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Capacity Building
 CENTER FOR STATES

Tailored Services Interview Question Pool

The Capacity Building Center for States is committed to continuously improving the quality and effectiveness of services provided. The purpose for our conversation is to gather feedback about your experiences with the XXX service undertaken with the Center for States. Your feedback will be used to improve services to better meet your needs and for Center for States and Capacity Building Collaborative evaluation purposes. Only the evaluation team will have access to individual recordings and transcripts. All responses will held confidential, combined with other interview responses and reported in aggregate.

Instructions for Interviewer: Choose up to 15 questions to include in up to a 1 hour interview

AREAS OF FOCUS	Question Pool
Quality, Format/Usability, Accessibility	<p>How would you describe the quality of the Center services for the [insert name of the service/project]</p> <p>Did the service fully meet your agency needs? (probes: If yes, how? If no, why not?)</p> <p>Did the service seem like a good use of agency resources? (probes: Why or why not?)</p> <p>Were there aspects of the Center processes that made it easier or more difficult to use Center services?</p>
Usefulness, Relevance, Intent to Use, Endorsement/ Secondary Dissemination	<p>How useful (helpful, purposeful) was the service? What about the service made it useful? How relevant (pertinent, focused on area of need) was the service? Why or why not?</p> <p>How could the Center have improved <insert their services; their processes>? What would you change about your State's participation to make it better or more useful? What would you do again to ensure that the service was helpful?</p> <p>Would you recommend Center for States service delivery to other States? Why or why not?</p>

AREAS OF FOCUS	Question Pool
	Have you shared information you received or learned through Center services? If so, can you describe how you shared it?
Facilitation Skills, Content Expertise, Connection with State	<p>Were the Center staff involved in the service the “right” people for the work? (probes: Why or why not?; their people skills, content knowledge/expertise, fit with your jurisdiction, other probes as needed)</p> <p>What did they do very well? What could they have done differently to be more effective?</p>
Collaborative Nature of Process, Assessment Summary, Work Plan, Service Planning/Provision	<p>When you were working with the Center for States for <insert title of service or assessment, planning, etc.>, did you feel the Center valued your participation and perceptions? Did you feel that it was collaborative? (probes: <If yes, what about it felt collaborative? What about it made you feel as if your input was valued?>; <If not, what aspects of it felt as if it wasn't collaborative or your input wasn't valued? If no, please provide examples of a lack of collaboration.>)</p> <p>What do you think impacted the effectiveness of the service? Probe for the following as needed: collaboration, partnership, quality of service providers, known State barriers/facilitators, length of service, virtual or in-person aspects, burden/commitment, time spent, etc)</p>
Respect for/understanding of state, development of milestones/ measurable outcomes, facilitating/impeding factors affecting work plan; Quality/thoroughness of a/wp process	<p>How helpful was the work plan in providing a clear path for undertaking the service?</p> <p>How helpful was Center support in thinking about what you wanted to achieve and how you would know if you did achieve your goals? What about it was helpful or not? What could have been improved?</p>
Understanding/knowledge of Change Management process, use of process in other areas of work	<p>Did <insert service> help your state in planning and implementing other organizational change efforts? If so, how? What about the service do you feel helped you the most? If not, what do you think should have been done differently?</p> <p>Do you feel that the Center helped you to think about how to do this type of work again in another effort? If so, how? If not, what would have helped you in considering how to do this work again?</p> <p>How did the Center help you in thinking about organization change? Do you feel that the Center helped you in thinking about how to sustain change or improvements made? How did the Center help you in thinking about sustainability?</p> <p>Does your State consider systematic organizational change processes when undertaking other initiatives? (probes: If yes, how? If no, why not?) Have you applied anything you learned about organizational change to other aspects of your work?</p>
Strategies associated with work plan goals	<p>What types of things did the Center do to help your State? What about their efforts was especially helpful? What do you think was most effective for your State? Why?</p> <p>What types of things did the Center do that were not helpful to your State?; What things didn't work for your State but you believe would help others? Why?; What things do you think would not be helpful for any State? Why?</p>

