

Technical Assistance (TA) Program Expectations and Metrics

TA Expectations

Process Step		Expectations
DFA	Assistance Request (AR) assignment	<ul style="list-style-type: none"> • TA PMs maintain a document for AR assignment staff on current TA providers' capacity and update monthly • AR assignment staff to complete review of AR, and assign to provider if eligible, within 2 weeks of receiving a complete and acceptable AR <ul style="list-style-type: none"> ◦ Expectation to be implemented once the TA section is fully staffed, new process improvements around processing ARs have been put into practice, and the new TA providers have been onboarded. • TA PM to enter AR information into LGTS during the week the TA provider confirms acceptance of AR <ul style="list-style-type: none"> ◦ Required fields to complete in LGTS: AR Title, Type of AR, AR Water Systems, Associated Non-TA Projects, Problem/Request, Project Description, Start Date, Status, TA Category, Check Boxes related to Project, Contaminant(s) Being Addressed by Project, Upload Submitted AR
Provider	AR acceptance	<ul style="list-style-type: none"> • Respond within 1 week of AR assignment email from DFA to either confirm or decline the AR
Provider	WP Submittal	<ul style="list-style-type: none"> • Reach out to TA recipient within 1 week of accepting an AR from DFA. • Submit work plans within certain timeframe from AR acceptance, as follows: <ul style="list-style-type: none"> ◦ 10 weeks for non-profit providers ◦ 8 weeks for private providers ◦ More time may be allowed case by case for planning projects, with Supervisor approval
DFA	Review of WP Deliverables	<ul style="list-style-type: none"> • TA PM/Construction PM to review deliverables as set out in TA PM/Construction PM Guidance (guidance pending)

Process Step		Expectations
DFA	Reviewing Work Plans	<ul style="list-style-type: none"> • Review work plans for approval within 8 weeks <ul style="list-style-type: none"> ○ Initial Staff Review – 1 Week ○ Staff/Provider/Senior Resolution – 3 Weeks ○ Final Senior Review – 1 week ○ Supervisor Review – 1 Week ○ ADD Review – 1 Week • Adobe Sign Execution – 1 Week • TA PM to update Work Plan information in LGTS within 1 week of execution <ul style="list-style-type: none"> ○ Required fields to update in LGTS: Work Plan Budget, TA Category, Deliverables
Provider	Kickoff Call	<ul style="list-style-type: none"> • Provide Meeting Agenda • Focus of Meeting: Review Scope of Project • Provide Meeting Notes
Provider	Check-in Calls	<ul style="list-style-type: none"> • Provide update on workload capacity/ability to take on new ARs
Provider	Project Status Calls	<ul style="list-style-type: none"> • Provide Meeting Agenda • Provide Meeting Notes • Hold at least Monthly Status Calls for Full Planning Projects (frequency may be adjusted based on project needs) • Hold at least Quarterly Meetings for other ARs (frequency may be adjusted based on project needs)
Provider	Submitting Status Updates	<ul style="list-style-type: none"> • Submit a Monthly Update that can be incorporated into the SAFER Clearinghouse (detailed guidance to come)
DFA	Reviewing reimbursement requests	<ul style="list-style-type: none"> • Total DFA review 45-60 days: <ul style="list-style-type: none"> ○ PM receive claim, route to DA (1 day) ○ DA review (10 days) ○ PM to review Invoice (14 days; not including disputes)

Process Step		Expectations
DFA	Data Entry Requirements	<ul style="list-style-type: none"> Review Progress report within 14 days of receipt TA PMs to update LGTS (DFA internal tracking system) once a quarter minimum <ul style="list-style-type: none"> Required fields for update: AR status, WP budget, WP deliverables status
DFA	Satisfaction Survey from systems receiving TA	<ul style="list-style-type: none"> Satisfaction Surveys to be sent annually to systems receiving TA

TA Metrics

Metric
% of WPs submitting within 8 or 10 Weeks as applicable
Average Total Cost per Full Planning Work Plan
Average Total Time per Full Planning Work Plan to: <ul style="list-style-type: none"> (1) Complete Construction Application and (2) Executed Funding Agreement
Average Time to execute WP
% WPs needing amendments for budget
% WPs needed amendments for time
Number of times WP amended