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## SERVICE DELIVERY AND TRACKING AND ADJUSTMENT OBSERVATION - GROUP DEBRIEF

Select questions from the phase that is most appropriate for the particular state meeting context.

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? ( <i>probe on such aspects as feasibility, relevance</i> )  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?
	Deciding to transition and close	
	Transitioning to sustained capacity building	How satisfied are you with how the project was closed?
	Facilitating a final meeting	
	Ending services prematurely	How are you prepared to sustain capacity? ( <i>probe on identifying and securing needed supports</i> )