life skills, competency, and community safety through training offerings and resources on restorative justice, law-related education, financial literacy, and other topics that ensure youth become productive adults. OJJDP will continue to leverage partnerships with other federal agencies including the Federal Trade Commission, U.S. Department of Health and Human Services, U.S. Department of Education, and other agencies to ensure promotion of practices that are effective.

Disclaimer

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If you need assistance reaching the correct contact person for any OJJDP-supported TTA project, please contact OJJDP's National Training and Technical Assistance Center (NTTAC) or email your request to ojjdpntta@usdoj.gov