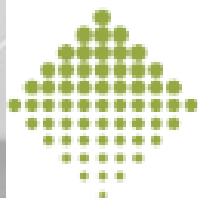


Hennepin County FRSS interviewer training

May 15, 2023

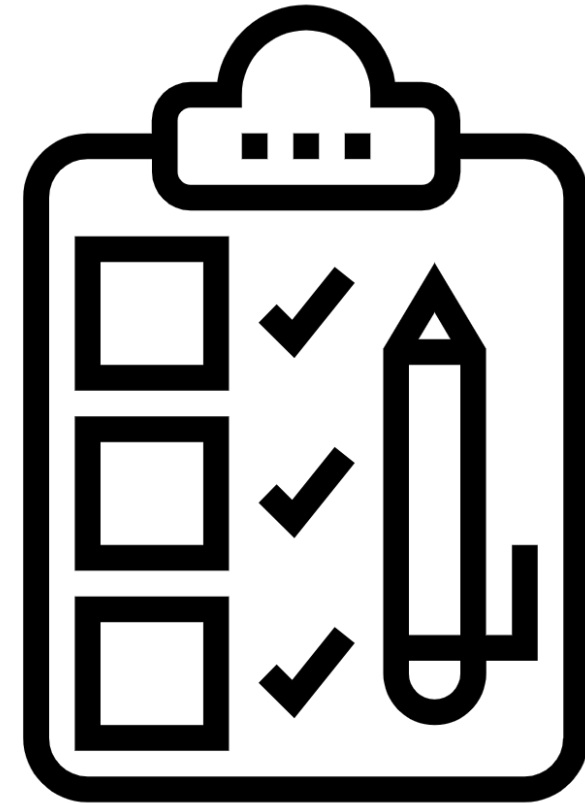


Community Research Solutions, LLC
CONSULTING AND RESEARCH TO MAKE A DIFFERENCE



Agenda

- Share introductions
- Provide overview of:
 - Project background and goals
 - Proposed procedures and process
 - Interview content and structure
 - General interviewing tips and strategies
 - Importance of maintaining confidentiality
- Review interviewer team supports
- Practice interviews
- Resources to come



Introductions



Overview of project background and goals

Project overview



We are assisting Hennepin County to understand how Family Response and Stabilization Services (FRSS) impact families.

Project overview



Program discharge interviews are a necessary component to collect information for:

- The federal SAMHSA grant that pays for FRSS
- Documenting strengths of the current system
- Illustrating and prioritizing challenges, barriers, and areas for improvement
- Identifying strategies for better supporting parents/caregivers as they navigate the system

Core project team



Evaluation team

Cheryl Holm-Hansen

Lisa Melquist

Project director

Asad Dahir

Proposed process and procedures

Interviewer role

- Schedule interviews with caregivers to meet within one week of notification
- Complete interviews (by phone, virtual meeting, or in-person)
- Prepare and submit interview notes within one day after completing interview

Step 1: Interviewer invitation

- You will receive an interview request from Cheryl or Lisa
- To extent possible, interviewers will be matched with families who are of same/similar cultural background
- Please return the email as soon as possible to accept or decline the request
- If we do not hear back from you within 48 hours, we will re-assign the interview to someone else

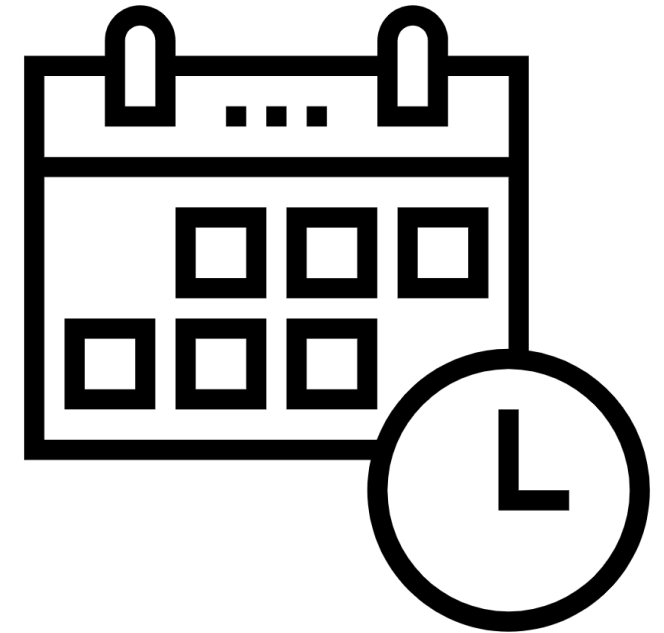


Reasons to decline the interview

- You won't have time to do the interview in the next week
- You know the parent and do not feel that it would be appropriate to do the interview
- You have completed a number of recent interviews and need a break
- Any other reason that feels valid to you

