



TITLE OF INFORMATION COLLECTION: State Capacity Building Center CCDF Administrator Feedback Survey

Email/Invitation Script

Subject Line: Your Feedback State Capacity Building Center

Good Morning/Afternoon,

The State Capacity Building Center is collecting feedback regarding its technical assistance (TA) services provided to your state by the State Systems Specialist (SSS). As the CCDF Administrator, we would greatly appreciate your voluntary, anonymous input. We will use your feedback to inform and improve our future technical assistance services.

To provide feedback, please respond using this form: [link to survey monkey]. The survey will only take a few minutes and all responses are anonymous.

If you would like to provide feedback, please respond to the form above by [date].

Thank you!

Sincerely,
Melanie Brizzi, Program Director
State Capacity Building Center

State Capacity Building Center CCDF Administrator Feedback Survey

OMB Control No: 0970-0401

Expiration date: 05/31/2021

Instructions

The State Capacity Building Center is collecting feedback regarding its technical assistance (TA) services provided to your state by the State Systems Specialist (SSS). As the CCDF Administrator, we would greatly appreciate your voluntary, anonymous input. We will use your feedback to inform and improve the work of the State Systems Specialists of the State Capacity Building Center.

To provide feedback, please respond using this form. The survey will only take a few minutes and all responses are anonymous.

NOTE: THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13). Public reporting burden for this collection of information is estimated to average 10 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.

Please indicate your organizational affiliation:

- CCDF Administrator [including co-Administrator]

A. Identifying State and Territory TA Needs and Priorities

1. Please indicate the extent to which you agree with the statements below about the TA Refresh.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Through the TA refresh process (Oct-Dec 2017), my state TA needs were identified.	1	2	3	4
Through the TA refresh process in 2017-18, my state TA priorities were identified.	1	2	3	4
I am satisfied with the TA refresh process.	1	2	3	4
I am satisfied with the length of time between the time that I request TA and the delivery of TA.	1	2	3	4

If you marked disagree or strongly disagree above or if you have any comments, please take a moment to give us a little more information.

2. To help better meet your needs, do you have improvements to recommend for the TA refresh process and/or the TA planning process overall?

3. For 2017-18, the timeline for the TA refresh was:

- a. Just right
- b. Too short
- c. Too long

If you selected too short or too long, please take a moment to give us a little more information:

B. Meeting State Needs and Priorities: Coordinating to Meet State Needs with the federal Technical Assistance (TA) Network

1. Please indicate the extent to which you agree with the statements below about coordination with the State System Specialist.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The State Systems Specialist is helping to connect me and, as relevant, my staff, to the available TA that is consistent with your identified needs and priorities.	1	2	3	4	5
The State Systems Specialist lets me know when there are webinars, peer learning forums or other technical assistance opportunities to help my state meet our desired outcomes.	1	2	3	4	5
The State Systems Specialist connects me to resources or products to help my state meet our desired outcomes.	1	2	3	4	5
The State Systems Specialist coordinates TA with additional TA Centers (e.g., the ACF National TA Centers) that align with our identified TA needs and priorities.	1	2	3	4	5
The State Systems Specialist coordination with the other TA Centers appears to be seamless to me.	1	2	3	4	5

If you marked disagree or strongly disagree above or if you have any comments, please take a moment to give us a little more information.

C. Meeting State Needs and Priorities: Technical Assistance from the State Systems Specialists

1. Please review these TA offerings that were provided to your state in 2017-18 and confirm your participation. **[Note for those reviewing the tool:** We will fill in the list based on the TA offered to the state. The TA options offered to each state are different, so this question will need to be tailored to include both TA that is broadly available – webinars, peer learning groups, etc –and also individualized, state-specific work. The question will use skip logic based on response.]

TA Offering and Date	Did your state participate?		
	Yes	no	I'm not sure
Specifics to be filled in based on the Technical Assistance Tracker spanning general offerings (webinars, peer learning and state specific)	Yes	no	I'm not sure
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	Yes	no	I'm not sure

TA Feedback Form

TA Offering and Date	Did your state participate?		
	Yes	no	I'm not sure
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	Yes	no	I'm not sure
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	Yes	no	I'm not sure

If yes, please let us know how useful the TA was to you and your staff.

[Note for those reviewing the tool: This list will be populated based on responses from the previous question.]

