

Attachment 2: Peer Worker Telephone Interview Questionnaire and Script

Telephone Interviews of Peer Workers

“Hello, this is **Dr. Cheryl Gagne** from the **Bringing Recovery to Scale Technical Assistance Center Strategy or BRSS TACS**. I am calling you because you have agreed to participate in the interview of peer workers for the Core Competencies Project. You were recommended as a peer provider in behavioral healthcare services and completed the Core Competencies Survey. I would like to conduct a brief interview with you in order to hear your reactions to the competencies. The interview will take between thirty and forty-five minutes. My colleague, [NAME] and I will be writing down your responses to our questions. All the information that you provide will be kept private and used solely for this purpose of this data collection. The information that you provide will be used in further guiding our efforts to identify the core competencies for the peer workforce in behavioral health services. Would you like to participate?”

YES-Go to script continued below

NO-Skip to finish

“Throughout the interview it would be helpful for you to have the list of competencies close by because I may be reading sections of the list to you. Do you have the list of competencies handy?”

YES-Go to interview question 1

NO-Email list of core competencies to interviewee and begin interview when interviewee has received the proposed core competencies.

Q 1. What is your understanding of what a competency is?

Q 2. How have you developed the competencies you have in your job?

Probe to get several strategies

Q 3. What are benefits of describing core competencies for peer workers in behavioral health programs?

Q 4. What competencies are the most essential for a person in your role to have?

Probe to get full descriptions of the competencies-knowledge, skills and attitudes

Q 5. What are the competencies from this list of proposed competencies that you use frequently in your work?

Interviewer can offer to read list of competencies, if participant prefers

Q 6. What are the competencies that you use in your work that are not described in this list of competencies?

Probe to get full descriptions of the competencies-knowledge, skills and attitudes

Q 7. What are the competencies on this list that you would never use as a peer worker?

Interviewer can offer to read list of competencies, if participant prefers

Q 8. Is there anything else you would like to tell me about competencies and your work?

Q 9. Do you have any questions you would like to ask me about the Core Competencies for Peer Workers in the Behavioral Health Workforce Project?

Finish

“Thank you so much for your time and the information you provided. Your input will help improve our understanding of the competencies of peer workers in the behavioral health workforce. We would like to send you a \$25.00 honorarium for your help so I will be sending form with instructions to your email. Please complete the form and return it to me and we’ll send you a check. Thank you again for everything.”