



## ASTHO STAR Center Services and Technical Assistance

ASTHO STAR Center services and technical assistance (TA) to members uses a five phase process to strengthen agency culture, systems, and operations—including vision setting, engagement, assessment, planning, and evaluation in line with principles of change management and leadership engagement.

Assistance is provided in the following areas and tailored to address specific needs or preferences of the requesting agency:

- Administrative and organizational capacity assessment (Peer Assessment Program)
- Administrative infrastructure development
- Administrative policy assessments and policy development
- Agency restructuring and reorganization
- Federal grants management and spend down
- Financial systems and funding mechanisms
- Organizational planning and improvement (including strategic planning, health assessment and improvement planning, quality improvement planning, administrative preparedness planning, and accreditation readiness)
- Process and quality improvement
- Performance management

Services may also include, but are not limited to, connecting to subject matter experts and knowledgeable consultants, facilitating peer-to-peer connections to see how public health agencies are addressing administrative readiness and building organizational capacity in the above areas, and identifying existing resources, tools, and best practices.

### How to request services:

- For the Peer Assessment Program, please contact [STARPeerAssessment@astho.org](mailto:STARPeerAssessment@astho.org) to request more information.
- Public Health Infrastructure Grant (PHIG) awardees and members interested in TA services should work with their agency's PHIG Director to determine if this opportunity aligns with and supports the agency's PHIG workplan.
  - If the request aligns with the agency's workplan, PHIG recipients can submit their TA requests via the [PHIVE system](#).
  - If the request is outside of their agency's PHIG workplan, recipients can submit their TA requests and any questions to [performanceimprovement@astho.org](mailto:performanceimprovement@astho.org).
- If you are unsure or have general questions about TA, contact [performanceimprovement@astho.org](mailto:performanceimprovement@astho.org). ASTHO will work with the requesting agency to identify needs, triage the request, define the scope, and develop a plan for the service.

Visit the [STAR Center webpage](#) for more resources and information.