

PRACTITIONER RESOURCE #12: INSTRUCTIONS & QUESTIONS – INTERVIEW 2

Interview Guide for Portrait Interview 2

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:

- ✓ Review Interview Summary Form from last interview
- ✓ Note questions about things you want to follow up on

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 make it hard for you to get ahead?

- 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?

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?

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?

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?

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

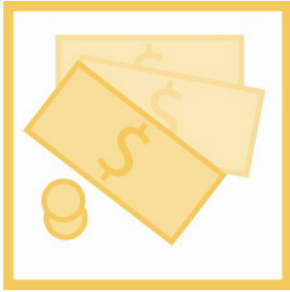
Questions:

- 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 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?

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?
