



SOP Number: TTAR2018

SOP Title: Training & Technical Assistance Request

	NAME	TITLE	SIGNATURE	DATE
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READ BY			
NAME	TITLE	SIGNATURE	DATE

1. PURPOSE

The purpose of the Office of Victim Services (OVS) VAP Training Center is to improve the skills, knowledge and effectiveness of staff at Victim Assistance Providers (VAPs) across New York through a variety of training and technical assistance opportunities.

2. INTRODUCTION

The OVS Training and Technical Assistance Request Program draws on the expertise of training experts, consultants and victim service professionals to design and deliver customized training and technical assistance.

Through routine surveys, OVS Training and Technical Assistant (TTA) Consultants develop and update a *Catalogue of Services*, featuring a variety of no-cost training opportunities for VAPs. In addition, TTA Consultants offer multiple training delivery methods and customize training requests according to the independent needs of each VAP.

This procedure document describes how VAPs can access and submit a Training & Technical Assistance Request. It also documents responsibilities and duties of OVS staff, TTA Consultant staff and VAP staff so that requirements and expectations for all parties are clear.

3. RESPONSIBILITIES

OVS staff are responsible for:

- Logging all training and technical assistance requests submitted. [Training & Outreach Unit];
- Reviewing requests for completeness and basic eligibility (2-5 business days) [Training & Outreach Unit];
- Forwarding approved requests to authorized OVS TTA Consultant for follow-up (at this point, the OVS TTA Consultant will begin working directly with the VAP to determine exact training needs) [Training & Outreach Unit];
- Returning denied request to VAPs with instructions for corrections [Training & Outreach Unit];
- Reviewing formal training proposals from OVS TTA Consultant, ensuring expenditures are VOCA allowable; confirming that training request originated from VAP Program Director or Executive Director (2-5 business days) [Training & Outreach Unit, Grants Unit]; and
- Provide formal training and technical assistance request approval to all parties [Training & Outreach Unit].

VAP staff are responsible for:

- Choosing training and technical assistance from online *OVS Training and Technical Assistance Request - Catalogue of Services*;
- Confirming authorization to submit training and technical assistance request on behalf of program/organization (only OVS funded program directors or executive directors may submit training and technical assistance requests);
- Submitting training and technical assistance request via OVS Link;
- Providing complete, accurate answers to all questions, including the statement of need, expected outcome(s), names and titles of staff receiving service(s) and the name, title and contact information for the lead staff for the project;
- Ensuring that timely follow-up communication is made with OVS TTA Consultants upon initial approval request (2-5 business days);
- Ensuring that formally approved training proposals are executed in the agreed upon time and manner;

STANDARD OPERATING PROCEDURES

OVS Training & Outreach

- Providing OVS TTA Consultant and OVS immediate notification of any changes in scope, manner, delivery/location and/or cancellations to the approved training; and
- Completing training and/or technical assistance evaluation survey upon project conclusion.

TTA Consultant staff are responsible for:

- Following-up with VAPs upon initial approval request (2-5 business days);
- Working directly with VAPs to determine official training need, scope, method of delivery, timeframe and anticipated budget;
- Customizing and submitting formal training proposal to OVS (5-10 business days);
- Immediately following-up with and begin working with VAP upon notification of formally approved request;
- Ensuring timely delivery, execution and follow-up of agreed upon training;
- Maintaining diligent record keeping for audit purposes; and
- Submitting monthly invoices to OVS for review and approval and including a status report of all approved training requests.

4. TRAINING & TECHNICAL ASSISTANCE REQUEST SUBMISSION PROCESS

- Visit <https://ovs.ny.gov/training-technical-assistance-request>
- Click on “OVS Training and Technical Assistance Request - Submission Form”;
- Complete ALL required forms and answer questions accurately;
- Click “Submit” and keep/print proof of submission for your own records; and
- Email any submission process questions to training@ovs.ny.gov with “Question” in the email subject line.

5. FORMS/TEMPLATES TO BE USED

[OVS Training and Technical Assistance Request - Submission Form](#)

6. INTERNAL AND EXTERNAL REFERENCES

Internal References

N/A

External References

N/A

7. CHANGE HISTORY

SOP no.	Effective Date	Significant Changes	Previous SOP no.