2017-2018 UCEDD RESOURCE CENTER EVALUATION REPORT

UCEDD Resource Center

A project of AUCD, in partnership with AIDD, to strengthen and support the network of UCEDDs

Executive Summary

In 2017-2018, the UCEDD Resource Center (URC) provided technical assistance to all 67 University Centers for Excellence in Developmental Disabilities. The range of technical assistance included providing information, referrals to topical experts, assisting with cross network collaboration, hosting in-person events and webinars, and convening workgroups. Throughout the contract span, the URC provided responses to 357 requests for information and assistance; developed 12 unique products in response to emerging TA needs as well as disseminated 7 recurring products on a weekly, semi-weekly, and monthly basis; was the catalyst for 49 collaborations; and hosted 15 TA events.

TA was provided most frequently on the topics of diversity, inclusion, and cultural and linguistic competence; federal reporting; collaborating and grant application assistance. This inaugural evaluation report has helped to identify limitations and learning opportunities, as well as recognize achievements and inform goals for next year. A staffing shortage and limited progress on a language access plan were identified as limitations in the course of the evaluation. The Data Support Manager resigned in November 2017 after an extended maternity leave and a replacement was hired in February 2018, leaving a staffing shortfall for almost half of the contract period. While no materials were translated during this contract period, the URC did provide language interpretation services in ASL at in-person events, and captioning and transcription for webinars. With the development of a language access plan and the recent hiring of a bilingual staff member, language translation plans are currently underway. When looking at these opportunities to grow, the achievements of the past year are noticeable:

- All 67 UCEDDs received some form of technical assistance;
- Requests for information have an average turnaround time of one business day, and with urgent issues it is within hours that information and resources are shared;
- The global TA survey showed that 97% of respondents felt the TA received helped perform their roles better; and
- 94% were satisfied with the technical assistance received or was offered.

As the first year of the evaluation collection and summary concludes, the URC identifies four goals for the year ahead. To improve and inform web tracking, researching the possibility of using Google analytics on the TA websites. The next goal is to increase the sample size of those who receive the global TA survey, and that will happen through including all those who attend TA events. The third goal is with the development of the language access plan to increase the number of translated materials and continue to be a translational resource within the Network. The URC will continue to provide language interpretation services in ASL at in-person events, and captioning and transcription for webinars. The final goal is to continue meeting the technical assistance needs of UCEDDs through rapid responses, collaborations, and intensive, customized opportunities.

> *The Directors' Retreat [and TA Institute] was very effective this year. I welcomed the opportunity to work on the process pieces of program growth, evolution and death. It has supported me all year in implementing some significant changes at our Center.*
>
> *-UCEDD Director, Global TA Survey*

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Background

The Association of University Centers on Disabilities (AUCD) is a membership organization that supports and promotes a national network of university-based interdisciplinary programs. Network members consist of:

- 67 University Centers for Excellence in Developmental Disabilities (UCEDD), funded by the Administration on Intellectual Developmental Disabilities (AIDD);
- 52 Leadership Education in Neurodevelopmental Disabilities (LEND) Programs funded by the Maternal and Child Health Bureau (MCHB); and
- 14 Intellectual and Developmental Disability Research Centers (IDDRC), most of which are funded by the National Institute for Child Health and Development (NICHD).

These programs serve and are located in every U.S. state and territory and are all part of universities or medical centers. They serve as a bridge between the university and the community, bringing together the resources of both to achieve meaningful change.

AUCD supports this national network through:

- Leadership on major social problems affecting all people living with developmental or other disabilities or special health needs;
- Advocacy with Congress and executive branch agencies that fund and regulate programs used by people with disabilities;
- Collaborating and partnering with other national organizations to advance national agendas;
- Promoting communication within the network and with other groups by collecting, organizing, and disseminating data on network activities and accomplishments; and
- Technical assistance provision on a broad range of topics.

AUCD's mission is to advance policies and practices that improve the health, education, social, and economic well-being of all people with developmental and other disabilities, their families, and their communities by supporting our members in research, education, health, and service activities that achieve our vision.

