

100 Cups of Coffee: One-on-One Community Conversations Pilot Project

June 2020

Summary report produced by EpiMachine, LLC on behalf of the Minnesota Department of Human Services Behavioral Health Division and Minnesota Communities Caring for Children

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- Barb Bertrand, Coordinator, 3 Counties for Kids (Brown, Sibley, & Watonwan)
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- Melodie Hansen, Program Director, Robbinsdale Redesign Family Service Collaborative
- Rochelle Peterson, Executive Director, PACT for Families Collaborative
- Wendy Thompson, Executive Director, Beltrami Area Service Collaborative

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OVERVIEW

The ACE Collaborative Partnership Initiative, funded by the Minnesota Department of Human Services (DHS) Behavioral Health Division and supported by Minnesota Communities Caring for Children (MCCC), currently entails three phases:

- Phase I: Completing at least one ACE Interface presentation sponsored and promoted by the Collaborative and co-presented by MCCC
- Phase II: Training and certifying community members to present the ACE Interface curriculum
- Phase III: Hosting up to two Community Resilience Conversations in conjunction with MCCC staff to help Collaboratives' communities move from understanding neurobiology, epigenetics, ACEs, and resilience (NEAR) Science to planning for possible community responses (Collaborative communities may choose to conduct more Conversations on their own)

Community Resilience Conversations were co-planned and co-facilitated by MCCC staff and Collaboratives' community members, partners and coordinators throughout 2018 and 2019. While the timing, size, duration, format and promotion of Conversations varied from community to community, core elements included:

- An intentional relationship building activity
- Sharing and reviewing local data, to include county-specific *ACEs and Protective Factors* fact sheets
- Having conversations built around important questions facing the community

The ultimate goal of Phase III is for Collaboratives' communities to develop Community Resilience Plans that incorporate leadership expansion, community collaboration, shared learning, and results-based decision making. Community stories and local data gathered in the Conversations will help frame this planning phase. The goals of the plan are two-fold:

1. Enhance community collaboration and capacity
2. Implement strategies to enhance protective/resilience factors and reduce ACEs

Findings from the Phase III pilot, evaluated by EpiMachine, LLC, revealed the need for some communities to collect additional input from community members through one-on-one conversations in order to better reach individuals who may not wish or be able to participate in large group conversations. In June of 2019, a data collection protocol and template called *100 Cups of Coffee* was finalized and shared with Collaboratives' communities at the annual gathering. Communities were invited to participate in a pilot of the process from July 2019 to June 2020. The original intent was for Collaboratives' members and volunteers to sit down with community members and learn about community strengths and needs.

As communities started gearing up to participate in the pilot, the COVID-19 pandemic brought physical distancing guidelines and stay-at-home orders. One result of the pandemic is that planned community conversations were paused or delayed in some pilot communities. Another result, however, is that some Collaborative communities that had been planning large group, in-person Community Resilience Conversations switched gears to participate in virtual one-on-one conversations using the *100 Cups of Coffee* tool. This report summarizes lessons learned.

100 CUPS OF COFFEE PURPOSE AND PROCESS

The purpose of the one-on-one community conversations is to gather input from the community in a manner that allows for more intimate, candid and detailed discussions. The process allows for relationship building, and raises up the voices of community members in a way that allows for expanded leadership. Those community voices are used to drive action planning. Findings from *100 Cups of Coffee*, along with findings from Community Resilience Conversations, Minnesota Student Survey data, and other data on ACEs and resilience, provide baseline data against which communities can measure success.

The original *100 Cups of Coffee* interview protocol template can be found in Appendix A. 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. The process is briefly outlined below. More detailed step-by-step instructions can be found in the protocol.

