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Capacity Survey - CBCC Service Recipients

(Administered once to CQI Workshop participants one year post-CQI workshop). Below are skills and approaches that people sometimes use and develop when working on solving problems, or developing strategies to make improvements to their services or agency's functioning. **No group is expected to have, or develop, all of these skills.**

Please think about the group of people from your CIP who are currently working with the Center for Courts on (prefill name of component from CapTRACK) and describe the group's **current knowledge** for each task listed. Then please give us your opinion of the group's knowledge **prior to working with Center for Courts** (prefill date CQI workshop attended).

| CM Knowledge & Skills Constructs (Steps construct found) | | CURRENT KNOWLEDGE | | | | | BEFORE OUR WORK with Center for Courts | | | | |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|---------------------------|---------------------|--------------------------|----------------------------------------|-------------------------|----------------------------|---------------------|--------------------------|
| | | Not knowledge able at all | Slightly knowledge able | Moderately knowledge able | Very knowledg eable | Extremely knowledg eable | Not knowledge able at all | Slightly knowledge able | Moderately knowledg ea ble | Very knowledge able | Extremely knowledge able |
| When we want to explore a problem, or make an improvement in our services, we know how to: | | | | | | | | | | | |
| Engage Partners (Step 2,3,4,5) | 1. Identify who in in our dependency court system we should involve, and why | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Engage Partners (Step 2,3,4,5) | 2. Identify which of our external partners/community members we should involve, and why | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Seek Data (Steps 1,3,4) | 3. Identify a variety of data sources and types of information that we have, or that we can collect, to explore an issue that we are concerned about | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Analyze data (Steps 1,3,4,10,11) | 4. Assess how widespread or prevalent an issue is | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | 5. Identify the groups that are most and least impacted by the issue we are exploring | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | 6. Generate theories and ideas based on our data and | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Purple font = constructs/evaluation, will not be visible on survey; Blue font = administration/programming instructions, will not be visible on survey, italics = customized prefilled information

| CM Knowledge & Skills Constructs (Steps construct found) | | CURRENT KNOWLEDGE | | | | | BEFORE OUR WORK with Center for Courts | | | | |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------|---------------------------------|---------------------------|--------------------------------|----------------------------------------|-------------------------------|---------------------------------|---------------------------|--------------------------------|
| | | Not knowledge able at all | Slightly knowledge able | Moderately knowledge able | Very knowledg eable | Extremely knowledg eable | Not knowledge able at all | Slightly knowledge able | Moderately knowledgea ble | Very knowledge able | Extremely knowledge able |
| | information about what causes or contributes to the issue | | | | | | | | | | |
| When considering ways that we might make improvements to our services, we know how to: | | | | | | | | | | | |
| Use Research (Steps 4,5,6) | 7. Find research, and/or peers with expertise, to help us think about how we might make improvements | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Assess Capacity (Step 1, 5, 7, 8, 12) | 8. Consider whether strategies fit our dependency court's values and needs | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Assess Capacity (Step (1,5,7,8,12) | 9. Assess our current capacity, and determine whether it is feasible for us to implement a strategy that will lead to improvements | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| When we select, or design strategies, programs, or interventions to make improvements, we know how to: | | | | | | | | | | | |
| Design Innovation (5,6) | 10. Identify the core activities that make up our strategy and how these activities must be performed in order for our strategy to work | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | 11. Identify specific behaviors that will let us know whether our strategy is being performed as intended | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| When we are planning on implementing a strategy, program or intervention, we know how to: | | | | | | | | | | | |
| Build Capacity (Steps 7,8) | 12. Develop capacities that will need to be in place, so that we can successfully implement what we intend | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Implement-ation (Step 9) | 13. Consider whether to pilot, or to conduct a phased implementation of our strategy | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Implement-ation (Steps (7,9,10,11,12) | 14. Monitor implementation of our strategy and identify and solve problems as they arise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| When we want to evaluate the improvements we are trying to make, we know how to: | | | | | | | | | | | |
| Design Evaluation (4,6) | 15. Develop indicators and outcomes that let us know whether the core activities of our strategy are being | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

