

IV. TECHNICAL ASSISTANCE

The AFBCF Coordinating Center is here to help you make your AFBCF program a success! We are available to provide technical assistance and training on the management of your project through a variety of venues, including individual support and oversight, monthly teleconference calls, and on-site technical assistance visits. Technical Assistance will be available to grantees that are experiencing difficulties that prevent them from satisfying core expectations as defined in this Guide and/or contractual obligations. Difficulties might include ineffective outreach, staff turnover, ineffective coordination with medical providers, budgetary issues, and problems with client tracking or data reporting. Knowledge of these problems will become evident to the AFBCF staff through reviewing the Client Intake Forms submitted monthly, quarterly progress reports, or other correspondence. It is also the intent of the Coordinating Center to assist projects with improving their grant application skills to ensure that they are refunded if in fact they are worthy.

A. AFBCF Coordinating Center Personnel

There are 128 grantees selected for 2010 funding. We have assigned a Project Officer to each AFBCF grantee in order to assure a close working relationship. Your assigned Project Officer can serve as a resource for you in overcoming challenges in program implementation, networking with other programs and providing overall support to your project. Project Officers are responsible for reviewing grantee reports and CIF data, and for providing technical support to grantees as needed. A description of grantee panel assignments by state is below, followed by a description of key personnel.

Project Officer	States
Kathy	AK, CT, DE, HI, MA, MD, ME, NJ, RI, VT, VA
Cassandra	AL, AR, DC, GA, KY, LA, MS, NC, SC, TN
Mary Grace	AZ, CO, FL, ID, IL, IN, IA, KS, MI, MN, MO, MT, NE, NM, ND, NV, OH, OK, OR, PA, SD, TX, UT, WA, WI, WV, WY
Kelly	NY, CA

Rev. Kathryn Gates-Ferris, MS, MPA, CHt

Project Director, Avon Foundation Breast Care Fund

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Email: kathy@cicatelli.org

Kathy is a Vice President at Cicatelli Associates Inc. and has been the Project Director for the AFBCF from its inception. She has over 35 years experience in managing public health programs in a variety of public and private settings.

STATES: Alaska, Connecticut, Delaware, Hawaii, Maine, Maryland, Massachusetts, New Jersey, Rhode Island, Vermont, Virginia

Cassandra Malone, MPH

AFBCF Project Officer

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Cassandra is the Center Director for the Atlanta Office of Cicatelli Associates Inc serving southern states. CAI/Atlanta provides training and technical assistance on public health programs and non-profit management topics targeting vulnerable populations. Prior to the opening of the CAI/Atlanta office in October 2006, Cassandra served for six years as the Deputy Director for the Regional Resource Network Project, a national HIV/AIDS prevention project that provided technical assistance and grants to community based organizations working with underserved populations..

STATES: Alabama, Arkansas, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, South Carolina, Tennessee

Mary Grace Pagaduan, MPH

AFBCF Project Officer

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Mary Grace joined the AFBCF team in August 2008. As an AFBCF Project Officer she manages a panel of over 60 grantees, coordinates the monthly technical assistance conference calls/webinars and the AFBCF website. Prior to joining Cicatelli Mary Grace worked as a manager at EmergingMed, a cancer clinical trials matching service, and the Leukemia & Lymphoma Society.

STATES: Arizona, Colorado, Florida, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, South Dakota, Texas, Utah, Washington, West Virginia, Wisconsin, Wyoming

Kelly Morrison Opdyke, MPH

AFBCF Project Officer

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Kelly joined Cicatelli Associates Inc. (CAI) and the AFBCF Coordinating Center team in June 2005. As a Senior Program Associate, Kelly works on a variety of projects providing technical assistance with a special focus on using data for decision-making, data analysis and program evaluation. She is leading a three-year project to assess the readiness of Ryan White Part D grantees to collect client level data. Kelly also serves as Deputy Director for the Region II and Region IV Infertility Prevention Projects (IPP), providing administrative support and technical assistance to federally funded family planning agencies, STD bureaus and public health laboratories conducting targeted screening for chlamydia and gonorrhea.

