

CLIENT INTERVIEW INSTRUMENT (CII)

ACCESS LOG (for DHHS BPQ USE ONLY)		
Name	Date	PURPOSE

CLIENT NAME:	0	0	
SAMPLE CATEGORY:			
CMHC STAFF NAME:	0	0	
STAFF POSITION:			
CMHC:	0		
PERIOD UNDER REVIEW:	1/0/1900 to 1/0/1900		
INTERVIEW COMPLETED BY:			
DATE(S) OF INTERVIEW:			

Hello and thank you for talking with us today, _____. My name is _____ (R1), and I'm working with _____ (R2). _____ (R2) and I work for the Department of Health and Human Services, Bureau of Program Quality, not the Mental Health Center, and today we will be asking you about the mental health services that you have received over the past 12 months from _____ (CMHC).

Our interview today is part of the state's effort to improve the mental health services in NH. We are including all the Mental Health Centers in NH in this project and talking to people who receive mental health services, like you, and the staff who provide those services. Your feedback is so important to this process.

During the interview, I'll be asking most of the questions about the services you have received over the past 12 months from _____ (CMHC) and _____ (R2) will be typing in your responses. We ask the questions in the same way and in the same order to everyone participating. Some questions are "Yes or No" questions, others are open-ended. All your answers are confidential. The only exception to confidentiality would be if you said something that sounded like you or others might be unsafe. In that case, we may need to notify others.

We do interviews in teams so that we can make sure we enter the answers in the correct places, and at times I may need to ask _____ (R2) what number we are on.

If you need me to repeat anything, feel free to stop me. Do you have any questions before we begin?

ASSESSMENT/TREATMENT/SERVICES

In this first section we're going to ask about what you're working on with staff at _____ (CMHC) and some of the services you have received. Typically, these are the things that may be on what's known as your treatment plan, or it may be referred to as an individualized service plan.

CII Q1 Have you talked with _____ (CMHC) staff in the past 12 months about your needs and what you want to work on? Yes or No?

If NO, SKIP to Q3

CII Q2 How often do you do that?

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CII Q3 Do you talk with staff often enough to meet your needs? Yes or No?

CII Q4 Have _____ (CMHC) staff talked to you about your strengths, the things you are good at, your skills, or abilities? Yes or No?

CII Q5 Tell me about how the staff help you meet your goals.

CII Q6 Tell me about how **you** are involved in your treatment planning and setting goals?

CII Q7 Is there anyone you wish had been included in your treatment planning who wasn't? Yes or No? (**REVIEWER: If YES, ask who:**)

CII Q8 What do you do if you want to change your goals or work on new goals?

CII Q9 Please explain how your treatment plan is able to help you:

CII Q10 Have staff discussed what services are available at _____ (CMHC) to help you meet your needs and reach your goals? Yes or No?

SERVICE DELIVERY

The following questions are specific to the services listed on your treatment plan.

REVIEWER: For ALL "ID" with a YES, ask the question that follows:

CII Q11

Are you able to get all the case management supports and services you need from your case manager? Yes, No, or Somewhat?

CII Q12

Are you able to get all the prescriber services you need from your _____ (CMHC) psychiatrist or nurse practitioner, such as prescriptions and help making sure your medications are right? Yes, No, or Somewhat?

CII Q13

Are you able to get all the nursing services you need from the _____ (CMHC) nurse? Yes, No, or Somewhat?

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CII Q14

Are you able to get all the therapy you need from your therapist? Yes, No, or Somewhat?

CII Q15

Are you able to get all the functional support services you need, such as support in your home or community with managing mental health symptoms, using your coping skills, help with your medication, or support with your daily living activities, from your FSS worker? Yes, No, or Somewhat?

CII Q16

Are you able to get all the substance use disorder treatment services you need from the mental health center? Yes, No, or Somewhat?

CII Q17

Within the last year, did **all** of your services start when you needed them to? Yes or No?

If "YES" SKIP to Q19

CII Q18

What services within the past year did not start when you needed them to?

CII Q19

Overall, are you able to get all the services and supports you need to meet your current needs and achieve your goals? Yes, No, or somewhat?

[STOP AND CHECK INDICATOR BELOW]

CII Q20

What else do you need to meet your needs and reach your goals? [**REVIEWER**: only prompt with services indicated below if needed]

ACT

The next several questions are specific to ACT and the services you receive from your ACT team.

CII Q21

Do you get all the ACT services you need from your ACT team? Yes, No, or Somewhat?

If YES, SKIP to Q23

CII Q22

What are the ACT services you need or want that you aren't getting?

CII Q23

Where do you receive most of your services from _____ (CMHC), your home, the community, or the CMHC office?

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Where do you *prefer* to receive those services?

