

Instrument 5

Knowledge Sharing Visit Interview Protocol – Data Staff

Introduction and Overview

Thank you for taking the time to speak with us today about your experiences with your Tribal TANF program, and specifically Tribal TANF data. [Share consent form for participant to follow along as introduction and overview are read].

The Next Steps for Tribal TANF Research and Data project aims to hear directly from American Indian and Alaska Native (AIAN) communities about their experiences with Tribal Temporary Assistance for Needy Families (Tribal TANF). The project team is speaking with Tribal TANF knowledge holders to gather information about what is going well, what is challenging, and recommendations for future directions for Tribal TANF research and data.

I work for MEF Associates. The Next Steps for Tribal TANF Research and Data project team includes MEF Associates (MEF), Kauffman and Associates (KAI), and consultants. MEF is a small company that works to improve the lives of children and families through research and program assistance. KAI is an American Indian-owned consulting firm that supports AIAN people and communities. The consultants are Dr. Geni Cowan, Dr. Jose Chavez, and Dr. Heather Sauyaq Jean Gordon, who have experience working directly with Tribal communities and Tribal TANF programs. The project is sponsored by the Administration for Children and Families (ACF).

As part of this project, we are visiting your Tribal TANF program, as well as several other Tribal TANF programs, to learn from your wisdom and understand your perspective about Tribal TANF.

In this conversation we will ask you questions about:

- How do you collect and use data in your Tribal TANF program?
- What is going well with how you collect, use, or report data in your program?
- What problems or challenges do you face with data collection, use, or reporting?
- What support and resources do you need from the federal government (ACF and the Office of Family Assistance (OFA))?

- What suggestions do you have for ACF and OFA to better support Tribal TANF programs' data collection, use, and reporting?
- How do you think this project can best support Tribal communities and Tribal TANF programs?

This interview will take approximately 90 minutes. Your participation is entirely voluntary. The information you share in this interview will be kept private to the extent permitted by law. When we share what we learn publicly, the information you share will be combined with what we hear from others participating in this study. The project team will not include your name or any personal details in any information that we share publicly.

You may skip any questions you prefer not to answer, and you can stop your participation at any time.

We would like to audio-record this conversation to make sure we have an accurate record of what we discuss. The recording will be stored on an encrypted, secure server. The project team will only use the recording to check our notes and then the recording will be destroyed. Notes will be stored on an encrypted, secure server, and will be destroyed at the end of the project.

A government agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is XXXX-XXXX and the expiration date is XX/XX/XXXX.

The consent form includes all of the information we just discussed and includes project contact information in case you have any questions about your rights as a participant in the project.

Do you have any questions about the Next Steps for Tribal TANF Research and Data project or today's interview?

Facilitator Instructions: Allow participants time to review the consent form (Appendix G) after distributing it to them. Then ask:

Are you willing to continue with this interview?

Are you comfortable with this interview being audio recorded for note-taking purposes?

At this point, the respondent can respond “yes” or “no.”

If the respondent agrees to be recorded, begin recording.

If the respondent does not consent to being audio recorded, do not record, and instead take digital notes on a study team encrypted laptop.

Once the recording has started, ask again for permission to record so that consent is recorded.

Can you please repeat that we have your permission to record?

At this point, the respondent can again respond “yes.”

Opening questions

- 1) Please tell me your first name, title, Tribe, and how long you have been in your role.
- 2) Please tell me, in a few words, about your responsibilities for your Tribal TANF program.

If needed, probe for: Please tell me about your job responsibilities related to Tribal TANF data.

Needs and Experiences Related to TANF Data Collection, Use, and Reporting

Now, I'd like you to think specifically about Tribal TANF data – collection, use, and reporting.

- 3) How would you define the term “data” in your Tribal TANF program? What does the term “data” mean to you?

I'm going to ask you to walk me through the different stages at which your program might be collecting, using, and reporting Tribal TANF data.

- 4) Let's start by talking about the first time a potential Tribal TANF participant contacts your program:
 - a) When someone first contacts your program, what information does your program collect?

- b) Who collects that information?
 - c) How are they recording that information? (What tools or technology are they using? E.g. pen and paper, computer data system).
 - d) What happens to that information next?
 - i. How is the information stored? (What tools or technology are you using to store the information?)
 - ii. How is the information used?
- 5) After that first contact, what is the next point in time when you would be collecting data from a Tribal TANF program participant? *Walk through intake, assessment, case management meetings, case closure, and other points of contact raised by the knowledge holder. At each of these stages ask:*
- a) What information are you collecting?
 - b) Who is collecting that information?
 - c) How are they recording that information?
 - d) What happens to that information next?
 - iii. How is the information stored?
 - iv. How is the information used?

Federally Required Data Collection, Use, and Reporting

Now I'm going to ask you about collecting, using, and reporting federally required Tribal TANF data to ACF/OFA. We'll start by discussing the data collection process and then we'll ask about reporting and use...

- 6) Thinking about how your program collects federally required data, what does your program do well?
- a. What makes the federal data collection process easier?
- 7) What challenges has your program had with collecting data for federally required reports?
- 8) Tell me about how your program transmits data to ACF/OFA.
- a. *Probe if needed for...*
 - v. Do you submit data directly to ACF/OFA?
 - 1. **If yes**, how?
 - 2. **If no**, how does your data make its way to ACF/OFA?
 - vi. Do you use contractors, consultants, or outside entities to assist with meeting data reporting requirements?