Interviewer	
<ul style="list-style-type: none">▪ Become familiar with the protocol and interview questions▪ Schedule conversations with community members▪ At the start of each conversation, describe local efforts related to ACEs and resilience, and the purpose of 100 Cups of Coffee▪ Conduct the interview/conversation, probing for more detailed answers as needed▪ Thank the participant and offer an incentive if using one▪ Clean up notes and reflect on the responses	
Evaluator	Follow-up Contact Person
<ul style="list-style-type: none">▪ Receive completed interview forms from interviewer▪ Compile the data, and follow-up with clarifying questions as needed▪ Analyze the data▪ Create a summary report or presentation	<ul style="list-style-type: none">▪ Receive cover sheets from interviewer▪ Create contact list▪ Follow-up on participants interests and requests▪ Contact individuals recommended by participants▪ Add participants to initiative listserv▪ Share summary reports

EpiMachine, LLC conducted interviews with pilot community leads to learn about reasons for participating in the pilot, processes for identifying interviewers and interviewees, any steps taken to customize the tool, and lessons learned. Interviews were conducted with all but the pilot community lead from the Leech Lake Band of Ojibwe. Findings, included in this report, were also shared during the 2020 ACEs Gathering. Importantly, most pilot communities were still in the process of conducting conversations, so the findings in this report are preliminary.

PILOT COMMUNITIES

Collaborative communities that participated in the pilot include:

- Beltrami Area Community Resiliency Squad
- Robbinsdale Redesign Family Services Collaborative
- PACT for Families, serving the counties of Kandiyohi, McLeod, Meeker, Renville, and Yellow Medicine
- 3 Counties for Kids, serving the counties of Brown, Sibley, and Watonwan

In addition, two communities not affiliated with a Children's Mental Health or Family Services Collaborative participated in the pilot. These include the East Metro African American and Immigrant Communities and Leech Lake Band of Ojibwe.

Reasons for Participating

Pilot community leads were asked to share their reasons for participating in *100 Cups of Coffee*. Interest was expressed in reaching community members whose voices are typically not heard, and reaching a broader audience across the entire service area. Several leads noted that the concept of sitting down with community members to get to know them and learn from them really resonated with initiative partners. Further, some communities opted into the pilot when physical distancing caused cancellation of Community Resilience Conversations.

Other Data Collection Methods Used

The *100 Cups of Coffee* tool is but one method used by pilot communities to gather input. Information about ACEs, resilience, community assets, and community needs were gathered through:

- Discussions and feedback forms used during ACEs training events
- Community health needs assessments
- World Cafe events
- Surveys
- Interviews
- Conversations during meetings with community partners (e.g., schools, law enforcement, youth-serving organizations)

These data will be used, in conjunction with quantitative data (e.g., Minnesota Student Survey data, child protection data, American Community Survey data, etc.) to guide Community Resilience Planning.

Recruiting and Training Interviewers

Pilot communities recruited interviewers by tapping into Collaboratives' members and/or individuals trained in the ACE Interface curriculum. Some communities took steps to ensure interviewers were identified from each county served (in multi-county service areas), as well as identifying interviewers from specific cultural communities (e.g., American Indian, African American, immigrant communities). While the number of interviewers ranged from three to twelve, all pilot communities expressed interest in increasing the number of interviewers. COVID-19 response efforts pulled away some interested interviewers.

One pilot community contracted with Peacemaker Resources to train interviewers. The training was recorded so that it could be used to prepare future interviewers. Also in that community, some *100 Cups of Coffee* participants expressed interest in being interviewers themselves.

Benefits of larger number of interviewers include dividing the workload (having each person conduct three to five conversations), and providing the opportunity for multiple people to build relationships in the community. Benefits of fewer interviewers are more consistent implementation and probing for more detail, and the cumulative knowledge that builds from numerous conversations.

Customization of the Protocol

One pilot community made more extensive revisions to the tool than others. To do so, they tasked a smaller group of stakeholders with bringing recommended changes to the larger group of interviewers. To ease the process, individuals within the small group were tasked with revision of specific sections of the tool. Revisions included a customized introduction, revised questions, and an updated set of instructions that included a flow chart (see Appendix B). Some other pilot communities ended up using this tool rather than the original *100 Cups of Coffee* protocol.

