

# "100 Cups of Coffee" Community Resilience Interview Guide Cover Sheet

Interview completed by: \_\_\_\_\_

Interview date: \_\_\_\_\_

## Participant Background

*Please complete as much of this information as possible before meeting with the participant and please wait to update any remaining information until the end of the conversation.*

Name: \_\_\_\_\_

Which of the following does the participant represent? (Please select all that apply.)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Business                           | <input type="checkbox"/> Law enforcement/corrections | <input type="checkbox"/> PreK-12 school staff/teacher     |
| <input type="checkbox"/> Civic/volunteer organization       | <input type="checkbox"/> Local government            | <input type="checkbox"/> Social services                  |
| <input type="checkbox"/> Community member                   | <input type="checkbox"/> Media                       | <input type="checkbox"/> Student                          |
| <input type="checkbox"/> Faith community                    | <input type="checkbox"/> Mental/behavioral health    | <input type="checkbox"/> University/college staff/faculty |
| <input type="checkbox"/> Healthcare (public health, clinic) | <input type="checkbox"/> Parent/caregiver            | <input type="checkbox"/> Youth-serving organization       |
| <input type="checkbox"/> Other: _____                       |  |   |

Organizational affiliation (if applicable): \_\_\_\_\_

Contact information: \_\_\_\_\_

*After the interview, please copy the participant's responses to the following questions from the conversation (questions 11-15):*

Was this participant familiar with Adverse Childhood Experiences?  Yes  No

Had this participant attended a Community Resilience Conversation?  Yes  No

Would this participant like to be added to the listserv?  Yes  No

In what ways would this participant be interested in getting involved in community efforts?

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Are there other people who this participant thinks should be interviewed?

Name	Organization	Email/Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

***Please detach this sheet and submit to your Follow-Up Contact.***

*The intention of the Cover Sheet is to provide information for follow-up, which should strengthen connections. Use the information to develop a list of potential future interviewees, follow up on skill sharing opportunities, create email subscriber lists, etc.*

# "100 Cups of Coffee" Community Resilience Interview Guide

## Introduction

I am here to talk to you on behalf of the [insert name of Collaborative or community resilience initiative]. We are conducting one-on-one community conversations to gain a better understanding of the experiences, perceptions, and recommendations of community stakeholders like yourself.

[Insert brief paragraph about your community's current goals to prevent ACEs and build individual, family, and community resilience.]

Our [insert name of Collaborative or community resilience initiative] will use the information gathered to help guide our work in [insert name of county or community]. Your participation is completely voluntary and you don't need to answer any questions you do not want to answer. Your responses will be shared with our Interview Compiler; your name will not be included with your responses. Our Interview Compiler will summarize key findings from across all of the interviews being conducted.

Do you have any questions before we get started?

Participant's sector(s): \_\_\_\_\_

**Interview Questions**

1. I am going to be asking you questions about "your community." Which community do you most identify with? (*i.e., town, neighborhood, etc.*) \_\_\_\_\_

2. What are the most important challenges facing your community?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What can we do to address those needs or challenges?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What is at least one thing your community does well to support the health, safety, and healing of people in your community?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. What are the values most important to your community?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. What's something you know that you wish people in your community knew and paid attention to?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. What's one thing the community could do right now that would make a difference for you or your family?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. What is one thing we could collectively address that would have the greatest impact on creating healing in your community?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. In your community, how often do you...

	Never-1	2	3	4	Very often-5
a. Help a neighbor/community member in need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Receive help from a neighbor/community member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Volunteer at community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Participate in community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Greet children in your neighborhood by name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Volunteer elsewhere in the community, such as at a school, food shelf, community center, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Community members may have different experiences and perceptions about opportunities to work towards positive community change. To what extent do you agree, or disagree, with each of the following statements?

	Strongly disagree-1	2	3	4	Strongly agree-5
a. There are opportunities to share ideas with community policy-makers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. There are opportunities to discuss community strengths and challenges with other community members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I feel a sense of belonging in my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. There are people I can turn to for help in my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. There are adequate support services in our community for individuals and families.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Expand on any responses from Question 10, if necessary:

11. How would you like to help take a participatory role in our self-healing communities work? (Select all that apply.)

- Help gather information from community members (i.e., conducting community member interviews).
- Go door-to-door to invite community members to take part in conversations.
- Help implement strategies recommended by community members.
- Contribute music or art for a community event.
- Provide carpentry or maintenance skills for community members in need.
- Give rides to community members so they can attend community meetings and events.
- Become a mentor or coach for someone.
- Other:

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- I am not able to contribute at this time.