The UCEDD Resource Center (URC)

AIDD contracts with AUCD to implement the UCEDD Resource Center (URC), a national training and technical assistance center, to support the UCEDDs in their core functions, enhance their organizational competency, and enrich their understanding of disability policy and related issues. AIDD requires a performance-based arrangement for providing coordinated, comprehensive, and specialized T/TA to the 67 UCEDDs. These services should be reliable, effective, efficient, and responsive to the field and work towards achieving the goals of:

- Improving UCEDD performance (e.g. facilitating the exchange of information that results in increased UCEDD effectiveness and outcomes by promoting standards and by conducting training events on current disability, policy and operational issues that inform and improve implementation of UCEDD core functions and federal reporting;
- Assisting UCEDDs with maintaining statutory compliance, and achieving statutory compliance when needed; and

- Positioning UCEDDs as leaders and catalysts of systems change, capacity building and advocacy at the national, state/territory, international, and local levels.

DD Act

Under the authorization of the DD Act, the URC provides UCEDDs with TA to strengthen and support the National Network of UCEDDs. Specifically, the DD Act states that TA shall:

- Assist in national and international dissemination of specific information from multiple Centers and, in appropriate cases, other entities whose work affects the lives of individuals with developmental disabilities;
- Compile, analyze, and disseminate state-of-the-art training, research, and demonstration results policies, and practices from multiple Centers and, in appropriate cases, other entities whose work affects the lives of persons with developmental disabilities;
- Convene experts from multiple Centers to discuss and make recommendations with regard to national emerging needs of individuals with developmental disabilities;
- Develop portals that link users with every Center's website;
- Facilitate electronic information sharing using state-of- the-art Internet technologies such as real-time online discussions, multipoint video conferencing, and web-based audio/video broadcasts, on emerging topics that impact individuals with disabilities and their families;
- Serve as a research-based resource for Federal and State policymakers on information concerning and issues impacting individuals with developmental disabilities and entities that assist or serve those individuals; or
- Undertake any other functions that the Secretary determines to be appropriate; to promote the viability and use of the resources and expertise of the Centers nationally and internationally.

Requested TA often aligns directly with the needs of UCEDDs to fulfill the four core functions mandated in the DD Act. Those four core functions are:

- **Interdisciplinary pre-service preparation** and continuing education of students and fellows, which may include the preparation and continuing education of leadership, direct service, clinical, or other personnel to strengthen and increase the capacity of states and communities
- **Community services** that provide training or technical assistance for individuals with developmental disabilities, their families, professionals, paraprofessionals, policymakers, students, and other members of the community; and that may provide services, supports, and assistance for the persons described (demonstration and model activities)
- **Research, evaluation, and the analysis of public policy** in areas that affect or could affect individuals with developmental disabilities and their families
- **Information dissemination**

Scope of TA

The URC's contract with AIDD provides TA under 6 objectives. Table 1 lists each objective along with corresponding tasks and activities. Throughout the contract year, the URC team works to meet each objective through a series of activities and tasks that often have an evaluable and tangible outcome. For example, each year a UCEDD TA Institute is held, meeting Objective 2: Knowledge Development, Sharing and Transfer. All participants receive the standardized TA Event evaluation. The results of the event evaluation inform current and future TA topics as well as this contract evaluation report.

The web-based information management system, National Information Reporting System (NIRS) supports UCEDD federal performance reporting. The URC provides management on reporting and public searches, provides system updates, conducts technical assistance on annual reporting, and supports UCEDD Data Coordinators in their roles. The Data Support Manager is the URC staff member who coordinates all activities under Objective 5 and coordinates monthly calls and an in-person Data Coordinators meeting at the annual conference. The technical assistance provided to Data Coordinators is essential for effective data management and for UCEDDs to complete their annual reporting. In mid-2018, there was a redesign and relaunch of NIRS. Strong, positive feedback on the changes were well-received. The Data Support Manger and AUCD's Director of Web Services are continuing to gather feedback and suggestions to continue to improve NIRS and more modifications are expected in 2019. Overall, the support from the NIRS Data Manager has been well-received and often praised:

> *The Data Coordinators meeting was a great way to better understand federal reporting and why the data entered is so important. -UCEDD Data Coordinator, 2017 Annual Conference*

