**OMB Control No.: xxxx-xxxx**

**Expiration Date: xx/xx/20xx**

*THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Public reporting burden for this collection of information is estimated to average 7 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.*

**Tailored Services Practice Model Survey**

Survey items would be rated on 5-point agreement scale (1 = Strongly Disagree to 5 = Strongly Agree).

These survey items would be appended to the Cross-Center Capacity Building Survey (instead of the Satisfaction survey items) at the close of every intensive services project (and the more intense brief projects, to be determined on a case-by-case basis).

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| **PHASE** | **BEHAVIORS** | **ITEMS** |
| Engagement | Performing outreach | * Center representatives conducted outreach to our agency in a variety of ways that capitalized on previous engagements and efforts.
 |
| Being responsive | * Center representatives provided appropriate, timely responses to our agency communications.
 |
| Building credibility | * Center representatives built credibility by being well-informed about our state and best practices in child welfare.
 |
| Providing clarity | * Center representatives brought clarity to conversations about capacities, processes, and services.
 |
| Collaborating | * The Center helped create a team of representatives from all partner agencies that actively participated and collaborated to promote successful engagement.
 |
| Working as a Team | Joining a team | * Center representatives ensured the team understood the project scope and specific team member roles and responsibilities.
 |
| Integrating effort | * The team operated in a way that maximized effectiveness of individual and collective efforts.
 |
| Building team support and cohesion | * The team operated cohesively in setting and accomplishing tasks, providing constructive feedback, and decision-making.
 |
| Communicating and sharing information | * Team members engaged in communications and supported the team’s continuous learning by sharing their own knowledge and experiences.
 |
| Service Delivery | Integrating service delivery | * The partnership fostered mutual exploration of expectations through open dialogue and creation of a realistic scope of work for achieving shared goals.
 |
| Pacing the work | * Center representatives provided an appropriate amount of contact and support during the tailored service process.
 |
| Guiding agency self-reflection | * Center representatives encouraged an atmosphere of individual and organizational self-reflection and pursued opportunities for continuous quality improvement.
 |
| Selecting strategies, activities, and tools | * Center representatives engaged our agency in exploring and selecting evidence-based strategies, activities, and tools that are relevant to our state’s contexts.
 |
| Promoting use of capacity building framework | * Center representatives integrated the capacity dimensions and change process vocabulary into our discussions in an appropriate manner.
 |
| Communicating with CB and collaborative partners | * Center representatives engaged in respectful, open, and honest communication with our agency and partners throughout service delivery.
 |
| Tracking and Adjustment | Assessing capacity for tracking progress | * Center representatives helped our agency increase our ability to monitor progress and make data-driven decisions.
 |
| Developing an approach to understanding progress | * Center representatives helped our agency identify potential indicators and data collection methods for monitoring our progress and achievement of outcomes.
 |
| Collecting data to understand progress | * Center representatives worked with our agency to identify and secure existing data and collect additional data needed for documenting progress and outcomes.
 |
| Conducting analysis and building connections | * Center representatives worked with our agency to identify appropriate analytic strategies and conduct data analysis to inform our decision-making.
 |
| Discussing progress and planning effectively | * Center representatives worked with the team to ensure reflective conversations about the project occurred regularly, including discussion of data about progress.
 |
| Managing perceptions of progress | * Center representatives facilitated discussions in an open environment that encouraged all team members to share their perceptions of initiative progress.
 |
| Transition to Sustainability | Planning for transition | * Center representatives worked with the team to ensure our agency was focused on planning the transition from the beginning of the process.
 |
| Deciding to transition and close | * Center representatives helped our agency to reach a consensus on transitioning and closing services, while being respectful of individual opinions.
 |
| Transitioning to sustained capacity building | * Center representatives supported our agency in identifying strategies for sustaining and applying what we have achieved through the project, and the commitments needed for that sustainment.
 |
| Facilitating a final meeting | * The transition process included a reflective discussion about lessons learned, strengths and challenges, and suggestions for improvement.
 |
| Ending services prematurely | * If services ended prematurely, or inconsistently with the proposed plan, Center representatives discussed the possibility of reengagement and supported an amicable closure.
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