While all pilot communities provided a customized introduction to their local ACEs and resilience efforts, other customizations included:

- Adding more response options for sector representation
- Asking about demographics (e.g., gender, race/ethnicity, sexual orientation, age range, religious affiliation, city in which they live, city in which they work)
- Eliminating closed-ended questions
- Changing the tool name from *100 Cups of Coffee* to *One-on-One Community Conversations*

Recruiting Interviewees

Pilot communities used numerous approaches to identify and recruit participants. More than one pilot community tapped into participants from past ACEs trainings. Several identified individuals who are program participants or recipients of services (e.g., members of parent support groups, recipients of home visiting services). In some cases, pilot leads first reached out to community partners who work directly with those recipients to make the connection. One community reached out to a local homeless shelter to reach parents and caregivers.

Most pilot communities reached, or plan to reach, a diverse array of sector representatives (e.g., schools, public health, law enforcement, social services, faith community, behavioral health providers, parents, students, elected city and school board officials). Most also reached, or plan to reach, a diverse array of populations represented in the community (e.g., American Indian, African American, immigrant communities, individuals identifying as LGBTQ+).

While not all pilot communities offered incentives, some chose to honor participants' time with a small token of appreciation, such as coffee, hot cocoa, and/or a gift card. One community planned to treat participants to lunch so they could break bread together, but that was paused due to COVID-19.

Methods

Communities that started the pilot process prior to the pandemic conducted the conversations in face-to-face meetings. Following stay-at-home orders and physical distancing recommendations, conversations switched to phone or web platforms. While using a web platform with video sharing can help build rapport, it can be challenging to take notes and maintain eye contact. Consider asking for permission to record the conversation. Recording can help in the event of a fast-talking interviewee. For interviewers who prefer to take notes on a paper copy of the questionnaire, one pilot lead mailed printed copies to interviewers along with self-addressed, stamped larger envelopes for returning the completed cover sheets and interview forms.

Plans for Sharing and Using the Data

When asked who they plan to share *100 Cups of Coffee* findings with, pilot community leads cited:

- Presentations to Collaborative Boards
- Summary reports and/or presentation for interviewees/participants
- Share findings with participants of future Community Resilience Conversations
- Share with local planning groups working on diversity, equity and inclusion
- Share with policy makers
- Share with the broader community through media—social and traditional

In terms of how findings will be shared, some communities plan to share their data along with Minnesota Student Survey data and other data. Collaboratives serving multiple counties plan to report out for each county, as well as in aggregate, as sample size permits. One pilot community stressed the importance of carefully considering how findings will be framed to avoid enhancing community divides.

All pilot communities plan to use findings to inform Community Resilience Plans. Some plan to drive action planning by creating an action team, or multiple action teams each addressing a key theme. Most plan to invite interviewees and community members to help interpret and make meaning out of the results, to determine how to disseminate key findings, and to play a leadership role in action planning.

LESSONS LEARNED AND RECOMMENDATIONS

Lessons Learned

Participants' responses about community strengths, values, challenges and needs were influenced by key community events, including the COVID-19 pandemic and protests arising after the killing of George Floyd by Minneapolis police. The former spurred comments about the need for social connectivity, as well as concerns about distance learning (especially for youth with an IEP), unemployment, access to basic needs, and increases in domestic violence. The latter spurred more comments about the need for equity, inclusivity, racial justice, and difficult conversations about systemic racism and white privilege.

Pilot communities were surprised to learn how many interviewees were unfamiliar with ACEs. Many thought they had saturated the community with information on ACEs through presentations, training, documentary screenings, media posts, and conversations. *100 Cups of Coffee* findings revealed the need for continued training and education on the topic.

