*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 7 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.*

**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).

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| --- | --- | --- |
| **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.
 |
| Collaborating | * The Center helped create a team of representatives from all partner agencies that actively participated and collaborated to promote successful engagement.
 |
| Working as a Team | 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.
 |
| Communicating and sharing information | * Team members engaged in communications and supported the team’s continuous learning by sharing their own knowledge and experiences.
 |
| Service Delivery | 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.
 |
| Communicating with CB and collaborative partners | * Center representatives engaged in respectful, open, and honest communication with our agency and partners throughout service delivery.
 |
| Tracking and Adjustment | 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.
 |
| Managing perceptions of progress | * Center representatives facilitated discussions in an open environment that encouraged all team members to share their perceptions of initiative progress.
 |
| Transition to Sustainability | Planning for transition | * Center representatives worked with the team to ensure our agency was focused on planning the transition from the beginning of the process.
 |
| Deciding to transition and close | * Center representatives helped our agency to reach a consensus on transitioning and closing services, while being respectful of individual opinions.
 |
| Transitioning to sustained capacity building | * 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.
 |
| Facilitating a final meeting | * The transition process included a reflective discussion about lessons learned, strengths and challenges, and suggestions for improvement.
 |
| Ending services prematurely | * If services ended prematurely, or inconsistently with the proposed plan, Center representatives discussed the possibility of reengagement and supported an amicable closure.
 |