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## Assessment and Service Delivery State Lead Interviews - Supplemental Questions

The Capacity Building Center for States is committed to continuously improving the quality and effectiveness of services provided. The purpose for our conversation is to gather feedback about your experiences with the Center for States. Your feedback will be used to improve services to better meet your needs and for Center for States and Capacity Building Collaborative evaluation purposes. Only the evaluation team will have access to individual recordings and transcripts. All responses will kept private, combined with other interview responses and reported in aggregate.

**Instructions for Interviewer: Choose only the questions related to the associated areas of focus for the services in the States. Include the engagement and team work questions for all services and either Assessment/Workplanning OR Service Delivery/Tracking and Adjustment/Sustainability. Be sure to include the questions focused on the phases that are relevant for a particular state or project.**

AREAS OF FOCUS	Question Pool
Engagement	Describe how Center representatives engaged with your agency. <i>(behavior probes: outreach, responsiveness, credibility, clarity, collaboration)</i>
Assessment	What are your perceptions of the assessment phase? <i>(behavior probes: appreciative inquiry strategies, thoroughness and preparation, team's awareness of the agency at a systems level, accuracy and credibility of the assessment summary)</i>
Work Planning	What are your perceptions of the work planning phase? <i>(behavior probes: partnership/ownership, readiness determination and prioritization of initiatives, linkage of work planning to assessment findings, consensus on decisions)</i>
Service Delivery	As work on identified initiative(s) got underway, what are your perceptions of service delivery? <i>(behavior probes:</i> <ul style="list-style-type: none"> <li>- <i>How the Center representatives initiated service delivery (determines agency readiness for the work, explores expectations, individual/organizational contributions)</i></li> <li>- <i>Pacing of the initiative (frequency/length/type of meetings, level of involvement, timing, level of effort)</i></li> <li>- <i>How the process fostered a culture of self-reflection</i></li> <li>- <i>How strategies, activities, and/or tools were identified, considered, and selected</i></li> <li>- <i>How Center representatives incorporated the capacity framework into the initiative (capacity dimensions, subdimensions, change and implementation process)</i></li> </ul>

AREAS OF FOCUS	Question Pool
	<ul style="list-style-type: none"> <li>- <i>How the Center representatives communicated with all partners)</i></li> </ul>
Tracking and Adjustment	<p>Throughout the service delivery process, what are your perceptions about tracking progress and making adjustments as needed? <i>(behavior probes:</i></p> <ul style="list-style-type: none"> <li>- <i>How Center representatives explored agency capacity for tracking progress</i></li> <li>- <i>How the team collaboratively created an evaluation for the initiative that was complete, feasible, and measurable</i></li> <li>- <i>How the team determined what data were needed to track progress, what data existed, and how to collect needed data</i></li> <li>- <i>How the team determined appropriate analytic strategies and analyzed data to document progress</i></li> <li>- <i>How the team used data to inform planning, decision making, CQI efforts</i></li> <li>- <i>How the team recognized and dealt with varying perceptions of degree of progress</i></li> </ul>
Transition to Sustainability	<p>As the service delivery came to a close, what are your perceptions about transitioning to sustainability? <i>(behavior probes:</i></p> <ul style="list-style-type: none"> <li>- <i>How Center representatives planned for transition throughout the process</i></li> <li>- <i>How the team made the decision to transition and close the initiative</i></li> <li>- <i>How the team identified what supports would be needed to sustain capacity</i></li> <li>- <i>How the final meeting wrapped up the service delivery (recognized/celebrated accomplishments, reflected on lessons learned, strengths/challenges, steps of change and implementation process, transfer of lessons to other initiatives)</i></li> <li>- <i>(IF RELEVANT): If services ended premature, how/why those decisions were made</i></li> </ul>
Working as a Team	<p>Throughout your engagement with the Center for States, what are your perceptions about working as a team? <i>(behavior probes:</i></p> <ul style="list-style-type: none"> <li>- <i>The process for creating and forming a team</i></li> <li>- <i>How the team members interacted and engaged to achieve its goals</i></li> <li>- <i>The degree of support and cohesion within the team</i></li> <li>- <i>How the team communicated and shared information</i></li> </ul>