

FACIT WARMLINE INTERVIEW QUESTIONS

(SUPERVISION)

General Questions

1. How long have you worked here?
2. What expectations should Callers have about receiving Warmline support/information/services?
3. What is the most important thing a Responder can do for a Caller?
4. Do you feel you that Callers should be accountable for their actions here?
5. Is the pace at which a Caller wishes to participate or be involved respected here?
6. Is recovery an important component here and how is it defined?

7. Is spirituality (search for meaning and purpose) an important component of the program and how supported?

8. Do Responders/Callers have a chance to “tell their stories” here?

9. Do Staff/Responders/Callers receive information about the consumer movement here?

10. How is crisis prevention handled here?

11. Is there an emphasis placed on Callers being able to identify their own needs and Responders making sure that those needs are addressed through support/information/services?

12. Do Staff/Responders/Callers have a chance to learn to deal effectively with entitlement agencies?

13. How would you describe your relationship with traditional mental health services, social service agencies, and law enforcement?

14. If you could change anything you wanted about the Warmline, what would you change first?

FACIT Questions

1.2.2 Satisfaction/Grievance

Are there Warmline meetings held at which Staff/Responders can raise their concerns or offer help or assistance to the program?

How are concerns of Callers addressed?

1.3.1 TMHS

To what extent do you exchange information with traditional service providers? Provide referrals to them? Receive referrals from them? Exchange resources with them?

To what extent does Staff participate in local service network meetings?

Are Callers pressured into following through with referrals?

2.1.2 Access

Is the Warmline offered within rural areas and/or to areas where there is a concentration of consumers?

Describe the marketing efforts at your Warmline to keep Callers informed of services. What kinds of materials have you developed? How often are marketing materials distributed?

2.1.3 Hours

What are the hours of service?

Is the program open days? Evenings? Weekends? or holidays?

How are decisions on the hours/days of operation made?

Are there arrangements that the Warmline has made to provide Caller support after hours?

2.1.4 Cost

Is there a fee to Callers or does the Warmline offer a toll-free telephone number?

Is there a fee to Callers for participating in any other Warmline activities?

2.1.5 Disability Accommodations

Is the Warmline accessible with necessary accommodations to persons with physical disabilities?

Are written materials prepared in various ways, i.e., Braille, large print?

Does the program have a contract to use relay services?

To what extent do persons with disabilities other than psychiatric disabilities actually participate in activities?

2.2.1 Lack of Coerciveness

Are there requirements for Callers in order to be able to participate in the Program?

2.3.3 Sense of Community

Does the Warmline link Staff/Responders together in any peer group activities?

3.1 Peer Principle

Do Staff/Responders/Callers disclose that they have a psychiatric disability?

Do Responders and Callers share their stories and experiences as mental health consumers with each other?

3.2 Helper's Principle

Have you had the experience through the Warmline of helping someone out recently?

Was this experience helpful to you?

3.3 Empowerment

Has being involved in the Program helped you make any positive changes in your life?

How is it that you were able to make these changes?

Does the program make Callers feel that they have more control over their lives?

Does participation in this Program make Staff/Responders feel that they can help change the way mental health services are delivered?

3.3.3 Group Empowerment

Do you feel pride in being a member of the Warmline?

Do you feel that you can contribute/make an impact on the program?

3.4 Choice

What types of supports/information/services are offered at the Program?

3.5 Recovery

What is the Warmline doing to promote recovery or to show that it embraces recovery?

3.7.1 Spiritual Growth

Are there opportunities to share spiritual beliefs (search for meaning and purpose)?

What happens if a Responder shares his/her spiritual beliefs with a Caller?

3.7.2 Exploration in Meaning and Purpose

Are there activities which help or encourage Callers to express meaning and purpose in life such as writings, music, or poetry?

4.4.1 Formal (Scheduled formal groups and formal individual relationships)

Does the program offer Staff/Responders any formal, scheduled individual relationships or peer support groups?

Does the program offer Callers opportunities to participate in formal, scheduled individual peer relationships or peer support groups through teleconference or on-line?

4.1.2 Informal (Informal unscheduled groups and informal individual relationships)

Does the program encourage Staff/Responder informal, unscheduled peer groups or informal individual peer relationships?

Does the program offer Callers opportunities to participate in informal, unscheduled individual peer relationships?

4.4 Crisis Prevention

What are some of the ways that the Program helps Callers to avoid psychiatric crises?

How has participation in the Program helped you avoid a psychiatric crisis, if any?

4.5 Peer Mentoring and Teaching

Is there anyone at the Program that has been a mentor to you?

5.2.2 Job Readiness Activities

Can you provide examples of Program efforts to (1) improve Caller communication skills or confidence of Callers; (2) assist Callers in preparing resumes; (3) practice employment interviews with Callers; and, (4) support Callers in setting up employment interviews?

6.1.1 Formal Self-Advocacy Activities

Are Responders/Callers effective in obtaining services from other community agencies due to participation in the warmline?