

**Appendix A-7:
Client Interview Guide**

OMB No. 0970-0487

Expiration Date: XX/XX/20XX

Evaluation of the Domestic Victims of Human Trafficking Program: Cohort 3

Client Interview Guide

Introduction

[Before interview begins, confirm that participant is OK with two RTI staff in the room.]

Thanks for agreeing to talk with me today. My name is *[use first name]*, and this is *[introduce note taker, if one; use first name]*.

I want to review some key points on this form *[hand consent/assent form to participant]*.

We are doing an evaluation of programs like [PROGRAM/ORG NAME] in different parts of the country. We We're interested in learning more about [PROGRAM/ORG NAME] and your experiences here. I'll be asking you questions about how you came to [PROGRAM/ORG], your experiences here, the services you've used, and what things you like and dislike about [PROGRAM/ORG NAME]. We'll use this information to help make programs like [PROGRAM/ORG NAME] better.

This is your interview—we're here to learn from you. I'll be asking questions, but mostly I'm the listener. There are no right or wrong answers, and you can choose not to answer any of the questions. We want to know about your experiences with [PROGRAM/ORG]. It is your decision how much you want to share about yourself and your life.

Your participation is completely voluntary. Nothing about the services you get from [PROGRAM/ORG] will change based on you talking with us or not talking with us. If there are any questions that you do not want to answer, or if you would like to end the interview at any time, that is okay. *[Ask participant to confirm that he/she understands they can skip any questions and/or end the interview at any time.]* The interview should last about 1 hour or less. You will receive a \$25 gift card for your participation.

You do not have to tell us your real name, and we do not want you to tell us the real names of others, such as your friends and family. It is OK to use the names of the staff at [PROGRAM/ORG]. You can make up first names for others if you want to.

Any comments you make here will be kept private to the extent permitted by law. Your name will never be connected to what you tell us today, and we will not tell anyone who works at [PROGRAM/ORG] what you share with us in a way that can identify you.

[Name of note taker, if there is a note taker] will be taking notes on the laptop while I ask the questions. If it is okay with you, we would like to record this interview so we don't miss anything in our notes. We will not include your

name in the recording. The recording will be used only by us and not shared with anyone. After we review our written notes, we will delete the audio recording. Are you okay with us recording the interview? *[If participant agrees to audio recording, say: We appreciate your willingness to let us record the discussion.]*

I feel it is important for you to know that if you tell us that you intend to seriously harm yourself or another person or if we have reason to believe that a child, elder, or dependent adult *will be* abused or a crime committed, I may need to tell [PROGRAM/ORG] staff or the local authorities. **[NOTE: This language will be modified based on individual state reporting laws for each interview location]:** If you tell me about *[current or past]* abuse you *[are experiencing/have experienced]*, *[I will not tell anyone unless you ask me to/I may have to report to someone who can help you. You can be involved in making the report].* Here is a list of resources that may be able to help if you feel that you need it that you may take with you if you choose *[provide printed list of hotlines]*.

I'm also required to let you know that 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 0970-0487 and the expiration date is **xxxx**.

Before we begin, I want to give you the opportunity to ask questions you might have about this interview. Is there anything you would like to know?

OK, let's get started.

[If participants seem nervous or resistant, ask about questions they may have about you and why you are doing this interview.]

*[If participants agreed to audio recording, **TURN ON RECORDER NOW**. Let them know that you have turned on the recorder. Remind them that they can ask you to turn it off at any point during the interview.]*

Program Entry

- Let's start by talking about when you first came to [PROGRAM/ORG]. How did that happen (how did you hear about the program)? *[NOTE: client may talk about trafficking circumstances that led to program entry; be open to but don't ask directly.]*
Probes:
 - Was it difficult to come to the program (if so, in what way)?
 - Were you seeking help or services before you found [PROGRAM/ORG]? *[If yes]* For how long were you looking before you came to [PROGRAM/ORG]?
 - Do you think that people in your community or circles are aware of the services that [PROGRAM/ORG] offers?

