



OJJDP FY 2019 TTA Annual Report

This document was prepared under contract number GS-00F-010CA from the Office of Juvenile Justice and Delinquency Prevention (OJJDP), U.S. Department of Justice. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of OJJDP or the U.S. Department of Justice.



A PROGRAM OF
the Office of
Juvenile Justice and
Delinquency Prevention



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About OJJDP

The Office of Juvenile Justice and Delinquency Prevention (OJJDP) provides national leadership, coordination, and resources to prevent and respond to juvenile delinquency and victimization. OJJDP’s mission is to support the efforts of states, tribes, and communities to develop and implement effective and equitable juvenile justice systems that enhance public safety, ensure youth are held appropriately accountable to both crime victims and communities, and empower youth to live productive, law-abiding lives. These efforts are critical to OJJDP’s vision of “a nation where our children are free from crime and violence. If they come into contact with the justice system, the contact should be both just and beneficial to them.”

A strong training and technical assistance (TTA) process is vital in OJJDP’s efforts to realize its mission and vision. TTA must be systemically coordinated, aligned with OJJDP priorities, responsive to the needs of the field, and delivered both efficiently and effectively.

OJJDP’s National Training and Technical Assistance Center



OJJDP’s National Training and Technical Assistance Center (NTTAC) acts as the broker, facilitator, and coordinator of all TTA services and resources on behalf of OJJDP. OJJDP’s NTTAC directly supports the field by brokering TTA requests, managing web-based platforms such as TTA360, providing marketing and outreach






support to providers, and operating sophisticated virtual learning and information-sharing platforms to support OJJDP and its TTA providers. NTTAC also operates OJJDP’s TTA Help Desk, which provides easy access to information for professionals in the field.

OJJDP TTA Network

OJJDP makes awards to organizations to provide TTA, resources, and services. These organizations make up the OJJDP TTA Network. In FY 2019, OJJDP’s TTA Network was composed of 38 provider organizations from across the nation that managed 52 grant-funded projects serving the juvenile justice field. Services from TTA providers in the Network include information dissemination, online and in-person training, and onsite customized TTA.



The OJJDP TTA Network functions to achieve the following.

OJJDP TTA Network Goals				
 <p>Maximize and leverage resources through coordination.</p>	 <p>Work collaboratively to address common challenges.</p>	 <p>Use technology to efficiently deliver TTA.</p>	 <p>Promote standardization and consistency in quality.</p>	 <p>Communicate TTA needs to OJJDP.</p>

TTA in FY 2019 covered a range of topical areas, including reducing violent crime; ensuring public safety; promoting youth development; combating human trafficking; supporting prosecutors; combating gangs; reducing drug use; preventing child abuse, neglect, and victimization; and supporting and protecting law enforcement. Providers in the OJJDP TTA Network offer TTA support that falls into three categories which classify TTA activities based on the level of engagement and intensity. These categories include Universal TTA aimed at the public, Targeted TTA delivered to a group of recipients with similar needs, or Tailored TTA designed and customized to address an organization’s individualized needs.

This report highlights TTA efforts by OJJDP’s NTTAC and the OJJDP TTA Network in FY 2019 (October 2018 through September 2019).

OJJDP TTA Network: Collaboration and Coordination

Enhancing TTA Delivery

OJJDP promotes collaboration across its TTA Network by providing regular opportunities for Network members to meet and share information with the support of OJJDP's NTTAC. Collaborative efforts allow time for providers to learn from one another, share evidence-based practices and plan future work to improve services to the juvenile justice field. In FY 2019, these efforts included quarterly provider meetings, maximizing product accessibility, and a variety of other virtual and in-person activities.



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Success Story

Council of Legal Education Opportunity Collaborates With Maryland MENTOR

The Council of Legal Education Opportunity (CLEO) works to expand opportunities for minority and low-income students to attend law school. CLICKS (CLEO Legally Inspired College Kohort of Students) is a program that connects high-school-aged youth to pre-law opportunities.

CLEO's Regional Coordinator for D.C., Maryland, and Virginia (DMV), requested no-cost technical assistance from the National Mentoring Resource Center (NMRC). She worked with Maryland MENTOR in order to grow and develop CLICKS programming.

Together, the team improved CLICKS' tools for partnering mentoring programs and CLEO mentors and developed a number of tools to facilitate positive mentoring relationships, including an e-mentoring app.

OJJDP TTA Provider Quarterly Collaboration Meetings

OJJDP TTA Provider Quarterly Collaboration Meetings are an opportunity for TTA providers to coordinate with one another and expand their knowledge about topics relevant to the juvenile justice field. These meetings build the capacity of TTA providers to provide consistent and high-quality TTA. During FY 2019, OJJDP's NTTAC planned, developed, and hosted four OJJDP TTA Provider Quarterly Collaboration Meetings, described below.

