Parent-Child Assistance Program
UNIVERSITY OF WASHINGTON ADDICTIONS, DRUG & ALCOHOL INSTITUTE
SEATTLE, WASHINGTON (206) 543-7155
http://pcap.psychiatry.uw.edu/

Client Exit Interview Protocols

WHEN

- The target window of time for scheduling the exit interview is one month before to one month after the client's projected exit date (3 years post enrollment date).
- The interview may be conducted up to six months early if the client:
  - has been difficult to locate and is found prior to the target window (particularly if you suspect she may disappear again);
  - is moving out of area;
  - requests to leave the program early.
- An interview prior to 30 months in program is considered an "Early Exit" and requires authorization from the UW PCAP director via SharePoint. Early exits should be documented on the Edit Client page under Exit Information in DatStat.
- Exit interviews may be conducted more than six months past the client's exit date if clients are willing to do an interview. We are always interested in collecting their information. Site exit interviewers should contact one of the UW PCAP staff for instructions on how to complete an exit interview that's more than six months past exit.
- Under the current IRB protocol, ASI interviews may not be conducted with clients who are:
  - obviously under the influence and unable to give voluntary consent or understand or answer questions;
  - currently in prison, jail, on furlough, in work release, under house arrest or being detained in treatment or other setting as an alternative to criminal prosecution, e.g., Drug Offender Sentencing Alternative ("DOSA") and Family & Offender Sentencing Alternative ("FOSA") or as part of a court order. Interviews may be conducted with women on parole.

WHERE

- Office
  - Interviews ideally take place in a private room at a PCAP office where the interview cannot be overheard. In close quarters, some PCAP offices use white noise machines to prevent the interview from being overheard.
- Neutral Location
  - If the client absolutely cannot come to the PCAP office, the interview can take place in a neutral location, such as a private room in a treatment center, as long as privacy can be insured.
- Phone or Zoom
  - The interview can be done by phone or Zoom as long as the case manager assists the client arrange for **privacy without interruption**, and brings or sends the consents and calendar paperwork to her.

RESPONSIBILITIES

Site Responsibilities:

- Schedule the exit interview directly with the exit interviewer, or via SharePoint.
- Prior to the interview, the exit interviewer must be informed of the client's name and ID number and how many case managers the client has had and for how many months each. This information is entered into the Client Close-Out form (completed at exit by case managers), by the supervisor in the Edit Client page, by the office assistant in the Access database, or deduced from Time Summary Reports.

- After the interviewer has entered the data, the interviewer gives all exit paperwork to the supervisor or office assistant, who then files the Exit ASI and Inventory into the data file. The exit ASI face sheet and consent and authorization forms are filed in a separate folder. The complete data file is faxed to UWPCAP, and the consent paperwork is mailed to UW PCAP. See Evaluation Data File Faxing Protocol.

Supervisor Responsibilities:

- Keep track of clients whose exit dates are coming up. In supervision, monitor the tracing and scheduling of all clients due to exit.
- If the client is missing as her exit date approaches, use all available resources to help the case manager locate the client. For clients who have been missing and are found prior to the target window time, the exit interview may be conducted early. Obtain authorization from the PCAP director for exits prior to 30 months in program.
- Monitor that the exit data has been entered into DatStat within one week (maximum) or less after the interview is completed.

Case Manager Responsibilities:

- Do not approach the client about scheduling an exit interview if she is currently in prison, jail, on furlough, in a work release program, under house arrest, or being detained in treatment or other setting as an alternative to criminal prosecution, e.g., Drug Offender Sentencing Alternative ("DOSA") and Family & Offender Sentencing Alternative ("FOSA") or as part of a court order.
- Read to the client the appropriate Program Staff Exit Interview IRB script, available on PCAP website.

