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Capacity Building  
 CENTER FOR STATES

## Assessment and Service Delivery State Lead Interviews - Supplemental Questions

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 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 only the questions related to the associated areas of focus for the services in the States. Include the engagement and team work questions for all services and either Assessment/Work planning OR Service Delivery/Tracking and Adjustment/Sustainability. Be sure to include the questions focused on the phases that are relevant for a particular state or project.**

AREAS OF FOCUS	Question Pool
Engagement	How has the Center engaged with your state? ( <i>behavior probes: outreach, responsiveness, credibility, clarity, collaboration</i> )
Assessment	What has been your experience with the Center's assessment process? ( <i>behavior probes: appreciative inquiry strategies, thoroughness and preparation, team's awareness of the agency at a systems level, accuracy and credibility of the assessment summary</i> )
Work Planning	What has been your experience with the Center's work planning process? ( <i>behavior probes: partnership/ownership, readiness determination and prioritization of initiatives, linkage of work planning to assessment findings, consensus on decisions</i> )
Service Delivery	As work on identified initiative(s) got underway, what has been your experience with the following aspects of the Center's services? ( <i>behavior probes:</i> <ul style="list-style-type: none"> <li>- Start up (<i>determining state readiness, exploring options, sharing expectations</i>)</li> <li>- Timing (<i>frequency/duration of meetings, level of involvement</i>)</li> <li>- Reflection (<i>reflective discussions, candor, transparency</i>)</li> <li>- Direction (<i>what activities or tools were identified and selected</i>)</li> <li>- Capacity framework (<i>meaningfulness of capacity dimensions, subdimensions, change process</i>)</li> <li>- Communication (<i>level of communication with all partners</i>)</li> </ul>
Tracking and Adjustment	How is the team using data to track progress and make necessary adjustments to the initiative? ( <i>behavior probes:</i>

AREAS OF FOCUS	Question Pool
	<ul style="list-style-type: none"> <li>- <i>Determining state capacity for progress monitoring</i></li> <li>- <i>Collaborative development of initiative evaluation</i></li> <li>- <i>Determining needed data and how to secure it</i></li> <li>- <i>Determining appropriate data analysis</i></li> <li>- <i>Data-based decision making</i></li> </ul>
Transition to Sustainability	<p>How well did the Center help your state prepare for sustaining progress? <i>(behavior probes:</i></p> <ul style="list-style-type: none"> <li>- <i>Actions taken to prepare for transition</i></li> <li>- <i>Degree of collaboration in deciding to close an initiative</i></li> <li>- <i>Identifying needed supports</i></li> <li>- <i>Facilitation of final meeting</i></li> </ul>
Working as a Team	<p>How well do you believe members of your agency and Center representatives worked as a team? <i>(behavior probes:</i></p> <ul style="list-style-type: none"> <li>- <i>How the team was created</i></li> <li>- <i>Team member interaction and engagement</i></li> <li>- <i>Level of support and cohesion within the team</i></li> <li>- <i>Communication and sharing information among team members</i></li> </ul>