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**SERVICE DELIVERY AND TRACKING AND ADJUSTMENT OBSERVATION – GROUP DEBRIEF**

*Select questions from the phase that is most appropriate for the particular state meeting context.*

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| **PHASE OF DELIVERY** | **BEHAVIORS** | **DEBRIEF QUESTIONS** |
| Engagement | Performing outreach | How well did the Center representatives demonstrate their understanding of your state’s context, needs, and strengths?How well did the Center explain the service delivery process and its purpose to you? How clear were those explanations?How much confidence do you have in the Center’s ability to meet your needs? |
| Being responsive |
| Building credibility |
| Providing clarity |
| Collaborating |
| Working as a Team | Joining a team | How well did members of your agency and representatives from the Center work as a team?How successful was the team at achieving its goals?How satisfied are you with how the team interacted (i.e., supported one another, provided constructive feedback, communicated and shared information)? |
| Integrating effort |
| Building team support/cohesion |
| Communicating and sharing information |
| Service Delivery | Initiating service delivery | How well does the pacing of the Center’s involvement with your state meet your needs and expectations? (i.e., intensity, flexibility, thoroughness, pace, ensuring understanding)How satisfied are you with the quality of the Center’s service delivery? (i.e., level of support, collaboration on strategy/ tool identification/ selection, communication)How well did the Center help your state to identify and select the most appropriate strategies, activities, or tools for this work?How well has the Center integrated the capacity building framework and the change process into its services to your state? (i.e., usefulness, appropriateness, meaningfulness) |
| Pacing the work |
| Guiding agency self-reflection |
| Selecting strategies, activities, tools |
| Promoting use of the capacity building framework |
| Communicating with CB and Collaborative partners |
| Tracking and Adjustment | Assessing capacity for tracking progress | How well is the Center helping your state to identify what data are needed and how to secure those data?How well is the Center helping your state to identify and conduct appropriate data analysis?How satisfied are you with the support provided by the Center in monitoring progress and making adjustments as needed?Can you share an example of how the team has used data to determine progress and inform its planning and decision making? |
| Developing an approach to understanding progress |
| Collecting data to understand progress |
| Conducting analysis and building connections |
| Discussing progress and planning effectively |
| Managing perceptions of progress |
| Transition to Sustainability | Planning for transition | What led to the decision to end this project?How satisfied are you with how the project ended?How well did the Center help prepare your state to sustain capacity for this work? *(probe on identifying and securing needed supports)* |
| Deciding to transition and close |
| Transitioning to sustained capacity building |
| Facilitating a final meeting |
| Ending services prematurely |