

TA Outcomes – 2018 TA Provider Institute

Avoid Example 1

Direct TA – one recipient

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|---|---|----------------------|
| 3D: Improved program, grant, and regulatory compliance (e.g., improved staff understanding of regulations, improved quality or timeliness of reporting, resolved audit or monitoring findings) | Entity will have improved ability to comply with federal and program rules and regulations. | Entire Work Plan |

Problem: Outcome description is too vague. Had the TA Provider included specific references to the applicable federal and program rules and regulations, this would be a good outcome.

Avoid Example 2

On Call – multiple (Task 1 – Admin, Task 2 and 3 are known engagements, other Task assignments are pending)

One task per engagement construct

2 on call task – one outcome selected – different descriptions - but do not include the proper prefix

Not Applicable HUD Outcome Category

| Outcome | * Outcome Description | * Associated Task(s) |
|-----------|--|----------------------|
| 4D: Other | Expected Outcomes will be added at the task level as On Call engagements are assigned. | Entire Work Plan |

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|---|--|---|
| 3A: Improved staffing or organizational structure (e.g., revised job descriptions to reflect skills required to implement program, merged departments to achieve greater efficiency or alignment) | Improvements in staffing requirements and hiring standards will enable better administration of grant funds per 2 CFR 200. The requirements for an organization realignment have been established, and a proposal is drafted. | <ul style="list-style-type: none"> Task 2: Moscow, Idaho On Call TA Task 3: Seattle, Washington, On Call TA |

The Good: They used a one task for each engagement work plan construct. They included 1 Entire WP task to cover the WP and uses the correct Template language. Ok Outcome Descriptions.

Problem: Critical failure....They did not use the proper prefix for either task. Which outcome description is for Moscow and which for Seattle? Since there are multiple recipients that are using the same HUD outcome, the recipient prefix is required to differentiate each. If different HUD outcomes were in play and the outcome description was correctly assigned to the respective task, the prefix would not be required.

Avoid Example 3

Needs Assessment – one recipient

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|--|---|-------------------------|
| <p>3E: Improved capacity to substantively change the ways partners interact or conduct their work in order to address community needs (e.g., implemented innovative multi-agency strategies, implemented coordinated place-based development to align resources from various funders to yield more substantial results, implemented coordinated entry process to improve targeting and access to homeless assistance)</p> | <ul style="list-style-type: none"> - Conduct an environmental scan, including a data profile, for each of the 9 Tier 1 Unsheltered Communities. - Determine the scope of work for Direct TA for each of the 9 Tier 1 Unsheltered Communities. - Determine the project lead and SMEs needed for Direct TA for each of the 9 Tier 1 Unsheltered Communities. | <p>Entire Work Plan</p> |

Problem: Outcome description reads more like a task list and seems closer to outputs. Questions to ask for Needs Assessment outcomes are: What are the recipients problems? Why does the recipient need TA? What value will the TA have on the recipient? What will the TA inform or enable as next steps? What will the recipient be able to start, or understand, as a result of the TA?

Avoid Example 4

Training Delivery – unknown # of recipients

Learning Objectives

- The HOME webinars: HOME practitioners will be able to explain how to determine income under the HOME Program and describe the rental compliance and development requirements of the HOME Program.
- The HOME guidebooks: HOME practitioners will be able to describe the requirements under 24 CFR Part 92 for rental housing programs.

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|---|------------------------------|--|
| 3D: Improved program, grant, and regulatory compliance (e.g., improved staff understanding of regulations, improved quality or timeliness of reporting, resolved audit or monitoring findings) | HOME Webinars and Guidebooks | <ul style="list-style-type: none"> • Task 2: HOME Webinars • Task 3: HOME Guidebooks |

Not Applicable HUD Outcome Category

| Outcome | * Outcome Description | * Associated Task(s) |
|---|--------------------------------------|--|
| 4A: Task is related to work plan development or management of work | Planning and management of Work Plan | <ul style="list-style-type: none"> • Task 1: Planning - Training Delivery |
| 4C: Task is related to closeout | Planning and management of Work Plan | <ul style="list-style-type: none"> • Task 1: Planning - Training Delivery |

Problem: Outcomes are topical statements and insufficient. On Training Delivery work plans, often the Learning Objectives can be used to draft the expected outcomes.

Good Example 1

Product Development

Learning Objectives

- PJs will develop an understanding of HOME's property standards and how they vary among activities.
- PJs will be able to develop local owner-occupied rehab programs that comply with HOME requirements.

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|---|--|----------------------|
| 3D: Improved program, grant, and regulatory compliance (e.g., improved staff understanding of regulations, improved quality or timeliness of reporting, resolved audit or monitoring findings) | PJs will be prepared to integrate updated property standards across their HOME activities. | Entire Work Plan |

The Good: Use of key words such as “will be prepared”. Mentions who (Participating Jurisdictions) and the specific program (HOME) and topical area (property standards).

Good Example 2

Direct TA – one recipient

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|--|---|---|
| <p>3C: Improved financial management systems, controls, oversight to conform with 2 CFR Part 200 (OMB Omniscircular) and generally accepted accounting principles (e.g., completed A-133 or other financial audits, closed A-133 or other financial audit findings, implemented internal controls, demonstrated adequate Quick Ratio)</p> | <p>The appropriate staff will understand how to implement and administer their recently adopted procurement policies in compliance with the Uniform Administrative Guidance at 2 CFR 200 and the Indian preference regulations in 24 CFR 1000.</p> | <ul style="list-style-type: none"> Task 1: Coordinate and deliver Procurement TA for St Croix HA |
| <p>3D: Improved program, grant, and regulatory compliance (e.g., improved staff understanding of regulations, improved quality or timeliness of reporting, resolved audit or monitoring findings)</p> | <p>The appropriate staff will know how to determine what method of procurement to use in procuring goods and services along with how to apply Indian preference during the procurement process. Another long term benefit will be the staff knowing how to keep the procurement policy up to date in compliance with the statutory and administrative requirements.</p> | <p>Entire Work Plan</p> |

The Good: 3C Use of key words “will understand how” and “implement and administer”. Mentions specific guidance and policy documents (2 CFR and 24 CFR) and the topical area of procurement. 3D – similar to 3C.

Associating as they did was probably not required but is fine as is. Another way would have been to have both entire work plan tasks.

Good Example 3

Product Development

Learning Objectives

- Identify national objective(s)/matrix code(s); add/complete activities/document national objective compliance; set up IDIS activities to process draws/report accomplishments in Action Plan CAPER & PER

HUD Outcome Category #3: Improved capacity to deliver projects, programs or systems that address community needs

| Outcome | * Outcome Description | * Associated Task(s) |
|---|---|----------------------|
| 3B: Improved administrative processes or infrastructure (e.g., improved cost and participant eligibility verification procedures, instituted new policies and procedures to improve consistency of operations or decision-making, streamlined process steps that reduce application processing times, established new systems for monitoring conditions of assets or obligating funds, implemented new sub-recipient risk assessment and monitoring protocols) | The on-line training modules will improve the use of the Integrated Disbursement and Information System (IDIS) by CDBG grantees who provide HUD with current information regarding the program activities underway across the Nation. This will help provide HUD high quality and timing for reporting to Congress and in monitoring grantees across the five CPD formula grant programs. | Entire Work Plan |

The Good: Key word use “will improve” and “will help” and mentions audience (CDBG grantees). Does not merely describe the training, but illustrates the expected change in ability to use required systems.