Given that people tend to have layers of identity, participants struggled to name one single community they most identified with. Several asked how "community" was being defined for the purpose of the conversations. Numerous participants also struggled with the word "values," and had an easier time identifying their own values as compared to those of the community they most identified with. Finally, while participants could readily name steps that could be taken that would have the greatest impact for the community, many struggled to identify action steps that would help them or their families. Some may have felt they did not have needs, while others may have been hesitant to name their needs.

Recommendations

Sending questions in advance can put interviewees at ease. However, in some cases it may result in "canned" or rehearsed responses. Probing for more detail may address that challenge. Allow ample time for each interview, anticipating roughly an hour and a half. When interviewing someone familiar, allow time for catching up. Ample time is also needed for cleaning up notes after the conversation, and reflecting on what was shared. Further, in light of recent events and physical distancing, interviewees may want to talk longer than anticipated. One participant from a pilot community eloquently stated: "Sometimes you just need someone else to hold your story, what you are going through. It is not about having them fix you or your situation but hold your story."

Consider asking participants about the communities they identify with in multiple ways. The appended tools include checkboxes for sectors each participant may represent. It can also be helpful to ask about geographic communities, including the geographic area in which they live (e.g., neighborhood, city, township, county, tribal lands) as well as the geographic area in which they work (if different). Also consider asking about other communities identified with such as cultural communities, faith communities, and affinity groups.

Some pilot communities asked interviewers to step out of their comfort zone and hold conversations with people outside their sector or social circle. This can help develop new relationships and new understandings. Conversely, some communities asked interviewers to talk with people they knew well in hopes of more open and honest conversations. Both can be helpful and important approaches to consider. One option would be to add a scaled question in the reflection section allowing the interviewer to indicate how well they knew the interviewee.

Be prepared for difficult situations that may require intervention or follow-up. In one pilot community, a couple of participants expressed emotional distress leading to concerns about suicidal ideation. In another community, mandated reporters participating as interviewers anticipated the possibility of learning about harm being caused to the participant or someone in their household. Consider bringing resources to share in the event of a challenging situation, including help line numbers. Have interviewers disclose at the start of the conversation if they are a mandated reporter and plan to act upon any concerns.

Finally, when planning to launch *100 Cups of Coffee*, be prepared to honor participants' time and insights by using the data collected to guide planning. Ensure the community resources and readiness are available to act upon the information and stories harvested. While it is likely not feasible to act on every recommendation received, plan for a clear process of reporting key themes and working to address those key themes through community-driven planning.

Robbinsdale Redesign Family Services Collaborative Case Study

Robbinsdale Redesign conducted 76 one-on-one community conversations as part of the pilot. Potential plans for using their findings include:

- Offering additional ACE Interface trainings, and continuing to identify community members for train-the-trainer opportunities
- Combining the *100 Cups of Coffee* conversation report with hard data pulled for annual needs assessment for the Family Service Collaborative Board of Directors – assisting with priority setting and budget allocations
- Sharing the report and MN Student Survey ACE data with interviewees and the community Developing a Community Resiliency Plan. Seeking media support. Asking community members to step up as priority leaders and sharing within their own sectors or municipalities
- Developing an evaluation tool to ensure ACE priority work and other collaborative priorities intersect and positively impact community resiliency
- Developing a central access spot for resource sharing

"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.)

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

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?

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"/>				
b. Receive help from a neighbor/community member	<input type="checkbox"/>				
c. Volunteer at community events	<input type="checkbox"/>				
d. Participate in community events	<input type="checkbox"/>				
e. Greet children in your neighborhood by name	<input type="checkbox"/>				
f. Volunteer elsewhere in the community, such as at a school, food shelf, community center, etc.	<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"/>				
b. There are opportunities to discuss community strengths and challenges with other community members.	<input type="checkbox"/>				
c. I feel a sense of belonging in my community.	<input type="checkbox"/>				
d. There are people I can turn to for help in my community.	<input type="checkbox"/>				
e. There are adequate support services in our community for individuals and families.	<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:

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
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

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?