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| CM Knowledge & Skills Constructs (Steps construct found) | | CURRENT KNOWLEDGE | | | | | BEFORE OUR WORK with Center for Courts | | | | |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|---------------------------|---------------------|--------------------------|----------------------------------------|-------------------------|---------------------------|---------------------|--------------------------|
| | | Not knowledge able at all | Slightly knowledge able | Moderately knowledge able | Very knowledg eable | Extremely knowledg eable | Not knowledge able at all | Slightly knowledge able | Moderately knowledgea ble | Very knowledge able | Extremely knowledge able |
| | implemented as intended | | | | | | | | | | |
| Design Evaluation (4,6) | 16. Develop indicators and outcomes that let us know whether the problem or issue we are working on is improving | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Use Data (9,10,11,12) | 17. Use the results of our analysis to make adjustments to our activities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

Please think about your **current** work with Center for Courts on (*prefill name of work plan*) and choose the response that best reflects your opinion **now**.

Please then provide us with your opinion **prior to working with Center for Courts** (*First administration: prefill date CQI workshop attended*).

| Assessment of Capacities: Org Culture/Climate, Engagement/Partnership, Resources, Infrastructure (Governance/Decision making) | | NOW | | | | | BEFORE OUR WORK with Center for Courts | | | | |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|----------------------------------------|----------|----------------------------|-------|----------------|
| | | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| Org Culture/ Climate: Leadership | 18. The issue we are working on with the Center for Courts is important to our dependency court's judicial leadership | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Org Culture/ Climate: Leadership | 19. Dependency court's judicial leadership is involved in working on this issue | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Org Culture/ Climate: Norms/Values | 20. The people in our CIP that are receiving capacity building services from Center for Courts agree on the purpose and goals of the work | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Org Culture/ Climate: Workforce | 21. I think our dependency court system will continue to sustain our work on this issue over time | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Resources: staffing | 22. The team that plans and guides our work on this issue has enough time to do so | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Infrastructure: Governance/ Decision Making | 23. The team that plans and guides our work on this issue is able to make decisions and move the work forward | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |


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| Assessment of Capacities: Org Culture/Climate, Engagement/Partnership, Resources, Infrastructure (Governance/Decision making) | | NOW | | | | | BEFORE OUR WORK with Center for Courts | | | | |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|----------------------------------------|----------|----------------------------|-------|----------------|
| | | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly Agree |
| Engagement/partnership: internal | 24. We used input from judges and/or other stakeholders within the dependency court system to develop a solution to the issue we are working on | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Engagement/partnership: external | 25. We used input from our external partners (outside of the dependency court system) to help us develop a solution to the issue we are working on | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

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| <p>Infrastructure Policies & Procedures</p> <p><input type="checkbox"/> Yes <i>(move to NOW Q)</i></p> | <p>26. Does your work with the Center for Courts on <i>(prefill name of work plan)</i> include writing, or revising court rules and/or policies?</p> <p><input type="checkbox"/> No <i>(move to Reasons Q)</i></p> <p><input type="checkbox"/> Not sure <i>(move to next Infrastructure Q)</i></p> <p>If no, check the closest reason why not:</p> <p><input type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i></p> <p><input type="checkbox"/> No, our existing court rules and/or policies adequately support this work <i>(move to next infrastructure Q)</i></p> <p><input type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i></p> | | | | | | | | | | |
| NOW | Before working with Center for Courts | | | | | | | | | | |
| Where are you NOW in your planning/ implementation of these court rules and/or policies? | Where were you before working with Center for Courts in your planning/implementation of these court rules and/or policies? | | | | | | | | | | |
| <table border="1"> <tr> <td>Have not yet started work <i>(move to next)</i></td> <td>Planning/ designing/ <i>(move to One Year)</i></td> <td>Starting to Implement <i>(move to One)</i></td> <td>Partly implemented <i>(move to On)</i></td> <td>Fully implemented <i>(continue to)</i></td> </tr> </table> | Have not yet started work <i>(move to next)</i> | Planning/ designing/ <i>(move to One Year)</i> | Starting to Implement <i>(move to One)</i> | Partly implemented <i>(move to On)</i> | Fully implemented <i>(continue to)</i> | <table border="1"> <tr> <td>Had not yet started work <i>(move to next)</i></td> <td>Planning/ designing <i>(move to next Infrastructure Q)</i></td> <td>Starting to Implement <i>(move to next)</i></td> <td>Partly implemented <i>(move to next)</i></td> <td>Fully implemented <i>(continue to)</i></td> </tr> </table> | Had not yet started work <i>(move to next)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next)</i> | Partly implemented <i>(move to next)</i> | Fully implemented <i>(continue to)</i> |
| Have not yet started work <i>(move to next)</i> | Planning/ designing/ <i>(move to One Year)</i> | Starting to Implement <i>(move to One)</i> | Partly implemented <i>(move to On)</i> | Fully implemented <i>(continue to)</i> | | | | | | | |
| Had not yet started work <i>(move to next)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next)</i> | Partly implemented <i>(move to next)</i> | Fully implemented <i>(continue to)</i> | | | | | | | |

