



Types of Technical Assistance Provided by NCMM Staff

I&R—Individual

Provide individual customers/consumers information with information on and links to opportunities and services available to them within their communities. Generally a one-time interaction via phone or e-mail.

I&R—NCMM audience

Provide NCMM audience or related stakeholders information on and links to existing resources, products, tools, or research data, to links. Generally a one-time interaction via phone or e-mail.

Peer referrals

NCMM staff connects two stakeholders or organizations *within the same sector* to each other, but do not participate in their ongoing conversation.

Facilitate cross-sector engagement

NCMM staff connect two stakeholders or organizations *from different sectors* to each other, particularly for the first time, to create new communication channels and partnerships. May require more preparation than peer referral.

Peer exchange

NCMM staff facilitate or are part of a peer exchange that is a focused collaboration among professionals or practitioners who convene to share their experiences and build on one another's successes and challenges to achieve collective and continuous growth. Generally a one-time event.

Interagency collaboration

NCMM staff bring together and engage multiple stakeholders and other sectors in a coordinated and integrated effort to serve target populations whose needs cross multiple systems. Generally involves multiple meetings.

NCMM conference/meeting

NCMM staff prepare and implement an NCMM conference/large meeting. Can be regional, statewide, or national; differs from a workshop for a small group of people.

External conference/meeting

NCMM staff present at outside organization's conference/large meeting, generally as a plenary or keynote speaker.

NCMM in-person training/workshop

NCMM staff prepare and lead an in-person training/ workshop. New content must be provided during this in-person instructional interaction.

External in-person training/workshop

NCMM staff prepare and lead an in-person training/ workshop for an outside organization. New content must be provided during this in-person instructional interaction.

NCMM virtual training/webinar

NCMM staff prepare and implement an NCMM-sponsored virtual training event/webinar.

External virtual training/webinar

NCMM staff present in outside organization's virtual training event/ webinar.

Workgroup/roundtable

NCMM staff lead or participate in a work group/roundtable. Includes involvement in a working group, or group of experts working together to achieve a specific goal or product.

New resources/products/tools

NCMM staff develop new resources, products, or tools that respond to an issue identified by NCMM audience, FTA, or other stakeholders and that is disseminated to the NCMM audience.

Intensive support/demo projects

NCMM provides multiple types of intensive support for demonstration projects over a period of time.

Research

NCMM conducts, or has conducted on its behalf, the systematic study of a subject and the generation of new data, strategies, insights.