What was most surprising?

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

What is new information?

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

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?

"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.

"100 Cups of Coffee" Community Resilience Interview Guide: Instructions

Section 1: Purpose

The purpose of the "100 Cups of Coffee" interviews is to:

- Build collaborative relationships in the community
- Inform Family Service and Children's Mental Health Collaboratives about community attitudes
- Invite those with lived experience of services into leadership to shape/improve those services
- Supplement and support Community Resilience Conversations
- Provide assessment and evaluation data for the Collaborative
- Collect information about existing resources, which could be the interviewees themselves, and/or resources and ideas that the interviewees share

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

++This process is meant to cultivate new ideas and generate energy and enthusiasm for making change. It is not intended to be a scientifically representative sample of an entire community.

Section 2: Interviewer Instructions

Before the Interview

- Be certain that you are familiar with the Interview Tool
- Establish with the community member a safe, public place and time for the interview
- If possible, fill in the top half of the Background Sheet before the interview. The second half should be filled in after the interview.

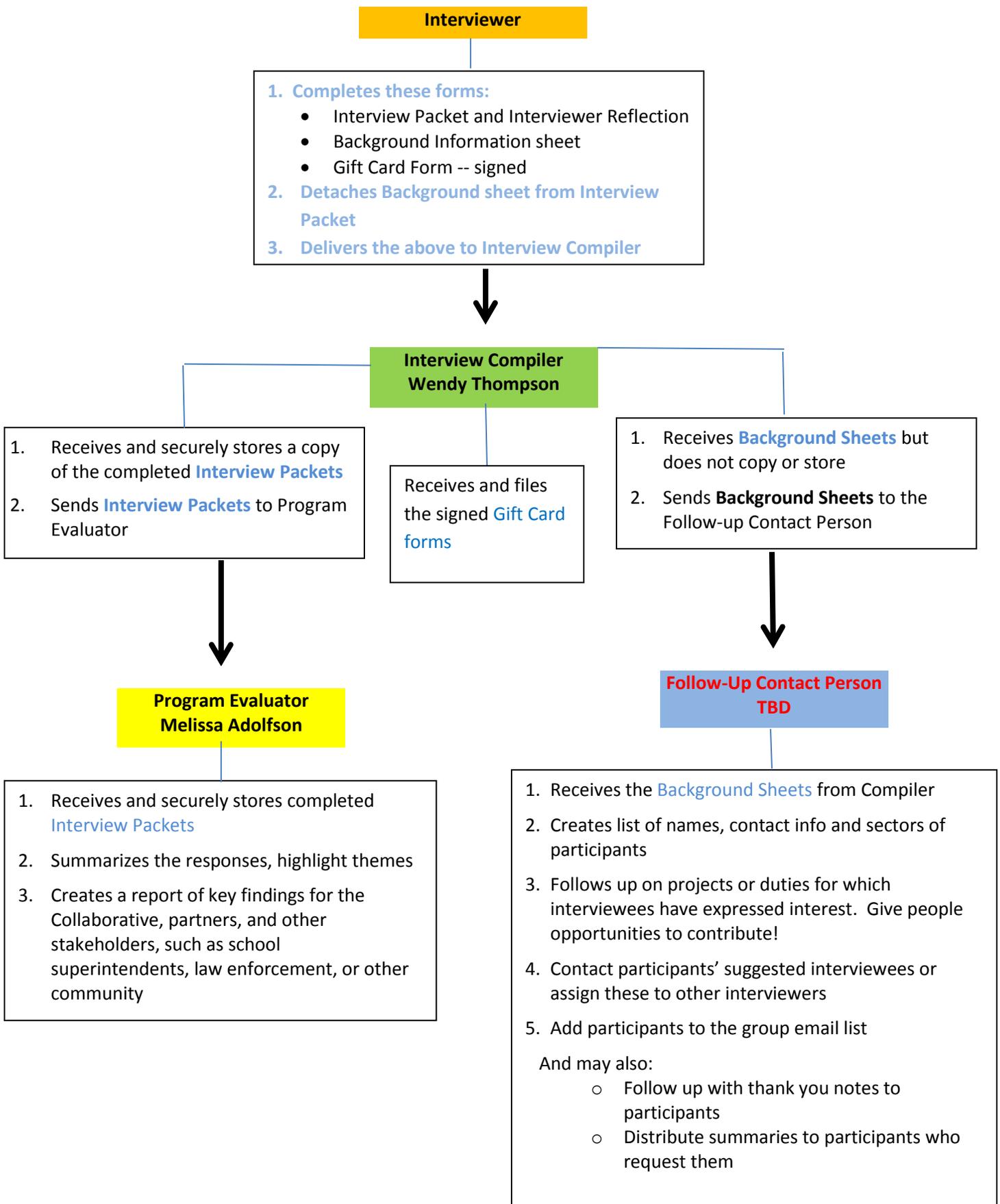
During the interview

- Encourage responses without leading the interviewee
- Remember that there are no wrong answers
- Avoid potential bias and judgement
- Be aware of your body language and how it is being received. Edit as needed!
- Balance listening and talking
- Be adaptable to the flow of the conversation, but steer as needed
- Listen for surprises!

After the interview

- Offer the gift card to interviewee. If accepted, have them sign and date the gift card form (grant requires)
- Complete the interview section by filling in anything you may have not had time to write down during the interview. Be sure you are accurately reflecting the respondent's answers.
- Complete the **Interviewer Reflections** page. Your summary is an important component of the interview.
- Copy responses to Questions 14-16 onto the Background Sheet.
- When completed, the Background Sheet should be detached, so as to anonymize the interviewee's responses.
- **Send both Background Sheet (separate envelope within), Interview packet and Gift Card form to:**

Section 3: Post-Interview Process