CII Q24 What staff do you typically meet or speak with from _____ (CMHC)? Anyone else?

CII Q25 Do you see your ACT staff as often as you feel you need? Yes or No?

If YES, SKIP to HOUSING

CII Q26 Please explain/tell me more about that:

HOUSING

The next several questions are about your housing and any services or supports you receive to help you find or maintain adequate housing.

CII Q27 Can you tell me a little bit about your current living situation, including the type of housing you have? [REVIEWER: If the indiv mentions "staff" or "supported" in his/her response or his/her meaning is unclear or prompts you to possibly select any option other than private res-independent, prompt for clarification re: staffing or dependent needs to ensure you have the supporting narrative for your selected housing option.]

CII Q28 What town or city do you live in?

CII Q29 In the past 12 months, have you had any concerns about your safety related to your home or neighborhood? Yes or No?

If NO, SKIP to Q31

CII Q30 Tell me more about that. **Has it been taken care of or is it a current concern?**

CII Q31 Have you been at risk for losing your housing at any point in the past 12 months? Yes or No?

If NO, SKIP to Q33 **REVIEWER - For Homeless Q Version only: If the indiv answers Yes to at least 1 Q above, select YES.**

CII Q32 Tell me more about that. What were the reasons?

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CII Q33 Have you experienced homelessness in the past 12 months? Yes or No? **REVIEWER: Skip if homeless.**

CII Q34 How many places have you lived in the past 12 months, including where you live now?

CII Q35 When you moved during the past 12 months, did you have a chance to talk with _____ (CMHC) staff about what you wanted in a place to live? Yes or No?

CII Q36 This next question is a list of actions that are sometimes taken when moving from one place to another. Could you please indicate with a Yes or No which of the following activities you were involved in when you moved during the past 12 months? **Did you:**

Look at one or more property listings, apply to one or more places, or see pictures of one or more places before moving?	
Meet, talk, or communicate in some way with the landlord, building staff, neighbors, family, roommate, or realtor before moving?	
Get to visit or see the place before moving?	
Have the opportunity to accept or reject the place ?	

CII Q37 Are you currently looking for a different place to live? Yes or No? **(REVIEWER: If YES, ask:) Why?**

CII Q38 Have you had a chance to talk with _____(CMHC) staff about what you want in a place to live? Yes or No?

CII Q39 How is _____ (CMHC) helping you with your plans to find a a different place to live?

CII Q40 What things are important to **you** in a place to live? **[REVIEWER: If individual responds "Safety," prompt for clarification so that we may determine if the indiv means physical environment of unit/home, or external factors, or if they mean stability.]**

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CII Q41 Does the place you live now include most of those things? Yes or No?

CII Q42 The next question is a list of common services and supports related to housing. Please indicate with a Yes or a No which of the services you are receiving or have received in the past 12 months from _____ (CMHC).

Service/Support	Received in Past Yr from CMHC
Budgeting	
Shopping	
Maintenance/Cleaning	
Landlord/Neighbor/Roommate	
General paperwork related to housing	
Looking for housing	
Help in getting furnishings	
Help with moving arrangements	

CII Q43 Are you able to get ***all*** the housing supports and services you ***need*** from _____ (CMHC)? Yes or No? **(if no, ask:)** What other housing supports do you need?

CII Q44 Do you get housing supports and services from _____ (CMHC) ***as often*** as you feel you need? Yes or No?

CII Q45 Do you have enough ***support*** to achieve your housing needs? Yes or No? **(if no, ask:)** Tell me about what other supports you would need.

CII Q46 Is there anything that would have been more helpful regarding the housing services and supports you may have received at _____ (CMHC)?

EMPLOYMENT

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The next several questions are about employment goals, jobs, and the services and supports available from _____ (CMHC) to those interested in working.

CII Q47 Are you currently working? Yes or No?

CII Q48 Where do you work and what do you do there? (Prompt to see if competitive)

CII Q49 About how many hours do you work each week?

CII Q50 Are you satisfied with the amount of hours you work? Yes or No?

CII Q51 Are you interested in working more hours? Yes or No?

CII Q52 In the past 12 months, have staff checked in with you about your employment goals/interests? Yes or No?

CII Q53 In the past 12 months, have you been interested in receiving help from _____ (CMHC) with finding or keeping a job? Yes or No?

If NO, SKIP to Q55

CII Q54 What things have you been interested in receiving help with to find or keep a job?

CII Q55 Are you aware of a service offered by _____ (CMHC) called Supported Employment? Yes or No?

CII Q56 In the past 12 months, have you received any help in finding or maintaining a job whether through Supported Employment, or in other ways? Yes or No?