Step 2: Schedule the interview

- Contact the parent/caregiver within 1-2 days to schedule an interview
- Interview can be scheduled at any time that is mutually convenient – evenings, weekdays, weekends
- The location is also flexible based on your availability and the preferences of the parent
 - By phone
 - By Skype
 - In-person (if you decide to meet in-person, schedule in a public location and be sure that parent is aware of potential privacy issues)



Step 3: Confirm interview

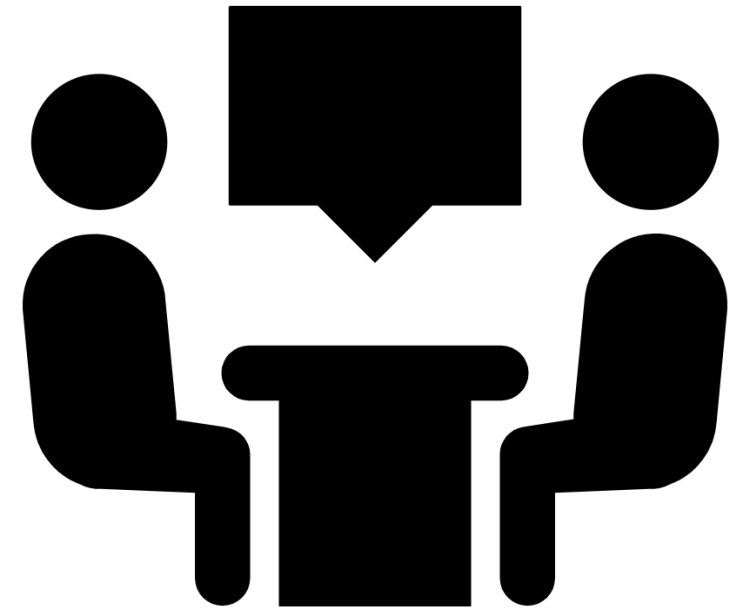
Once the interview is scheduled:

- Email Cheryl and Lisa to let them know when the interview is scheduled
- Confirm interview via email or text
- Send a reminder again 1-2 days before the interview
- If needed, reschedule time with parent – let Cheryl and Lisa know if the interview time changes



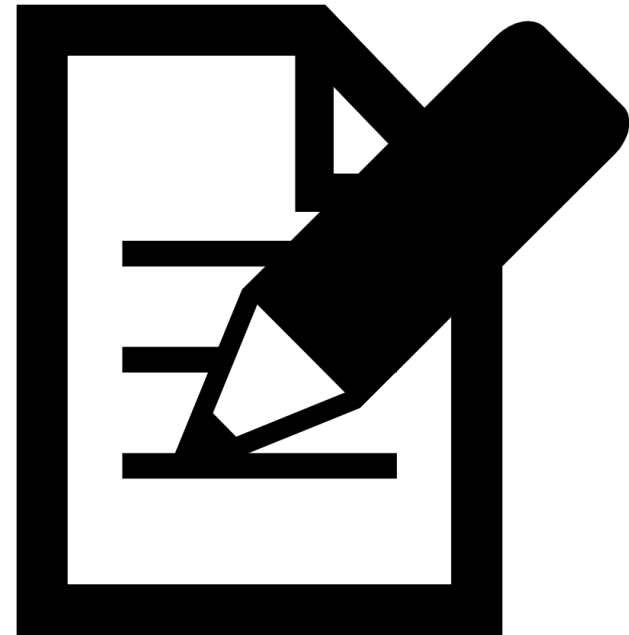
Step 4: Conduct interview

- Conduct the interview at the scheduled time and location
- Use interview form to read questions word-for-word to interviewee (questions are not allowed to be reworded, but can be explained)
- Record responses to each question on paper copy
- Email Cheryl and Lisa to notify them that interview was completed and to confirm the parents' choice of incentive



Step 5: Compile and submit interview data

- Submit completed interview form online within 1 day of completed interview
- Responses to open-ended questions should be as close to verbatim as possible



Overview of interview content and structure

Introductory questions/ Beginning the interview

- Answer any questions interviewee may have
- Inform interviewee of expected time to complete the interview

Conducting the interview

- Ask every question in the order it appears in the interview
- Read the entire question, exactly as it is written
 - Do not translate, but you can explain a concept if the interviewee does not understand
- Read at a reasonable pace
- If asked to repeat a question, re-read the entire question
- Mark responses on paper form or online as interviewee answers each question

Conducting the interview

- For questions that are not multiple choice, please write their responses as close to verbatim as possible
- Do not skip a question because the parent answered the question earlier or because you think you know the answer
 - If the parent has already provided some information that may be related to the current question, you can say something like “I know you mentioned this, but I need to ask each question” or “you have already talked about this, but let me just clarify...”