100 Cups of Coffee" Community Resilience Interview Packet

The following are the main points that we ask each interviewer to cover before starting any interview. To create more of a casual, welcoming setting, please feel free to summarize and say the following in your own style.

Interviewer:

1. Thank you for sharing your time. As a member of the Resiliency Squad (Beltrami Area Community Resiliency Squad), I want to thank you for being willing to share your time and ideas with me today.
2. We've asked you here because you are a community member that has your own experiences, perceptions and ideas, and we want to hear them. We believe in the wisdom of your opinions, so please know that while we're talking today there are no "right" or "wrong" answers.
3. The Resiliency Squad is made up of committed individuals that are involved in many different groups and roles in the Bemidji area. This squad is continually growing as any community member that supports or believes in our mission is welcome to participate.
4. **Our mission is** to expand the network of community members who provide input on what is needed for a healthier, more resilient community. We want to unite this expanded network of community members to implement strategies.
5. This conversation is one of at least 100 that we will be having. We hope that these conversations build new relationships and energize our community to better meet each other's needs and utilize our strengths.
6. After the interview I'll ask if you want to hear the results that come from this project in the coming months and whether you might be interested in participating in any ideas, plans, or efforts moving forward. I'll explain more about that after our conversation.
7. I've allotted 45 minutes for our conversation today. I don't want to take up too much of your time, does that amount of time work for you?
8. Confidentiality
 - a. I'll be jotting down your answers. I want to assure you that what you share will be separated from your name and contact information so that it is anonymous. The one person compiling all the ideas will not have your name or contact information (Show them the contact page and that you will rip that off the interview question section).
 - b. What we learn from this project will be shared without identifying individuals and their stories. That includes us as interviewers...we share lessons learned and not individual stories or names unless we have your permission.
9. At any time during the interview you can decline to answer a question or end the interview. I will respect your decision and I don't need an explanation as to why you've declined.
10. Is it ok if we start?