Promoting Youth Development: Financial Management Training

The January 2019 meeting featured a presentation on financial management for youth from representatives of the Federal Trade Commission. The meeting also included presentations from the National Court Appointed Special Advocates (CASA) Association and the National Gang Center (NGC), as well as an update from OJJDP's NTTAC on revised Core Performance Standards and TTA360 system analysis review.

Preventing Child Abuse, Neglect, and Victimization: Lessons Learned from National Experts

The June 2019 meeting provided important information from the Children's Bureau Child Welfare Information Gateway on its training efforts in the area of child abuse prevention. In addition, OJJDP staff reviewed system enhancements to the TTA360 system, and how providers can present at OJJDP Lunch and Learn sessions. A presentation from OJJDP's NTTAC discussed recent work on the OJJDP TTA Needs Assessment Report/TTA360 system analysis, as well as OJJDP content promotion. The meeting also featured a TTA Provider Spotlight presentation from the Association of Prosecuting Attorneys.

Supporting Human Trafficking Victims: Tools and Resources for Prevention

The March 2019 meeting included presentations from representatives of the National CASA Association and National Human Trafficking Training and Technical Assistance Center, as well as a survivor impact statement from a human trafficking victim. The meeting also featured a TTA Provider Spotlight presentation from the Youth Collaboratory. OJJDP's NTTAC discussed the FY 2019 TTA Provider Directory and reviewed the FY 2018 Webinar Trends Report. In addition, OJJDP hosted a session on "Myths and Truths" of TTA provider requirements.

Reducing Drug Use: Evidence-Based Practices for Protecting Youth

The September 2019 meeting presented valuable new research on youth opioid abuse and best practices for intervention with substance abusing youth. In addition, OJJDP staff provided guidance on webinar procedures, including processes for working with OJJDP's NTTAC to facilitate and host meetings. Staff also presented results of the OJJDP TTA360 system analysis. The meeting closed with a TTA Provider Spotlight presentation from the National Council of Juvenile and Family Court Judges.

Ensuring That Trainings and Resources are Accessible

OJJDP’s NTTAC collaborates with TTA providers to create accessible products that comply with Section 508 of the Rehabilitation Services Act. This collaboration is crucial to OJJDP because it allows as many individuals as possible to learn from resources that are developed. To demonstrate commitment to creating accessible documentation, all products and services available through the OJJDP TTA Network are made accessible to those with audio-visual impairments. OJJDP’s NTTAC provides 508-remediation services for products and resources developed by the OJJDP TTA Network and has created three web trainings on Section 508 compliance to support the OJJDP TTA Network. These trainings were made available on OJJDP’s and NTTAC’s YouTube channels, and include an overview on how to remediate Word documents and PowerPoint slide decks. In FY 2019, OJJDP’s NTTAC helped make 116 resources 508-compliant on behalf of the OJJDP TTA Network.



Collaboration in Action: OJJDP’s TTA Network Supports the Juvenile Justice Field

Across the TTA Network, TTA providers collaborated to deliver specialized TTA to the juvenile justice field in a variety of areas, including supporting prosecutors, promoting youth development and child welfare, combating human trafficking, and addressing youth substance abuse. In FY 2019, TTA provider organizations reported over 100 instances of inter-organizational collaborative TTA. These projects included work groups, trainings, and other collaborations with partners; and were tailored to audiences such as prosecutors, families, medical providers, and others in the juvenile justice field.

Success Story

National Center for Missing & Exploited Children Launches Refreshed Leadership Training

The National Center for Missing & Exploited Children (NCMEC) has successfully delivered over 160 Chief Executive Officer Seminars focusing on missing and exploited children. NCMEC developed and delivered a course focusing on missing and exploited children titled Chief Executive Officer Seminar on Missing and Exploited Children (CEOMEC).

Presenters included subject matter experts in the law enforcement field and those doing the day-to-day work at NCMEC. Attendees gained a broader understanding of missing and exploited children and returned to their jurisdictions armed with an arsenal of best practices, free resources, and tools to assist their agency in addressing these types of cases, and a child safety and prevention toolkit.

Supporting Prosecutors

To support prosecutors, providers collaborated to present at conferences, host trainings, and write publications. For example, the Association of Prosecuting Attorneys (APA) and the National Child Advocacy Center (NCAC) collaborated to host a 2-day training on best practices for forensic interviewing at trial. Another example of collaboration is between the APA and Western Regional Child Advocacy Center (WRCAC) hosting a regional training about court preparation for medical and legal professions. NCAC and WRCAC also presented at the APA national conference in Albuquerque, New Mexico.

Promoting Youth Development

TTA providers worked to develop guides, curriculums, and workbooks in the area of youth development. They also hosted in-person and virtual trainings, provided expert consultations, and disseminated podcasts. Collaborative efforts included the Midwest Regional Children’s Advocacy Center working with Missouri Kids First to improve child abuse response through advocacy and facilitated multidisciplinary team assessments. Another collaboration, between the National Court Appointed Special Advocates Association and Georgetown University’s Center for Juvenile Justice Reform, promoted best practices for youth who are dually involved in the child welfare and juvenile justice systems through use of the Crossover Youth Practice Model Phases.