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| Infrastructure Q) | Ago Q) | Year Ago Q) | Year Ago Q) | Quality indicators) | Infrastructure Q) | Infrastructure Q) | Infrastructure Q) | Quality indicators) |
| <p>Quality indicators:</p> <p>In thinking about the court rules and/or policies you have implemented, please check if you agree with the following:</p> <p>Court rules and/or policies that we've implemented with Center for Courts:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Are widely known; those who are expected to follow these court rules have /policies have access to them, and they have received training to ensure their understanding of them <input type="checkbox"/> Include structures in place for legal and judicial professional to be able to provide feedback related to court rules /polices, such as barriers to enacting policies, and suggestions for improvement <p><i>(move to One Year Ago Q)</i></p> | | | | | <p>Quality indicators:</p> <p>In thinking about the court rules and/or policies you implemented, please check if you agree with the following:</p> <p>Before working with Center for Courts, Court rules and/or policies that we implemented:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Were widely known; those who were expected to use these court rules /polices had access to, and had received training to ensure their understanding of them <input type="checkbox"/> Included structures in place for legal and judicial professionals to be able to provide feedback related to court rules /polices, such as barriers to enacting policies, and suggestions for improvement <p><i>(move to next infrastructure Q)</i></p> | | | |

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| <p>Infrastructure: Staff Selection/ Recruitment</p>  | <p>27. Does your work with Center for Courts on <i>(prefill name of work plan)</i> include developing or improving processes for identifying, hiring, and/or selecting qualified people for the right tasks and roles?</p> | | |
| <p><input type="checkbox"/> Yes <i>(move to NOW Q)</i></p> | <p><input type="checkbox"/> No <i>(Move to Reasons Q)</i></p> | | <p><input type="checkbox"/> Not sure <i>(move to next Infrastructure Q)</i></p> |
| | <p>If no, check the closest reason why not:</p> <ul style="list-style-type: none"> <input type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, our existing identifying/hiring/selecting processes adequately support this work <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i> | | |
| <p>NOW</p> | | <p>Before our work with Center for Courts</p> | |
| <p>Where are you NOW in your development or improvement of identifying, hiring, and/or selecting qualified people for the right tasks and roles?</p> | | <p>Where were you before working with Center for Courts in the development or improvement of your identifying, hiring, and or selecting qualified people for the</p> | |

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| | | | | | right tasks and roles? | | | | |
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| Have not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing/ <i>(move to One Year Ago Q)</i> | Starting to Implement <i>(move to One Year Ago Q)</i> | Partly implemented <i>(move to On Year Ago Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> | Had not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next Infrastructure Q)</i> | Partly implemented <i>(move to next Infrastructure Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> |
| <p>Quality indicators:</p> <p>In thinking about the activities you have implemented, please check if you agree with the following:</p> <p>Our work with Center for Courts that we implemented on to identify, hire, and/or select qualified people includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clear job descriptions outlining job expectations and accountability <input type="checkbox"/> Processes to consider recruitment data, training data, and retention rates, in order to assess how well our selection/hiring process was working. <p><i>(move to One Year Ago Q)</i></p> | | | | | <p>Quality indicators:</p> <p>In thinking about the activities you implemented, please check if you agree with the following:</p> <p>Before working with Center for Courts (<i>prefill date work plan began</i>), our work that we implemented to identify, hire, and/or select qualified people included:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Clear job descriptions outlining job expectations and accountability <input type="checkbox"/> Processes to consider recruitment data, training data, and retention rates, in order to assess how well our selection/hiring process was working. <p><i>(move to next infrastructure Q)</i></p> | | | | |

