*PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)   The purpose of this information collection is to gather feedback on capacity building products and services to better meet the needs of child welfare professionals. Public reporting burden for this collection of information is estimated to average 15 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The control number for this project is 0970-0501. The control number expires on xx/xx/xx. If you have any comments on this collection of information, please contact Roshanda Shoulders, ACF, Administration on Children, Youth and Families (ACYF) by e-mail at Roshanda.Shoulders@acf.hhs.gov.*

**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 satisfied are you with the Center representatives in terms of their credibility to engage with your state and provide clarity about the Center’s process? |
| Being responsive |
| Building credibility |
| Providing clarity |
| Collaborating |
| Working as a Team | Joining a team | To what extent did the team operate in a way that maximized effectiveness of individual and collective efforts? How satisfied are you with the team carrying out the work (support, cohesion, constructive feedback, communication)? |
| Integrating effort |
| Building team support/cohesion |
| Communicating and sharing information |
| Service Delivery | Initiating service delivery | Does the pacing of the Center’s involvement with your state meet your needs and expectations? (intensity, flexibility, thoroughness, pace, ensuring understanding)How satisfied are you with the quality of the Center’s service delivery? (level of support, collaboration on strategy/ tool identification/selection, communication)How has the Center integrated the capacity building framework and the change process into service delivery? (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 will the evaluation plan that was collaboratively created help the team understand progress made in meeting your goals? *(probe on such aspects as feasibility, relevance)*How satisfied are you with the support provided by the Center representatives in helping you track progress of the work and make adjustments as needed?How have you used data to determine progress and inform planning? |
| 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 close this project?How satisfied are you with how the project was closed?How are you prepared to sustain capacity? *(probe on identifying and securing needed supports)* |
| Deciding to transition and close |
| Transitioning to sustained capacity building |
| Facilitating a final meeting |
| Ending services prematurely |