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## Tailored Services Practice Model Survey

Survey items would be rated on 5-point agreement scale (1 = Strongly Disagree to 5 = Strongly Agree).

These survey items would be appended to the Cross-Center Capacity Building Survey (instead of the Satisfaction survey items) at the close of every intensive services project (and the more intense brief projects, to be determined on a case-by-case basis).

PHASE	BEHAVIORS	ITEMS
Engagement	Performing outreach	- Center representatives conducted outreach to our agency in a variety of ways that capitalized on previous engagements and efforts.
	Being responsive	- Center representatives provided appropriate, timely responses to our agency communications.
	Building credibility	- Center representatives built credibility by being well-informed about our state and best practices in child welfare.
	Providing clarity	- Center representatives brought clarity to conversations about capacities, processes, and services.
Working as a Team	Collaborating	- The Center helped create a team of representatives from all partner agencies that actively participated and collaborated to promote successful engagement.
	Joining a team	- Center representatives ensured the team understood the project scope and specific team member roles and responsibilities.
	Integrating effort	- The team operated in a way that maximized effectiveness of individual and collective efforts.
	Building team support and cohesion	- The team operated cohesively in setting and accomplishing tasks, providing constructive feedback, and decision-making.
Service Delivery	Communicating and sharing information	- Team members engaged in communications and supported the team's continuous learning by sharing their own knowledge and experiences.
	Integrating service delivery	- The partnership fostered mutual exploration of expectations through open dialogue and creation of a realistic scope of work for achieving shared goals.
	Pacing the work	- Center representatives provided an appropriate amount of contact and support during the tailored service process.
	Guiding agency self-reflection	- Center representatives encouraged an atmosphere of individual and organizational self-reflection and pursued opportunities for continuous quality improvement.
	Selecting strategies, activities, and tools	- Center representatives engaged our agency in exploring and selecting evidence-based strategies, activities, and tools that are relevant to our state's contexts.
	Promoting use of capacity building framework	- Center representatives integrated the capacity dimensions and change process vocabulary into our discussions in an appropriate manner.
Tracking and Adjustment	Communicating with CB and collaborative partners	- Center representatives engaged in respectful, open, and honest communication with our agency and partners throughout service delivery.
	Assessing capacity for tracking progress	- Center representatives helped our agency increase our ability to monitor progress and make data-driven decisions.
	Developing an approach to understanding progress	- Center representatives helped our agency identify potential indicators and data collection methods for monitoring our progress and achievement of outcomes.
	Collecting data to understand progress	- Center representatives worked with our agency to identify and secure existing data and collect additional data needed for documenting progress and outcomes.
	Conducting analysis and building connections	- Center representatives worked with our agency to identify appropriate analytic strategies and conduct data analysis to inform our decision-making.
	Discussing progress and planning effectively	- Center representatives worked with the team to ensure reflective conversations about the project occurred regularly, including discussion of data about progress.
Transition to	Managing perceptions of progress	- Center representatives facilitated discussions in an open environment that encouraged all team members to share their perceptions of initiative progress.
	Planning for transition	- Center representatives worked with the team to ensure our agency was focused on planning the

Sustainability	Deciding to transition and close	<p>transition from the beginning of the process.</p> <ul style="list-style-type: none"> <li>- Center representatives helped our agency to reach a consensus on transitioning and closing services, while being respectful of individual opinions.</li> </ul>
	Transitioning to sustained capacity building	<ul style="list-style-type: none"> <li>- Center representatives supported our agency in identifying strategies for sustaining and applying what we have achieved through the project, and the commitments needed for that sustainment.</li> </ul>
	Facilitating a final meeting	<ul style="list-style-type: none"> <li>- The transition process included a reflective discussion about lessons learned, strengths and challenges, and suggestions for improvement.</li> </ul>
	Ending services prematurely	<ul style="list-style-type: none"> <li>- If services ended prematurely, or inconsistently with the proposed plan, Center representatives discussed the possibility of reengagement and supported an amicable closure.</li> </ul>