The National Resource Center for Human Service Transportation Coordination:
Veterans Transportation & Community Living Initiative Technical Assistance
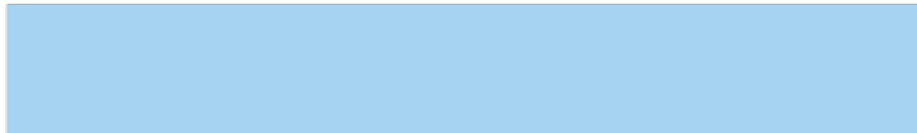
VTCLI Technical Assistance Goals

- **Goal 1:** VTCLI sites successfully carry out their funded projects

- **Goal 2:** VTCLI communities demonstrate strategies for including veterans, service members & military families in transit planning and service delivery

The VTCLI Technical Assistance Team

- National Resource Center for Human Service Transportation Coordination (NRC), housed at CTAA
- American Public Transportation Association
- Armed Forces Services Corporation
- Easter Seals
- Harman Consulting
- Joblinks Employment Transportation Center, housed at CTAA

The VTCLI Technical Assistance Commitment

Every one of the 55 VTCLI projects will receive technical assistance from the technical assistance team
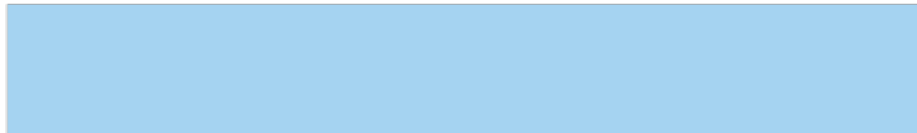
VTCLI TA: Values & Guiding Principles

- Our work will model "one-stop" assistance, and will be aimed toward building capacity and promoting sustainability

- We promote self-help and peer-to-peer exchange wherever reasonable

- We will provide "active advice" in our technical assistance, and will not hold back in apprising grantees of risks associated with particular actions or inaction

- The VTCLI projects we help are to be integrated in their communities' coordinated transportation infrastructure

- The principle of "Nothing about us without us" applies to veterans and military families transportation

- We aim for VTCLI materials, information and experiences to be replicable and available beyond just the project sites

VTCLI TA: Some Roles & Responsibilities

- Each of the 55 VTCLI projects will have a specific person named as their technical assistance facilitator; these facilitators will be from among the VTCLI TA partner organizations

- UWR Ambassadors will serve as part of the "eyes and ears" in the field, maintaining contact with VTCLI projects as fits in to their ongoing Ambassadorial duties

- FTA Regional and HQ staff will be responsible for all grants management, reporting and oversight issues, and will maintain ongoing communication with VTCLI TA facilitators

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The VTCLI TA Approach: Determining Specific Technical Assistance Needs

- Project applicants may not yet know their specific technical assistance needs, or may find new TA needs arise during project period

- To help our team begin to determine TA needs, every project will need to complete an on-line survey. One of the fields on this survey is a brief "scope of work," from which we perform TA-focused content analysis

- Continuing iteration of needs via TA facilitator

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VTCLI TA: General Framework of TA Strategies

The following are our parallel strategies:

- Development & use of content on public www.fta.dot.gov/veterans website

- Development & use of VTCLI-specific content on a private on-line shared workspace, to be hosted by US Department of Labor

- Facilitation of peer exchange

- Periodic education on topics of general interest across VTCLI, such as through webinars and local partnership-building activities

- Direct technical assistance interventions in response to observed or requested needs

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VTCLI Technical Assistance Survey

- Overview: Collect Project Info and TA needs
  - VTCLI projects peer-to-peer Web network
  - Basis for VTCLI transparency and accountability
  - www.surveymonkey.com/s/VTCLI_ProjectInfo
- Grant Recipient Information
  - Primary Recipient
  - Sub-recipient(s)
  - Project IDs
  - Project contacts

VTCLI TA Survey cont'd

- VTCLI Project Information (capital $)
    - Project ID number (See Fed Register notice)
    - Project Category
    - Project Scope of Work (250 – 500 words)
    - Project Budget
- Associated Project Information (operating $)
    - Same as above