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Facilitative factors; impeding factors	<p>Was there anything happening in your State that you think had an impact on the success of Center support? What was it? Do you think it was unique to this project/group or do you think it will impact other efforts your State wants to pursue?</p> <p>Was there anything in your State that facilitated the success of the Center support or caused difficulties? Was there anything about the Center's support that you think impeded progress?</p> <p>What do you like most about the new approach to providing services through the Collaborative? What do you like least? What is the one thing you think should be changed to make the approach better?</p>
Knowledge/skills/attitudes; understanding of capacity dimensions and sub-dimensions; understanding of change management process; data collection and usage; evaluation; changes in policies, practices, programs, processes	<p>Please describe the impact <insert the service received> on your State? Probe as needed for: changes in each of the targeted capacity dimensions or sub-dimensions (or related dimensions), types of changes such as knowledge increases, changes in staff skills, practice improvements, new policies, new trainings, implementation efforts, ability to generate support for initiatives, any other related issues)</p> <p>Do you think the service increased your agency's capacity in some way? (probes: If yes, What can you do now that you couldn't before? If not, what did you expect to see a change in that you didn't?)</p> <p>Why do you think the service was successful? What additional support do you think your State may need to keep this initiative moving forward? What additional support do you think your state may need to sustain the improvements made?</p> <p>Why do you think your agency didn't increase capacity? What additional support do you think your State may need to achieve your goals? What could the Center have done differently?</p>
Constituency Group Questions	<p>What is the purpose/objectives of this constituency group? Is the Center helping to define/achieve the objectives? How? What types of Center support would help your group be successful? What formats of support have been most helpful for you in facilitating your involvement in the group? (probe for options based upon support provided) What types of technology are most useful? (probe for options) What kinds of technological support do you think would be helpful in the future? What is a level of interaction that you feel is useful and allows you to share/learn with eachother without being overly burdensome? What are the biggest challenges facing you and your colleagues? What kinds of products and services related to <insert topic> do you think folks in States would find most useful? What has been the benefit to you of your participation? What has been the benefit to your agency and colleagues? Have you met new people that you can share with in the group? Do you interact with them outside the group? How often? What facilitated that connection?</p>
Miscellaneous	<p>Were the right stakeholders included in the team working on the [insert the name of the service]? If not, who else should have been part of the team?</p> <p>What kind of innovative supports would you be most interested in? (insert probes for potential options)What has your</p>

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	<p>experience been like with the Center for States, as a whole?</p> <p>Did your State participate in any other Center for States service to help achieve your goals for this project, including the use of products, participating in learning experiences, being part of constituency groups? (for TS projects) If so, what services did you participate in? Did you find them helpful or useful?</p> <p>Did your states access any services – like tools or products, website materials or shared resources on the website or CapSHARE – or download or participate in any online learning experiences, webinars, or peer networking opportunities?</p> <p>Have you used any Center for States products? If so, please describe which ones and how you used them.</p> <p>What has been your most valuable service or product from the Center for States? What makes it so valuable?</p> <p>Are there other comments you would like to provide about your experiences with the Center for States?</p> <p>If this service was not available through the Center, where would you get this service? How would you get support to accomplish your agency's goals?</p> <p>What are the key needs in the field as a whole that you see coming over the next five years?</p> <p>What are some potential topics of information or areas of support that you would find helpful for inclusion in products or learning experiences that everyone could access?</p> <p>What additional needs do you have? What future directions for this service do you think would be helpful for continuing to move the work forward?</p>
Background	<p>What is your role at the agency?</p> <p>What was your involvement with Center support? (e.g., participation levels, role on the project, etc)</p> <p>How long have you been in child welfare? How long have you been in your role?</p>