

Semi-Structured In-Depth Interview: HCH Client

Study Title: An Organizational Needs Assessment to Enhance Trauma-Informed Care (TIC) in a Direct Service Setting that Addresses Homelessness

This is a general guide. The order of the questions may change. Depending on the participant or the flow of the interview, some questions may be removed.

***In addition to the questions displayed, each underlined section may include questions about the biggest challenges and successes in this area, as well as the participant's recommendations for improvement.

Trauma and Triggers

Trauma Education

- Has the program talked to you about trauma?
 - In what ways?
- How much has the program talked to you about the impact of trauma on:
 - Physical health
 - Mental health
 - Substance abuse
 - Relationship with family and caregivers

Triggers and Safety Plan

- Has the program talked to you at all about triggers (things that really upset you), or worked with you to identify them?
 - Has the program talked to you at all about de-escalation techniques (ways to calm yourself down)?
- Have staff members worked with you to create a written, individualized safety plan?
 - What does this plan include?
 - (Things for the facilitator to look for, and potentially probe on.)
 - Strategies to help you when you're feeling stressed or overwhelmed?
 - A list of stressful situations that may remind you of negative past experiences?
 - A list of ways you show others that you're stressed or overwhelmed (e.g. types of behaviors, ways of responding, etc.)
 - Specific responses from others that are helpful when you're feeling upset or overwhelmed?
 - Specific responses from others that are **not** helpful when you are feeling upset or overwhelmed?
 - A list of staff members you feel safe around and can go to for support?
 - Where is this written plan kept?

- (Probe to see if plan is in a location that is readily available to the resident and staff members.)

Incidents

- What happens when somebody seems like they are losing control of their behavior?
- What happens after an incident has ended?
 - What kind of debriefing?

Physical Safety

- How physically safe do you feel here?
 - Has the staff asked you how they can help you to feel physically safe?
- Has the program explained to you why staff members might ever need to physically touch you (and why this is important)?
 - Has the program asked you about the least intrusive ways for staff to physically touch you?
 - Have staff members worked with you to determine a plan, in which they can physically touch you (when needed), but you can still feel safe and secure?

Relationships

Staff-Resident Relationships

- How emotionally safe do you feel with the staff? (comfortable; safe with your feelings; etc.)
- How much do staff members listen to you?
- How much do staff members make an effort to acknowledge good things about you?
- How respectful are the staff members towards you?
- How much do you trust the staff members?
- Is there a staff-resident mentoring program, or anything like that?

Peers

- In what ways does the program address social skills?
- Does the program help you to build trusting friendships with your peers?
 - What about peer mentoring?

Privacy, Schedule, Rules

Privacy

- Has the program explained to you the extents and limits of your privacy and confidentiality while you are here at HCH?
 - Has the program explained to you why your privacy might be limited?
- How confident are you that staff members respect your privacy and confidentiality?

- How much do staff members explain to you what information they may need to share and why?
- What kind of private space do you have?
 - Places where you can put your belongings?

Physical Space

- Has the program asked you for suggestions about improving or changing the physical space?
 - What about providing opportunities to improve or change the space?
 - Art, etc.

Consistency

- How consistent is the schedule? As in, when you come to HCH, are the groups / therapy sessions / services set at consistent times? Or do they change a lot?
 - How far in advance are you notified of a change in the schedule?
- Do sessions occur at the scheduled time?
 - Do they happen when you expect them to, or are there often delays?

Behavioral Expectations

- In what ways does the program communicate to you the expectations of client behavior?
 - In what ways does the program help you or encourage you to meet those expectations?
- How strict is this environment?
 - How much does the program depend on rules and discipline?
 - How flexible is the program?

Arrival

Intake Assessment

- How much did the intake assessment focus on your personal strengths?
 - Your relationship with your family?
 - People who you trust in your family / community (aspects of social support)?
 - Your history of trauma?
 - Your cultural background?
 - Strengths you draw from your culture?
- How private was the intake assessment? As in, was it out of the earshot of anyone not directly involved in the assessment?
- Did the employee doing the assessment explain to you why questions are being asked?
 - Did they inform you what will be shared with others and why?
 - During the assessment, did the employee periodically check in with you to see how you're doing?
- How often is the assessment updated to reflect your progress?

Rehabilitation

Therapy

- How does your therapy tailor to your needs?
 - How much control do you have in setting the direction of your therapy?
- How much does the therapy focus on past trauma and the influence it's had on your life?
 - How much does therapy (or the program in general) talk to you about trauma recovery?
 - How effective is the therapy in helping you develop a sense of control over past traumatic events?

Strengths-based

- How much does therapy (and the program, in general) focus on your strengths?
 - In what ways does therapy (and the program, in general) encourage you to build your strengths?

Goal-setting

- How much does the staff support you in setting your own goals (not just in therapy, but in general)?
 - How often do staff members work with you to review and update your goals?

Family

- How engaged is your family in your therapy?
 - How much does your therapy focus on family issues or engage your family members?
 - How much of a role does your family play in your treatment?
 - How do you feel that the program is impacting your relationship specifically with your family?

Coordinating Services

- How much is the program coordinating with outside systems and services to ensure holistic care, as well as coordination of services?

Activities / Programming

Community meetings

- Does HCH host any kind of community meetings, focused on addressing your needs and concerns in the program?
- How much opportunity do you have in leading community meetings?
 - Or adopting any kind of leadership role?

Resident opportunities to develop / evaluate programming and policy

- How involved are you in the development of program activities?
- What kinds of opportunities do you have to evaluate the program and offer your suggestions for improvement?

- Are any of these client evaluations anonymous or confidential?
- What kinds of opportunities do you have to review and provide feedback on the policies of the program?

Creative Expression / Coping

- What kind of opportunities do clients have to express themselves in creative ways (e.g. art, theater, dance, movement, music)?

Health-Related Services

- What kind of health education have you received at HCH?
 - Sexual and reproductive health?
- How much testing / treatment is available for sexually transmitted infections?
- How does the program respond to clients who have been involved with prostitution or transactional sex?
- What kinds of services are available to clients who are pregnant or have children?

GLBTQ

- How does the program address different sexualities or LGBTQ issues?
 - How does the program respond to people who identify as LGBTQ?
- Are there any issues of homophobia in the facility? What about for people who are transgender or gender queer?

Cultural Sensitivity

- How sensitive is the program to differences in race, ethnicity, or cultural background?
 - What kinds of opportunities are there within the program for you to celebrate your culture?
 - Are there any issues of racism in the facility?
- How many of the employees speak Spanish?
 - What is their role?