Program Engagement

- What was your first impression of [PROGRAM/ORG]?
- Did you feel you had a choice as to whether or not to keep coming here? If so, what things made you decide to continue coming here?
- What were the things that the program staff did or provided to encourage you to keep coming here, or to make it easier to keep coming here?

- Did you have any concerns about coming here? What do you think about those concerns now—did they turn out to be problems?

Service Needs

- What kinds of help did you want or need when you first came to [PROGRAM]?
- Have your ideas about what you needed changed since you first came here?

Comprehensive, Victim-Centered Services and Trauma-Informed Care

- What is it like [*when you come here / staying here / living here*]?
Probes:
 - What kinds of things do you do when you are with your case manager/advocate?
 - How often do you meet with your case manager/advocate?
- What are some of the services that you have used here at [PROGRAM/ORG]?
For each service mentioned:
 - About how long did you or have you received [*service*]?
 - What has worked well about [*service*]?
 - Is there anything about [*service*] that you wish were different?
 - [*If applicable*] For what reason(s) did you stop receiving [*service*]?

Housing

[If the client reported that they received housing services through the project]:

- a. Will you tell me more about the housing help/services that you received?
Probes:
 - [*If applicable*] How long did you stay in [*shelter/housing arrangement*]? Did anyone, such as a family member, stay with you?
 - What did you like about the housing?
 - What about it worked well for you?
 - Was there anything about the housing help/services that didn't work well for you?
 - Was there anything that you needed that you didn't receive or anything that you wished you had received that you didn't?
- b. What are your current living arrangements, or where do you usually stay (for example, in an apartment with a friend)?

Mental Health and Substance Use Treatment

[If the client reported that they received mental health and/or substance use treatment services through the project]:

- c. You said that you received [*specific mental health service*]. Will you tell me a little more about this service/help that you received?
Probes:
 - What did you like?
 - What worked well?
 - Did you feel like you got the help you needed or wanted?
 - Did you feel that the people (e.g., clinician, doctor, therapist) you saw listened to you and provided helpful feedback?

- Was the option you needed available to you?
- How long did you wait to receive what you needed?
- Was there anything about the *[specific mental health service]* that didn't work well for you?

d. You said that you received *[specific substance use treatment service]*. Will you tell me a little more about this service/help that you received?

Probes:

- What did you like?
- What worked well?
- Did you feel like you got the help you needed or wanted?
- Was the option you needed available to you?
- How long did you wait to receive what you needed?
- Was there anything about the *[specific substance use treatment service]* that didn't work well for you?

- Has [PROGRAM/ORG] helped you get help—services or resources—from other places?

Probes:

- What kind of help?
- How did they do this?
- Was there a fee for *[service/resource]*? *[If yes]* Did you or someone else cover the cost?
- Are you continuing to receive/access *[service/resource]*? *[If applicable]* Who covers the cost?

- Are there any services or kinds of help that [PROGRAM/ORG] has not been able to provide or help you get?

Probe:

- Can you tell me a little about the reasons why you haven't been able to get the service(s)?

- Are there services or types of help that [PROGRAM/ORG] suggested or wanted you to use that you did not use?

Probe:

- Can you tell me a little bit about why you didn't want to use the service(s)?

- Do you feel like your privacy and confidentiality are protected when you are here?

Probe:

- What kinds of things make you feel that way?
- *[If no]* How can the program improve this?

- Do you feel safe when you come here?

Probe:

- What kinds of things make you feel that way?
- *[If no]* How can the program improve your safety?

- Do you feel like your opinion is valued here?

Probe:

- What kinds of things make you feel that way?
- *[If yes]* Can you think of an example to share of a time that you felt that your opinion was valued?
- *[If no]* How can the program improve this?

