



Intensive Technical Assistance (ITA) Program Description

The purpose of ITA is to assist child care providers to improve the safety and quality of care they provide, increase professional development and improve business practices. ITA services are offered at no cost to providers.

Criteria used to select providers for an ITA Project

First priority is given to any provider that has been recommended for ITA by a licensor or registrar. Recommendations can be made due to a violation or an observation that indicates a need for further support.

Providers that request ITA, but have not been referred by a licensor or registrar will receive ITA in the order of request. If necessary, a waiting list will be kept and when an opening is available, the next provider on the list will be taken. If a referral from a licensor or registrar comes in when a waiting list exists, the referred provider will be placed at the top of the list. If you have a complaint about the services received from this office or would like a copy of our complaint policy, please contact Program Supervisor, Angela Burns, toll free at 1-800-701-4KID extension 105.

Visit 1

During the first visit, the TA Specialist will become familiar with the provider, children and program. Information will be gathered through observation and discussion. Responsibilities (for both provider and TA Specialist) will be discussed and an agreement signed. The Community Child Care Clearinghouse of Niagara policies regarding violations will be reviewed and signed. An observation tool will be completed by the TA Specialist.

Visit 2

The provider and TA Specialist will review the observations and completed tool. Goals, including an action plan to obtain the goals will be determined. The action plan will include methods to meet goals (training, contract update, ITA visits, etc.) and timelines for completion of each step. Individual plans and goals will reflect the area of concentration selected and the findings from the initial assessment.

Support Visits

The number of subsequent visits will be determined by the goals and action plan of each individual provider. These visits will be a time to provide goal specific mentoring, technical assistance, resources and support to assist the provider in meeting identified goals. Visits will occur at least monthly to avoid the loss of motivation.

Follow-Up Visits

During these visits, the TA Specialist and provider will review the progress that the provider is making on goals, objectives and timelines. A post assessment will be conducted, at which time the TA Specialist and provider determine if the plan is working or if changes need to be made to the continuing implementation, plan or goals.