1. **If yes**, what are their roles and responsibilities?

9) Thinking about how your program reports federally required data, what does your program do well?

a. What makes the federal reporting process easier?

10) What challenges has your program had with federally required data reporting?

11) Beyond submitting federally required reports, does your program use the data you collect for federal reports for any other purposes?

a. How do you use this data?

i. Do you use data to guide policy and program decisions? (E.g. decisions about specific participant cases, or decisions about program planning)

12) Is there anything that ACF/OFA could do to better support you with federally required data collection and reporting?

Additional Non-Federal Data Collection, Use, and Reporting

13) Thinking beyond federally required reporting, do you collect data in addition to what is required for federal reporting?

If yes:

a. What data do you collect beyond what is required for federal reporting?

b. How do you collect this data?

c. How often do you collect this data?

d. How do you use this data?

i. Do you use data to guide policy and program decisions? (E.g. decisions about specific participant cases, or decisions about program planning)

e. How does this data support your program goals and mission?

14) Are there other entities – not the federal government – that you report data to?

If yes:

a. Could you describe who is involved and how the data is reported to them?

- i. Who do you report this data to?
 - 1. Your state, Tribal Council or other Tribal government entities, other external agencies or organizations?
- ii. For what purposes do you report that data?
- iii. How do you report that data?
 - 1. E.g. platforms or software, uploading to a website, sharing raw data vs reports
- iv. How would you describe the data-sharing relationship?
 - 1. Probe for collaborative v. non-collaborative

15) Are there other entities – not the federal government - that you share data with?

If yes:

- a. Could you describe who is involved and how the data is shared with them?
 - i. Who do you share this data with?
 - ii. Your state, Tribal Council or other Tribal government entities, other external agencies or organizations?
- b. For what purposes do you share that data?
- c. How do you share that data?
 - i. E.g. platforms or software, uploading to a website, sharing raw data vs reports
- d. How would you describe the data-sharing relationship?
 - i. Probe for collaborative v. non-collaborative

16) Are there other entities – not the federal government – from which you receive data?

If yes:

- a. Could you describe who is involved and how your program receives the data?
 - i. Who do you receive this data from?
 - 1. Your state, Tribal Council or other Tribal government entities, other external agencies or organizations?
 - ii. For what purposes do you receive that data?
 - iii. How do you receive that data?
 - 1. E.g. platforms or software, uploading to a website, sharing raw data vs reports
 - iv. How would you describe the data-sharing relationship?
 - 1. Probe for collaborative v. non-collaborative

17) Are there other groups or organizations that you would like to share data with or receive data from?

Data Technical Assistance Needs

Now I'm going to ask you about how you get support related to Tribal TANF data if you need it.

18) If you need support with Tribal TANF data collection, use, or reporting, where do you go?

- a. Do you use ACF/OFA support and resources? *Probe for...*
 - 1. Individual or group assistance from ACF/OFA staff
 - 2. Individual or group assistance from ACF/OFA technical assistance contracts
 - 3. The OFA or Peer TA website

If yes:

- ii. Could you tell me about an example of a time when you used resources from ACF/OFA?
 - iii. What, if anything, do you like about the resources available from ACF/OFA?
 - iv. What, if anything, do you not like about the resources available from ACF/OFA?
 - v. How could ACF/OFA support for Tribal TANF be improved?
- b. Do you use other federal support or resources, such as from the Bureau of Indian Affairs (BIA) or Administration for Native Americans (ANA)?
- c. Do you use assistance from State TANF program(s)?
- d. Do you use peer assistance from other Tribal TANF programs?
- e. Do you use any other non-federal resources that we haven't mentioned?

19) ***If interviewee does not utilize OFA resources in Q21:*** You noted that you don't use resources from ACF/OFA, can you tell me why you don't use ACF/OFA resources?

- a. Are there specific barriers to accessing ACF/OFA resources?
- b. Are there things that ACF/OFA could do to make it more likely for you to access their resources?

Closing

Thinking overall about your program's collection, use, and reporting of data ...

20) Is there anything else going really well that we haven't discussed? This could be processes or systems you have in place, partnerships, reports you find useful, etc.

21) Is there anything really challenging that we haven't discussed already?

22) Do you have ideas for ways to make data collection, use, or reporting less burdensome?

23) If you had a magic wand, what would you change about how data is collected, used, or reported in your Tribal TANF program?

a. Probe if needed for...

- i. What data do you wish you could collect?
- ii. How do you wish you could use your data?
- iii. What types of data analysis would you run?
- iv. What changes would you like to see from ACF/OFA?

24) Do you have suggestions for how we can make sure this project supports Tribal communities and Tribal TANF programs in a helpful way?

- a. How can we make sure the project results are usable and easy to access for Tribal TANF programs and Tribal communities?
- b. How would you like us to share updates and future results from this project with you?

25) Before we end, is there anything else you would like to share with me today?

Thank you so much for taking the time to speak with our team today and for sharing your expertise. Your insights are helping us to better understand the needs and experiences of Tribal TANF programs. We will keep in contact with any project updates that may be of interest to you and as we begin to publish findings. Thank you again!