



Indiana Department of Education

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Technical Assistance Overview and Process

Overview

The Indiana Department of Education (IDOE) is dedicated to ensuring that local educational agencies (LEAs) receive effective and efficient targeted support when needed. Technical assistance (TA), commonly referred to as consulting, is the process of providing targeted support to an organization with a development need or problem. TA is an effective method for building an LEA's capacity and increasing outcomes for students with disabilities.

TA involves communication between a TA specialist and the LEA. The specialist should be aware of the organizational culture and any specific circumstances related to the development need. TA is typically delivered over an extended period of time. The structure of how TA is delivered varies. TA can be one-on-one consultation, small or large group facilitation, etc. In order for this type of assistance to be effective, the specialist or consultant should adhere to a set of core principles. Effective TA should be:

- Collaborative: Work jointly with LEA staff to identify underlying needs.
- Systematic: Use an orderly approach.
- Targeted: Determine where technical assistance will have the greatest impact.
- Adaptive: Be flexible.
- Customized: Respond to the unique needs of the LEA.
- Results-driven: Identify measures that indicate improvement.

Requesting Targeted or Intensive TA

While LEAs have the ability to request TA when needed, in certain circumstances, IDOE may also require LEAs to engage in TA. This identification can be based on the following, but is not limited to: areas of noncompliance (singular or ongoing), student outcome data, service provision, and program effectiveness. Under these circumstances, IDOE will identify LEAs and, in some cases, identify areas of need for assistance.

TA Process for LEA Submission:

1. LEAs identify a need for TA and navigate to IDOE's [Office of Special Education webpage](#).
2. LEAs submit a [TA Request Form](#), identifying a point of contact and brief overview of the type of assistance/service requested.
3. IDOE reviews the submission and determines the appropriate TA partner.
 - a. If needed, IDOE will schedule an intake call with the LEA requesting additional information via Microsoft Teams or another web conferencing application.
4. IDOE sends the request to the appropriate TA partner or provides individualized support based on the TA level agreed upon by both parties.

Levels of Technical Assistance

Universal, General (Level One)

Level one TA is defined as passive in nature and describes information provided to independent users through their own initiative, resulting in minimal interaction with TA support staff. This TA includes information presented as newsletters, guidebooks, or research syntheses downloaded from the TA center's website by individuals.

Examples:

- Collaborative IDOE professional development resources
- Professional sessions and resources in the [Indiana Learning Lab](#)
- Brief, informal informational sessions over technical topics
- Short informational session (informal)
- Policy interpretation and guidance documents

Targeted, Specialized (Level Two)

Level two TA is developed based on the needs of multiple LEAs and is not extensively individualized. In level two TA, a relationship is established between the LEAs and the TA provider(s). This TA can include one-time, labor-intensive events, such as facilitating strategic planning or hosting regional or national conferences. It can be episodic, including less-intensive events over an extended period of time (e.g., conference call series on numerous topics based on the recipients' needs, communities of practice, etc.).

Examples:

- Facilitation of a program evaluation toolkit process
- Hosting ongoing office hours to address stakeholder questions
- TA providers review resources, proposed guidance, or presentations the LEA created in order to provide support and suggestions

Intensive, Sustained (Level Three)

Level three TA services are often provided on-site and require a stable, ongoing relationship between the TA provider(s) and LEA. TA services are defined as a negotiated series of activities designed to reach a valued outcome, such as increased compliance in Article 7 requirements. This category of TA should result in changes to policy, programming, practice or operations that support increased recipient capacity and/or improved outcomes at one or more systems/levels.

Examples:

- Holding, deliberate meetings with corporation leaders for up to one year that result in improved compliance with Article 7
- Support teams in completing a program evaluation, educational benefit review, root cause analysis, or corrective action plan
- Providing direct assistance and professional development opportunities for Special Educators

Technical Assistance Partners

IDOE's Office of Special Education provides TA to LEAs and partners with IEP TA Center and the PATINS Project to provide Indiana public schools additional professional development and other TA options to improve teaching and learning.

[IEP TA Center](#) works to increase knowledge, skills, and capacity of Indiana educators to improve outcomes for students with disabilities. The IEP TA Center promotes inclusive education with a belief in shared responsibility and equitable access to a strong core curriculum with high-quality instruction benefiting all students. To fulfill this purpose, IEP TA Center staff provide professional learning, technical assistance, and resources to support educators in the field.

[The PATINS Project](#) is a statewide technical assistance network that connects Indiana's LEAs to accessible educational materials, assistive technology, professional development, and technical support through IDOE and the Indiana Department of Administration (IDOA). PATINS' mission is "to support Indiana public schools in creating and sustaining an equitable learning environment for every student through universally designed access, engagement, and participation."

Reference: [CDC Technical Assistance](#)