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Capacity Building
CENTER FOR STATES

SERVICE DELIVERY AND TRACKING AND ADJUSTMENT OBSERVATION – GROUP DEBRIEF

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

PHASE OF DELIVERY	BEHAVIORS	DEBRIEF QUESTIONS
Engagement	Performing outreach	<p>How well did the Center representatives demonstrate their understanding of your state’s context, needs, and strengths?</p> <p>How well did the Center explain the service delivery process and its purpose to you? How clear were those explanations?</p> <p>How much confidence do you have in the Center’s ability to meet your needs?</p>
	Being responsive	
	Building credibility	
	Providing clarity	
	Collaborating	
Working as a Team	Joining a team	<p>How well did members of your agency and representatives from the Center work as a team?</p> <p>How successful was the team at achieving its goals?</p> <p>How satisfied are you with how the team interacted (i.e., supported one another, provided constructive feedback, communicated and shared information)?</p>
	Integrating effort	
	Building team support/cohesion	
	Communicating and sharing information	
Service Delivery	Initiating service delivery	<p>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)</p> <p>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)</p> <p>How well did the Center help your state to identify and select the most appropriate strategies, activities, or tools for this work?</p> <p>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)</p>
	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	<p>How well is the Center helping your state to identify what data are needed and how to secure those data?</p> <p>How well is the Center helping your state to identify and conduct appropriate data analysis?</p> <p>How satisfied are you with the support provided by the Center in monitoring progress and making adjustments as needed?</p>
	Developing an approach to understanding progress	
	Collecting data to understand progress	
	Conducting analysis and building	

	connections	Can you share an example of how the team has used data to determine progress and inform its planning and decision making? What led to the decision to end this project?
	Discussing progress and planning effectively	
	Managing perceptions of progress	
Transition to Sustainability	Planning for transition	How satisfied are you with how the project ended?
	Deciding to transition and close	
	Transitioning to sustained capacity building	How well did the Center help prepare your state to sustain capacity for this work? (<i>probe on identifying and securing needed supports</i>)
	Facilitating a final meeting	
Ending services prematurely		