- Do you feel like you have choices about the services you receive and how they are provided?
Probe:
 - What kinds of things make you feel that way?
 - *[If yes]* What are those services?
 - *[If no]* Who decides what services you get or what activities you participate in? Can you give me some examples?
- Do you feel comfortable and “at home” here? Do you think [PROGRAM/ORG] is a good place for people who want/need the same kind of help you wanted/needed?
 - *[If no]* How can the program make you more “at home”?

Progress Toward Outcomes

- Has [PROGRAM/ORG] helped you make changes you wanted to make in your life?
Probes:
 - What kinds of changes?
 - What helped you make them?
 - *[If no]* How could the [PROGRAM/ORG]?
- Has the [PROGRAM/ORG] helped you to plan out long-term goals?
Probe for goals such as education and work/career.
- Are there changes that you have wanted to make but haven't been able to? Could [PROGRAM/ORG] be of more help for you in reaching those goals? If so, how?

Program Strengths and Weaknesses

- Thinking about all the things we've discussed, what would you say has worked well for you at [PROGRAM]?
- Is there anything that you wish [PROGRAM/ORG] had done differently or could do better?
- What services should be added that were not available or offered by [PROGRAM/ORG]?

Survivor Engagement

- Do you currently or have you ever worked for or been asked to provide input on [PROGRAM/ORG]?
[If yes] Probes:
 - What is/was your role (e.g., peer mentor, survivor leader, speaker, other type of staff, volunteer)?
 - Did you have to apply for or interview for your role?
 - What made you want to be involved with [PROGRAM/ORG] in this role?
 - Did you receive training of any kind for your role? *[If yes]* Will you tell me about it?
 - Have you received support to be in this role? *[If yes]* what kind of support have you received?
 - What do you think about how [PROGRAM/ORG] involves you and others in [PROGRAM/ORG] operations and/or planning?
 - What works well?
 - What could be improved?
- *[If no (and [PROJECT] has a survivor engagement component)] Probes:*
 - Do you know if [PROGRAM/ORG] individuals who used to be or currently are clients here help out with the program in anyway?

- *[If yes]* How do they help with the program? In what ways does [PROGRAM/ORG] empower or create opportunities for clients or former clients to become involved with the program?

Client Demographics

- Before we finish, can I ask you a few questions about you like your age and where you usually stay?
 - a. How old are you?
 - _____
 - Prefer not to answer
 - b. Are you Hispanic, Latino/a, or Spanish origin? *[Check no or all yes options that apply.]*
 - No, not of Hispanic, Latino/a, or Spanish origin
 - Yes, Mexican, Mexican American, Chicano/a
 - Yes, Puerto Rican
 - Yes, Cuban
 - Yes, Another Hispanic, Latino/a or Spanish origin
 - c. What is your race? *[Check all that apply.]*
 - White
 - Black or African American
 - American Indian or Alaska Native
 - Asian Indian
 - Chinese
 - Filipino
 - Japanese
 - Korean
 - Vietnamese
 - d. What sex were you assigned at birth, on your original birth certificate?
 - Male
 - Female
 - Refused
 - Don't know
 - e. Do you currently describe yourself as male, female, or transgender?
 - Male
 - Female
 - Transgender
 - None of these
 - Refused
 - f. *[If sex assigned at birth (23d) does not equal current identity (23e), ask]* Just to confirm, you were assigned {FILL ITEM 23d RESPONSE} at birth and now describe yourself as {FILL ITEM 23e RESPONSE}. Is that correct?
 - Yes
 - No
 - Refused
 - Don't know
 - g. Which of the following terms best represents how you think of yourself?

- Straight, that is not lesbian or gay
- Lesbian or gay
- Bisexual
- Something else
- I don't know the answer
- Refused

Wrap Up

Those are all the questions I have. Is there anything else about [PROGRAM/ORG] or about your experiences with [PROGRAM/ORG] that you think I should know? Is there anything you want to ask me?

Thank you for sharing your ideas today. What you have told us will help other programs like [PROGRAM] do better. I wish you well.