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| Infrastructure: Training | | 28. Does your work with Center for Courts on <u>(prefill name of work plan)</u> include developing or improving training, or a training system? | | | | | | | |
| <input type="checkbox"/> Yes <i>(move to NOW Q)</i> | | <input type="checkbox"/> No <i>(Move to reasons Q)</i> | | | | <input type="checkbox"/> Not sure <i>(move to next infrastructure Q)</i> | | | |
| | | <p>If no, check the closest reason why not:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, our existing Training /Training Systems adequately support this work <i>(move to next infrastructure Q)</i> <input checked="" type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i> | | | | | | | |
| NOW | | | | | ONE YEAR AGO | | | | |
| Where are you NOW in your development or improvement of training? | | | | | Where were you before working with Center for Courts in your development or improvement of training? | | | | |
| Have not started work | Planning/ designing/ | Starting to Implement/ | Partly implemented/ | Fully implemented/ | Had not started to work on | Planning/ designing/ | Starting to Implement/ | Partly implemented/ | Fully implemented/ In |

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| yet <i>(move to next Infrastructure Q)</i> | developing <i>(move to One Year Ago Q)</i> | Put in place <i>(move to One Year Ago Q)</i> | Put in place <i>(move to One Year Ago Q)</i> | In place <i>(continue to Quality indicators)</i> | <i>(move to next Infrastructure Q)</i> | developing <i>(move to next Infrastructure Q)</i> | Put in place <i>(move to next Infrastructure Q)</i> | Put in place <i>(move to next Infrastructure Q)</i> | place <i>(continue to Quality indicators)</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------|----------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------------------------|
| <p>Quality indicators:</p> <p>In thinking about the training, or training system improvements you have implemented, please check if you agree with the following:</p> <p>Training/training system improvements implemented with Center for Courts include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Data collection and analysis to determine effectiveness of training <input checked="" type="checkbox"/> Results of analysis of training data are forwarded to judicial and legal staff <p><i>(move to One Year ago Q)</i></p> | | | | | <p>Quality indicators:</p> <p>In thinking about the training, or training system improvements you implemented, please check if you agree with the following:</p> <p>Before working with Center for Courts, our work on implementing training/training system improvements included:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Data collection and analysis to determine effectiveness of training <input type="checkbox"/> Results of analysis of training data are forwarded to judicial and legal staff <p><i>(move to next infrastructure Q)</i></p> | | | | |

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| <p>Infrastructure: Supervision 29. Does your work with Center for Courts on <i>(prefill name of work plan)</i> include developing or improving supervisory and other processes (beyond training) to coach, mentor, and/or support court professionals?</p> | | | | | | | | | |
| <input type="checkbox"/> Yes <i>(move to NOW Q)</i> | | | <input type="checkbox"/> No <i>(Move to reasons Q)</i> | | | | <input type="checkbox"/> Not sure <i>(move to next infrastructure Q)</i> | | |
| | | | <p>If no, check the closest reason why not:</p> <input type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, our existing system adequately coaches and supports professionals do this work <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i> | | | | | | |
| NOW | | | | | ONE YEAR AGO | | | | |
| Where are you NOW in your development/improvement of supervisory or other processes to coach and support professionals/staff? | | | | | Where were you before working with Center for Courts in your development/improvement of supervisory or other processes to coach and support professionals/staff? | | | | |
| Have not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing/ <i>(move to One Year Ago Q)</i> | Starting to Implement <i>(move to One Year Ago Q)</i> | Partly implemented <i>(move to On Year Ago Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> | Had not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next Infrastructure Q)</i> | Partly implemented <i>(move to next Infrastructure Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> |
| <p>Quality indicators:</p> <p>In thinking about the activities you have implemented, please check if you agree with the following:</p> <p>Supervisory or other coaching/mentoring processes that we've implemented with Center for Courts include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Direct observation of work by supervisors/mentors/coaches, which is followed by immediate feedback to those whose skills are observed <input type="checkbox"/> Evidence that those who receive coaching/mentoring routinely improve their skills <p><i>(move to One Year ago Q)</i></p> | | | | | <p>Quality indicators:</p> <p>In thinking about the activities you implemented, please check if you agree with the following:</p> <p>Supervisory or other coaching/mentoring processes that were implemented before working with Center for Courts <i>(prefill date of work plan)</i> included:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Direct observation of work by supervisors/mentors/coaches, which was followed by immediate feedback to those whose skills were observed <input type="checkbox"/> Evidence that those who received coaching/mentoring routinely improved their skills <p><i>(move to next Infrastructure Q)</i></p> | | | | |

