

Consultation Service

How We Can Help

- *Is your group experiencing conflict that's hindering your progress?*
- *Are you having trouble moving forward with a big project or complex process?*
- *Is your team struggling to make decisions?*
- *Are you trying to find ways to appropriately incorporate stakeholder input and participation?*
- *Would you like to develop or update your organization's vision, mission, and values?*
- *Do you need help translating your strategic goals or plan into action?*
- *Do you need help planning a special meeting, work session, or retreat?*
- *Are you thinking about performance or program measurement?*

Through our individualized Consultation Service, the Research & Planning Division can support you in achieving your planning, group process, or evaluation goals, and help you to address any challenges you may be encountering.

Services Offered

We can meet with you to discuss your specific situation and need for assistance. As part of the initial discussion, we'll typically brainstorm options or troubleshoot together and come up with a plan for next steps. Follow-up may include additional one-on-one consultation, providing you with tools or templates (such as survey examples, project management and action planning documents, or meeting or retreat activities), or providing referrals to additional resources as needed.

Case Examples

Performance Measurement: A local provider of ESL services had developed a logic model, and wanted to create output and outcome measures, evaluation tools, and a process to collect that information. We provided one-on-one consultation to talk through options and suggest the tools and process that they could use. The agency created and implemented a client survey based on the ideas discussed during the consultation sessions.

Meeting Planning and Process Debrief: A local church held a new community event that they hoped to repeat on an annual basis. The organizer wanted to hold a meeting with his volunteers to discuss how they thought the event went and to generate ideas for how they could make it better the following year. We helped him plan an agenda for the meeting and structure a discussion activity to capture information about what worked, what didn't work, and suggestions for improvement.

Translating a Strategic Plan into Action: Center for Survivors of Torture, a non-profit provider of free mental health services for refugees, completed a strategic planning session and created documents detailing objectives, strategies, and action items for each goal. The organization wanted to take it one step further and turn their current documents into an actionable workplan. We met with them to discuss their needs, and developed templates for an internal workplan that further organized the information, documented timelines, and described roles for board members and staff.

Work Session: The Travis County Child Protective Services Board conducts an annual planning retreat. We met with the Board chairs to discuss the goals for the retreat, created the agenda, and served as facilitators for the retreat. During the retreat, the group identified priorities for the upcoming year, organized 2014 activities into a workplan, updated their committee structure to reflect the work that needed to be accomplished, and assigned a lead and members to each task. (Please note: Direct facilitation services are typically only available to community collaborations).

How to Request Assistance

Contact any R&P staff member (contact information can be found at www.traviscountytx.gov/rp/staff) or email HHS_R&P@co.travis.tx.us. We will contact you to discuss your request further. Please note that each request is unique and our workload varies. In our initial contact and/or meeting with you, we will provide more detail about the type and extent of assistance we are able to provide, including an estimated timeframe. If we are unable to accommodate a request, we will make referrals to other resources.