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Facilitator's Guide

This guide provides instructions and tips for facilitating the group discussions designed to assess REACH awardees' satisfaction with technical assistance.

STEP 1: WELCOME (5 mins)

Read the welcome script included in the Group Discussion Questions document.

- If there are questions about which TA services will be covered in the group discussion, provide the following explanation:

For this group discussion, TA includes...

technical assistance regarding program implementation, evaluation, and communications offered during standing monthly and quarterly calls, site visits, and peer-to-peer calls. TA may also include trainings provided as part of a TA response.

STEP 2: INTRODUCTIONS (5 mins)

Read the introductions script included in the Group Discussion Questions document. Encourage brief introductions.

STEP 3: MAIN QUESTIONS (40 mins)

The table below provides a menu of probes for each main question. Probes may be used to help clarify participants’ responses, or to encourage participants to elaborate on short responses.

Main Questions	Probes
1. Please think about all of the TA you’ve received from TACTIC providers, evaluation TALs, or communication TALs over the past year—so, since [MONTH YEAR]. Have the TA services been provided in a way that was useful for your REACH or other related work?	<ul style="list-style-type: none"> • Please give examples. • Which services have been most useful for your REACH work? Why? • How has the TA affected your capacity?
2. Think of a specific TA service you’ve received over the past year that you were highly satisfied with. Briefly describe the TA service for me, and tell me how you applied the TA you received to your REACH work.	<ul style="list-style-type: none"> • What was your support need? • How did you interact with the TA provider/liaison (frequency, format)? • Did the TA provider/liaison point you to specific resources? If so, please describe. • Thinking about the techniques the TA provider used to assist you, which did you like most? Which didn’t you like? • How did you use the information or resources you received from the TA provider/liaison in your REACH work? • Did you share resources or guidance provided by the TA provider/liaison with partners? If so, please describe.
3. Over the past year, what challenges have you experienced with obtaining TA from CDC contractors for your REACH work?	<ul style="list-style-type: none"> • Please give an example.
4. How can CDC increase your satisfaction with the TA offered to REACH awardees?	<ul style="list-style-type: none"> • Are there services that aren’t offered that you would like to receive?

STEP 4: SUMMARY AND WRAP-UP (10 mins)

At no later than the 50-minute mark, ask the participants the closing question.

Closing Questions	Probe
5. Do you have any closing thoughts about the training and TA services REACH awardees receive from TACTIC providers, evaluation TALs, or communication TALs?	<ul style="list-style-type: none">• Is there any other feedback you would like to share with CDC about the TA services you have received?

Thank all the participants for their time and valuable feedback.