Success Story

Day Star Mentoring & CSEC Education Creates a Comprehensive 20-Hour Training Model

With the help of Youth Collaboratory and their knowledgeable team, Day Star Mentoring & CSEC (commercial sexual exploitation of children) Education, a program of Catholic Charities of the East Bay (San Francisco) has created a comprehensive 20-hour training model for mentors, service providers, educators, and healthcare workers.

Day Star recently provided CSEC training for Cate, a pediatric nurse and pediatric clinical faculty member at the University of San Francisco School of Nursing. Because of her training, Cate can enhance the instruction she provides to her pediatric nursing students to include trauma-informed responses. This training is now required for nurses working with the clinic.

Combating Human Trafficking

Collaborative efforts to combat human trafficking in FY 2019, included development of online resources, facilitation of roundtable discussions, presentations at conferences, and facilitation of webinars. Collaborative efforts included the National Center for Missing & Exploited Children and Fox Valley Technical College facilitating a roundtable discussion with families impacted by missing and exploited children cases. Another collaboration between the University of Oklahoma’s National Center on the Sexual Behavior of Youth and the Youth Collaboratory, involved quarterly meetings to review recent innovations and best practices for serving youth who have experienced human trafficking.

Reducing Drug Use

Finally, to address youth substance issues, TTA providers collaborated to present at conferences, facilitate skills-building workshops, and write newsletters. Collaborative efforts included American University and the National Council of Juvenile and Family Court Judges (NCJFCJ) co-writing content for the Juvenile Drug Treatment Court newsletter. In addition, NCJFCJ hosted a judicial workgroup on the role of juvenile and family court judges in addressing the opioid crisis. Collaborating partners included Children and Family Futures, Legal Action Center, and National Center for State Courts. The workgroup drafted a resolution on the use of medication-assisted treatment and a TTA brief outlining the specific role of judges in this area.



Success Story

Skills in Davidson County Juvenile Court With Support From the Crime and Justice Institute

In Tennessee, Davidson County Juvenile Court (DCJC) set a goal to reduce recidivism by implementing more evidence-based practices. The court accomplished this goal with support from the Crime and Justice Institute (CJI) through OJJDP’s Juvenile Justice System Improvement Initiative.

CJI conducted a training on the Principles of Effective Intervention (PEI) and Cognitive Interaction Skills (CIS) for DCJC’s Support, Intervention, and Accountability (SIA) Unit. Leadership selected eight staff members to become certified trainers in both PEI and CIS, to ensure that DCJC is able to continue these trainings in the future. The trainings sparked interest from the juvenile court magistrate, who also became a certified PEI and CIS trainer.

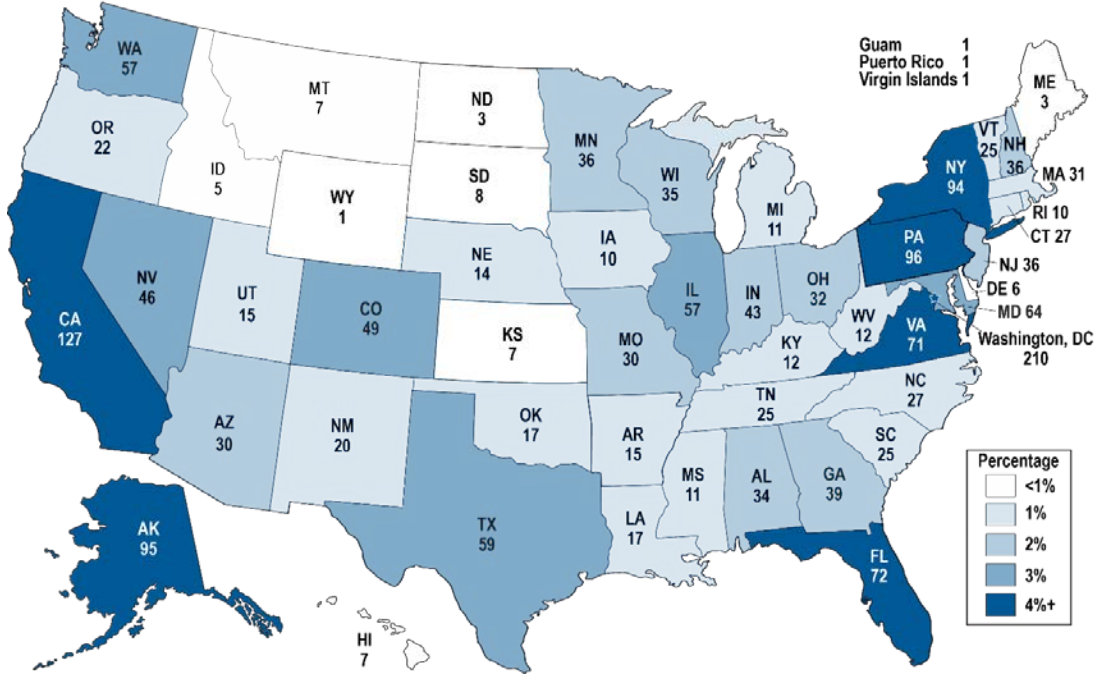
Delivery of TTA Services

TTA Services Provided to the Field

OJJDP has simplified how the field can access training and technical assistance from the TTA Network through the creation of an online TTA request and management system called [TTA360](#). TTA360 provides one centralized location for members of the field (the public, practitioners, and other stakeholders) to request TTA. OJJDP’s TTA360 helps the field easily request TTA from any of OJJDP’s TTA providers and helps TTA providers track and manage a TTA request from start to finish. TTA360 allows the field to receive timely support from the OJJDP TTA Network.