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| Infrastructure: Evaluation/CQI | | | | | 30. Does your work with Center for Courts on <i>(prefill name of work plan)</i> include developing or improving data collection, using data to make decisions and improvements, and/or evaluation efforts? | | | | |
| <input type="checkbox"/> Yes <i>(move to NOW Q)</i> | | | <input type="checkbox"/> No <i>(Move to reasons Q)</i> | | | <input type="checkbox"/> Not sure <i>(move to next infrastructure Q)</i> | | | |
| | | | <p>If no, check the closest reason why not:</p> <input type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, our existing data collection/data use/evaluation activities adequately support this work <i>(move to next infrastructure Q)</i> <input type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i> | | | | | | |
| NOW | | | | | ONE YEAR AGO | | | | |
| Where are you NOW in your planning/ implementation of these data collection, data use, and/or evaluation activities? | | | | | Where were you before working with Center for Courts in your planning/implementation of these data collection, data use, and/or evaluation activities? | | | | |
| Have not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing/ <i>(move to One Year Ago Q)</i> | Starting to Implement <i>(move to One Year Ago Q)</i> | Partly implemented <i>(move to On Year Ago Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> | Had not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next Infrastructure Q)</i> | Partly implemented <i>(move to next Infrastructure Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> |
| <p>Quality indicators:</p> <p>In thinking about the activities improvements you have implemented, please check if you agree with the following:</p> <p>Data collection/data use/evaluation activities that we've implemented with Center for Courts include:</p> <input type="checkbox"/> Reliable data collection (standardized protocols, trained data collectors) <input type="checkbox"/> Data that is frequently used to make program adjustments <i>(move to One Year Ago Q)</i> | | | | | <p>Quality indicators:</p> <p>In thinking about the activities you implemented, please check if you agree with the following:</p> <p>Data collection/data use/evaluation activities that were implemented before working with Center for Courts included:</p> <input type="checkbox"/> Reliable data collection (standardized protocols, trained data collectors) <input type="checkbox"/> Data that was frequently used to make program adjustments <i>(move to next Infrastructure Q)</i> | | | | |

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| <p>Infrastructure: Communication structures - External</p> | | | | | <p>31. Does your work with Center for Courts on (<i>prefill name of work plan</i>) involve developing or improving communication with external partners, the community, and/or the public?</p> | | | | |
| <input type="checkbox"/> Yes (<i>move to NOW Q</i>) | | | <input type="checkbox"/> No (<i>Move to reasons Q</i>) | | | <input type="checkbox"/> Not sure (<i>move to next infrastructure Q</i>) | | | |
| | | | <p>If no, check the closest reason why not:</p> <input checked="" type="checkbox"/> No, we are focusing efforts elsewhere at this time (<i>move to next infrastructure Q</i>) <input type="checkbox"/> No, our existing communication with external partners/the community adequately support this work (<i>move to next infrastructure Q</i>) <input checked="" type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts (<i>move to next infrastructure Q</i>) | | | | | | |
| NOW | | | | | ONE YEAR AGO | | | | |
| Where are you NOW in your development or improvement of strategies to communicate with external partners/the community? | | | | | Where were you before working with Center for Courts in your development or improvement of strategies to communicate with external partners/the community? | | | | |
| Have not yet started work (<i>move to next Infrastructure Q</i>) | Planning/ designing/ (<i>move to One Year Ago Q</i>) | Starting to Implement (<i>move to One Year Ago Q</i>) | Partly implemented (<i>move to On Year Ago Q</i>) | Fully implemented (<i>continue to Quality indicators</i>) | Had not yet started work (<i>move to next Infrastructure Q</i>) | Planning/ designing (<i>move to next Infrastructure Q</i>) | Starting to Implement (<i>move to next Infrastructure Q</i>) | Partly implemented (<i>move to next Infrastructure Q</i>) | Fully implemented (<i>continue to Quality indicators</i>) |
| <p>Quality indicators:</p> <p>In thinking about the strategies that you have implemented, please check if you agree with the following:</p> <p>External communication strategies that we've implemented with Center for Courts include:</p> <input type="checkbox"/> Strategies that encourage external partners and/or the broader community to ask questions about our work, and allow them to provide feedback on how our work is impacting them <input type="checkbox"/> External partners' concerns are taken into account when decisions are made related to our work <i>(move to One Year Ago Q)</i> | | | | | <p>Quality indicators:</p> <p>In thinking about the strategies you implemented, please check if you agree with the following:</p> <p>External communication strategies that were implemented before working with Center for Courts included:</p> <input type="checkbox"/> Strategies that encouraged our external partners and/or the broader community to ask questions about our work, and allowed them to provide feedback on how our work was impacting them <input type="checkbox"/> External partners' concerns were taken into account when decisions were made related to our work <i>(Move to next Q)</i> | | | | |

