

# Jurisdiction Lead Observation Debrief



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## Facilitator Guidelines

Debrief after the observation in-person (with on-site observations) and via phone or email (for virtual observations) with the jurisdiction lead. Select a few questions that seem most appropriate for the particular meeting observed. This is a very brief 15-minute or less follow-up with the state lead, so be selective in which questions to ask during that time period.

## Questions

**GENERAL QUESTIONS** (Instructions: Choose appropriate questions from the list below based upon the service observed but do not exceed 15-minute burden with each participant)

- How did the meeting go?
- Did the meeting meet your needs? Why or why not?
- What went well? What didn't go as planned?
- How well are the Center representatives engaging and including lived expertise in the service delivery and change processes (e.g., engagement, assessment, work planning, etc.)? Can you please provide an example. (Consider asking only if applicable to the observed project.)
- How well are the Center representatives promoting the incorporation of lived experience into jurisdiction work? Can you please provide an example.
- How well is the Center doing in consistently lifting up opportunities to integrate a diversity, equity, and inclusion (DEI) lens? Can you please provide an example.
- For CFSR service delivery only: Are the service delivery and/or supports associated with the Tailored Services CFSR Support Plan activities effective? Why or why not? Can you please provide an example.
- Do you have any suggestions or comments regarding Center for States service delivery? If yes, please explain.

**PRACTICE MODEL ELEMENT SPECIFIC QUESTIONS**

Engagement	<ul style="list-style-type: none"> <li><input type="checkbox"/> How well did the Center representatives demonstrate their understanding of your state's context, needs, and strengths?</li> <li><input type="checkbox"/> How well did the Center explain the service delivery process and its purpose to you? How clear were those explanations?</li> </ul>
Working as a Team	<ul style="list-style-type: none"> <li><input type="checkbox"/> How well did members of your agency and representatives from the Center work as a team?</li> </ul>

	<ul style="list-style-type: none"> <li>☐ How satisfied are you with how the team interacted (i.e., supported one another, provided constructive feedback, communicated and shared information)?</li> </ul>
Assessment	<ul style="list-style-type: none"> <li>☐ How well has the Center planned and organized meetings with you, including today's meeting?</li> <li>☐ How successful was the assessment process at identifying your state's strengths and needs?</li> </ul>
Work Planning	<ul style="list-style-type: none"> <li>☐ How much ownership do you feel your state has for this project?</li> <li>☐ How well is the Center helping your state determine its readiness to move forward in particular areas, and prioritize those areas?</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>☐ 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)?</li> <li>☐ 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)?</li> <li>☑ 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)?</li> </ul>
Tracking and Adjustment	<ul style="list-style-type: none"> <li>☐ How well is the Center helping your state to identify what data are needed and how to secure those data?</li> <li>☐ How satisfied are you with the support provided by the Center in monitoring progress and making adjustments as needed?</li> <li>☐ Can you share an example of how the team has used data to determine progress and inform planning and decision making?</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>☐ How well is the Center helping to prepare your state to sustain capacity for this work?</li> </ul>