

## PHIG TTA Recipient Survey - March 2025

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### Start of Block: Introduction & Eligibility

**Introduction** Texas Health Institute (THI) is working with the CDC and NNPHI to better understand PHIG recipient experiences with training and technical assistance (T/TA) during Years 2 and 3 of the grant. The purpose of this survey is to collect feedback from recipients on the T/TA process, including experiences with T/TA providers and perceptions on the quality and timeliness of T/TA. Your candid responses will help us understand and improve T/TA delivery processes and support planning for future T/TA engagements. ***Your responses are confidential***, and responses to the questions will be reported in aggregate (no respondents will be identified in any summary reports.) The reports will only be shared with PHIG partners and the CDC. You are invited to answer the following questions as honestly as possible. If there are questions you do not wish to answer, you are not required to do so. ***The survey should take 10-15 minutes to complete.***



eligibility This survey is intended for PHIG-funded state, local, and territorial organizations and **should only be completed by a point of contact who has received technical assistance in response to a PHIVE request(s) submitted by your health department.** Please confirm the following:

- ☐ Yes, I meet the criteria above.
- ☐ No, I am not the correct point of contact for a recipient of technical assistance in response to a PHIVE request(s). Please forward this survey to the eligible point of contact listed below (provide name and email address): \_\_\_\_\_

*Skip To: End of Survey If This survey is intended for PHIG-funded state, local, and territorial organizations and should on... = No, I am not the correct point of contact for a recipient of technical assistance in response to a PHIVE request(s). Please forward this survey to the eligible point of contact listed below (provide name and email address):*

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requestsSubmitted You are receiving this survey because at least one request submitted by your health department was ***fulfilled/closed between September 2024 and February 2025***. Approximately how many requests submitted by your health department were fulfilled/closed during this time period?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ More than 3

End of Block: Introduction & Eligibility

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Start of Block: TA Request History

#### Section 1 TA Request History

region In what region is your health department located in?

- ☐ Region 1
- ☐ Region 2
- ☐ Region 3
- ☐ Region 4
- ☐ Region 5
- ☐ Region 6
- ☐ Region 7
- ☐ Region 8
- ☐ Region 9
- ☐ Region 10

hdType Which category best describes the Recipient Health Department you are responding for?

- ☐ State
- ☐ Local
- ☐ Territory or Freely Associated State

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Many of the following questions ask about your **most recent request** which was **closed/fulfilled between September 2024 and February 2025**. Please take a moment to consider the details of this request before answering the following questions.

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nationalPartner Thinking about your organization's **most recent request** which was **closed/fulfilled between September 2024 and February 2025**, which partner fulfilled your organization's technical assistance request?

- ☐ NNPHI
- ☐ PHAB
- ☐ ASTHO
- ☐ Regional Hub
- ☐ Other

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*Display this question:*

*If Thinking about your organization's most recent request which was closed/fulfilled between Septemb... = Other*

otherNP Thinking about your organization's **most recent request** which was **closed/fulfilled between September 2024 and February 2025**, which other partner fulfilled your organization's technical assistance request?

- ☐ Innovate Well Group
- ☐ NACCHO
- ☐ National Association of Community Health Workers
- ☐ NEHA
- ☐ Otowi
- ☐ Project Hope
- ☐ Public Health Foundation
- ☐ SMART Health Education
- ☐ Other \_\_\_\_\_

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grantArea Thinking about your organization's most recent request which was closed/fulfilled between September 2024 and February 2025, which PHIG grant area best fits your technical assistance request?

- ☐ A1: Workforce
- ☐ A2: Foundational capabilities
- ☐ A3: Data modernization

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directlyRelated Is your **most recent request** which was **closed/fulfilled between September 2024 and February 2025** directly related to any other request submitted by your organization?

- ☐ Yes
- ☐ No

End of Block: TA Request History

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Start of Block: Understanding of TTA Process

Section 2 Understanding of TTA Process

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understandTopics To what extent do you agree with the following statement: ***"I understand the different technical assistance topics that can be requested."***

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- 

Display this question:

If To what extent do you agree with the following statement: "I understand the different technical a... = Strongly agree

Or To what extent do you agree with the following statement: "I understand the different technical a... = Agree

Or To what extent do you agree with the following statement: "I understand the different technical a... = Neither agree nor disagree

understandTopics\_agr If you would like to elaborate, please explain what has helped you understand the different TA topics that can be requested.

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Display this question:

If To what extent do you agree with the following statement: "I understand the different technical a... = Disagree

Or To what extent do you agree with the following statement: "I understand the different technical a... = Strongly disagree

Or To what extent do you agree with the following statement: "I understand the different technical a... = Neither agree nor disagree

understandTopics dis If you would like to elaborate, please explain why the technical assistance topics are not clear to you.