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| <p>Infrastructure: Communication structures - Internal</p> | | | | | <p>32. Does your work with Center for Courts on <i>(prefill name of work plan)</i> involve developing or improving internal communication within the dependency court system?</p> | | | | |
| <input type="checkbox"/> Yes <i>(move to NOW Q)</i> | | | <input type="checkbox"/> No <i>(Move to reasons Q)</i> | | | <input type="checkbox"/> Not sure <i>(move to next infrastructure Q)</i> | | | |
| | | | <p>If no, check the closest reason why not:</p> <p><input type="checkbox"/> No, we are focusing efforts elsewhere at this time <i>(move to next infrastructure Q)</i></p> <p><input type="checkbox"/> No, our existing internal communication within the dependency court system adequately support this work <i>(move to next infrastructure Q)</i></p> <p><input type="checkbox"/> No, we are/have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts <i>(move to next infrastructure Q)</i></p> | | | | | | |
| NOW | | | | | ONE YEAR AGO | | | | |
| Where are you NOW in your planning/ implementation of these internal communication activities? | | | | | Where were you before working with Center for Courts in your planning/implementation of these internal communication activities? | | | | |
| Have not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing/ <i>(move to One Year Ago Q)</i> | Starting to Implement <i>(move to One Year Ago Q)</i> | Partly implemented <i>(move to On Year Ago Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> | Had not yet started work <i>(move to next Infrastructure Q)</i> | Planning/ designing <i>(move to next Infrastructure Q)</i> | Starting to Implement <i>(move to next Infrastructure Q)</i> | Partly implemented <i>(move to next Infrastructure Q)</i> | Fully implemented <i>(continue to Quality indicators)</i> |
| <p>Quality indicators:</p> <p>In thinking about the activities you have implemented, please check if you agree with the following:</p> <p>Internal communication strategies that we've implemented with Center for Courts include:</p> <p><input type="checkbox"/> Structures that obtain and analyze feedback from legal professionals within our dependency court system</p> <p><input type="checkbox"/> Taking the concerns of legal professionals within our dependency court system into account when decisions are made related to our work</p> <p><i>(move to One Year Ago Q)</i></p> | | | | | <p>Quality indicators:</p> <p>In thinking about the activities you implemented, please check if you agree with the following:</p> <p>Internal communication strategies that were implemented before working with Center for Courts included:</p> <p><input type="checkbox"/> Structures that obtain and analyze feedback from legal professionals within our dependency court system</p> <p><input type="checkbox"/> Taking the concerns of legal professionals within our dependency court system into account when decisions were made related to our work</p> <p><i>(move to next Infrastructure Q)</i></p> | | | | |

