

PRACTITIONER RESOURCE #10: INSTRUCTIONS & QUESTIONS – INTERVIEW 1

Interview Guide for Portrait Interview 1

Points to make when introducing the interview process:

- Our interview today will be about one and a half to two hours long. We'll be doing this about two more times at regular intervals.

What will we talk about?

- We're going to ask you some questions about five general areas that we think are really important to your livelihood.
- We believe that people make personal investments in each of these areas when they are involved in programs like this one.
- We want to hear what you have to say about what has changed in your life since you became involved with the program/business.
- We'll talk about each area, so that we're clear about exactly what they are, before we begin our conversation.

A reminder:

- I will do my best to record your comments as you spoke them.
- The whole process will be anonymous and confidential. This document will be for review by the research team only.

Checklist for the first interview:

- ✓ Complete waiver form
- ✓ Choose a code name (fake name)
- ✓ Contacts for follow-up (three names/phone numbers)
- ✓ Assign participant number – site/participant

Cover Sheet: Participant Outcomes “Portrait” Interview

<i>Interview Information</i>	
<i>Client Code Name</i>	
<i>Client Number</i>	
<i>Date of Interview</i>	
<i>Interviewer</i>	

CONFIDENTIAL

What is a livelihood?

A livelihood is not just about a job, but rather about your ability to build a stable economic and social base in life.

A livelihood is built by developing assets in a range of different areas. A livelihood features:

- secure work
- enough income to meet you and your family's basic needs
- health and insurance benefits to ensure your ongoing security
- a sense of community and belonging.

When a livelihood is sustainable, it offers a good quality of life, positive choices, long-term economic security and increased life chances.

Section 1: What are the forces that are holding you back?

Questions for the first interview:

- Tell me a little bit about yourself and your family.
- Why did you join the program?
- What were you hoping to get out of the program?
- Which forces make it hard for you to get ahead and to have a good income?

Second and later interviews:

- Let's catch up. Can you please update me on what's been happening in your life since we last met – important events/changes?
- Which forces make it hard for you to get ahead and to have a good income?

Section 1: My story: What is my life like right now?

Why did I join this program? What did I get out of it?

What's holding me back right now?

Please use additional paper to take further notes.

Section 2: Social Assets



- Your support from:
 - Family
 - Friends
 - Community
- Your ability to balance work and personal life
- Your ability to lead
- Your ability to speak out for community or political change

Questions:

- Who are your main supports?
- What organizations do you use for support?
- Please describe your current relationship with your family. Has your role in your family changed since you began this program?
- How much does your family support your work?
- What other changes have you noticed in your connections and supports since you entered the program/ since our last conversation?

Further questions about self-employment:

- Are you plugging into any new contacts and networks to support yourself (and your business, if self-employed)?

Asset Mapping:

- Please assess and chart your social assets on the attached asset mapping worksheet.
- What are your goals for building social assets?
- What will you do to reach your goals?

Section 2 Notes: Social Assets

Note Goals:

Please use additional paper to take further notes.

Statistical Information (must be completed)

Estimated number of different social service/public service agencies that have provided information and/or assistance to this individual in the past month. _____

Service organizations (Check all that apply)

- Number of different social services/programs used in past month?
- Follow-up supports from CED program
- Connections to orgs providing basic needs
- Connections to orgs for asset building purposes

Community Level (Check all that apply)

- Active support from a mentor
- Volunteering - Participation to give back to the community – on a board, public presentations, attended public meetings
- Regular attendance at spiritual group

Section 3: Physical Assets



Your access to:

- Housing (quality & low-cost)
- Food
- Safety
- Transport
- Child/elder care
- Recreation
- Information
- Computers

Questions

- Where are you living now? How did you end up there? (Housing status form)
- How satisfied are you with your housing?
- Are you meeting your family's basic needs for food/nutrition and transport?
- Do you feel safe? (In your home and neighbourhood)
- Do you have sufficient resources and supports for parenting – including childcare, resources to support your children's participation in school, recreation etc.?
- Do you have adequate resources and supports for adult dependent care?
- Do you and your family have access to recreation? Can you afford it?
- Do you have computer/Internet access?
- What other changes in your shelter and basic needs have you noticed since you entered the program/ since our last conversation?

Further questions about self-employment:

- Describe the place where your business operates
- Is this arrangement working? Why/why not?
- Do you have access to the information you need for your business?
- Do you have all the tools/equipment you need?

Asset Mapping:

- Please assess and chart your physical assets on the attached asset mapping worksheet.
- What are your goals for building physical assets?
- What will you do to reach your goals?

Note Goals:

Please use additional paper to take further notes.

Statistical Information (must be completed)

Current Housing Status (check one)

- In shelter/transitional housing
- Living with parent/relatives
- shared rental unit (with non-family members)
- Unshared rental unit
- Living with parent/relatives
- Family owned home (with or without mortgage)
- Incarcerated
- In hospital/mental health institution

Current housing quality and stability (Check all that apply)

- Low quality housing (lack of space, security, privacy etc)
- Unstable housing (frequent moves)
- Has good housing quality and stability

Cost of Housing

- Actual cost of housing _____
- Has subsidized housing

Estimated % of income that currently goes to housing (Check one)

- under 50%
- 50-75%
- over 75%

Improved Housing Status (Check all that apply)

- Improving housing quality (space, security, privacy etc)
- Stabilized housing - longer periods of uninterrupted housing
- Has subsidized housing
- Decreased Quality of Housing

Section 4: Human Assets



- Your health (mental & physical)
- Your ability to work
- Your ability to keep work
- Your skills & schooling (eg. volunteer experience)
- Your ability to set goals and work towards them

Questions:

- What are your employment goals? (see checklist below)
- Did you have any health conditions that have affected you in the past six months? (including mental/physical health and substance use)
- Is there anything making it difficult for you to work?
- What work are you doing now? (this includes all ways of earning money, such as self-employment, casual/part-time/full-time employment)
- What are the advantages/disadvantages of doing your work this way?
- Review main area of current employment: how is your business is developing OR how is your employment in the social purpose enterprise is going?
- What do you think about the quality of your current employment?
- What way would you most like to earn income/organize your work?
- What skills have you developed? What have you learned?
- What other changes in your human assets have you noticed since you entered the program/ since our last conversation?