> ***Script for program staff (clinical supervisors or case managers) to inform participants of the follow-up interview:***
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> *"When you started PCAP, ________________ interviewed you and told you after 3 years (clinical supervisor name) a UW researcher would like to interview you again. You have been in PCAP now for 3 years. Do you have a few minutes to talk about this? The researcher would like to give you information to help you decide if you want to participate in the study exit interview. If you decide to take part, she will interview you for about two hours and ask you to fill out a form. She'll pay you $20 or give you a $20 gift card for taking part in the interview. You don't have to be in the study if you don't want to. You won't be punished in any way if you decide not to take part. If you agree, I can schedule a time to pick you up and bring you to the PCAP office to talk with the researcher. If it's not convenient for you to meet at our office, we can go to a place that's better for you, as long as it's private. I can take care of your child(ren) while you talk to the researcher." Do you have any questions?"*
>
> *If the participant says no: "I understand. Thank you."*
>
> ***Other scripts pertaining to the exit are on the PCAP website/Protocols and Forms under Washington State Institutional Review Board (IRB).***

The IRB script can be saved to smart phone 'Notes' app for easy access in the field.

- Identify the exit interviewer's available times and schedule the exit interview with the graduating client.
- Inform the client that she should allow two hours for the exit interview.
- Ask client to arrange for reliable childcare prior to the interview. If this is not possible and the client must bring her child(ren) to the interview, it is the case manager's responsibility to care for the children during the interview.
- Provide transportation for client to the interview location and back home again afterwards. Do not rely on the client to transport herself or get a ride from someone else.

- Confirm the interview date and time with the client frequently before the appointment and on the day of the appointment. Confirm the appointment with the interviewer the day before the appointment, and keep the interviewer informed of any last minute changes.
- If the client has been missing and the case manager continued to serve the target child and caregiver, it <u>is not</u> permissible to ask the guardian the exit interview questions.
- If the client has died, however, it is permissible for the case manager to ask the caregiver 1) if he/she would be willing to talk to the exit interviewer for a few minutes to answer some questions about the TC as part of PCAP evaluation; and 2) permission to give the interviewer the caregiver's phone number. Then provide the exit interviewer with the caregiver name and phone number so the interviewer can obtain information on the TC.
    - Note: If the missing client is located later and agrees to do an exit interview, an interview may be scheduled.

<u>Exit Interviewer Responsibilities:</u>

- Prepare all of the necessary paperwork: the Exit ASI and face sheet, the Case Manager-Client Relationship Inventory, the consent form and authorization, the calendars, and the rating scale.
- If conducting the interview remotely, confirm with the case manager that the client has the necessary paperwork, has childcare and a private space arranged for the interview (ideally the PCAP office), and that the $20 gift card or cash is ready to give to the client after the interview.
- Consent process: offer to read or ask the client to read and sign the Follow Up Consent Form and the Authorization to contact her in the future, using names and numbers she give us to help trace her should she move.
- If the client appears to be under the influence and unable to give her voluntary consent, explain why the interview cannot take place at that time and ask the client to talk with her case manager about scheduling the interview at another time.
- Conduct the Exit ASI interview and the Case Manager-Client Relationship Inventory.
- If the client has died and the case manager has continued to work with the TC and guardian, or, if the TC has been out of the client's custody and the client has given permission for you to interview the TC caregiver/guardian, use the IRB Guardian Script when first contacting the caregiver (no guardian consent necessary). If the TC is in state foster care, ask the client for the name and number of the social worker, who you will contact to ask permission (via SW Authorization) to contact the foster parent.
    - Only ask questions about the TC; code client portions of interview with -9's.
    - If a client who is missing at exit is located later and is willing, the exit interview may be administered at that time.
- Give the client $20 remuneration (the PCAP site provides this).
- Give copies of the consent and authorization forms to the client before she leaves.
- Enter exit ASI and Case Manager-Client Relationship Inventory into DatStat within one week (maximum) or less after the interview is completed. At the same time, open "Edit Client" and enter exit information.
- Give all exit paperwork to the site supervisor or office assistant for processing and mailing to FADU. Exit paperwork includes: the exit ASI (with calendars used), the Case Manager-Client Relationship Inventory form, the exit ASI face sheet, consent form, and authorization form.
- If conducting interview at a location other than the PCAP office, keep all personally identifiable information in a safe and secure (locked) location separate from data, until it can be submitted to the PCAP site office.