FACIT WARMLINE INTERVIEW/FOCUS GROUP QUESTIONS (Responders)

General Questions

1. How long has each of you worked here?

2. What expectations should Callers have about receiving support and information here?

3. What is the most important thing you can do for a Caller?

4. Do you feel you that the Callers are expected to 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 (or search for meaning and purpose) an important component of the program and how is it integrated into the program?

8. Do Staff/Responders/Callers have an opportunity to "tell their stories" here?

9. Do 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 Staff/Responders insuring that needed information and supports are provided?

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

13. If you could change anything you wanted about this program, what would you change first?

FACIT Questions

1.1.3 Hiring Decisions

Is there a written policy regarding who can be hired as Warmline Staff/Responders?

1.1.4 Budget Control

Who decides the salaries of the Staff/Responders? Are consumers involved in these decisions?

1.1.5 Volunteer Opportunities

Is there an opportunity to become Staff/Responder after participating in the program as a Caller or volunteering in it?

1.2.1 Planning Input

Are there Warmline meetings in which Staff/Responders/Callers can state their desired changes?

If accommodations are requested, are they met?

Are there any accommodations/changes to be responsive to Callers that you would like to make but Warmline policies, funding sources, or laws/ regulations preclude you from making?

1.2.2   Satisfaction/Grievance

How are concerns of Callers about the Warmline addressed?

1.3.1 TMHS

To what extent do you exchange information with traditional service providers about the Warmline services? 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 to follow through with referrals?

2.1.5   Reasonable Accommodations

To what extent do Staff/Responders/Callers with disabilities other than psychiatric disabilities actually participate in the Warmline?

2.2.1   Lack of Coerciveness

Are there requirements Callers must fulfill in order to be able to participate in the Program? How are they developed?

How are the requirements or rules of participation shared with Callers?

2.3.3   Sense of Community

As Staff/Responders, do you ever informally link Responders to Callers or link Callers together?

3.1 Peer Principle

Have Staff/Responders disclosed themselves as having a psychiatric disability to others at the Warmline or to Callers?

Do Staff/Responders share their stories or experiences with mental illness with Callers? Do Callers share their stories or experience with mental illness with Staff/Responders?

3.2 Helper's Principle

Have you had the experience of helping out a Caller recently? Did the caller call you back and tell you about how your work as a responder helped him/her?

Was this experience helpful to you?

Do you ever feel obliged to follow the advice of other responders?

Have Callers ever been denied Warmline services if they didn't follow through with the advice of a Responder?

3.3 Empowerment

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

Have any of the Callers been able to make positive changes in their lives due to your support or information that you provided to them?

How were Callers 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 you feel that you can make changes in how the mental health system serves consumers?

3.3.3   Group Empowerment

Do you feel pride in being Staff /Responder at the Warmline?

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

3.4   Choice

What types of supports and information are offered on the Warmline?

Can Callers select the supports/information that they would like?

3.5 Recovery

How would you define recovery for persons with mental illness?

Do Staff/Responders/Callers move on with their lives because they received the support/information they needed from the warmline?

What does the Warmline do to promote recovery or to show that it embraces recovery for Staff/Responders/Callers?

3.7.1 Spiritual Growth

Are there opportunities for Staff/Responders/Callers to share spiritual beliefs (or one's search for meaning in life) at the Warmline?

Are spiritual beliefs (search for meaning and purpose) required or prohibited for participation in the program?

Do Responders/Callers feel comfortable discussing their spiritual beliefs?

3.7.2 Exploration in Meaning and Purpose

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

Peer Support

4.4.1 Formal (Scheduled formal groups and scheduled, formal individual relationships)

How often do Staff/Responders meet as a group for peer support or training.

Do callers have the opportunity to communicate through teleconferences or on a website?

Do callers ever participate in scheduled, formal individual peer support or group peer support through the warmline program?

4.1.2 Informal (Informal, Unscheduled groups and informal individual relationships)

Do Staff/Responders ever meet informally as a group for peer support or to problem-solve? If yes, how often?

4.4 Crisis Prevention

What are some of the ways that Responders help Callers to prevent a psychiatric crisis?

Do you believe that using the Warmline has helped Callers stay out of the hospital and use peer approaches to prevent psychiatric crises?

How has participation in the Warmline helped you avoid 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) provide Callers with practice in employment interviews; and, (4) support Callers in setting up employment interviews?

6.1.1 Formal Self-Advocacy Activities

Are Callers more effective in obtaining services from other community agencies due to participation in this program?