

Phone Call Guide for In-depth Interview

The following is a guideline for phone calls to set up the in-depth interview.

- I. Ask for youth
- II. Greeting
- III. Description of who caller is
 - a. Callers name
 - b. Did they hear about the survey
 - c. This call is regarding the Directions Program Evaluation
 - d. Student at Eastern Washington University
- IV. Voluntary nature of the in-depth interview
- V. That their participation is confidential
- VI. What the in-depth interview would entail
 - a. The purpose of the study
 - i. Improve the CRC
 - ii. Give them a voice to share about their experience
 - b. Entered into a drawing for \$20 gift certificate
 - c. That their legal guardian would have to come to sign the consent form if they are under 18
 - d. Interview will take 30 – 45 minutes
 - e. Description of some of the types of questions utilized during interview (if they want it)
 - i. Who do you live with?
 - ii. What was your family like before the CRC?
 - iii. What brought you into the CRC?
 - iv. How did you get along with the staff?
 - v. Was there anyone in particular at the CRC that you connected with?
 - vi. What was the best part of staying at the CRC?
 - vii. What was the worst part of staying at the CRC?
 - viii. What was your experience with the individual session?
 - ix. What was your experience with the group sessions?
 - x. What was your experience with the family sessions?
 - xi. More... etc
- VII. Ask if they would be willing to participate
- VIII. Thank them for their time