



**Request Initiation** begins the process of the state, tribe, territory or court (customer) articulating their need and the T/TA Network collecting information to understand the need and determine who needs to be involved, informing RO/FPO and informing TTACC. For IC's, this process begins with the submission of an application. The stage of request initiation ends with a decision by the RO/FPO to authorize the assessment, or the request is not approved. **Key Point of Change – 1) There is an assessment period; and 2) The authorization for assessment is given (or not), this is NOT the approval of the TA request. Assessment and Plan Development** begins with taking the submitted request/IC application and creating a plan for determining the TA response (single member or multiple), by gathering more information and analyzing that information. Assessment may involve an on-site visit to the jurisdiction to discuss the need in greater detail, to brainstorm strategies and approaches, and to define a proposed plan. An on-site assessment is not required if the stage can be completed through calls or off-site work only. The assessment phase will also result in the identification of a lead TA provider from among the multiple members involved. At the conclusion of assessment, the proposed plan is submitted to the RO/FPO. This stage of assessment and plan development ends with a decision by the RO/FPO to approve the T/TA Delivery or not. **Key Point of Change – The plan approval now triggers on-site T/TA Delivery.** **T/TA Delivery** begins with the approved plan and communicating with the jurisdiction to schedule on-site work. The plan guides the work of single or multiple member projects and the lead Member has overall management of the combined plan for multiple Member projects, TTACC schedules and coordinates status reviews of the plan and specific work focused on outcomes. The stage of T/TA Delivery ends when services are completed, or when it has been determined as no longer appropriate to continue services. **Key changes – When more than one member is working with a customer, the T/TA matrix is replaced with an integrated plan which reflects the collaborative efforts and not just independent Member activities that are occurring with that customer** **Review Plan** begins after the initial T/TA has been delivered and according to the plan schedule. Review Plan is the second component in the cycle of service delivery and resides in the same phase as T/TA Delivery. Provision of services, assessment of customer progress and status of delivery are contributing factors to plan review and any plan updates, when needed. The end point of this phase is the same as T/TA Delivery (when services are completed or when it has been determined as no longer appropriate to continue services).

**Close** begins when the T/TA plan has been completed, or it is no longer appropriate to continue services. Closure includes individual NRC/IC evaluation procedures and documentation that officially ends the TA process. During this phase a final review of the services provided is conducted and referrals and/or additional requests could be made.