

Attachment J

Interview Guide for Partners

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Partners

This guide should be administered to the staff from social services agencies sharing similar clients.

Note: Begin audio-recording the interview.

Staff Role/Context

1. What agency/program do you represent?
 - 1a. Please describe your agency
 - 1b. What types of services do you offer?
2. What is your current position and role?
 - 2a. What are your main responsibilities?
 - 2b. How long have you been in your current role?
 - 2c. Before your current role, did you work in other positions in the County?

Vision/Mission

(ASK INTERVIEWEE)

Before we get started, I would like to clarify some terminology. How do you refer to Child Welfare and TANF/Colorado Works in your county?

3. What is the vision (mission or values) of your agency/program?
4. Does your organization's vision (mission or values) relate to your work with Child Welfare and/or TANF/Colorado Works? If yes, how so?

Planning

(READ TO INTERVIEWEE)

During this interview we will be asking questions about integration. We define integration as the coordination of TANF/Colorado Works and Child Welfare policies and processes that link services across service boundaries for newly identified clients, dual-system clients, or clients with multiple co-occurring needs. Integration can be used to describe a range of activities, such as several agencies providing a service at one location and the creation of shared planning and budgeting. We use the term integration here to describe the activities taking place between TANF/Colorado Works (“welfare”) and Child Welfare agencies or divisions.

5. In what ways do you work with TANF/Colorado Works?

5a. When did you begin working with them?

5b. Do you have shared clients?

5c. What led you to working with them?

6. In what ways do you work with Child Welfare?

6a. When did you begin working with them?

6b. Do you have shared clients?

6c. What led you to working with them?

Leadership/Managerial

7. Do you think the leadership at your agency has supported you working with Child Welfare and/or TANF/Colorado Works?

If yes:

7a. How has leadership supported you working with Child Welfare and/or TANF/Colorado Works?

- Probe on guidelines/policies, information sharing, data sharing, cross-training

Funding

8. How are you reimbursed for your services (e.g. performance-based, milestone-based, fixed-price, output)?

9. Do you and TANF/Colorado Works share funding?

If yes

9a. When did the sharing of funds begin?

9b. What proportion of total funds is shared between you and Colorado Works/Child Welfare?

9c. For what types of services or supports are the funds shared?

- Probe for shared funding related to certain programs, shared staff, office space

9d. Who is responsible for overseeing the budget of the shared funding?

10. Do you and Child Welfare share funding?

If yes:

10a. When did the sharing of funds begin?

10b. What proportion of total funds is shared between you and TANF/Colorado Works and Child Welfare?

10c. For what types of services or supports are the funds shared?

- Probe for shared funding related to certain programs, shared staff, office space

10d. Who is responsible for overseeing the budget of the shared funding?

11. What, if any, are the challenges associated with sharing funding with Child Welfare and TANF/Colorado Works?

Probe for Federal-related barriers; State-related barriers

Cross-Training

12. Do TANF/Colorado Works and Child Welfare provide training to help your staff develop the skills and knowledge needed for working with them?

If yes:

12a. Who designed the training?

12b. What is the primary content of the training?

12c. Who participates in the training?

12d. Who conducts the training?

12e. Is the training mandatory?

12f. How frequently is the training offered?

13. In what areas does staff need additional skills/knowledge/support to work with TANF/Colorado Works and/or Child Welfare?

Communications

14. How do you communicate with TANF/Colorado Works and Child Welfare?

15. What types of communications do you and TANF/Colorado Works and Child Welfare share with each other?

- Probe on when communications started, how often communications occur

Data Systems

16. Does your agency have a data sharing system with TANF/ Colorado Works and Child Welfare?

If yes:

Probe:

- Since when have data been shared?
- What information is shared?
- Who has access to shared data?
- Who uses this information and how?

Decision-making

17. Are you aware if your agency and TANF/Colorado Works and Child Welfare have shared decision-making structures?

17a. Since when has this been in place?

17b. How are decisions made?

17c. Are the leadership and/or management at each agency/division (i.e., Child Welfare and TANF/Colorado Works) aware of decisions being made at the other agency/division?

17d. How are you informed of these decisions?

Case Planning

18. Does your agency/program coordinate case planning with TANF/Colorado Works and Child Welfare?

18a. What is the extent of joint case planning?

18b. How does the process work?

18c. How long has the process been in place?

19. Is there a committee or workgroup to oversee joint activities between your agency/program and TANF/Colorado Works and Child Welfare?

If yes:

19a. How long has this committee been in place?

19b. How often does the committee meet?

19c. Who are the members?

Facilitators and Barriers

20. What factors do you think help facilitate your agency/program and TANF/ Colorado Works and Child Welfare working together/integrating?

21. What are the barriers to your agency/program and TANF/Colorado Works and Child Welfare working together/integrating?

22. What factors do you think would help to facilitate your agency/program working together with TANF/Colorado Works and/or Child Welfare?

Conclusion

23. From your perspective, what do you think is the future direction of integration between your agency/program and TANF/Colorado Works and Child Welfare?

23a. Why do you think this?

24. Is there anything else you would like to add, any recommendations or lessons learned?

Those were all of my questions. We have learned a lot. Thank you for taking the time to talk with me today.