VTCLI TA Survey cont'd

- Military/Veterans Community Engagement
  - Identify military installations in project area
  - Identify VSO and MSOs included in project
  - Determine outreach TA requirements
- Performance measures for your project
- Deadline for completion:
  - January 15, 2012

VTCLI Technology Deployment

- Three VTCLI One-Call Center objectives drive technology deployment.
- Two types of VTCLI technology projects
  - "New" one-call centers
  - "Bolt-on" technology enhancements
- VTCLI transparency and accountability
  - Pay special attention to FTA's procurement procedures
- Unique VTCLI peer-to-peer communication provided
- Performance measures for technology enhancements required in NOFA
- Technology assistance on all the above is available from TA Consortium

3 Step Model to Serve the Military Community

Phase 1:
Needs Analysis

Perform an Inventory of Needs for Service Members, Veterans, and Military Families in Your Community

Phase 2:
Resource Planning

Undertake an Analysis of What Needs Can Be Met based on Current and Planned Resources

Phase 3:
Outreach

Communicate Current and New Transportation Programs

Military Community Overview

- Active Duty
  - Wounded Service Members
  - Wounded Warrior Families
  - Other Service Families
- Veterans
  - Veterans with Disabilities
  - Low Income/Homeless Veterans
  - Student Veterans

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VTCLI TA: Some Next Dates & Steps

- **By Jan 15, 2012:** All sites to complete on-line surveys; UWR Ambassadors to encourage completion

- **By Jan 31, 2012:** VTCLI national team will assign TA facilitators to individual sites

- **By Feb 15, 2012:** UWR Ambassadors to introduce each VTCLI project site point of contact to their TA facilitator

- **By Mar 31, 2012**, and at least once each subsequent calendar quarter: TA facilitator to connect with VTCLI project site, gauge progress, follow up on completed/progressing TA, assess needs, and recommend next TA actions

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VTCLI TA: Specific TA Strategy – public website

In general, the www.fta.dot.gov/veterans website is the one-stop source for information on inclusion of veterans and military families in coordinated public transportation, as well as for "public" information of and about VTCLI projects

Content will include:

•Links to One-Call Toolkit and related documents

•Technology Deployment checklist and related materials

•Guide to Engaging Your Military Community

•Bookshelf on research & literature related to transportation for veterans, service members and military families

•Material on operating funds, coordinated planning, etc.

•General information on VTCLI, its partners and its projects

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VTCLI TA Specific TA Strategy – private on-line shared workspace

General approach: As part of the DOL-hosted "ePolicyWorks" Internet platform, this will function like a private website with content very specific to VTCLI and its projects. The purpose of this is to help sites better understand and carry out their own projects, to facilitate peer-to-peer exchange and enable sites to learn from each others' experiences, and to help keep FTA and TA partnership abreast of sites' focuses and progress

Content will include:

• Maps and other visually presented data for VTCLI

• Abstracts of VTCLI projects

• Sites' reports on progress and/or technical assistance

• Site-specific information not appropriate for mass distribution

• Opportunity to address and share issues, topics of concern

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New Collaboration Tools for Sites' Use

In Spring 2012….

• We will provide you with a template and technical assistance to establish your own local collaborative workspaces for your stakeholders.

• We will provide you with a template and technical assistance to establish local online dialogues that will assist you to reach out to the broader community.

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Closing Words on VTCLI Technical Assistance

Our technical assistance is built around the idea of single points of contact for each VTCLI grantee. The team, however, brings a spectrum of skills, and we work together to match these skills to VTCLI grantees' needs.

• National Resource Center for Human Service Transportation Coordination (NRC), www.NRCtransportation.org

• American Public Transportation Association, www.APTA.com

• Armed Forces Services Corporation, www.AFSC-USA.com

• Easter Seals, www.projectaction.org, www.seniortransportation.net

• Harman Consulting

• Joblinks Employment Transportation Center, www.SolutionsToGetThere.org

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Questions? Seeking More Information on our VTCLI Technical Assistance?

Ask now, or contact…..

Chris Zeilinger, Director, National Resource Center for Human Service Transportation Coordination

Email: zeilinger @ ctaa.org

Phone: 202.250.4108

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