

## **Appendix A: Research Questions**

### Research Questions

Community-Based Theories of Change investigates human service systems and programs within their natural settings and makes use of a multi-site case study design. There are eight guiding research questions for this project:

1. How does the clarity and specificity in the conceptualization and operationalization of service delivery policy at the local-level influence implementation strategies, service delivery procedures, access to services, inter- and intra-agency coordination/collaboration, and the quality of services?
2. How are the elements of a local service delivery strategy, especially those based on collaboration and coordination, defined within and between both the system and program levels?
3. How are the policies and implementation strategies integrated within systems and programs and are there different levels of integration within components of an organization?
4. What structural and relational factors influence the understanding by staff of local service delivery policy and its implementation at both the system and program levels?
5. What structural and relational factors influence the understanding by families receiving services of local service-delivery policy and its implementation?
6. Does the clarity and specificity of the conceptualization and operationalization of service delivery policy at the local level positively influence community-level outcomes such as how resources supporting children and families are deployed within a community, the variety and quantity of community based services available, and the number of children and families served?
7. To what extent do the concepts of cultural competence contribute to the operationalization and implementation of local policy and its related service delivery strategy?
8. What factors related to the conceptualization and operationalization of local service-related policy affect local capacity to communicate and sustain service delivery strategies over time?