Before we finish, I would like to ask you a few questions about your familiarity with, and interest in, our initiative.

12. Were you familiar with Adverse Childhood Experiences before this conversation?  Yes  No

13. Have you attended a Community Resilience Conversation?  Yes  No

14. Would you like to be added to our initiative's listserv?  Yes  No

15. Are there other people who you think we should interview?

Name	Organization	Email/Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

16. Would you be interested in receiving a summary of key findings from our interviews?  Yes  No

17. Is there anything else you would like to share?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Thank you for your time!***

## "100 Cups of Coffee" Community Resilience Interview Guide Interviewer Reflections

As soon as possible after the interview, please take a few minutes to go through your notes. Please add any detail you didn't have a chance to write down during the interview, and please make sure your notes are legible for our Interview Compiler. As you're going through your notes, think about key findings and common themes.

What were the common themes that came up during this interview?

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What was most surprising?

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What themes most closely fit with what you expected to hear?

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What is new information?

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What were the two or three most important things you learned?

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What are the most important follow-up steps that should be taken to respond to the interviewee's ideas, and to continue relationship-building and engagement?

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# "100 Cups of Coffee" Community Resilience Interview Guide

## Instructions

### + PURPOSE

The purposes of the "100 Cups of Coffee" interviews are to:

- Inform Collaboratives about community attitudes
- Collect information about existing resources, which could be the interviewees themselves, and/or resources the interviewees share
- Build collaborative relationships in the community
- Supplement and support Community Resilience Conversations
- Provide assessment and evaluation data for the Collaborative

Benefits are:

- More inclusive community collaboration
- Increased community participation in the Collaborative and Community Resilience Conversations
- Gather community voices and stories
- Reach more people in diverse sectors
- Themes and information from interviews will inform the Collaborative's action plan
- Interviews will provide a means of continued community engagement

### + PROCESS

This interview template can be adapted to meet your community's needs. First, the Introduction is customizable to include your Collaborative's name, location, and specific goals or areas of focus. Second, questions can be changed to meet your community's needs. For example, you may be interested in specific skills, such as catering or tutoring, and may add those to Question 11, and/or omit less relevant skills.

#### **Before the Interview (FOR THE COLLABORATIVE)**

Before beginning the interviewing process, define the responsibilities in your interviewing group.

- One member should act as the **Interview Compiler** or **Program Evaluator**. This person will:
  - Receive the interview questions and responses
  - Summarize the responses, highlight themes, and create a report of key findings for the Collaborative, partners, and other stakeholders, such as school superintendents, law enforcement, or other community leaders
- Another member should act as the **Follow-Up Contact**. Remember that it takes more than one cup of coffee to build a relationship! This person will:
  - Receive the cover sheets
  - Compile the names and sectors of participants
  - Follow up on projects or duties for which interviewees have expressed interest: give people opportunities to contribute!
  - Contact participants' suggested interviewees
  - Add participants to the listserv

And may also:

- Follow up with thank you notes to participants
- Distribute summaries to participants who request them

The Collaborative may want to offer opportunities for new interviewers to understand the purpose of the interviews and practice with others. It may also be helpful for the Collaborative to provide brochures, cards or flyers with contact and other information about the Collaborative. Interviewers can give these to people who may want to know about the Collaborative or share other ideas.

**Before the Interview (FOR THE INTERVIEWER)**

There are a number of things to remember as an interviewer. Before the interviewing begins, go through the interview itself, to familiarize yourself with the questions. Notice which questions are filled in before, during, and after the interview. Practice the interview with friends, family members, or other Collaborative or community members.

At the interview, remember to bring information on the Collaborative, coalition, task force, etc., including contact information and ways to get involved beyond the interview.

If possible, fill in the top half of the cover sheet before the interview. (The second half should be filled in after the interview; when completed, the Cover Sheet will be detached, so as to anonymize the interviewee's responses.)

**During the interview**

Follow general interviewing guidelines, especially the following:

- Try to avoid bias
- Stick to the questions as they're written
- Learn to encourage responses without leading the interviewee.

A useful interviewing tip sheet can be found here: <http://www.evaluatod.org/assets/resources/evaluation-materials/atod-ii/one-on-one-conversations-follow-up/interview-tip-sheet.pdf>

**After the interview**

Remember to complete the interview paperwork by filling in anything you may have not had time to write down during the interview. Then finish the Interviewer Reflections. Your summary is an important component of the interview.

Before finishing the packet, make sure to copy Questions 11-15 to the Cover Sheet, remove the cover sheet, and give it to the Follow-Up Contact. The other sheets should go to the Interview Compiler.