If NO, SKIP to Q58

CII Q57 Please tell me more about the services you have received related to finding or maintaining a job, including who provided the services:

CII Q58 Have your employment goals or needs changed over the past year? Yes or No?

(REVIEWER: If yes, ask:) How so?

If NO, SKIP to EMPLOYMENT INTEREST IDENTIFIER

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CII Q59 Have you discussed these changes with _____ (CMHC)? Yes or No?

If NO, SKIP to EMPLOYMENT INTEREST IDENTIFIER

CII Q60 How has _____ (CMHC) helped you with that change in employment need or goal?

CII Q61 Are you able to get ***all*** of the employment related services you ***need*** from _____(CMHC)?
Yes or No? **(If no, ask:)** What other employment related services do you need?

CII Q62 Do you get employment supports and services ***as often*** as you feel you need? Yes or No?

CII Q63 Do you have enough ***support*** to achieve your employment goals? Yes or No? **(If no, ask:)**
Tell me about what other supports you would need?

CII Q64 In the past 12 months, has anyone explained to you how employment may or may not
affect any benefits you may be receiving? Yes, No, or Not sure?

CII Q65 Is there anything that would have been more helpful regarding the employment-related
services and supports you may have received at _____(CMHC)?

CRISIS

This next section is about the services and supports available through _____ (CMHC) for mental health crises. When we say mental health crisis we mean difficult times when someone may be feeling out of control, unable to function the way he/she would like to, or having thoughts of hurting him or herself or someone else. These next questions are about what you might do or have done to take care of yourself, and the services and supports you may have used from the Center, during difficult times like this. We will not need to know the details of any times you may have felt this way. We just want to know the tools and resources you might use or have used in a situation like this.

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CII Q66 Who are the people in your life you could call if you were having a mental health crisis? Anyone else? Anyone else?

CII Q67 What might you do to help yourself during a mental health crisis?

CII Q68 Has _____ (CMHC) helped you in developing a plan to take care of yourself during a mental health crisis? Yes or No?

CII Q69 The next question we're going to ask is about mental health crisis services. Please think about any mental health crisis services you have received from _____ (CMHC), whether a visit to the hospital was involved or not. This could be by phone or in person. **Have you reached out to _____ (CMHC) emergency services or for mental health crisis support in the past 12 months? Yes, No, or Not Sure?** (Include any narrative response offered in the box below.)

CII Q70 Rapid Response Team (RRT) is a 24/7 service sometimes called mobile crisis. It is available 24/7 by phone and/or in person. Have you met with a rapid response team in the past 12 months? Yes, No, or Not Sure.

CII Q71 What have you done to take care of yourself during your mental health crises in the past year? What were the coping skills you used?

CII Q72 Have staff at _____ (CMHC) talked to you about what you can do if you are experiencing a mental health crisis? Yes or No.

CII Q73 During your mental health crisis(es), how have staff helped and supported you?

CII Q74 During your mental health crisis, did staff explain what would happen next in a way you understood? Always, most of the time, occasionally, or never?

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CII Q75 Have you been able to get all the mental health crisis/emergency supports and services you needed? Always, most of the time, occasionally, or never?

CII Q76 Were you able to get help quickly enough? Always, most of the time, occasionally, or never?

CII Q77 Have the mental health crisis services you received from _____(CMHC) helped you to feel like you did before the crisis? Always, most of the time, occasionally, or never?

CII Q78 What have **you** found to be the most helpful in managing a mental health crisis or what would have been more helpful regarding the mental health crisis services you have received?

CII Q79 You mentioned earlier that you had met with the rapid response team in the past 12 months. What was that experience like for you?

CII Q80 Where have you received rapid response team services?

Did the services allow you to stay in the community, or did you then visit an emergency department?

CII Q81 Have you stayed at a crisis apartment in the past 12 months? Yes or No?

CII Q82 Do you have anything else you would like to share about the crisis services at _____(CMHC)?

TRANSITION/DISCHARGE

The record indicates that your most recent psychiatric inpatient admission was:

1/0/00

to

1/0/00

at

0

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Is that your most recent admission? (Allow individual to respond). The next several questions are about that admission and the process for returning home and back to your community.

INDV. ENDORSES ANY IPA:

Select NO only when the individual does not endorse ANY IPA within the PUR. If NO is selected, SKIP to SOCIAL SUPPORTS AND COMMUNITY INTEGRATION SECTION

Incl. any narrative response in the box:

CII Q83 While at _____ (IPA facility), did you ever talk with a community provider about services in the community? This would be someone other than the staff that worked at the facility at which you were staying. Yes, No, or Not sure?

