

**Appendix A-4:  
Case Narrative Interview Guide**

## **Case Narrative Interview Guide**

### **Before Beginning Interview**

Before we begin our questions, I want to share a few key points about this case narrative interview.

This case narrative interview provides RTI with the opportunity to learn more about clients—their entry into the program, unique needs, and experiences receiving services—without directly talking to clients. Information from the case narratives will help inform future program development and evaluation and provide information for ongoing program improvement to Family and Youth Services Bureau (FYSB) grantees.

Participating in this case narrative interview is completely voluntary. The case narrative interview should last about 1 hour. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is 0970-XXXX and the expiration date is XX/XX/20XX.

The questions that we will be asking you are about a particular client's experiences with the program (not your own experiences), but you may decline to answer any question or stop the interview at any time. For privacy purposes, please only refer to the client by initials and program-created client ID. We will not share your responses with anyone outside the RTI evaluation team, to the extent permitted by law.

You will not be identified by name in any reports. If we would like to quote you, we will first ask for your permission. We'll be taking notes, but if you don't mind, we'd also like to record the conversation as a backup for our own use. We will delete the audio recording after we have finalized the notes, and only the RTI evaluation team will have access to the audio recording or notes. Are you okay with us recording our discussion?

Do you have any questions before we begin?

[Ask for client ID and initials; record client ID/initials]

### **Demographics**

- What are the client's demographics (age, gender, ethnicity, U.S. citizen/lawful permanent resident, guardianship/dependency status)?

### **Screening/Assessment and Program Entry**

- How long have you been working with this client?
- How did the client come into the program?
- Who conducted the screening, assessment, and intake? What did you learn through the screening, assessment, and intake process?

## **Status at Intake**

- What was the client's status at intake? [Probe for brief descriptions of client's living situation, pregnancy/parenting status, educational level/school enrollment, and employment status.]

## **Trafficking Status**

- What were the circumstances behind the client's trafficking experience? [Probe for brief descriptions of type of trafficking; current and/or past trafficking; how trafficking was identified; age at first experience; facilitator type; and presence of force, fraud, or coercion.]

## **Program Engagement**

- What were the client's early experiences when they first entered the program?
- How easy or difficult was it to engage this client in case management and other services? What was helpful in this effort? What made it difficult?

## **Case Management**

- What case management activities were/are being provided to the client? What has been the focus or goal of the activities?
- What types of challenges have you encountered in providing case management to the client, and what strategies have you used to overcome these challenges?

## **Victim-Centered Services**

- What measures have been taken to protect the client's confidentiality and safety?
- How have you ensured that the client has the support necessary to make informed decisions, especially if interacting with law enforcement?
- How has the case management you've provided been client-centered, and what steps have you taken to make sure the client's needs are being met?
- What strategies have you used to ensure that the case management process is sensitive to the types of trauma that clients may have experienced? [Probe for allowing victim to tell own story, elimination of trauma trigger words.]
- What strategies have you used to ensure that the case management process is a good match for clients' race, ethnicity, sexual identity, and gender orientation? [Probe for access to staff that speak client's language and resources in client's language, awareness of culture, respecting cultural norms or concerns, documents translated in client's language.]
- What strategies have you used to ensure that the case management process is a good match for clients' age and developmental state (probe for language appropriate to age or understanding, provision of documents at appropriate reading level)?
- How do you and the client decide which services the client will use?

## **Comprehensive Services**

- Have you encountered challenges in providing services for this client? If so, what strategies have you used to overcome these challenges?
- Have you been able to provide evidence-based services?
- What types of services are available for this client through your program and partner's programs? [Probe for service categories defined by the Administration for Children and Families' comprehensive victim-centered services model.]
- What services has the client received?
- Were there services that the client wanted or needed that could not be provided? If yes, why, and what were they?

## **Services Utilized**

- What strategies have you used to encourage and support the client in using the services you and your partners offer?

## **Progress Toward Outcomes**

- What was the client's status when they first entered the program in terms of outcome areas? (Describe in general terms; use the range from crisis to thriving.)
- How is the client doing in terms of progress toward short-term outcomes? What successes and setbacks have there been?
- What are the client's goals and expected outcomes?
- What do you see as signs of progress toward the client's short-term personal goals?

## **Exit Status (if applicable)**

- Why was the case closed for this client?