TA Offering and Date	Usefulness			
	Very Useful	Useful	Somewhat Useful	Not Useful
Specifics to be filled in based on the Technical Assistance Tracker spanning general offerings (webinars, peer learning and state specific)	1	2	3	4
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	1	2	3	4
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	1	2	3	4
Specifics to be filled in based on the Technical Assistance Tracker (webinars, peer learning and state specific)	1	2	3	4

If you marked somewhat useful or not useful above or if you have any comments, please take a moment to give us a little more information.

2. Please identify your two most important, highest priority TA needs that you worked on with the SSS in 2017-18?

- Priority 1: [open ended response here]

TA priority, indicate extent to which you agree	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
The State Systems Specialist assisted us in meeting these needs through her/his direct provision of TA.	1	2	3	4	N/A
The State Systems Specialist assisted us in meeting these needs through her/his	1	2	3	4	N/A

TA Feedback Form

TA priority, indicate extent to which you agree	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
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coordination of TA.

- Priority 2: [open ended response here]

TA priority, indicate extent to which you agree	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
The State Systems Specialist assisted us in meeting these needs through her/his direct provision of TA.	1	2	3	4	N/A

The State Systems Specialist assisted us in meeting these needs through her/his coordination of TA.	1	2	3	4	N/A
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3. Which of these methods of TA did the State Systems Specialist use in working with you in 2017-18? For those used please indicate the effectiveness of the State Systems Specialist in using the methods. Otherwise, please check not applicable/did not use.

Method	Strongly Valuable	Valuable	Not Valuable	Not Valuable at All	NA/Did not use
Identified and shared resources with you	1	2	3	4	5
Analyzed and reviewed data for you	1	2	3	4	5
Facilitated data submissions for you	1	2	3	4	5
Provided expert consultation for you	1	2	3	4	5
Developed new resources for you	1	2	3	4	5
Analyzed and reviewed policy for you	1	2	3	4	5
Facilitated peer learning for you	1	2	3	4	5
Provided onsite meeting facilitation	1	2	3	4	5
Provided virtual meeting planning and/or facilitation services	1	2	3	4	5
Provided onsite or virtual strategic planning for you	1	2	3	4	5
Other [please describe]					

If you marked not valuable or not valuable at all or if you have any comments, please take a moment to give us a little more information.

4. Please indicate the extent to which you agree with the statements below about working with the State Systems Specialist.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with the frequency of communication from my State Systems Specialist.	1	2	3	4
The State Systems Specialist who works with my state is well prepared and knowledgeable	1	2	3	4
The State Systems Specialist who works with my state is responsive to me and to my team.	1	2	3	4
The State Systems Specialist who works with my state is effective in helping my state meet our desired outcome(s).	1	2	3	4
The State Systems Specialist who works with my state understands our state context.	1	2	3	4
The State Systems Specialist has helped me and my state solve problems.	1	2	3	4
The services of the State Systems Specialist are of high quality.	1	2	3	4
The amount of contact I have with the State Systems Specialist is adequate.	1	2	3	4

If you marked disagree or strongly disagree above or if you have any comments, please take a moment to give us a little more information.

D. General Feedback

1. What factors if any, may prevent you and your state from benefiting from the technical assistance available through the State Systems Specialist? (Please check ALL that apply)

- Lack of time to work with the State System Specialist
- Lack of time to work on the relevant policy or program area
- Limited funds or other resources to support the state's work
- Lack of state policies or processes to support this effort
- Lack of support and or guidance from state leadership
- Limited or no stakeholder buy-in
- Lack of legislative or regulatory authority needed to address issues
- Lack of quality services from the State Systems Specialist
- Poor fit of the assigned State Systems Specialist
- Inadequate intensity of services from the State Systems Specialist
- Other (Please describe): _____

2. Which aspect(s) of the services of the State Systems Specialist at the State Capacity Building Center have been most useful to you?
3. Which aspect(s) of the services of the State Systems Specialist at the State Capacity Building Center have been least useful to you?
4. Please let us know if you have any suggestions or recommendations for us so that we may improve our services to you.
5. Optional question: Please let us know which federal region includes your state.

Thank you for participating!

Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to collect participant feedback to shape future OCC technical assistance services. Public reporting burden for this collection of information is estimated to average 10 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. The OMB number and expiration date for this collection are OMB #. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to J.R. Sayoc, j.r.sayoc@icf.com.

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