In FY 2019, there were 1,836 requests received through TTA360 (a 20 percent increase over the prior year’s 1,527 requests). The OJJDP TTA Network supported all 50 states, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands. The most TTA was requested from California (127 requests), Pennsylvania (96 requests), and Alaska (95 requests). See **Figure 1**.

Figure 1: Distribution of States Requesting TTA in FY 2019 (n=1,836)¹



¹ In some instances, the requester sought more than one type of assistance. As a result, percentages may not yield 100 percent.

The OJJDP TTA Provider Network supports a variety of types of requests, including information, dissemination, and referral requests; conferences; trainings; peer sharing; assessment and evaluation; and, planning and development. Almost half of all requesters (48 percent) were seeking training support; 37 percent requested information, dissemination, and referral support. Twenty-five percent of requesters asked for help with planning and development, which can be a targeted or tailored and intensive service offered by TTA providers. This demonstrates the TTA Provider Network's indepth work and breadth of knowledge in FY 2019.

The primary organization types requesting the OJJDP TTA Network's support through TTA360 were law enforcement, youth services, education, child and family services, and community-based organizations.

OJJDP's Delivery of Virtual TTA: Supporting and Building Capacity for the Field Using Webinar Technology

Virtual TTA is an integral part of the service provided by OJJDP's TTA Network. Virtual TTA also expands the ability of OJJDP to reach a larger number of practitioners and stakeholders more efficiently than through traditional in-person training. OJJDP's virtual TTA allows professionals to learn about current best practices and is a key tool to build the capacity of practitioners that make up the juvenile justice field. A major component of virtual TTA delivery is conducting webinars. In FY 2019, OJJDP delivered 894 trainings reaching 20,341 professionals. Of these, 279 were webinars with 13,529 professionals reached. Webinars were hosted either by individual TTA providers or with the support of OJJDP's NTTAC. In FY 2019, OJJDP's NTTAC supported 67 webinars in collaboration with TTA providers, serving 12,680 participants

Webinars Delivered by Month

In FY 2019, OJJDP TTA providers delivered a variety of well-attended webinars to the field each month. The most highly attended webinars included those with topics such as human trafficking, runaway and homeless youth, and family and youth engagement. The data below provides a summary of webinars hosted by the OJJDP TTA Network and supported by OJJDP's NTTAC. In FY 19, the OJJDP TTA Network conducted the greatest number of webinars in March and May with peak attendance periods in March, May, and September (see [Figures 2 and 3](#)).

