

Key Informant Interview Protocol

Interview Leader: _____
Interview Organization: _____
Title of Individual Interviewed: _____
Date: _____

90 Minute Agenda

- Explanation of project, goals for the interview, confidentiality, and the type of information covered in the interview (5 minutes)
- Consent forms and survey completion (25 minutes)
- Interview dialogue (60 minutes)

Materials Needed

- Consent forms for participant
- Survey
- Interview Questionnaire
- Paper
- Pens

Introduction

Hello. Thank you for making the time to be here today. My name is _____ and I am with _____. The N.J. Department of Children and Families is partnering with local communities in each county to undertake an assessment of local strengths and needs. The goal of this assessment is to collect the information needed to make sure the right mix of services and activities are available in every county to support families. The purpose of today's meeting is to gain insights from your experience in the county and to highlight factors and local context that contributes to how the county goes about addressing needs. Your feedback will help our county and state level leaders in planning for next steps. Information from everyone that we talk to will be combined to understand the trends related to strengths and needs in this county.

Confidentiality Statement and Survey Completion

(Note to Interviewer: The following confidentiality statement must be read verbatim.)

Your participation in this session is voluntary and confidential. Your name will not appear on any published papers and nothing you say today will be connected with you personally in our notes.

This interview should last approximately 90 minutes. First, we will ask you to complete a survey. You will have approximately 25 minutes.

Interview Discussion

Okay, let's get started with the survey, if you need any assistance or have any questions, please feel free to ask. Then after completing the survey, we will begin the conversation portion of this interview.

(Note to Interviewer: Allow 25 minutes for the key informants to sign the consent form, complete the survey and return.)

(Note to interviewer: Ensure that all participants have returned signed consent forms.)

Thank you. Now in the survey you provided your opinions on a list of many different topics (e.g. food, transportation, employment). In the interest of time, we are going to focus on _____, _____, _____, _____, and have a discussion to better understand how we can make sure that the members of the community can actually begin using services once they learn about or are referred to them.

First, let's talk about _____

(Note to interviewer: Ask question 1 – 3 for each priority need area.

Tip: Consider asking the participant if it would be okay if you displayed the focus need areas on a piece of paper. This may help when asking the participant to think across priority need areas in question 4-12.

1. When people need help related to _____, what do they currently do to try to meet the need?
2. When people struggle to meet their needs, what are some of the barriers that make it difficult for them to get help and fully address the need?
Example clarity questions: Are these barriers new (i.e., have they come up in the past 5 years or so?) Or are they long standing (i.e., existed persistently more than 5 years?)
3. What would be most helpful steps the county could take to address the barriers in this need area?

Now, Let's talk about another need that has been identified _____

(Note to interviewer: only ask the remaining questions once. You do not need to ask for every need area.)

4. Are there areas in the county where the barriers that we've been discussing do not exist? Are there areas where these barriers have a larger impact?
5. The goal is for equal access to resources and services for everyone in the county. Are there any subgroups (e.g., race, ethnic group, children under a certain age, adolescents, gender, sexual orientation, etc.) that are influenced by the barriers related to any of the need areas that we have been discussing more than others?
6. Are there any other contributing factors that are causing the any of the needs to continue to be a concern and the barriers to persist in the county?

(Note to interview: Be careful to note when the participant is referring to all needs areas versus specific need areas)

7. When people learn about services or get referred to a service related to the need areas that we've been focusing on, what gets in the way of them being able to get what they need from the service to fully address the need?
8. Thinking of the need areas that we've discussed, is it reasonable to think that these can be addressed at the county level? Are the steps needed to address this need in the county feasible for the county?
9. Does the county have or have access to enough organizations/programs/resources to adequately meet the demand associated with addressing the needs discussed?
10. If prioritized, would the existing constellation of service providers and community support organizations be able to address all of the needs that we've been talking about? Are the necessary resources readily available?
11. What additional collaboration from the New Jersey Department of Children and Families would be helpful in meeting the needs of families locally?
12. How long have you been a resident, volunteered or worked in this county?

(Note to interviewer: Please thank the participant for taking time out of his or her schedule to participate in the interview. Express appreciation for their willingness to participate and to share his or her perspectives.)