

**PARENTS AND CHILDREN TOGETHER (PACT) EVALUATION**

**INSTRUMENT (10)**

**TELEPHONE INTERVIEW GUIDE**

**(FOR PROGRAM STAFF AT REFERRAL ORGANIZATIONS)**

## **PARENTS AND CHILDREN TOGETHER (PACT)**

### **TOPIC GUIDE FOR INTERVIEWS WITH REFERRAL ORGANIZATIONS**

This topic guide will be used for interviews with individuals at organizations that either (1) refer fathers or couples to the RF/HM program, or (2) receive referrals from the RF/HM program for fathers or couples who need services not available through the RF/HM program.

Introductory script:

Purpose and use of information: Mathematica Policy Research is conducting an evaluation of fatherhood and family strengthening programs. As a part of the evaluation we are learning about the organizational context, design, and operations of programs awarded grants from the Office of Family Assistance within the Administration for Children and Families (ACF). The purpose is to provide information to practitioners and policymakers within multiple levels of government as well as in other sectors. The information collected will be used to document the actual operational experiences of agencies and participants over the course of the grant period.

We would like to talk with you to learn how organizations such as yours communicate and coordinate with the grantee programs, and the extent of your knowledge and understanding of the program.

Authority of collection: Mathematica Policy Research is conducting the PACT Evaluation on behalf of ACF. ACF obtained Office of Management and Budget (OMB) approval for the collection of this information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it has a current valid OMB control number. The number for this study is 0970-0403. If you have any questions, please contact [CONTACT NAME], at xxx-xxx-xxxx, regarding OMB-PRA (0970-0403).

Privacy: The information you provide will be discussed internally among the evaluation team and with federal staff at ACF. Information describing programs may be included in reports, but individuals' identifying information will not be disseminated publicly.

Voluntary Participation: Providing information for the purposes described is voluntary.

Estimated time: This discussion is expected to take about 30 minutes.

### **A. Partnership with RF/HM Program**

- Confirm familiarity with RF/HM program
- Confirm that individual is knowledgeable about organization’s relationship and interactions with RF/HM program

### **B. Staff Characteristics**

- Job title
- Primary work activities
- Tenure with organization and in staff role

### **C. Organizational Characteristics**

- Services provided by organization
- Typical population served

### **D. Knowledge and Perception of RF/HM Program**

- Tenure of relationship between organization and RF/HM program
- Agreements between organization and RF/HM program specifying roles and responsibilities and funding provided to organization to fulfill this role
- Understanding of goals of and services provided by RF/HM program
- Perceived success of RF/HM program
- RF/HM program’s reputation in community

### **E. Referrals to and from RF/HM Program**

- Providing referrals to the RF/HM program
  - Determining which clients are referred
  - Characterization of clients that are typically referred
  - Factors that increase or decrease likelihood of referring a client
  - Referral process and its success
  - Information sharing about referred clients

- Receiving referrals from the RF/HM program
  - o How referrals are received from RF/HM program
  - o Services sought and provided to clients referred to organization from RF/HM program
  - o Characterization of clients that are typically referred
  - o Information sharing about referred clients
  - o Factors that increase or decrease likelihood of organization receiving referrals from RF/HM program

#### **F. Communication between Referral Organization and RF/HM Program**

- How communication occurs between organization and RF/HM program.
- Topics discussed during and purpose of communications
- Types of information shared between organization and RF/HM program and intended purpose of sharing information
- Additional information that could be shared and how it could be used
- Barriers to sharing information between organization and RF/HM program and potential strategies to address barriers
- Quality of communications between organization and RF/HM program

#### **G. Coordination between Referral Organization and RF/HM Program**

- Coordination of goals and strategies between organization and RF/HM program
- Perceived effectiveness of coordination efforts between organization and RF/HM program
- Barriers to coordination between organization and RF/HM program and potential strategies to address barriers