Figure 2: Webinars by Month

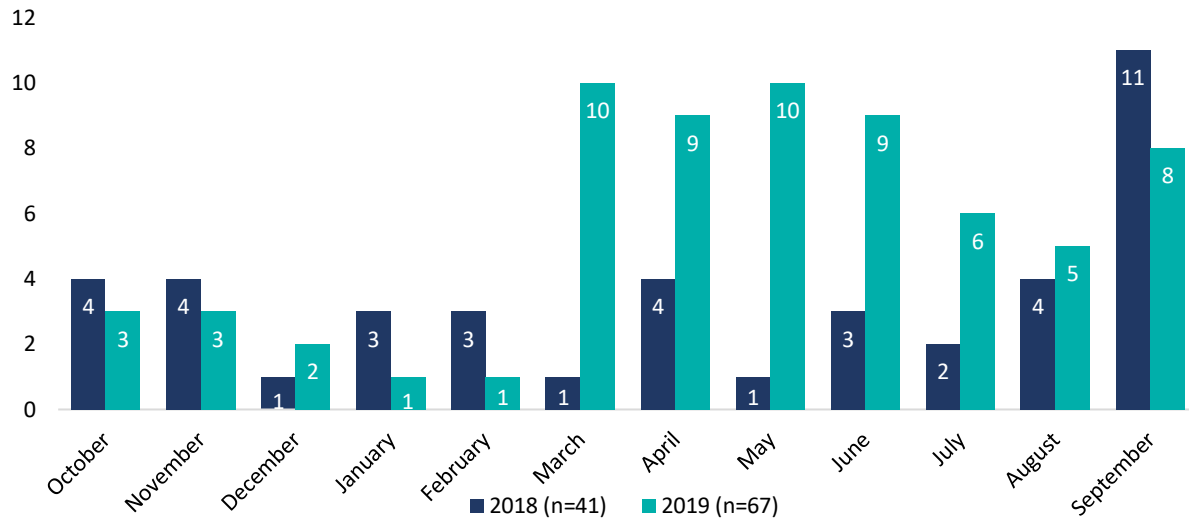
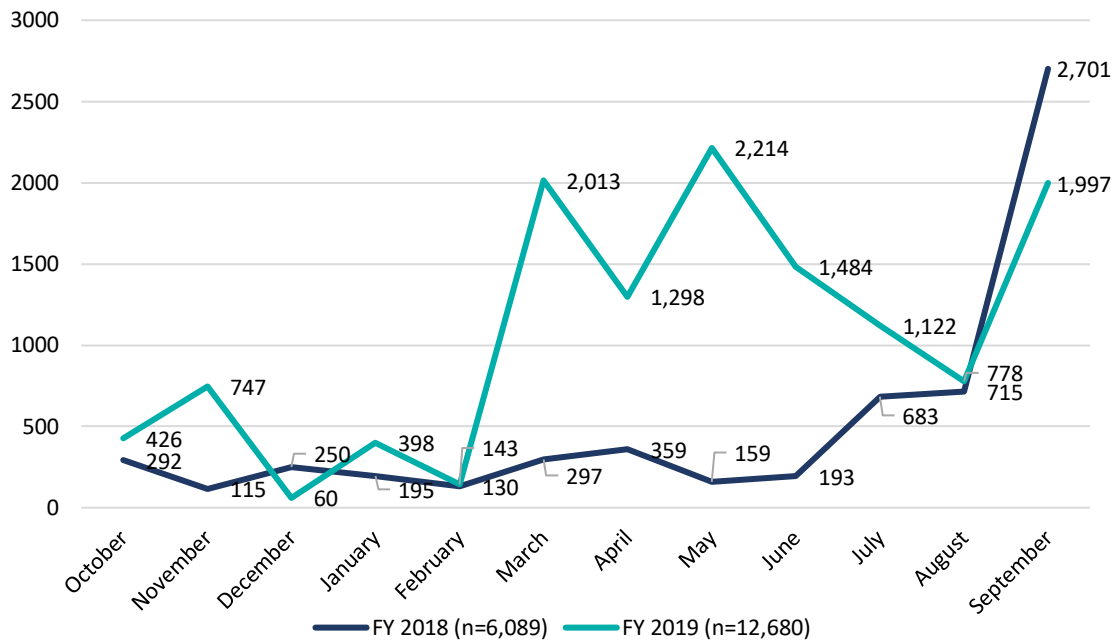


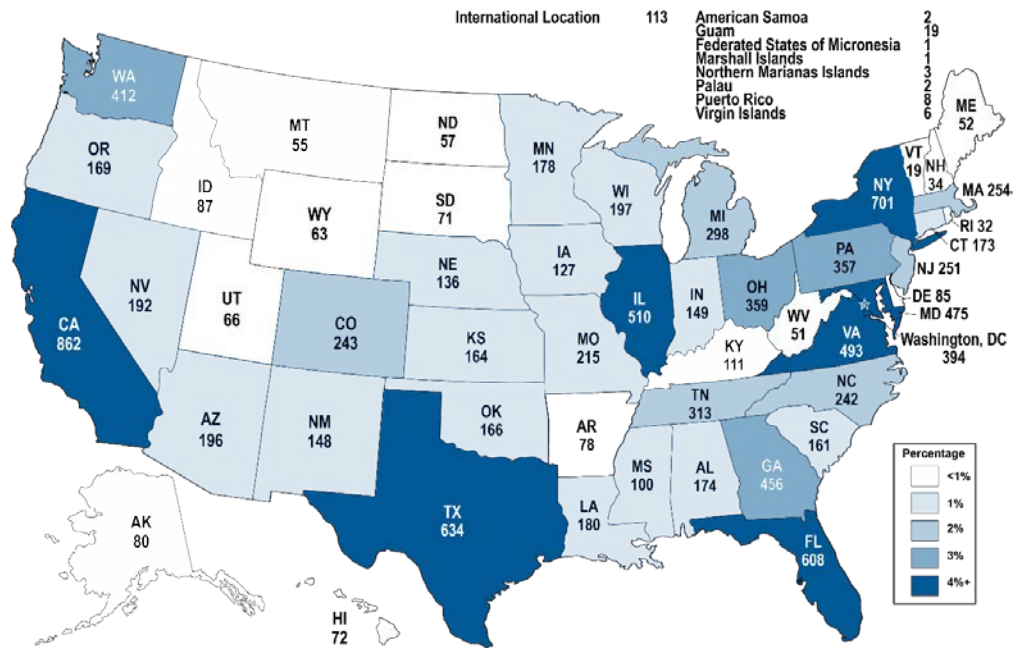
Figure 3: Web Participants by Month



Webinar Participant Demographics

In FY 2019, the OJJDP TTA Network made its webinars available to broad audiences of national and international participants. The data presented below reflects results from a sample of 4,277 webinar attendees who completed feedback evaluations. States with the highest proportion of attendees were California (862 attendees), New York (701 attendees), Texas (634 attendees), Florida (608 attendees), and Georgia (456 attendees). See [Figure 4](#) for more details.