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easyUnderstand To what extent do you agree with the following statement: ***"It is easy to navigate the technical assistance request process."***

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

*Display this question:*

*If To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Strongly agree*

*Or To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Agree*

*Or To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Neither agree nor disagree*

easyUnderstand agr If you would like to elaborate, please explain why the technical assistance process is easy to navigate.

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*Display this question:*

*If To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Disagree*

*Or To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Strongly disagree*

*Or To what extent do you agree with the following statement: "It is easy to navigate the technical a... = Neither agree nor disagree*

easyUnderstand dis If you would like to elaborate, please explain why the technical assistance process is difficult to navigate.

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End of Block: Understanding of TTA Process

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Start of Block: Satisfaction with TTA

Section 3 Satisfaction with T/TA

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satisfactionScale On a scale of 0 to 10 (with 10 being extremely likely and 0 being extremely unlikely), how likely are you to recommend requesting technical assistance through PHIVE to someone at another PHIG-funded health department?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10
-



triage Thinking about your most recent request which was closed/fulfilled between September 2024 and February 2025, to what extent do you agree with the following statement: ***"I am satisfied with the triage time (time from submitting a request to getting initial provider contact)."***

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

Display this question:

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

triage\_agr If you would like to elaborate, please explain why the triage time was satisfactory.

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*Display this question:*

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... =  
Disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... =  
Strongly disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... =  
Neither agree nor disagree*

triage\_dis If you would like to elaborate, please explain why the triage time was unsatisfactory.

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resolution Thinking about your most recent request which was closed/fulfilled between September 2024 and February 2025, to what extent do you agree with the following statement: ***"I am satisfied with the resolution time (time from initial provider contact to closing the request)."***

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

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*Display this question:*

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

resolution\_agr If you would like to elaborate, please explain why the resolution time was satisfactory.

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Display this question:

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

resolution\_dis If you would like to elaborate, please explain why the resolution time was unsatisfactory.

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End of Block: Satisfaction with TTA

Start of Block: Implementation/uptake of recommended TA Actions

#### Section 4 Implementation/Uptake of Recommended T/TA Actions

implementation Thinking about your organization's most recent request which was closed/fulfilled between September 2024 and February 2025, which statement best describes the implementation status of the training or technical assistance you have received?

- ☐ We have finished implementing the TA we received.
- ☐ We are currently implementing the TA we received.
- ☐ We plan to implement the TA we received in the future.
- ☐ We do not plan to implement the TA we received.

implementation\_exp If you would like to elaborate, please explain any factors that influenced your health department's decision regarding the implementation of the T/TA you received.

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End of Block: Implementation/uptake of recommended TA Actions

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Start of Block: Block 6

#### Section 5 Extent to Which TTA Needs are Being Met

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metNeed Thinking about your most recent request which was closed/fulfilled between September 2024 and February 2025, to what extent do you agree with this statement: **"The technical assistance provided met my health department's need(s)"?**

- ☐ Strongly agree
  - ☐ Agree
  - ☐ Neither agree nor disagree
  - ☐ Disagree
  - ☐ Strongly disagree
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Display this question:

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

metNeed\_agr If you would like to elaborate, please explain how the technical assistance met your needs.

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Display this question:

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

metNeed\_dis If you would like to elaborate, please explain why the technical assistance did not meet your needs.

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Page Break

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madeProgress Thinking about your most recent request which was closed/fulfilled between September 2024 and February 2025, to what extent do you agree with the following statement: **“The technical assistance provided helped my health department make progress on PHIG grant activities.”**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

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*Display this question:*

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Agree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

madeProgress\_agr If you would like to elaborate, please explain how the technical assistance helped your health department make progress on PHIG grant activities.

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Display this question:

*If Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Strongly disagree*

*Or Thinking about your most recent request which was closed/fulfilled between September 2024 and Feb... = Neither agree nor disagree*

madeProgress\_dis If you would like to elaborate, please explain why the technical assistance did not help your health department make progress on PHIG grant activities.

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End of Block: Block 6

Start of Block: Open Text 1

Section 6 Other Feedback and Recommendations

successes What **successes**, if any, has your health department experienced following technical assistance?

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challenges What **challenges**, if any, has your health department faced in requesting, receiving, or implementing technical assistance?

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recommendations What recommendations do you have for improving the technical assistance process?

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additionalNeeds What additional technical assistance needs does your organization have at this time?

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End of Block: Open Text 1

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