

	Responsive (specific questions, info, referrals)	Proactive (directed support, learning tracks)	Intensive (crisis support, emergency management)
Reach	<ul style="list-style-type: none"> # of requests, and # of responses Time between request and TA given Geographic location of requests # of referrals given Types of request Satisfaction 	<ul style="list-style-type: none"> # opportunities offered, # of participants Time and resources committed Time spent with 1:1 follow up Satisfaction Types of learning delivered 	<ul style="list-style-type: none"> # of occurrences Resources committed Reasons/Drivers of Intensive needs Geographic location Types and amount of support provided
Result	<ul style="list-style-type: none"> Improvements in coalition/program competency Improvements in program/coalition practice New or stronger partnership developed (from referrals) Adopted policies or practices 	<ul style="list-style-type: none"> Improvements in knowledge or skills Applications of learnings / skills Changes in behaviors or beliefs systems Policy or service delivery changes Changes in program outcomes 	<ul style="list-style-type: none"> Changes in capacity to manage crises Increased sense of support among coalitions/programs Change in public perception Improved engagement in our work

Responsive

(specific questions, info, referrals)

Proactive

(directed support, learning tracks)

Intensive

(crisis support, emergency management)

Learning Environment

How does the flow of information support responsiveness

Are the resources being provided culturally affirming

What is the make-up of our referral network against the programs we serve

How accessible are learning opportunities to smaller coalitions

Are we resourced to address the highest needs

Are programs being open and honest about their needs

What do we know about this program or community

Are we the best source for delivering this response

To what extent are we reaching those with the greatest need

Relationships

How are coalitions and programs connected to each other

Who makes responsive requests within a program

What is credible

Are we able to meaningfully elevate program expertise

How is the current funding climate impacting program capacity needs

Who is best to deliver this message

Do we agree on the type of TA or support that is needed

What are my beliefs or assumptions as TA provider about this situation

Who has influence over this situation and how do we access them