Figure 4: FY 2019 Webinar Attendees by State/Territory

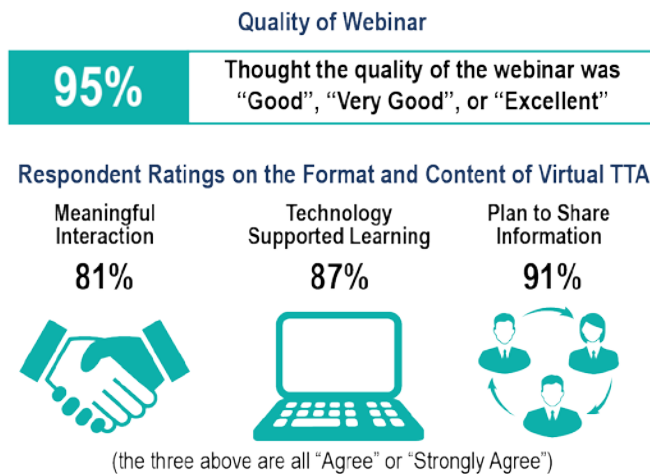


Webinar Evaluations

Webinars are evaluated using a standardized evaluation framework (based on the [Kirkpatrick Model of Evaluation](#)) to gauge participant reaction, participant behavior, and participant learning.

Webinar evaluations allow participants to provide feedback that helps OJJDP improve webinar delivery. Suggestions have included integrating specific content based on the audience attending, providing more case study examples, using interactive features to engage participants, providing more troubleshooting guidance on Adobe Connect, and allowing more time for questions and answers at the end of webinars. Implementing feedback from prior years’ evaluations has resulted in participants reporting high levels of satisfaction with the quality, format, and content of the webinars. See **Figure 5**.

Figure 5: Webinar Evaluation Results



Field Outreach and Resource Dissemination

OJJDP TTA Help Desk: Assisting the Field

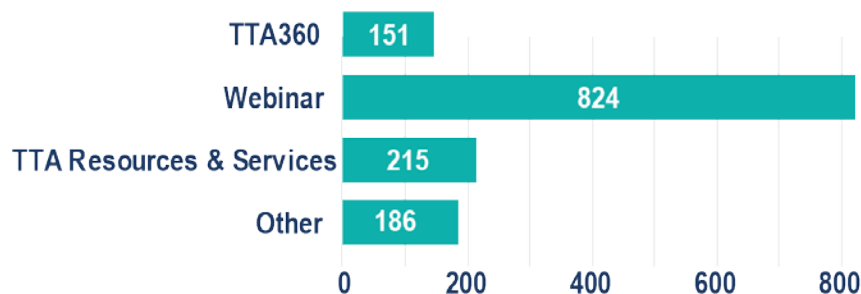
OJJDP’s NTTAC promotes awareness of TTA resources and access to services through its operation of the OJJDP TTA Help Desk. The Help Desk develops and disseminates products that reach a diverse range of juvenile justice professionals and stakeholders.

The OJJDP TTA Help Desk is a nationwide, multi-faceted platform that is accessible to the public via email (OJJDP.TTA@usdoj.gov) or phone (1-833-647-0513). The OJJDP TTA Help Desk team connects those in the juvenile justice field to resources and services that best fit their needs. The Help Desk also connects requesters with OJJDP’s TTA Network through TTA360 by identifying subject matter experts to assist with TTA requests. In FY 2019, the OJJDP TTA Help Desk responded to a record total of 1,378 inquiries via phone and email.

OJJDP TTA Help Desk: Types of Inquiries

The OJJDP TTA Help Desk supported inquiries assisting with TTA360 (151 inquiries), webinars (824 inquiries), provision of TTA resources or services (215 inquiries), and in other miscellaneous areas such as assistance with 508 compliance, consultant requirements, and listserv emails (186 inquiries). See **Figure 6**.

Figure 6: Types of Inquiries Received by the OJJDP TTA Help Desk Topics in FY 2019



OJJDP TTA Help Desk: Geographic Distribution of Inquiries

In FY 2019, the OJJDP TTA Help Desk received inquiries for assistance from 49 states and 9 countries. The most OJJDP TTA Help Desk inquiries came from residents of California (96 requests), New York (71 requests), and the District of Columbia (63 requests). Refer to **Figures 7 and 8** for more details.