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| <p>Knowledge and Skills Practice-Innovation Specific</p> | | | | | <p>33. Does your work with Center for Courts on <u>(prefill name of work plan)</u> involve increasing knowledge and/or skills within the dependency court system?</p> | | | | |
| <p><input type="checkbox"/> Yes (move to NOW Q)</p> | | | <p><input type="checkbox"/> No (Move to reasons Q)</p> | | | <p><input type="checkbox"/> Not sure (move to next infrastructure Q)</p> | | | |
| | | | <p>If no, check the closest reason why not:</p> <p><input type="checkbox"/> No, we are focusing efforts elsewhere at this time (move to next infrastructure Q)</p> <p><input type="checkbox"/> No, the current level of knowledge and skills within our <i>dependency court system</i> adequately support this work (move to next infrastructure Q)</p> <p><input type="checkbox"/> No, we are /have recently worked on this ourselves or with others, but we are not addressing it with Center for Courts (move to next infrastructure Q)</p> | | | | | | |
| <p>NOW</p> | | | | | <p>ONE YEAR AGO</p> | | | | |
| <p>Where are you NOW in your improvement of skills and <i>knowledge within the dependency court system?</i></p> | | | | | <p>Where were you before working with Center for Courts in your planning/implementation of developing skills within your dependency court system?</p> | | | | |
| <p>Have not yet started work (move to next Infrastructure Q)</p> | <p>Planning/ designing/ (move to One Year Ago Q)</p> | <p>Starting to Implement (move to One Year Ago Q)</p> | <p>Partly implemented (move to On Year Ago Q)</p> | <p>Fully implemented (continue to Quality indicators)</p> | <p>Had not yet started work (move to next Infrastructure Q)</p> | <p>Planning/ designing (move to next Infrastructure Q)</p> | <p>Starting to Implement (move to next Infrastructure Q)</p> | <p>Partly implemented (move to next Infrastructure Q)</p> | <p>Fully implemented (continue to Quality indicators)</p> |
| <p>Quality indicators:</p> <p>In thinking about the implementation of these increased knowledge and skills, please check if you agree with the following:</p> <p>Our work with Center for Courts to increase knowledge and skills that we have implemented includes:</p> <p><input type="checkbox"/> Measuring knowledge/skills, with results showing skills have increased Measuring fidelity, with results showing a high level of fidelity to the new practice</p> <p>(move to One Year Ago Q)</p> | | | | | <p>Quality indicators:</p> <p>In thinking about the implementation of these increased knowledge and skills, please check if you agree with the following:</p> <p>Our work to increase knowledge and skills that was implemented before working with Center for Courts included:</p> <p><input type="checkbox"/> Measuring knowledge/skills, with results showing skills had increased <input type="checkbox"/> Measuring fidelity, and results showed a high level of fidelity to the new practice</p> <p>Move to next Q</p> | | | | |

Please think about the group of people from your CIP who are currently working with Center for States on *(prefill name of work plan)* and describe the group's **current knowledge** for each question below. Then please give us your opinion of the group's knowledge **before working with Center for Courts** *(prefill date CQI workshop attended)/second administration: prefill date of last survey administered one year ago)*.

| <i>CM Knowledge - Approach (Approach introduced in Phase)</i> | CURRENT KNOWLEDGE | | | | | BEFORE working with the Center for States /ONE YEAR AGO | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|----------------------------|---------------------|---------------------------|---------------------------------------------------------|-------------------------|----------------------------|---------------------|---------------------------|
| | Not knowledge able at all | Slightly knowle dgeable | Moderately knowledg ea ble | Very knowle dgeable | Extremely knowledg ea ble | Not knowledge able at all | Slightly knowle dgeable | Moderately knowledg ea ble | Very knowle dgeable | Extremely knowledg ea ble |
| By working with Center for Couts, our team has developed knowledge in: | | | | | | | | | | |
| 34. <u>the <i>Change and Implementation Process</i></u> , which includes tasks to help us identify and understand needs, develop strategies to address those needs, and then implement and evaluate those strategies <i>(Overall Approach)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 35. <u><i>Phase I. Identify and Assess Needs and Opportunities</i></u> , which includes tasks to help us identify a need or opportunity to be addressed, form teams to guide the change process, and gather data and explore the problem in depth <i>(Phase 1)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 36. <u><i>Phase 2: Develop Theory of Change</i></u> , which includes tasks that help us to develop a theory to address the causes of the need or opportunity <i>(Phase 2)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 37. <u><i>Phase 3. Select and Adapt/Design Intervention</i></u> , which includes tasks to help us identify, research, and select from possible interventions, and adapt existing interventions or design new ones <i>(Phase 3)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 38. <u><i>Phase 4: Plan, Prepare, and Implement</i></u> , which includes tasks to help us assess readiness and plan for implementation of the intervention(s), build capacity to support implementation, and pilot and/or stage implementation of the intervention <i>(Phase 4)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 39. <u><i>Phase 5: Evaluate and Apply Findings</i></u> , which includes tasks that help us to: Collect and use data to adjust the intervention and/or implementation strategies, evaluate to measure implementation quality and short and long-term outcomes, and make decisions to further spread, adjust, or discontinue the intervention <i>(Phase 5)</i> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

40. **What is your team, or group receiving services, able to do --or able to do better-- that you weren't able to before receiving services from Center for Courts?** *(open ended)*
41. **What is challenging for you in your work with Center for Courts?** *(open ended)*
42. **Is there anything else you would like us to know about your work with the Center for Courts?** *(open ended)*