Table 1. URC Objectives with Tasks & Activities

Objectives:	Objective 1: Project Management and Evaluation	Objective 2: Knowledge Development, Sharing and Transfer		Objective 3: Strengthening Peer-to-Peer Contacts and Networking	Objective 4: Collaboration	Objective 5: Information Management	Objective 6: Diversity, Inclusion, Cultural & Linguistic Competence
Tasks & Activities:	5-year strategic plan	Maintain and update T/TA website	TA meetings at AUCD conference	Establish and maintain cadre of UCEDD experts	Partner-focused working relationship between AIDD and AUCD	Provide web-based info management system	Update Diversity & Inclusion Toolkit
	Annual work plan	Develop and deliver high-quality trainings	Tip Sheets	Support peer-to-peer networking	Partner-focused working relationship with UCEDDs	Establish plan for updates to web-based information management system	Provide TA to NTI Diversity Fellowship Program
	Orientation meeting with AIDD	TA Institute	Develop and disseminate current and relevant resources to national network		PAC Strategic Planning Meeting	Manage web-based info management system that supports UCEDD reporting	Evaluation for NTI Diversity Fellowship Program
	Monthly updates	Orientation for new UCEDD Directors	Rapid response and operational support to UCEDDs		PAC Annual Review Meeting	Establish and manage reporting	Cultivate partnerships
	Monthly meetings with AIDD	Orientation for New Data Coordinators	Provide individualized T/TA to UCEDDs		Partner-focused working relationship with key stakeholders	Provide T/TA to UCEDD and AIDD on PPR	
	Annual evaluation report	Leadership training for UCEDD staff & faculty			Identify and address emerging priorities and needs	Manage public search of UCEDD projects and products	

In 2017-2018, the URC provided responses to 357 requests for information and assistance, developed 12 unique products in response to emerging TA needs as well as disseminated 7 recurring products on a weekly, semi-weekly, and monthly basis, was the catalyst for 49 collaborations, and hosted 15 TA events.

Purpose and Goals of Evaluation

In 2012, AIDD became part of the newly established Administration for Community Living (ACL) in the U.S. Department of Health and Human Services. In the effort to better align programs across ACL subunits, AIDD restructured TA contact #HHSP233201600066C beginning in September 2016 and added a new requirement to annually evaluate and report on work performed. AUCD contracted with Mathematica Policy Research to develop a design for comprehensively evaluating the TA provided. In fall 2017, AUCD submitted the evaluation design plan to AIDD, received approval to implement, and began collecting evaluation data. Starting with this report in fall 2018, AUCD will begin providing annual reports to AIDD describing evaluation results regarding the technical assistance provided to the UCEDDs during the previous contract year. The goals of the evaluation are to assess, document, and improve TA:

- Assess the extent to which the TA provided supports the UCEDDS in improving UCEDD operations, performance and outcomes, maintaining/achieving statutory compliance, and becoming leaders and agents of systems change, capacity building and advocacy at the international, national, state, and local levels;
- Document the full range and extent of TA services provided; and
- Provide critical information to aid AUCD in continuously improving their services.

Evaluation Design

The evaluation plan was designed to document the full range and extent of TA services provided, provide critical information to aid in continuously improving services, and facilitate aggregation of results by standardizing data collection procedures and data elements across TA events. The evaluation design was organized in a manner to document the quantity and assess the quality of TA provided to UCEDDs, monitor the participation of individual UCEDDs in TA activities and subsequent satisfaction, and to document the URC's collaboration with other organizations through partnerships, work groups, and communities of practice. Through the evaluation design, types of TA activities are defined as follows:

Rapid response requests are requests from individual UCEDDs for information or assistance that can generally be provided quickly through email or telephone communications.

Individualized intensive TA is more time-intensive training or technical assistance provided to an individual UCEDD, typically through an in-person site visit.

TA events are held for groups across UCEDDs. These can be in person or via webinar and can be recurring or unique one-time events. The events may target particular staff positions or be more broadly available to any UCEDD staff members wishing to attend. Examples include the annual UCEDD Directors' Retreat, Orientation for New Data Coordinators, and the Leadership Academy.

Product development and dissemination is used to communicate information of importance to all UCEDDs. Both recurring products, such as newsletters, and unique standalone products, including tip sheets and issue briefs), are developed and disseminated. Products may also be translated into other languages or adapted for different literacy levels.

The URC website is used to house information that UCEDDs can access at their convenience.

Language translation services are available to ensure accessibility of TA services.

In addition to providing technical assistance, the URC collaborates with UCEDDs and other relevant federally and non-federally funded entities and programs to share information, build networks, and achieve common aims consistent with the URC contract, UCEDD requirements, and the DD Act. The URC also uses such collaborations, as well as other mechanisms, to identify emerging priorities and needs requiring attention from the UCEDDs or related stakeholders.

Data Collection

Data collection tools for the evaluation include an Excel workbook through which URC staff capture data representing each type of TA and satisfaction surveys administered through SurveyMonkey immediately following specific TA events. The URC collects some data continuously, some immediately after specific events occur, some monthly, and some on an annual basis. More detailed data is available upon request.