Figure 7: Geographic Distribution of Inquiries Received by the OJJDP TTA Help Desk in FY 2019

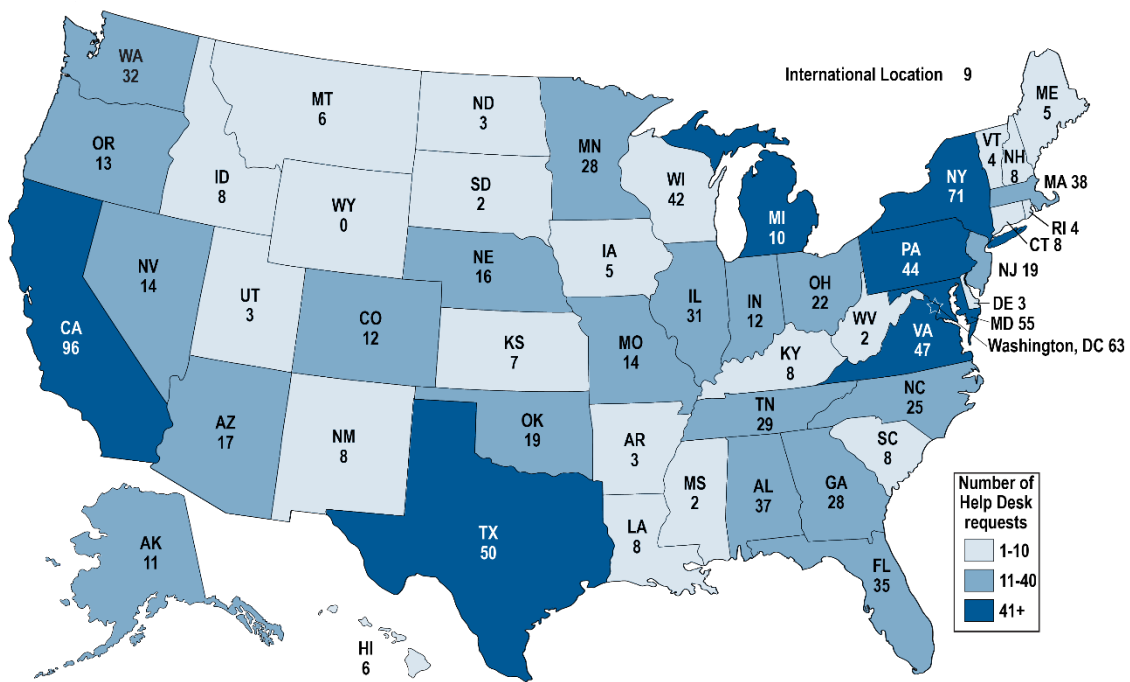


Figure 8: Top 3 States With the Most Help Desk Inquiries and Top 3 Topics per State



Resource Dissemination

Products and Publications

The OJJDP TTA Network developed a range of resources and products to support the field, including the development of 368 resources in FY 2019, as shown in **Figure 9** below.

Figure 9: Types of Resources Developed by the OJJDP TTA Network



The following are examples of products developed by the OJJDP TTA Network:

- [*Listen and Learn: A Process for Initiating Collaboration Between Tribal Communities and Children's Advocacy Centers*](#) guide
- Vermont Department of Children and Families [*Cultural Competence Discussion Guides*](#)
- Council of Juvenile Correctional Administrators: [*Recruiting, Hiring, and Retaining Qualified Staff*](#) toolkit
- National Children's Advocacy Center's [*Child Protective Services and Risk Assessment: Human Trafficking Screening Tools Research-to-Practice*](#) summary

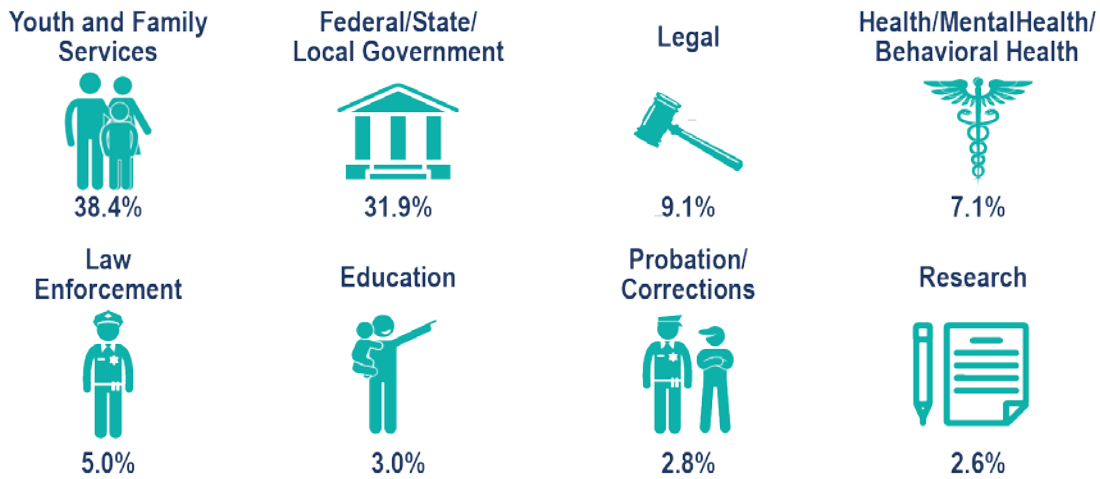
In addition to the products and publications developed by the OJJDP TTA Network, OJJDP's NTTAC developed the 2019 Provider Directory to assist the public in understanding the breadth of TTA delivery offered by OJJDP. The Provider Directory is also used by OJJDP to support coordination and communication among TTA providers.

