**Partnership Support Team Help Desk Protocol**

The Partnership Support Team (PST) Help Desk is an on-demand, results-oriented technical assistance resource for the Best Start Partnerships and their support organizations. It is adapted from the Center for the Study of Social Policy Technical Assistance and Resource Center (TARC), a technical assistance center that has supported place-based initiatives for more than two decades. The Help Desk has three phases:

1. Planning for and submitting TA request(s)
2. Responding to request(s) and providing TA
3. Completing TA and evaluating the results and participant experience

Planning for and Submitting TA Request(s)

* The Regional or Local Network (RNG or LNC) engages with the Best Start partnership in a co-design process to identify the TA need using the TA Request Form (attached). The completed form is submitted to the assigned Program Officer (PO).
* The PO consults with the PST management team to determine the appropriate TA response. There are three types of TA responses (recommended response from PST within 3 business days):
  + Consultation – where an LN or RN wants to receive coaching support from a member of the PST
  + “Train the Trainer” TA – where LN or RN capacity builders want training to build their own capacity and/or provide training to BSCs
  + Direct TA Support – where technical assistance is provided by capacity builder(s) to BSCs directly
* Once the TA recommendation is finalized – after deliberations between the PO and PST, and then affirmed by the RNG/LNC and partnership – the PST management team connects the capacity builder(s) to the RNG/LNC point of contact to work-out logistics.

Responding to Request and Providing TA

* The RNG/LNC, Best Start partnership leadership and the capacity-builder plan the TA event based on the “specs” provided in the TA request form, and the TA is provided, accordingly.
* The capacity builder provides a one-page progress report to PST management about the TA experience, using the PST TA Progress Report form (attached).

Completing TA and Evaluating the Results

At the completion of the TA (preferably in the closing segment/segment of the event), participants complete an evaluation of their experience using the TA Participant Evaluation Form (see attached), and return completed forms to PO and PST Management.

The PST uses the feedback for continuous quality improvement of the Help Desk.

***Note: Should any issues occur at any point in this process, please contact PST Management.***