Interview Introduction At-a-Glance

1. Show appreciation
2. Why them? They have ideas!
3. What is the Resiliency Squad?
4. What is our mission?
5. One of 100 conversations!
6. Invite to learn about what we learn, and join us!
7. Confidentiality--paper and person
8. Time allotted
9. Flexibility--At any time can decline
10. The ask "Is it ok if we start?"

Participant's community role(s): _____

Interview Questions:

1. I am going to be asking you questions about "your community." What community do you most identify with?

2. In your opinion, what does your community do well to support the health, safety, and wellbeing of people who live here?

3. What values do you think are most important to your community?

4. What are the most significant challenges that your community faces?

5. What's something you know that you wish other people in your community knew and paid attention to?

6. What's one thing that could be done right now by the community that would make a difference for you or your family?

7. What is one thing that could be done that would have the greatest impact on improving wellbeing in your community?

8. What helps you feel connected to your community? *(If you don't feel connected, what might help?)*

9. When you need help, who do you turn to and how do they help?

10. What types of support services for individuals and families are missing in your community?

11. Could you please finish this sentence with your ideas? "I wish there was a place in our community where..."

12. Do you feel like you have a voice when decisions are made in the community?

13. What have we missed that you would like to share?

Interviewer Transition:

- A. Show appreciation for their time and ideas
- B. Confidentiality message –Reassure them that contact information will be separated from their interview responses.
- C. Project report access—Report will, at a minimum, be published on the Beltrami Area Service Collaborative website. The address is on the handout they will take with them.
- D. Invite them to stay connected:
 - Goal of 100 Cups: Build a larger network of people with different insights, talents, ideas and let more people be a part of what inspires them.
 - We welcome you to start by receiving information on where this project is going. Then you can get involved (or not) as you choose.

14. Would you like to stay connected to this project? You can learn about: Upcoming events, projects, and how to join in on some or all that the Resiliency Squad is doing.

Yes No

Email _____

Address _____

Phone _____

15. Have you ever heard about Adverse Childhood Experiences or ACEs? We will be doing community trainings on this topic and how it relates to wellbeing. Yes No

16. Who are some other people who you think we should interview?

If they offer names...

- ***Can we share that you thought they would be a great resource when we contact them?***
AND
- ***Would you be willing to let these folks know that we will be calling and to share with them why you thought they would be a great resource?***

Name	Community Role(s)	Email/Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____

Offer gift card...Thank you for your time!

"Interviewer Reflections"

As soon as possible after the interview, please take a few minutes to go through your notes. Add any detail you didn't have a chance to write down during the interview. Also, 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 and answer the questions below.

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

What was most surprising?

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

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?

On a scale from 1-10 (with 10 being the highest level), how open and comfortable did the interviewee seem to be? Please share any insights on what you noticed.

In your mind, what went well with the interview and what didn't go well? (to be used for process improvement)

"100 Cups of Coffee" Community Resilience Interview Guide Background 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"/> Spiritual 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/guardian | <input type="checkbox"/> Youth-serving organization |
| <input type="checkbox"/> Grandparent | <input type="checkbox"/> Daycare provider | |
| <input type="checkbox"/> Other: _____ | | |

Organizational affiliation (if applicable): _____

Contact information: Phone: _____

Email: _____

Address: _____

After the interview, please copy participant responses to the following questions from the interview response pages.

Was this participant familiar with Adverse Childhood Experiences? Yes No

Would this participant like to be added to the email list? Yes No

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

Are there other people who this participant thinks should be interviewed? Were they willing to call them in advance?

Name	Community Role(s)	Phone/email
_____	_____	_____
-	-	-
_____	_____	_____
-	-	-



Please detach this sheet. Submit the Interview Packet and this Background Sheet in separate envelopes to: