

# Summary of

# IMPLEMENTATION SUPPORT OFFERINGS



## Implementation Materials and Resources

- Project-specific Implementation Summaries and Implementation toolkits including:
  - Project overviews
  - Training (required and recommended)
  - Performance metrics, outcomes measures and reporting
  - Key implementation activities
  - Support and technical assistance
  - Additional resources
- Project-specific overviews (presentations slide decks and pre-recorded webinars)
- Templates (contact list)
- Calendar of key dates
- Resources
  - [OneCity Health website](#)
  - [OneCity Health Partner Portal](#)
  - [OneCity Health events calendar](#)
  - [Phase II Partner Reporting Manual](#)



## Technical Assistance (TA) and Support

- Onsite or remote and group or one-to-one technical assistance and support
- Templates (request for TA form, best practice submission form)
- Training opportunities, including learning collaboratives
- Performance monitoring and improvement including compliance with reporting requirements and quality of reporting submissions



## Web-Based Partner Portal at <https://portal.onecityhealth.org>

- Resources: view Schedule B metrics including their definitions and due dates
- Reporting: Submit information directly through the Portal, access reporting templates and instructions, and upload required reporting documents
- Invoicing: view and submit your invoices



## Support Desk at (646) 694-7090 or [ochsupportdesk@nychhc.org](mailto:ochsupportdesk@nychhc.org)

- Documentation and tracking of inquiries through to resolution
- Real-time (when possible) issue resolution and escalation of issues as needed during normal business hours