CII Q84 This next question is a list of activities that are commonly used in making a plan to return home after a psychiatric inpatient admission. Could you please indicate with a Yes or No which of the following activities you were involved in while you were at _____ (IPA facility)? **Did you:**

Attend a treatment planning or discharge planning meeting?	
Work on a safety plan or recovery plan, such as a WRAP plan?	
Talk with staff about your follow-up treatment appointments in the community?	
Talk with staff about where you were going to live when you left?	
Talk with staff about risk factors or things that might be difficult for you when you went home?	
Talk with staff about any medication changes and plans?	
Participate in therapeutic groups or activities at the hospital that helped you plan and prepare for your return home?	

CII Q85 What is important to **you** in planning for your discharge from an inpatient facility? What are the topics **you** think need to be addressed in a discharge plan?

CII Q86 Was there anything you felt you needed more help with in preparing to leave _____ (IPA facility). If so, what?

CII Q87 Please tell me about any communication you had with _____ (CMHC) staff while you were at _____ (IPA facility)?

CII Q88 Did you discharge to your same home or living arrangement when you left _____ (IPA facility)? Yes or No?

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CII Q89 Were you satisfied with where you returned to live when you left? Yes, No, or Somewhat?

If YES, SKIP to Q91

CII Q90 Can you tell me a little more about why you weren't entirely satisfied?

CII Q91 Thinking about your support system, job, housing, and your goals, after you were discharged, how did being away at _____ (IPA facility) impact you?

CII Q92 Did you continue contact with your support system or begin spending time with other supportive people after you returned home? Yes or No?

CII Q93 Is there anything about being home that was difficult or different due to returning from the hospital or facility?

COMMUNITY INTEGRATION AND SOCIAL SUPPORTS

The next section is about the people in your life you go to for support on your path to mental health recovery other than staff at the mental health center, such as friends, family, and community supports.

CII Q94 Aside from staff from the mental health center, who are the people around you that you feel supported by?

CII Q95 Who plans your day and how you spend your time?

CII Q96 Aside from staff from the mental health center, who do you spend time with? Think about any social groups or activities you may be involved in, including family, friends, work, fitness groups, clubs, religious services, sobriety support groups, and peer groups?

CII Q97 Aside from staff from the mental health center, can you please tell me how the people in your life help and support you with your treatment and mental health recovery?

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CII Q98 Do you feel that your family, friends, and/or community give you enough support with your treatment and mental health recovery? Yes, No, Somewhat?

CII Q99 Does your support system meet your needs? Yes or No?

If YES, SKIP to Q102

CII Q100 Is _____ (CMHC) helping you work towards improving your support system? Yes or No?

If NO, SKIP to Q102

CII Q101 How so?

CII Q102 When people are part of their community, they do certain things within their community. They might shop, work, visit a food pantry, go to the library. They may eat in local restaurants, visit the park, or participate in other outdoor community activities. They may go to town or city meetings, local recovery meetings or places of worship, or they may take classes or take part in clubs or organizations in their community. Thinking about the things I just mentioned or any other activities that the list brought to mind, how are **you** part of **your** community? Anything else?

CII Q103 Has _____ (CMHC) given you information about the services and supports available to you in the community, services not directly provided by them? Yes or No?

If NO, SKIP to Q105

CII Q104 Tell me about that:

CII Q105 Have you received any services or support from a peer specialist who works at _____ (CMHC) such as from [read names below]? Yes or No?

If NO, SKIP to Q107

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CII Q106 Are you able to get all the support you need from the peer specialist at _____ (CMHC)? Yes or No?

CII Q107 Are you aware of peer support agencies such as **Name of PSA**? Yes or No?

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CII Q108 Are you aware of the peer support warmline? Yes or No?

CII Q109 Have you used any peer support agency in the past year? Yes or No?

If NO, SKIP to Q111

CII Q110 Tell me about that:

CII Q111 Is there anything that would have been more helpful regarding the community and social support services you may have received at _____(CMHC)?

OVERALL

CII Q112 Thinking about your services overall in the past year, how supported do you feel by your treatment team? Very Supported, Somewhat Supported, Not Very Supported, Not Supported at All?

CII Q113 Overall, how satisfied are you with the services you have received at the mental health center? Very Satisfied, Satisfied, Neither Satisfied Nor Dissatisfied, Dissatisfied, or Very Dissatisfied?

CII Q114 Thinking about the _____ (CMHC) staff you've worked with in the past year, overall have you been treated with kindness and compassion? Yes, No, or Somewhat?

CII Q115 Have you had any barriers in the past 12 months to participating in services and attending your appointments? Yes, No, or Not Sure?

If NO of NOT SURE, SKIP to Q117

CII Q116 What were those barriers?

CII Q117 Is there anything else you'd like to tell us about your experiences at the mental health center and the services you have received that we have not asked about?