

## P&A CLIENTS

[Interviewer]: Thank you for taking the time to talk with us today. My name is [interviewer's name] and this is [second interviewer's name]. We both work for \_\_\_\_\_, a private research company in \_\_\_\_\_.

The Administration on Developmental Disabilities (ADD) is conducting an independent evaluation of Developmental Disabilities Network programs and collaboration among them. The purpose of this evaluation is to examine the impact of the Developmental Disabilities (DD) Network programs on the lives of people with developmental disabilities and their families. This P&A program is one of \_\_\_\_ P&A programs in \_\_\_\_ states that have been randomly selected to participate in the evaluation.

As a P&A client, you are an important source of information regarding this P&A program. We would like to learn about your experiences with the P&A, what P&A staff did to help you, and what happened as a result. We would also like to know about your satisfaction with your experience with the P&A.

Before we begin, I would like to read this consent form to you or ask you to read it yourself.

**READ CONSENT FORM OR ALLOW TIME FOR CLIENT TO READ THE CONSENT FORM. ANSWER ANY QUESTIONS THE CLIENT MAY HAVE. OBTAIN SIGNATURE ON CONSENT FORM.**

Now that we're ready to begin, we would like to ask your permission to record the interview so that we do not miss any of your responses to our questions. The recording is for \_\_\_\_\_'s use only and will not be provided to anyone else.

Do you have any questions before we start?

1. How did you hear about the [NAME OF P&A]?

Probe:

- P&A outreach materials
- Word-of-mouth
- Internet
- Telephone book
- Another disability-related organization
- Case manager
- Other \_\_\_\_\_

2. Why did you contact the [NAME OF P&A]? What were the issues you needed help with? Please describe.

3. Who was it that helped you at the [NAME OF P&A]? What was their job?

4. What were your expectations?

5. What did they do? Please describe.

a. Did they meet with you to talk about your issue(s)?

b. Did they describe the type of help they would give you?

c. What did they tell you they were going to do to resolve your issue(s)? Please describe.

d. Did they tell you what was happening every so often – keep you posted on progress?

e. What did they tell you about what you could do if you did not like something about how your issue was being handled (i.e., the [NAME OF P&A] grievance procedures)?

6. Where did the lawyer/advocate meet with you?
- a. Did you feel like the meeting place was private? Please describe.
  - b. How easy or difficult was it for you to you meet at the location?

7. What kind of accommodations did the P&A make for you?

Probe:

- Communicated in your preferred mode of communication and language
- Used an interpreter, if needed
- Translated letters and other important documents, if needed
- Read documents to you, if needed
- Asked your permission to leave confidential messages with others
- Other \_\_\_\_\_

8. What happened? Please describe.

- a. Were you able to take action based on the advice you received from the [NAME OF P&A]?
- b. What did you do?
- c. Was your problem solved? Please explain.
- d. What did you learn about your legal rights after working with the [NAME OF P&A]?
- e. Did you improve your understanding of your legal rights after working with the [NAME OF P&A]?
- f. Do you feel like you now would be able to deal with a similar issue by yourself?

9. What did you think of the help you received from the [NAME OF P&A]?

a. What did you like?

Probe:

- Ability to talk with lawyer/advocate
- Ability to understand what was happening
- Frequency with which lawyer/advocate let you know about the progress of your issue
- Other \_\_\_\_\_

b. What did you not like?

Probe:

- Inability to talk with lawyer/advocate when you wanted
- Inability to understand what was happening
- Frequency in which lawyer/advocate let you know about the progress of your issue
- Other \_\_\_\_\_

c. How likely would you be to return to the [NAME OF P&A] if you had another issue that needed to be resolved? Please explain.

Very likely

Somewhat likely

Not very likely

d. How likely would you be to recommend the [NAME OF P&A] to someone you know with a similar problem? Please explain.

Very likely

Somewhat likely

Not very likely

**Those are all the questions we have for you today. Do you have any questions before we end this discussion?**

**We'd like to thank you again for taking the time to answer our questions. Here is an expense form and return envelope for you to fill out so we can pay you for your expenses to come here today.**