

Attachment F: Key Informant Interview Guide_ Community Organization Respondents

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Thank you for agreeing to participate in this study funded by Centers for Disease Control and Prevention (CDC) to examine how organizations in your community have responded to disasters. Today I am going to ask you to share your thoughts about the 2011 tornado super outbreak. Our goal for this project is to better understand how communities prepare for and recover from disasters, especially in terms of public health and mental health. Our intention is **not** to judge what has been done or to provide courses of action for the future. We are simply here to learn from your experiences.

First I would like to take a moment to read over the consent form. *[Hand the consent form to respondent. Give them ample time to read the consent form.]*

As noted in the consent form, your participation in this interview is voluntary. You may skip any question you do not wish to answer and your participation and responses to the questions are confidential. Before we begin, do you have any questions about the consent form or the interview?

[Answer respondent's questions. If respondent no longer wishes to be interviewed, thank him or her for her time and terminate the conversation. If the respondent has no questions or once his or her questions are answered satisfactorily you may proceed.]

Do you agree to be interviewed and to have the interview be recorded? If you agree, please sign here on the consent form. As a reminder, your consent form with your signature will not be linked to this interview.

[Allow the respondent to answer. If respondent no longer wishes to be interviewed, thank him or her for her time and terminate the conversation. If the respondent agrees to be interviewed but DOES NOT want to be recorded, you may proceed with the interview and have the observer take notes.]

First I want to collect some basic information from you. As we discussed during the consent process, your name will never be linked to what we talk about today. Please fill out this form and let me know if you have any questions *[Hand demographic form to respondent.]*

Note to Interviewer: The listed probes are suggestions to help you flesh out participants' responses. Not all probes will be relevant to all participants however please touch on each probe topic to ensure consistent data are collected across all respondents.

Q1. Can you tell me about how the April 2011 tornado outbreak impacted your organization and/or the populations you serve?

Q2. How familiar are you with the jurisdictional Emergency Operations Plan [*check on the “official” terminology within each jurisdiction and replace with the name of the local plan*]?

- *What was your organization’s role in the plan’s development?*
- *If your organization was not involved, what do you think your organization’s role should have been?*
- *How much of the response that happened during and after the tornado followed the jurisdictional Emergency Operations Plan?*

Q3a. What specific public health (PH) and mental health (MH) services did your organization provide to the community during or after the April 2011 tornadoes?

- *What services were provided by other agencies/organizations?*
- *What services do you wish had been provided?*
- *What was the availability of resources to address mental health needs after the tornados? Who were key players/providers?*
- *How important is it to your organization to develop ways to address the mental health concerns in your community in the future?*

IF THE COMMUNITY ORG PROVIDED SERVICES, THEN ASK Q3b, IF NOT SKIP TO Q4a:

Q3b. You mentioned that your organization provided services to the community. To what extent was your organization part of a network or a group of other organizations (e.g., EMA, PH/MH) that coordinated the services that were offered in response to the April 2011 tornadoes?

Thank you. That was very helpful. Now I would like to talk a little more about the organizations that you may have worked with during or after the April 2011 tornadoes.

Q4a. Please describe your organization’s experience working with public health and mental health agencies prior to and after the April 2011 tornadoes.

- *What State and/or local groups did you work with?*

- Which partnerships were established before the tornadoes? Which ones evolved during the response or recovery efforts?
- How were partnerships with PH/MH solidified? (MOU, handshake, letter of agreement, contract, etc.)
- What was particularly successful? What challenges arose?
- Describe communication with PH/MH prior to and after the tornado (good, bad, frequent, infrequent, etc.).
- If you did not work directly with PH/MH, have you considered developing a partnership in the future? In what ways would that relationship contribute to the community?

Q4b. Please describe your organization's experience in working with emergency management organizations (e.g., police, fire, EMA) prior to, during, and after the April 2011 tornadoes.

- What State and/or local groups did you work with?
- Which partnerships were established before the tornadoes? Which ones evolved during the response or recovery efforts?
- How were partnerships with emergency management solidified? (MOU, handshake, letter of agreement, contract, etc.)
- What was particularly successful? What challenges arose?
- Describe communication with emergency management prior to and after the tornado (good, bad, frequent, infrequent, etc.).
- If you did not work directly with EMA, have you considered developing a partnership in the future? In what ways would that relationship contribute to the community?

Q4c. Are there any other organizations you consider to be "key partners" to your organization during or after the April 2011 tornadoes? If so, who are those partners?

- Which partnerships were established prior to the tornado? Which ones evolved during response or recovery?
- What challenges arose in those partnerships? What was particularly successful?
- How were partnerships solidified? (MOU, handshake, letter of agreement, contract, etc.)
- Describe communication with partners during response/recovery (good, bad, frequent, infrequent, etc.).

Great. Thank you. I would like to end the interview by asking you to reflect on the last few years.

Q5. In your opinion, do you think that the community has recovered?

- *What does good recovery look like?*
- *What are the markers or indicators of recovery?*
- *What parts, if any, of your community are still recovering now?*

Q6. Knowing what you know now, what would you/your organization do differently?

Q7. What advice would you give other communities that are coping with disasters?

Thank you for your time and insights into these important issues. To wrap up the interview, we would like to collect some demographic information from you.

Participant ID #: _____

1. How many years have you lived in {insert name of county/city of interest}? _____

2. Do you consider {insert name of county/city of interest} to be your home town?

- YES
- NO

3. How many years have you been in your current position? _____

4. [For PH/MH respondents only] How many years have you been in the field of public health and/or mental health? _____

5. [For community respondents only] Which community sector do you represent?

- Business
- Community leadership
- Cultural and faith-based groups
- Emergency management
- Healthcare
- Social services
- Housing and sheltering
- Media
- Mental/behavioral health
- Public Health

- Senior Services
- Education and childcare settings
- Other – please specify _____

6. What is your age?

__ Age in years

Don't know / Not sure

Refused

7. What is your gender?

Male

Female

8. Which one of these groups would you say represents your race? (Select all that apply)

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Respondent provides category of race not listed above

Don't know / Not sure

Refused

9. Are you Hispanic or Latino?

Yes

No

Don't know / Not sure

Refused

10. What is the highest level of education you've completed? _____