Listserv



OJJDP's NTTAC manages a subscriber-based listserv to disseminate information about OJJDP's TTA services and resources. In FY 2019, OJJDP's NTTAC listserv subscription base expanded to 40,946 subscribers—an increase of 11,770 over FY 2018 totals. Of the 40,946 listserv subscribers, 10,091 individuals identified their profession. **Figure 10** shows the distribution of professionals subscribed to the listserv.

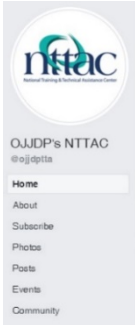
Figure 10: OJJDP’s NTTAC Listserv Audience, FY 2019



Content shared via the listserv includes the TTA Digest, which highlights all upcoming events hosted by the OJJDP TTA Network, and OJJDP’s TTA E-Newsletter.


Social Media

OJJDP’s NTTAC keeps the juvenile justice field apprised of new OJJDP TTA Network resources and tools through a variety of social media platforms, which include Facebook and YouTube.



Facebook

To support the juvenile justice field with accessible and easy-to-understand information, OJJDP’s NTTAC shares OJJDP TTA Network-developed materials through its Facebook page. OJJDP’s NTTAC Facebook page makes key information on OJJDP’s TTA Network training and resources available to other OJJDP TTA projects, juvenile justice professionals, and the public.

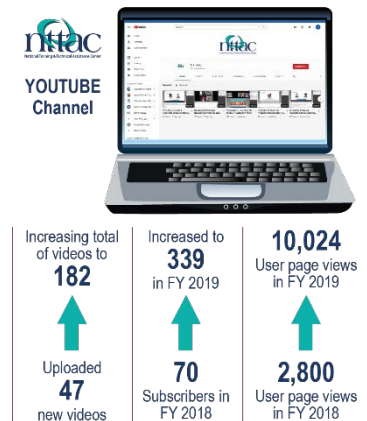


In FY 2019, OJJDP’s NTTAC shared 215 posts through Facebook which had over 9,599-page views.

YouTube

OJJDP’s NTTAC also hosts a YouTube page to share virtual trainings and meetings with the public. This page provides videos posted by OJJDP’s NTTAC to inform the juvenile justice field.

Key content includes past webinars on such topics as averted school violence, runaway and homeless youth, supporting prosecutors, working with family drug courts, prevention of human trafficking, supporting law enforcement, and combating gangs. There are also training videos on 508 compliance created by OJJDP’s NTTAC, in order to assist TTA providers with the 508-compliance requirement for videos, PowerPoints and Word Documents.



Looking Ahead to FY 2020

In FY 2020, OJJDP's NTTAC will continue to support the OJJDP TTA Network and assist TTA providers in delivering quality TTA to the juvenile justice field. Focus areas include supporting law enforcement, ensuring community safety, working with states and local jurisdictions, and promoting dissemination of best practices and evidence-based programs. A synopsis of anticipated FY 2020 work in these areas is outlined below.



Supporting Law Enforcement and Prosecutors, and Ensuring Community Safety

OJJDP's NTTAC will continue its efforts to support law enforcement professionals by offering training and resources around the topics of violence prevention and addressing gangs. OJJDP's NTTAC will continue supporting prosecutors through the delivery of national TTA focused on enhancing the knowledge, skill level, and expertise of the juvenile prosecutors. OJJDP's NTTAC will also promote strategies for balancing community safety, offender accountability to victims, and life-skill development for offenders. Input from professionals will guide TTA efforts and identify needs, to ensure that all have the support necessary to uphold public safety.

Working With States, Local Jurisdictions, and Federal Partners

OJJDP's NTTAC will continue to work collaboratively with OJJDP TTA providers to help states and local jurisdictions to enhance implementation of the Title II Formula Grants program and support compliance with the core requirements of the Juvenile Justice and Delinquency Prevention Act. Efforts will also focus on improving access to products and services targeted to populations in rural communities. In addition, OJJDP's NTTAC will continue leveraging partnerships with other federal agencies such as the Federal Trade Commission, Department of Housing and Urban Development, Department of Health and Human Services, and Department of Education.

Promoting Dissemination of Best Practices and Evidence-Based Programs

OJJDP's NTTAC will continue to work with field to promote the most effective ways to prevent and address juvenile delinquency. Ongoing work being completed by OJJDP's NTTAC will help to address issues such as human trafficking, the opioid epidemic, and other areas of support needed by the field. OJJDP's NTTAC will also engage with the field to gain a first-hand understanding of the challenges they face. This information will assist in identifying best practices for working with the field and how best support their needs.

Enhancing Safety
Ensuring Accountability
Empowering Youth