Evaluation Objectives and Results

The evaluation design contains four objectives in support of the goals noted above. These objectives evaluate the breadth and depth of the TA activities conducted over the course of the year and are documented by the types and quantity of TA provided, UCEDD satisfaction, accessibility, UCEDD engagement of TA, and URC collaboration.

Objective 1: Document the types and quantity of TA provided to UCEDDs – AUCD TA Activity

The URC used an excel workbook with customized formulas to track the types and quantity of TA provided. Through this tool, it was established that there were 7 recurring dissemination series (i.e., newsletters, announcements) with 1,537 being the average number of recipients per recurring dissemination series. There were also two intensive individualized TA consultations provided, and 15 TA events held (Table 2). Seven emerging topics were identified:

- Emergency preparedness and response
- Higher education trends
- Opioids
- No cost extensions and carry over
- Core grant application guidance
- Marketing UCEDDs within host university
- UCEDD performance measures related to diversity, inclusion, and culture and linguistic competence

Most of the emerging topics resulted in the development of a finalized end product. End products included meetings, drafted proposals, work groups, webinars, and requests for proposals. For example, following a series of requests for more information on no cost extensions and carry over, combined with it being a topic of discussion during the New Directors Orientation, a comprehensive webinar and tip sheet was developed by the URC in collaboration with AIDD. Another example was the emerging issues of higher education trends and how that impacts UCEDDs. This was addressed through topics selected for the 2018 TA Institute.

> *Practical tools for explaining a UCEDD to university administration to get their buy-in and support has been incredibly helpful to us. -UCEDD Director, Global TA survey*

Table 2: TA Events

Number of events	15	100%
Average number of participants per event	36	
Number of total event participant hours	252.22	
Events by topic: core function		
Interdisciplinary pre-service training	7	46.67%
Research and evaluation	1	6.67%
Information dissemination	3	20.00%
Events by topic: organizational competency		
Grant application assistance	1	6.67%
Operations and financial management	1	6.67%
Collaborations	1	6.67%
Diversity, inclusion, and cultural and linguistic competence (including requests for literacy adaptation and language translation services)	2	13.33%

Rapid responses are the largest volume TA activity provided. Responses to these requests from individual UCEDDs for information or assistance that can generally be provided quickly through email or telephone communications. Table 3 shows the number of requests by topic and type. Rapid responses come in almost daily to URC staff. It's worth noting that a trend in rapid responses have been found. UCEDDs often need help with grant application (14%) and federal reporting (33%),

Table 3: Rapid Responses by Topic

Number of rapid response requests	357	
Requests by topic: core function		
Interdisciplinary pre-service training	27	7.56%
Community services – training and TA	37	10.36%
Community services – model and demonstration services	8	2.24%
Research and evaluation	31	8.68%
Public policy development and analysis	12	3.36%
Information dissemination	25	7.00%
Requests by topic: organizational competency		
University relations	10	2.80%
Statutory compliance	7	1.96%
Measurement and evaluation of UCEDD effectiveness	1	0.28%
Activity planning and evaluation	9	2.52%
Grant application assistance	51	14.29%
Federal partner communications	3	0.84%
Federal reporting	118	33.05%
Succession planning	16	4.48%
Other personnel management	4	1.12%
Leveraging funds and sustainability	7	1.96%
CAC training	4	1.12%

Operations and financial management	2	0.56%
Collaborations	27	7.56%
Strategic planning	2	0.56%
Diversity, inclusion, and cultural and linguistic competence (including requests for literacy adaptation and language translation services)	20	5.60%
Requests by type		
Information	303	84.87%
Materials	36	10.08%
Expert referrals	59	16.53%
Training	3	0.84%
Intensive consultation	0	0.00%
Workgroup	2	0.56%
Other	7	1.96%

There were 12 unique products developed during 2017-2018, with an average of nearly 200 recipients per dissemination (Table 4). As mentioned in the Executive Summary, there were not any language translations conducted; however, the URC did provide language interpretation services in ASL at in-person events, and captioning and transcription for webinars. A goal for the coming year is to increase the number of language translations and complete the development of a language access plan.

