

Attachment Q

Interview Guide for Child Welfare/TANF Data Manager/Data Staff

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Interview Guide for Child Welfare/TANF Data Manager/Data Staff

This guide should be administered to the data manager or someone who works with data systems of Child Welfare and Colorado Works.

Note: *Begin audio-recording the interview.*

Staff Role/Context

1. What is your current position and role?
 - 1a. What are your main responsibilities?
 - 1b. How long have you been in your current role?
2. Before your current position, did you work in other positions for the State or County?

If yes.

- 2a. What positions?
- 2b. How long were you in that role (those roles)?

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 [Child Welfare]?
4. What is the vision (mission or values) of [TANF/Colorado Works]?
5. In your opinion, do the visions/missions of Child Welfare and TANF/Colorado Works complement or support each other? 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.

6. Does the TANF/Colorado Works program work together with the Child Welfare agency/division?

If yes.

- Probe for details of working together, when it began, what led to it

7. To what extent do you think it is desirable for these two programs to work together?

8. **(ASK IF RELEVANT)** If they work together, please describe the planning process for integrating TANF/Colorado Works and Child Welfare.

8a. Was the planning process formal or informal?

8b. How long did the process take?

8c. Who led the process?

8d. Who was involved (e.g., agencies, community organizations, clients, other stakeholders)?

8e. Was there a planning workgroup or committee?

8f. How were decisions made?

9. **(ASK IF RELEVANT)** Are you aware if the State was involved in the planning process (e.g., policies, technical assistance)?

If yes:

9a. Did State policies support or encourage the planning process? If so, how?

9b. Did State staff assist with the planning process? How?

Leadership/Managerial

10. Do you think the leadership at [your agency/division] has supported the two agencies/divisions (i.e., Child Welfare and TANF) working together and becoming integrated?

If yes:

10a. How has leadership supported the two divisions working together and becoming integrated?

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

If no:

10a. Why do you think there has been a lack of support?

Data and Data Systems

11. What types of data are collected from the [TANF] agency/division's system(s)?

- 11a. Since when were these data collected?
- 11b. What are the data sources for these data?
- 11c. What data collection tools or instruments are used to collect these data?
- 11d. Who uses this information and how? (e.g., assessment, monitoring, reporting, program improvement)
- 11e. How often are these data accessed/utilized? (e.g., daily, monthly, quarterly, annually)
- 11f. Who has access to this/these data systems?

12. What types of data are collected from the [Child Welfare] agency/division's system?

- 12a. Since when were these data collected?
- 12b. What are the data sources for these data?
- 12c. What data collection tools or instruments are used to collect these data?
- 12d. Who uses this information and how? (e.g., assessment, monitoring, reporting, program improvement)
- 12e. How often are these data accessed/utilized? (e.g., daily, monthly, quarterly, annually)
- 12f. Who has access to this/these data systems?

13. Do your TANF and Child Welfare divisions have a shared information system? If yes, please describe the system.

14. Are there any other data systems that TANF and Child Welfare staff use in their work? (e.g., Colorado Benefits Management System [CBMS]). If yes, please briefly describe the system(s).

Facilitators and Barriers

15. What factors do you think help facilitate your data management or analysis work with [TANF] and [Child Welfare]?

16. What are the barriers you encounter in your role?

EXAMPLE FACILITATORS TO USE AS PROBES IF NEEDED

- Integration of data systems
- Analysis of data related to integrated service delivery
- A common assessment tool
- A common client information system
- Policy at the state level
- Policy at the federal level
- Extent of agency consensus on appropriate integration model
- Ability to share client information between programs
- Availability of staff
- Middle manager or supervisor commitment to integration
- Client-serving staff commitment to integration
- Extent of client-serving staff understanding of need for services integration
- Availability of funding/blended funding from TANF/Child Welfare
- Integration is a high priority for executive staff

- Coordination of client timelines between the two programs
- Extent of flexibility in the Colorado TANF Plan
- Extent of flexibility in Colorado Child Welfare laws / regulations

Conclusion

17. What are some lessons learned or recommendations for others based on your experience as a [role] in [County]?

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

18a. Why do you think this?

19. Is there anything else you would like to add that we have not already discussed?

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