Overview of interview content

- Youth mental health and well-being
- Housing stability
- Youth education/employment status
- Youth criminal justice status
- Youth social connections
- Family perceptions of care

End of interview and follow-up questions

- Thank interviewee for their time and responses
- Confirm incentive (Target, Walmart, Cub Foods or Amazon)
 - If interview is conducted by phone/virtually, confirm email address for where gift card should be sent. Let interviewee know that email will come from cheryl@community-research.solutions
- Interviewer notes/observations – Is there anything that either Cheryl/Lisa or the Stabilization providers should be aware of?

General interviewing tips and strategies

Avoiding bias

- Leave your attitudes, opinions, prejudices, experiences, thoughts, and feelings outside the interviewing process
- Try to not show surprise, approval, or disapproval with our words, gestures, or expressions to anything the parent says or does
- Do not disagree or argue with someone even if they express opinions you feel are wrong
- Do not provide feedback – if it feels necessary, you can say something neutral like, “I see” or “I understand”
- Do not share too much of your own personal information
- Do not seek clarification in ways that leads the parent towards a particular answer
- Do not guess what the parent means – ask them for clarification where needed

Maintaining “control” of the interview

- Avoid getting into casual conversation or discussing issues, topic, and viewpoints that are related or unrelated to questions on the survey
- Do not add any story or explanations of your own
- If needed, extra comments can be added at the end of the interview
- Discourage interruptions
- Direct the respondent back to the questions at hand when they get off on a tangent
- Be tactful, polite, but firm

Using “probes” to get deeper information, if needed

- A probe is an attempt to clarify what someone has said, or to get more complete information
- Probes should also be phrased in neutral ways
- Do not guess what someone means and then ask if you are correct – this might lead someone to provide answers that they think we want to hear
- Probe all answers that seem unclear, incomplete, or irrelevant – listen to the response to make sure that a complete answer has been given and ask for clarification when needed
- Probe for specifics – general comments will not be as useful as specific details or examples that illustrate what the interviewee means

Commonly used probes

- “Could you be more specific?”
- “Could you explain that?”
- “Could you give me an example?”
- “Can you tell me more about that?”

Preparing interview data for submission

- As best you can, record exactly what the parent says, in their own words, using first person
- If you are unable to record the verbatim response, indicate your paraphrased version by putting it in parentheses
- If the answer is too long or drawn out, you might want to paraphrase part of the response. If so, use brackets to indicate that it is not verbatim.
- Do not use acronyms or abbreviations

What to do if a caregiver becomes emotional or upset during the interview

- Check in about how they are feeling – ask if they need a break or want to stop
- Keep the caregiver involved and in control of the situation
- Stop the data collection and attend to the person's immediate needs if needed
- Remain calm and respectful
- Do not try to provide solutions
- Offer to share resources

Maintaining confidentiality

Maintaining confidentiality

- Do not share stories about either the interview or anything that was said
- Never reveal what any respondent says
- Never disclose the identity of a respondent
- Do not interview anyone you know well

Interviewer team supports

Interviewers sometimes need support too

- Monitor your reactions to the interviews
- Practice self-care
- Check in with each other
- Schedule time to talk to Cheryl or Lisa

Submitting data

- Each week, you will submit online:
 - Data for all interviews completed during the past week, by Client ID
 - Information about all interviews scheduled for the upcoming week, by Client ID
 - Problems or concerns with scheduling interviews
 - Information about any costs expended during interviews, such as mileage or parking (receipt required for parking reimbursement)

Interviewer stipend

- You will receive \$100 for each completed and submitted interview (and for participating in this training)
- Required meetings will be paid at \$50/hour
- Stipends will be issued biweekly for completed interview data submissions during the previous two weeks
- If you complete the interview in-person, you can also receive reimbursement for your mileage to and from the interview
- Parking reimbursement for in-person interviews will require submission of the parking receipt (picture or scan)

W9 and income taxes

- To receive payment, you must complete and submit a W9 form to Cheryl
 - Form only needs to be submitted once, unless your information changes
- Payment will be issued by check
- No taxes will be withheld by Community Research Solutions – they are your responsibility
- Each January, Cheryl will send you and the IRS a copy of your 1099 form, documenting how much you were paid in the previous calendar year



Resources that will be sent

Resources that will be sent shortly

- Interviewer instruction manual
- Question by question guide to interview form
- Copy of these training slides
- Confidentiality agreement/contract (if not already submitted)
- Blank interview form
- Caregiver resource sheet
- Contact information for project team
- Important links – interview submission, stipend requests, etc.

Practice interview