Table 4: Unique Dissemination Products

Number of unique products developed	**12**	
Total disseminations	6	
Number of language translations conducted	0	0.00%
Average number of recipients per dissemination	189.75	
Products disseminated by topic: core function		
Interdisciplinary pre-service training	2	16.67%
Community services – training and TA	2	16.67%
Community services – model and demonstration services	0	0.00%
Research and evaluation	1	8.33%
Public policy development and analysis	1	8.33%
Information dissemination	6	50.00%

Objective 2: (a) Assess the quality of TA provided to UCEDDs - UCEDD Satisfaction and (b): Assess the quality of TA provided to UCEDDs – Accessibility

The UCEDD satisfaction with TA provided was measured in the global TA survey (Appendix A) and TA event surveys (Appendix B), and the evaluation Excel workbook was used to measure accessibility. While participants rated high satisfaction with the TA provided in both the global survey and event surveys, assessing the quality of accessibility in TA was a challenge. In 2017-2018, while no language translation products or literacy adaptation products were developed, the URC did provide language interpretation services in ASL at in-

person events, and captioning and transcription for webinars. Of the 357 rapid responses received over the year, 20 of them related to diversity, inclusion, and cultural and linguistic competence. Providing TA through assistance with diversity, inclusion, and cultural and linguistic competence and reporting on core functions, UCEDDs increase their ability to meet the purpose of the DD Act.

> *As part of the DD Act, our UCEDD is supposed to perform and report on certain functions-the information provided at the data coordinators meeting, in the tip sheets, and in the NIRS database helps me to explain to fellow staff members why we have to collect certain data and how to report it so that it makes sense in conjunction with data reported by other UCEDDs. -UCEDD Director, Global TA Survey*

Objective 3: Monitor UCEDD experiences with and participation in TA activities - UCEDD Engagement

UCEDDs had a high rate of participation in TA activities. At least one rapid response request was received from every Center (Table 5). No UCEDD reported not using URC TA in the last year. One challenge encountered was the global survey rate of return was lower than anticipated at 26%. In subsequent years, there will be strategic planning on how to increase the response rate as well as increase the sample size by including all participants at all URC TA events.

> *I don't want to commit to one type [of TA] that has been most helpful- the tip sheets are fabulous and answer most of my questions and concerns. I reread resource items and rewatch [webinars] if I have a sticky issue I can't figure out. When I needed assistance in interpreting NIRS data that was populating our annual report (and it was close to the due date for the report), the response was immediate (even past regular business hours), supportive and answered my question so I could move forward in my work. The annual Data Coordinators meetings are very useful in understanding where AIDD is coming from, what other UCEDDs and LENDs are doing to collect and input their data, and how I can be most useful and accurate in the information that we provide. All TA has been helpful, and I cannot choose only one type of TA- I would not want to do without any of it. -UCEDD Director, Global survey*

Table 5: UCEDD Engagement

Unique UCEDDs placing rapid response requests	67
Unique UCEDDs receiving intensive individualized TA	2
Unique UCEDDs completing event-specific surveys	52
Unique UCEDDs who reported not using URC TA in the last year	0
Global survey rate of return	26%

Objective 4: Document URC collaboration with other organizations, through partnerships, work groups, and communities of practice

The URC had 49 collaborations with other organizations, partnerships, work groups, and communities of practice. Table 6 breaks out the collaborations by type and topic. It's worth noting that some of the

collaborations were extremely beneficial at leveraging resources and building capacity among UCEDDs. For example, a meeting was arranged at the 2017 annual conference between Langston University, a Historically Black University and a NIDLRR research grantee, and UCEDDs in the territories. That meeting sparked collaboration between Langston University and the UCEDDs in US Virgin Islands and American Samoa which led to grant opportunities and Langston University conducting on-site needs assessments which will be used to guide capacity building training to both UCEDDs.

Table 6: Collaborations

	Total	Percentage
Number of collaborations	**49**	
By topic: core function		
Interdisciplinary pre-service training	7	14.29%
Community services – training and TA	7	14.29%
Community services – model and demonstration services	0	0.00%
Research and evaluation	7	14.29%
Public policy development and analysis	2	4.08%
Information dissemination	5	10.20%
By topic: organizational competency		
University relations	1	2.04%
Statutory compliance	1	2.04%
Measurement and evaluation of UCEDD effectiveness	0	0.00%
Activity planning and evaluation	5	10.20%
Grant application assistance	0	0.00%
Federal partner communications	3	6.12%
Federal reporting	1	2.04%
Succession planning	4	8.16%
Other personnel management	0	0.00%
Leveraging funds and sustainability	8	16.33%
CAC training	0	0.00%
Operations and financial management	2	4.08%
Collaborations	15	30.61%
Strategic planning	0	0.00%
Diversity, inclusion, and cultural and linguistic competence (including requests for literacy adaptation and language translation services)	12	24.49%

