

Overview

The **Tennessee Ambassador League and Institute (TALI)** is a learning institute and training opportunity for state government staff to learn about programs and resources available across the Tennessee Government enterprise around jobs, transportation, housing, food and education. Graduates of the Tennessee Ambassador Institute become members of the Tennessee Ambassador League, and continue to promote collaboration between state government agencies in the communities they serve. Participants in TALI are front-line staff, or their supervisors, who interact directly with the public.

Goals

The goals of the Tennessee Ambassador League and Institute are to:

- Empower the citizen-facing workforce as leaders who are knowledgeable about state resources
- Learn about programs and resources available through Tennessee State Government
- Connect customers to resources to improve service utilization
- Help participants recognize the connections and common goals between the work of their agency and others
- Familiarize participants with the My TN app so they can serve as early adopters and promote it to others
- Become local or regional champions for cross-sector collaboration from their respective agencies
- Encourage participants to collaborate with staff at other agencies

TALI Pilot Cohort | 2018

A pilot institute was launched in 2018 with 21 participants representing 9 state agencies. The pilot helped determine whether the institute was effective at accomplishing its goals, and to help the steering committee learn how to improve the institute experience for future cohorts. The pilot institute was implemented between July and November 2018, with all 21 participants graduating and becoming the first members of the Tennessee Ambassador League.

Pilot Evaluation Findings

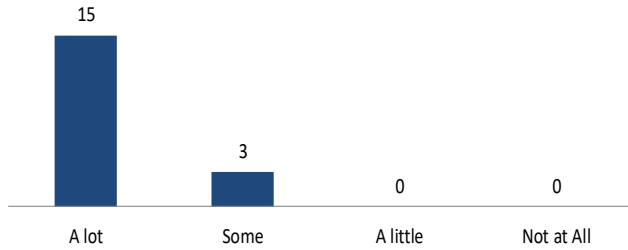
The pilot was evaluated to determine whether the institute's goals were met and to gather feedback to strengthen the institute for future participants. Eighteen of the 21 TALI pilot cohort participants completed a survey about their experience.

The evaluation found that:

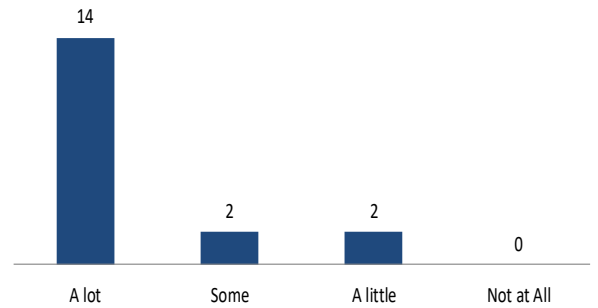
- **100%** of TALI participants feel what they learned will improve their agency's ability to serve their customers' needs
- **78%** of participants feel TALI provided them with the skills and confidence needed to collaborate with staff from other state agencies
- **94%** of participants have contacted, or plan to contact, staff at other agencies they met through TALI to discuss available resources or collaborate on a project
- **100%** of participants feel they are more knowledgeable about programs and resources available from other state agencies
- **100%** of participants feel they made lasting connections with staff at other state agencies
- **100%** of participants plan to recommend the MyTN app to their customers

Tennessee Ambassador League and Institute | 2018 Pilot Cohort Evaluation Results

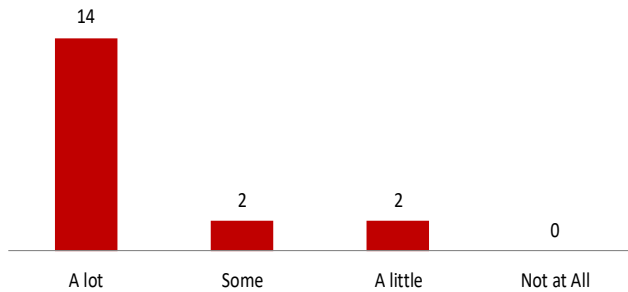
I am more knowledgeable about programs and resources available from other state agencies as a result of participating in TALI



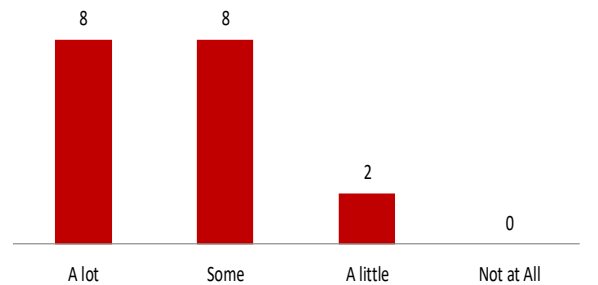
TALI provided me with the skills and confidence I need to collaborate with staff at other state agencies



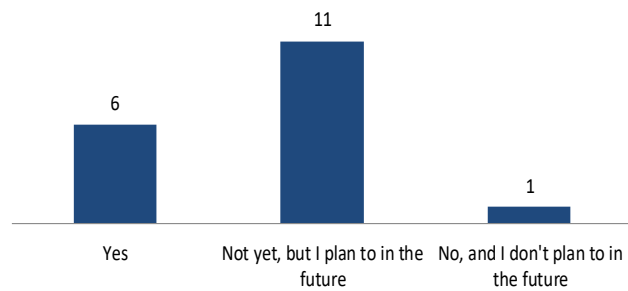
I feel that being a member of the Tennessee Ambassador League will empower me to advocate for greater collaboration between my agency and other state agencies



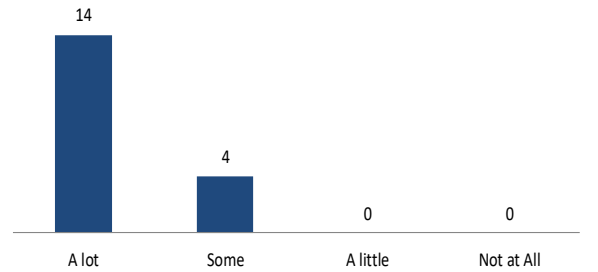
What I learned as a participant in TALI will improve my agency's ability to serve our customers' needs



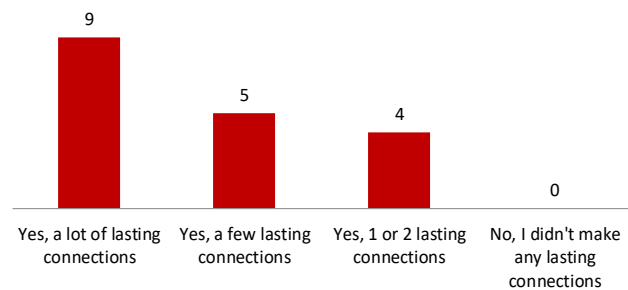
Since participating in TALI I have contacted staff at other state agencies that I didn't already know to discuss available resources or collaboration on a project



Participating in TALI helped me to see common goals and connections between the work of my agency and other state agencies



I made lasting connections with staff at other state agencies as a result of participating in TALI



TALI provided me with the knowledge I need to serve as a leader and expert within my organization on collaboration with other state agencies

