

Name of Interviewee: _____

Interview Date: _____ Time: _____

Interviewer: _____

Guide to the Interview Protocol for Resilient Staff

Scheduling the Interview:

(After introductions are made) You have been recommended to be interviewed as part of a survey. The purpose of this survey is to better understand the needs of child welfare workers and their supervisors. We are planning to use your responses to this survey in the development of child welfare supervisory training that is designed to help supervisors and program managers become more effective in recruiting and retaining child welfare staff.

Over the next several weeks, we will be conducting the survey with selected staff from both the public and private sector. This survey is designed to get input from resilient staff. We are defining resilient staff as those workers and supervisors who have been in their current position and agency for three years or more.

It will take about an hour to complete the survey. During that time I will be asking you many open-ended questions that will give you an opportunity to talk about your experiences in child welfare. The survey will focus on the following four areas: (1) Information specific to your commitment to child welfare; (2) Information specific to how your agency supports your efforts; (3) Information specific to how your supervisor supports your efforts; (4) General information about the profession of child welfare.

Each survey will be coded so that your responses will remain anonymous.

Before we schedule a time to conduct the survey, do you have any questions? *(Answer questions and schedule a date and time.)*

In preparation for the survey, it would be helpful if you would spend some time thinking about what drew you to child welfare and what keeps you there.

Thank you for your time, I look forward to talking with you further when I call to conduct the survey.

Conducting the Interview:

Thank you for giving me the opportunity to talk with you as part of our survey of resilient staff. The questions I am about to ask are largely about what you find to be supportive in your efforts in child welfare. This survey is designed to get information about what is working so that we can help supervisors and agencies learn the most promising practices that result in better selection and retention of their most qualified staff.

During our conversation, it will be most helpful for you to talk with me about examples and details of those things that you have found in your career in child welfare that really work well. Thinking about what has worked best both in this agency and other agencies that you have been in will be the most helpful.

Do you have any questions before we begin?