Conclusion

The inaugural year for this comprehensive evaluation has helped to document the broad range of TA activities conducted while also identifying limitations and learning opportunities, recognizing achievements, and

informing goals for next year. Throughout the course of the evaluation period, TA activities and scope were impacted by the changing of the federal administration. For example, one expected funding opportunity was a National Training Initiative on the topic of childhood obesity. There were TA activities in anticipation for that funding opportunity only to have it not be released. The nature of being an effective TA provider is the fluidity and ability to respond to changing and competing needs. While the obesity NTI wasn't funded, other opportunities became available, including Diversity Fellows and Serious Mental Illness, in which the URC was able to provide TA during the application process.

Limitations

A staffing shortage and limited progress on a language access plan were identified as limitations in the course of the evaluation. The Data Support Manager resigned in November 2017 after an extended maternity leave and a replacement was hired in February 2018, leaving a staffing shortfall for almost half of the contract period. Due to the staff shortage, priorities were shifted and that impacted the ability to translate materials. Language translation was an anticipated deliverable, and while no materials were translated during this contract period, the URC did provide language interpretation services in ASL at in-person events, and captioning and transcription for webinars. With the development of a language access plan and the recent hiring of a bilingual staff member, language translation plans are currently underway.

Achievements

The 2017 AUCD Annual Conference in November 2017 hosted more than 900 people across the Network. The conference is instrumental in sharing knowledge, networking, and bringing to the forefront issues that impacts the lives of people with disabilities. There are several TA meetings held at the Conference, including the UCEDD Directors, Business Managers, Data Coordinators, and Territories meetings. A great benefit of hosting these meetings during the annual conference is that UCEDD staff attend sessions that cover variety of topics that are useful to them in their roles. Directors are able to attend sessions from other federal and non-federal partner, also network with directors from other UCEDDs.

> *Participating regularly at the Annual Directors' meetings and retreats has culminated in our UCEDD being intentionally better aligned with our Developmental Disabilities Planning Council over time. We have always had a positive working relationship, but it is stronger now and we are poised to be a partner with them in modernizing our State's DD Act - which is in desperate need of revision. -UCEDD Director, Global TA survey*

The annual Directors' Retreat and TA Institute is necessary to sustain and facilitate the growth of the network and works to enhance and build upon the on-going work within the UCEDDs. The 2018 event was held at Gallaudet University, and despite some severe weather which impacted presenter's availability, overall, the event was highly rated. One session facilitator, Matthew Williams, was very well received by the participants and will be engaged on a project involving succession planning in the new contract year.

> *The Directors' Retreat and TA Institute was very effective. I welcomed the opportunity to work on the process pieces of program growth, evolution and death. It has supported me all year in implementing some significant changes at our Center. -UCEDD Director, Global TA survey*

Other notable achievements of this past year:

- Every UCEDD received some form of Technical Assistance;
- Requests for information have an average turnaround time of one business day; and with urgent issues it is within hours that information and resources are shared;
- The global TA survey showed that 97% of respondents felt the TA received helped perform their roles better
- The global TA survey showed that 94% were satisfied with the technical assistance received or was offered.

Lessons learned

While the URC strives to deliver TA in a culturally responsive manner, two respondents indicated they were not satisfied. The responses on the Global TA survey are a reminder to continue working towards culturally appropriate TA. Staff from the URC will be reaching out to those who expressed dissatisfaction on ways to improve responding in a culturally responsive manner. A positive lesson learned is to continue doing what is being done well- quick responses, pulling together collaborations, and actively striving to provide effective TA.

> *I rely on the URC for updates on federal legislation and initiatives that affect individuals with DD and their families. The URC is familiar with the unique strengths of each UCEDD and creates opportunities to share successful activities and initiatives. -UCEDD Director, Global TA survey*

Looking ahead

As the first year of the evaluation collection and summary concludes, the URC is looking ahead at the year to come with goals. The first goal is to improve and inform website tracking, researching the possibility of using Google analytics on the TA websites. Increasing the sample size of those who receive the global TA survey is another goal, and this will happen through including all those who attend TA events. The third goal is with the development of the language access plan to increase the number of translated materials and continue to be a translational resource within the Network and continue to provide language interpretation services in ASL at in-person events, and captioning and transcription for webinars. The final goal is to continue meeting the technical assistance needs of UCEDDs through rapid responses, events, collaborations, and intensive, customized opportunities, The URC will continue aligning with federal priorities and look forward to working in partnership with AIDD.