



Refugee Health Promotion Program Assessment Client Interview Guide

Facilitators:	Interpreter(s):	Language:
Date:	City, State:	

Introduction Script

Thank you for agreeing to join this meeting. I'm [NAME] and this is my colleague [NAME], and we work in the Office of Refugee Resettlement (ORR), which is a part of the government that provides funding for some of the services you may have received. We are here to meet with clients like you to learn from you about your experiences in the Refugee Health Promotion Program.

During this meeting, we encourage you to share openly about your experiences that are good as well as difficulties or issues you are experiencing. Our goal today is to learn from you. There are no right or wrong answers. Some questions are about the services you may have received or are currently receiving as a result of the Refugee Health Promotion Program. **We are not asking you to share your private medical information or anything that will make you feel uncomfortable.**

Our meeting today will last about 60 minutes. Please know that your participation in this meeting is voluntary. You may choose to not answer any question and may stop participating in the meeting at any time.

I have one final point to make. Your name and other identifying information will not be included in any notes, reports, or publications. However, we will need to report any suspicion of immediate harm to yourself, children, or others.

We value the time and information you will share with us today and want to make sure we accurately include all the details. With your permission, we will take notes (written and/or on a laptop computer). Those notes will not include your name. During the discussion, if you would like to stop the notetaking while you make a particular comment, please let us know and we will do so.

Internal only: Facilitator Tips:

- This interview is semi-structured and therefore the sequence of the questions might vary as well as the level of probing for information by the facilitator.



- The goal is to collect data on each topic area. Keep in mind that participant responses may cover multiple categories/data points. You may skip a question if you feel the data collection on that topic is sufficient and asking the question would be repetitive.
- Optional questions should be asked only if there is enough time to do so.

Internal only - ORR Learning Questions:

- How do recipients and subrecipients design and implement their RHP Programs?
- How are recipients and subrecipients utilizing RHP Program funds?

Interview Questions

1. Introductions

- a. Briefly introduce yourself using your first name only. [*Facilitator note: please use initials only in notes.*]

2. Program Enrollment and Services

- a. Tell me about [service or activity type client participated in].
 - i. [If receiving navigation and support services] Did anyone work with you to develop a list of goals you wanted to achieve during [service or activity type client participated in]? If so, how did you decide on (or, determine) the goals that were best for you?
- b. How did you first learn about [service or activity type client participated in] or [name of RHP Program in this state]?
 - i. Why did you want to participate in this/these activity(ies)?
 - ii. Has this assistance been effective at helping you address your needs?

3. Wrap Up:

- a. Are there any ways this program can/could have helped you more?
- b. Would you recommend this [service or activity type client participated in] to others? Why/Why not?

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