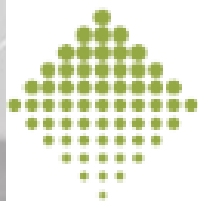


# Hennepin County FRSS interviewer training

March 11, 2024

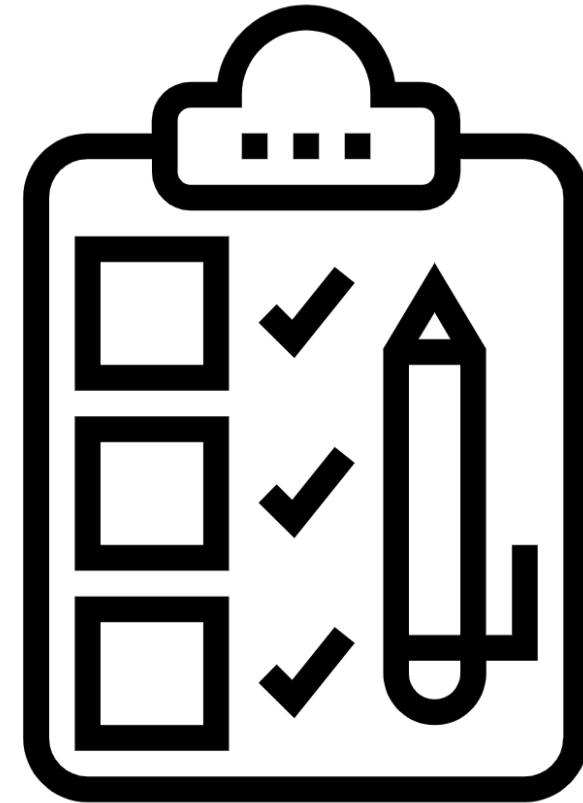


**Community Research Solutions, LLC**  
CONSULTING AND RESEARCH TO MAKE A DIFFERENCE



# Agenda

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



# 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 and follow-up interviews are necessary components to collect information for:

- Complying with 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



Cheryl Holm-Hansen  
Lisa Melquist



# **Process and procedures**



# Interviewer role

- Schedule interviews with caregivers to meet within one week of notification
  - Schedule follow-up to be conducted one month after discharge, unless discharge interview is significantly delayed
- Complete interviews
- Prepare and submit interview notes within one day after completing each 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

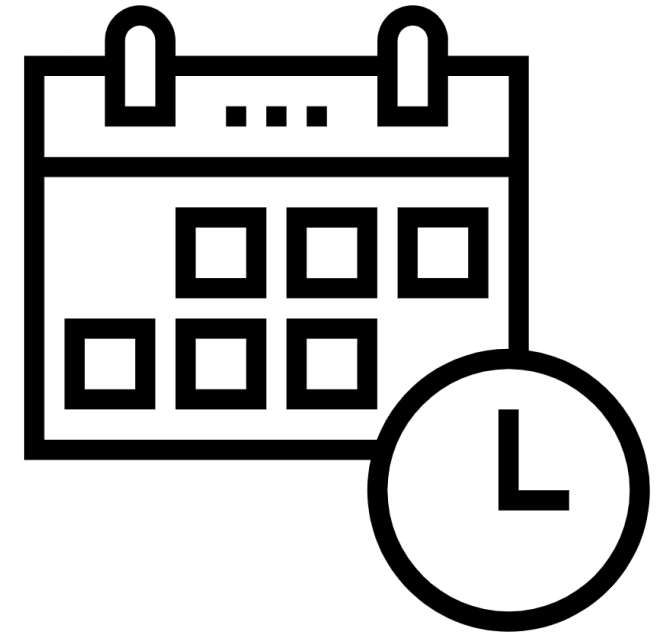


# Reasons to decline the interview

- You won't have time to do the interview in the next week
- You know the parent/family 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 zoom, Microsoft teams or other online platform (let Lisa or Cheryl know if you need Zoom access)
  - 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 or Lisa to let her 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 or Lisa know if the interview time changes



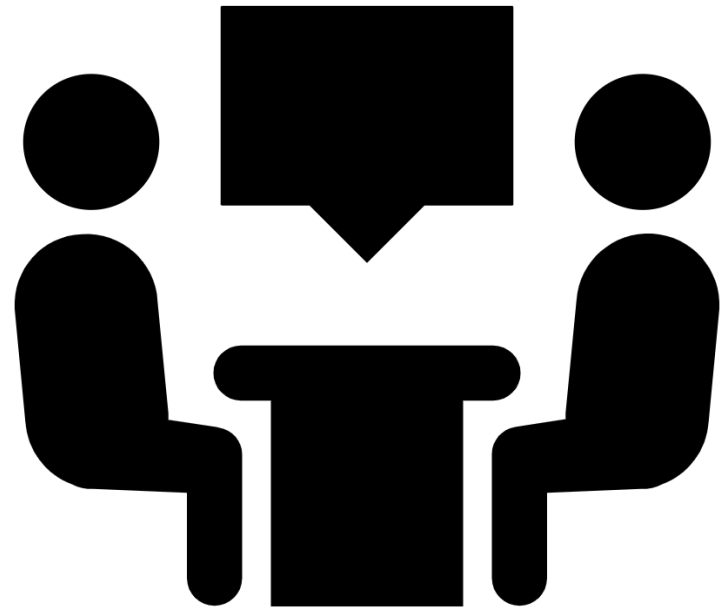
# Setting up Skype interview

## **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 or Lisa know if the interview time changes

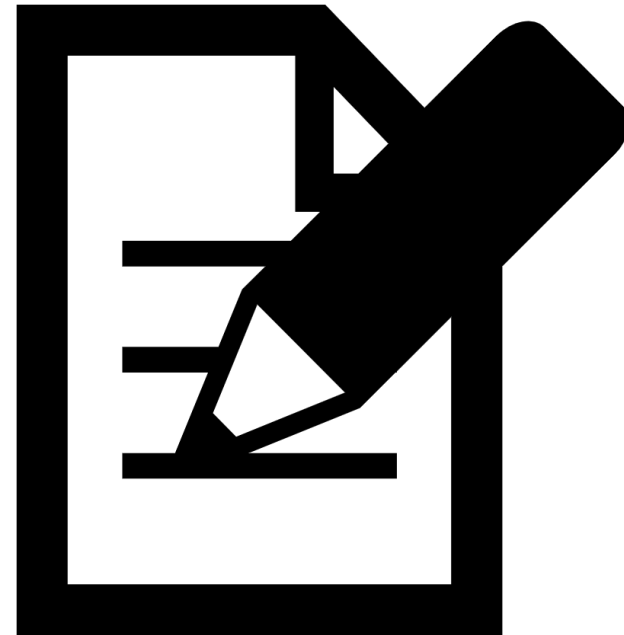
# Step 4: Conduct interview

- 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/Lisa to notify them that interview was completed and to confirm the parents' choice of incentive
  - Submitting the data satisfies this step



# 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 (caregiver or child) 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
- 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...”

# 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 in person, have interviewee sign to acknowledge receipt of gift card if it is brought to the interview
  - 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**

# Reaching out to the family

- Please use the script provided by Cheryl and Lisa to reach out to families to increase the chance they'll respond.

Hello (first name),

(Name of Stabilization Services provider agency) has contacted us regarding your recent conclusion of Stabilization Services.

Part of the services include a discharge interview to ask questions about your experience. The information provided will be used to understand how services have impacted you and your family, including ways that you feel services could be improved for other families. Information will be kept confidential. Your name and other identifying information will be removed from any comments you provide.

Following the interview, which should take approximately 45 minutes, you will receive a **\$30 electronic gift card** for your participation.

The interview can be conducted by phone, videoconference (Skype), or in person at a time that is convenient for you, including evenings or weekends. When you entered services, you said that you preferred to conduct the interview [list whatever method they said that they preferred]. Is that still your preference?

When works best for your schedule?

Thank you,

(interviewer name and contact info)

# 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?”

# Goal of interviews

- Families are being interviewed to collect information about their experience with Stabilization Services, including:
  - Was accessing the program easy?
  - Did they feel supported by the staff they worked with?
  - Did they feel they got what they needed?
  - Do they know what to do following discharge to access additional services their family needs?
  - Are the children better off? Are the parents better equipped? If not, why not?
- To capture the full picture of a family's experience, it is important to have as few gaps in the data as possible.
- Sometimes a caregiver might be embarrassed that they still need help or that the youth is not doing as well as they want. Reassure them that the information will remain confidential and encourage them to share their story.

# 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

# If a family needs additional help

- Some families may need additional services from FRSS following discharge.
- If they family mentions they need additional assistance:
  - Encourage the family to call Family Response again. Provide the phone number (612-979-9511) to them.
  - If you would be able to do a 3-way call, you can offer to call Family Response with them on the line.
  - You can ask the family if it is okay to forward their information on to FRSS for them to reach out to the family.
- This procedure can be used if a family needs help at any point when you are working with them.

# **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



# **Follow-up interviews**

# Process

- When you are assigned a youth/family, you will conduct both the discharge interview and contact them again 30 days later to conduct the follow-up.
- You will receive an email reminder when a family is due for a follow-up interview.
- Unless a family declines the discharge interview, families who do not complete the discharge interview will still be eligible for a follow-up interview.



Youth name: [Click or tap here to enter text.](#)

Youth ID: [Click or tap here to enter text.](#)

Youth date of birth: [Click or tap to enter a date.](#)

Agency providing Stabilization Services: [Click or tap here to enter text.](#)

Date follow-up completed: [Click or tap to enter a date.](#)

	Strongly agree	Agree	Disagree	Strongly disagree	Not applicable
1. I was able to connect with Stabilization Services at a time that was easy and convenient for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The Stabilization Services staff responded in a way that was appropriate to my gender, language, cultural and spiritual needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Stabilization Services worked with me in a way to create plans for support and stability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall, I feel hopeful that the plans will meet my family needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I am satisfied about the Stabilization Services we received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I would recommend Stabilization Services to other families with a similar need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What is the living arrangement of the youth for which you sought Stabilization Services?

- Both biological parents
- Biological mother
- Biological father
- Other relatives
- Legal guardian who is not a relative
- Foster parents
- Other (please specify: [Click or tap here to enter text.](#))





# **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 supports and expectations**

# **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

# Expectations of interviewers

- Please attend meetings to which you've agreed.
- Please communicate with us.
  - We are happy to support you, but can only do so if you respond to us.
  - We may not be immediately available, but you can always ask to schedule a meeting if you need to speak with us.

# Submitting data

- Submit online within 2 days of completion:
  - Data for all interviews completed during the past week, by Client ID
- Each week, you will submit a status update for assigned, but uncompleted, interviews by email:
  - Information about all interviews scheduled for the upcoming week, by Client ID
  - Information about families who are unresponsive after 5 attempts using different methods over 10 days
  - Problems or concerns with scheduling interviews



**Payment**

# Interviewer stipend

- You will receive:
  - \$100 for each completed and submitted discharge interview
  - \$50 for each completed and submitted follow-up interview
  - \$25 for each assigned youth for which families are unresponsive after 5 attempts
- Required meetings will be paid at \$50/hour
- 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 pdf)



# Payment process

- Invoices are due on the 15<sup>th</sup> and last business day of the month for any interviews/attempts completed since the previous due date
- Please fill out all relevant information on the invoice to avoid delays to payment.
- Stipends for invoices received will be issued within 3 business days following the 15<sup>th</sup> or last business day of each month.
  - If you miss a deadline, it will be processed following the next due date.

# 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 or Zelle
- 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

- Confidentiality agreement (unless already completed)
- W9 form, to complete and send to Cheryl (unless already completed)
- Interviewer instruction manual
- Question by question guide to interview form
- Copy of these training slides
- Script for contacting caregivers
- Blank interview forms – discharge and follow-up
- Contact information for project team (including scheduling link to connect with Cheryl)



# Questions



# **Practice interview**