STATES: California, New York

Dianne Bal

AFBCF Project Coordinator

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Dianne has been the AFBCF Project Coordinator for the past three years. She manages the day-to-day administrative duties for the AFBCF Coordinating Center, including data management and reporting. She also responds to grantee and general public emails and phone calls to provide information and general technical assistance, and works closely with the AFBCF Project Director and Project Officers to respond to specific grantee requests.

B. On-Site Technical Support

On-site technical assistance (TA) will be provided on site to approximately 10% of funded programs each year. Others will receive TA through written materials, telephone conferences and/or webinars, Internet referrals and linkages with other AFBCF programs that may have expertise in areas that correspond to their needs. While most of the technical assistance we provide will be done by through correspondence (e.g. telephone, email, etc.), there may be instances in which we feel a face-to-face meeting would be beneficial. Also, if we happen to be traveling through your area, we would like to come to your agency and meet with project staff and/or participate in special events. Although it is not possible for us to visit every grantee, we encourage you to let us know about important dates and events as well as any technical assistance needs.

The Avon Foundation Breast Care Fund Coordinating Center is a project of Cicatelli Associates Inc., which is located in Midtown Manhattan. If you are ever in the area, please stop by. We welcome you to visit our office at 505 Eighth Avenue (at the corner of 35th Street) on the sixteenth floor.

C. Monthly Teleconference Calls and/or Webinars

AFBCF webinars are "live" presentations that include telephone-based audio and Internet-based visual components. Prior to each webinar, grantees will receive an email invitation from the Coordinating Center inviting them to register online. Participants must register prior to each webinar in order to get instructions to join that session. On the day of the webinar at the scheduled time, participants can login to the webinar by following the Internet link provided in their registration confirmation email, and use the toll-free (800) number and pass code provided to join the audio portion of the presentation.

Individuals who would like to participate but are not able to access their computer at the given time can participate in the conference call portion alone. Participants without computer access can request a printed copy of the presentation in advance so they can follow along with the audio portion on the conference call.

Webinars are usually conducted at least monthly and address current issues and controversies related to breast cancer. The presentation materials are also made available on the AFBCF website (www.avonbreastcare.org). We provide presentations by leading experts in the field, with opportunities for questions and answers. Your

participation is strongly encouraged, but not required. The majority of grantees say they find these calls very useful in keeping them up-to-date with current issues related to their work.

Upcoming programs featured for 2010 are:

- Love/Avon Army of Women Update
- Breast Cancer and Environmental Risk Factors
- Reducing Breast Cancer Risks: What are the best steps?
- Breast Cancer in Asian American and Pacific Islander (AAPI) and Barriers to Screening

Continuing education credits are awarded to nurses and doctors for some of the programs. We welcome suggestion for conference call topics – just contact your Project Officer.

Note that if presenters permit, copies of the online PowerPoint presentations will be posted on the AFBCF website (www.avonbreastcare.org) after the program. In addition, many of the Webinars are recorded and copies of the audio replay in CD-ROM will be available.

Guidelines for Participation in Monthly Webinars and Teleconference Calls

It is very important that the following guidelines are followed during EVERY webinar or conference call attended. When and if the guidelines are not followed, it makes it very difficult for the presenter(s) to speak, and for the moderator to take accurate notes. These calls are meant to assist you in enhancing your programs, and we know that you value them. Please take the time to review the guidelines closely and share them with participating colleagues and affiliates. Thank you!

- For programs that include both a conference call and a webinar, it is important that participants register for the webinar online in advance. Once registered, participants will receive a confirmation email with instructions to login online and a phone number and pass code to join the audio portion of the program.
- Call the number and sign on, wait for the moderator to greet you. You will be asked to state your name, your organization and how many people will be listening on the call with you. For operator assisted calls, you will be placed on mute only mode for the entire program.
- Please create a quiet environment for yourself prior to signing on: close your office door; don't take the call at the main desk of a busy area; and take note of any back ground noise (i.e. windows open to hear traffic, etc.).
- Please avoid calling on a cell phone. If this is the only phone available, please make sure that it has a mute function.

- Once Q&A has started for operator assisted calls, the operator will provide instructions on how to queue up and ask a question. In addition, you may also ask a question online; type your question via the Webinar chat box and the moderator will ask the question for you.
- When asking a question, please state your name and agency clearly.