NEW YORK STATE | Office of Victim Services

SOP Number: TTARP2022

SOP Title: Training & Technical Assistance Request Program

	NAME	TITLE	SIGNATURE	DATE
Author	OVS Training & Outreach Staff	Director of Training & Outreach	BK	4/6/2018
Reviewer	OVS Grants Staff	Contract Management Specialist	CF	4/6/2018
Authoriser	OVS Executive Staff	Deputy Director of Administration	GM	4/6/2018

Effective Date:	**4/18/2018**
Review Date:	**4/6/2018**

READ BY			
NAME	**TITLE**	**SIGNATURE**	**DATE**
OVS Training & Outreach Staff	Program Outreach Specialist II	RG	10/27/2022

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) Providers develop and update a *Catalogue of Services,* featuring a variety of no-cost training opportunities for VAPs. In addition, TTA Providers 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 Provider 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 Provider for follow-up (at this point, the OVS TTA Provider 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 Provider, 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 Providers upon initial approval request (2-5 business days);

- Ensuring that formally approved training proposals are executed in the agreed upon time and manner;

- Providing OVS TTA Provider and OVS immediate notification of any changes in scope, manner, delivery/location and/or cancelations to the approved training; and

- Completing training and/or technical assistance evaluation survey upon project conclusion.

TTA Provider 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 ovs.ny.gov/ttarp

- Click on the "Submit a Request" button;

- 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 "TTARP 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.
TTARP2019	4/6/2019	Minor description changes.	TTARP2018
TTARP2022	10/31/2022	Minor description changes, updated hyperlinks.	TTARP2019