Asset Mapping:

- Please assess and chart your human assets on the attached asset mapping worksheet.
- What are your goals for building human assets?
- What will you do to reach your goals?

Section 4 Notes: Human Assets

Note Goals:

Please use additional paper to take further notes.

Statistical Information (must be completed)
Employability (Check all that apply)

- Better idea of skills/abilities that she has/will require
- Pursuing new training/schooling
- Increase in literacy
- Improved employability/self-employability skills
- Improved technical skills and knowledge
- Increased business/entrepreneurial knowledge
- Volunteering to gain experience and employment skills
- Validation of cultural knowledge
- Other

Status of Social Assistance (Check one)

- Not applicable
- Gets on public income assistance and benefits
- Continuing on public income assistance and benefits
- Drug plan only
- Supplementing public income assistance
- Transitioning off public income assistance through paid work
- Moves from general Social Assistance to Disability Benefits
- Moves off public income assistance this period

Stress (Check one)

- Higher level
- Lower level
- The same

Section 5: Personal Assets



- How you value yourself
- How motivated you are
- Your spirituality
- Your cultural identity
- Your ability to do things on your own
- The control you feel you have over your life

Questions:

- Give me an example of something that's going well right now
- At the moment, how are you feeling about your life? Is there anything that you would change?
- What are your main strengths/weaknesses?
- What would you say best defines you as a person right now?
- What do you do to balance your personal/family priorities and your work?
- How "in control" do you feel about what happens to you and your family?
- What other changes in your personal assets have you noticed since you entered the program/ since our last conversation?

Asset Mapping:

- Please assess and chart your personal assets on the attached asset mapping worksheet.
- What are your goals for building personal assets?
- What will you do to reach your goals?

Section 5 Notes: Personal Assets

Note Goals:

Please use additional paper to take further notes.

Section 6: Financial Assets



- Your income
- Your savings & Debt
- Your valuable possessions (eg. car)
- How you understand money
- Your attitude to money (eg. your right to succeed, value of your time)
- Your control over your money & assets

Questions:

- Where do you get your income from now? (sources and size of income)
- How much do you contribute to your household income?
- Do you have any savings? How much? (eg an emergency fund)
- Do you have any debts? How much?
- Who manages money in your household?
- Have you made any big purchases recently?
- How are financial decisions made in your household? Do you have control over your money?
- How much is your time worth?
- What other changes in your money situation have you noticed since you entered the program/ since our last conversation?
- Do you have a financial plan?

Asset Mapping:

- Please assess and chart your financial assets on the attached asset mapping worksheet.
- What are your financial goals in participating in the program?
- What will you do to reach your goals?

Section 6 Notes: Financial Assets

Note Goals:

Please use additional paper to take further notes.

Statistical Information (must be completed)

Income goal (choose one description that best applies)

- To become fully employed (including self-employment)
- To become partially/flexibly employed (including self-employment)
- To patch income from a range sources (not public income assistance)
- To supplement public income assistance
- To get off public income assistance
- Other

Estimated Gross Personal Income from all sources (Check one)

- Zero income
- under \$5000
- \$5000 to \$9,999
- \$10,000 to \$19,999
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 and over

Changes in personal income (Check one)

- Increase in personal income over interview period
- Decrease in personal income over interview period
- No change in income

Estimated Gross household Income from all sources (Check one)

- under \$5000
- \$5000 to \$9,999
- \$10,000 to \$19,999
- \$20,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 and over
- Not Known

Changes in Family Income (Check one)

- Increase in income over interview period
- Decrease in income over interview period
- No change in income

Debt (Check one)

- total amount
- increase in debt
- Decrease in debt
- No change

Assets (Check one)

- Has purchased a new asset
- Description of assets
- Value of assets

Adequacy of Income (Check one that best applies)

- Insufficient money to meet basic needs
- Enough money to meet basic needs
- Improved disposable income
- Able to pay for luxuries/trips
- Achieving income security

Stages of building stability/moving out of low income trap

(Discuss the visual and choose one stage)

- Destabilized
- Stabilizing
- Engaging
- Foundation Building
- Transition
- Consolidation
- Sustainable Livelihood

Quality of life - are they better off as a result of participation in this program?

- Yes
- No

Quality of employment - is this their preferred work?/work pattern?

- Yes
- No

Why was that stage chosen?

Please use additional paper to take further notes.

Section 8: Assessing Program Support

Questions

- What involvement have you had with the program since the last interview?
- Was this contact with the program useful to you? Why/why not?
- What role does the program play right now in your business/employment?
- How effective has the program been in helping you to build assets?
- Which asset area developed most as a result of your involvement?
- General assessment – what are the most important supports and services to help you meet your goals?
- Any additional comments/questions?

What did program staff do to help you in the past year? (key points)

How useful was the support you got from the program?

How useful was the program to you? Do you have any suggestions for change?

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Please use additional paper to take further notes.