

QUALITATIVE INTERVIEW GUIDE: FOR PUBLIC SAFETY-PUBLIC HEALTH STAFF

INTRODUCTORY SCRIPT

Thank you for agreeing to be part of this interview. The reason you are here today is because we want to hear more about your involvement and work with post-overdose outreach programs. Your input is important to us because it helps us better understand the impact of post-overdose outreach programs in Massachusetts communities.

We are interested in your honest opinion, whether it is positive or negative. We will not share what you tell us with anyone outside of this research study. We will use what you tell us today to understand how these programs work best. We will summarize what we learn from you today and may use quotes that represent what we learn, but nothing will be traced back to you or anyone who participates in this study.

Some of the questions I will ask may deal with sensitive topics. Please remember that you do not have to answer any questions that make you feel uncomfortable, and you can also stop and leave the interview at any time.

There are no right or wrong answers to any of the questions I will ask today, so please feel free to speak openly and honestly. All ideas are equally valid, and I want to learn about your experiences and hear your opinions.

This interview will take less than 60 minutes. As a reminder, we will be recording this interview so I can focus on our discussion without having to take too many notes. No one outside of this study will have access to these recordings and the audio recordings will be deleted from the recorder once uploaded to a secure computer. The recording will be used for the research purposes of this study only. To protect your privacy, please don't provide any identifying information, such as names. If you do tell us names, we won't include them in transcripts.

Before I begin, please tell me:

- May I record the interview? Yes No

Thank you. [Start recording.]

Do you have any questions for me? Let's begin.

PROGRAM DESCRIPTION

1. Tell me what it's like to be a part of post-overdose outreach.
 - How has being part of this program impacted how you see your work and your role in the community?
 - Tell me about how other people in your organization or department think of this work.
2. In your own words, how would you describe the goals of the program?
3. Tell me about the history of the program.
 - What are the lessons learned so far?
4. Tell me about the biggest challenges you face doing this work.
5. Are there certain elements or resources that you feel are vital to the success or survival of the program?
6. Tell me about your role in this program.
 - What are the other roles on the team?
7. Tell me about the training that staff receive for this program.

IDENTIFYING PEOPLE TO CONTACT

8. Tell me about the people you typically reach out to.
9. How do you typically identify potential people to reach out to?
 - Police or fire records? 911 calls? Other PWUDs? Other ways?
10. How are the records of potential contacts or outreach efforts kept?
 - Who has access to this data?
 - Tell me how you decided on this approach. Did you get feedback from other stakeholders?
 - How is this data shared? With whom?

11. How do you decide your approach to the outreach after you've identified someone to reach out to?

- Who makes the initial contact? Does the team meet to talk before the visit?

12. Walk me through your last outreach visit, from start to finish.

- How did you introduce yourself at the door? How is the overdose talked about in the beginning, if at all?
- Does your team make it a practice to limit your presence to the front door?
- Tell me about, if any, decisions your team makes to be in or out of uniform.
- Tell me how you came to these decisions.

13. Tell me about how a recent interaction went with a person you reached out to.

- How many times do you try and contact someone you're reaching out to?
- How long do you typically stay?
- Tell me what you would do if no one was at the door.
- Tell me about your approach if the overdose was fatal.
- Tell me about your approach if your contact is with a friend or family member and not the overdose survivor

INTERACTION WITH PEOPLE

14. Tell me about some successes you've encountered at recent outreach visits.

- Is there a particular outreach effort that really stands out to you as a success? Tell me about that.
- What goals do you have for a successful outreach?

15. Tell me about the materials or items you bring with you to an outreach visit? ("toolkit?")

- What have to found to be most effective?
- Provide information? {If they give out a packet,} Can we have one? {If not,} What's in it?
- Do you leave naloxone with the survivor or with someone else at the home if survivor isn't there?

- Tell me your thoughts on carrying and distributing naloxone?

16. Tell me about challenges you've encountered during an outreach visit.

17. During an outreach visit, what happens when the team learns that an overdose fatality occurred?

18. How do you and anyone on your outreach team cope with potential grief you may experience from outreach?

19. Tell me your feelings about section 35.

20. Does the team debrief after the initial outreach visit?

21. Do you try to follow up with people AFTER the visit?

- Who does this follow up?
- Walk me through what a follow up visit is like.
- How many follow up visits does the team make?

22. How successful are you in contacting people for follow-up, generally speaking?

RELATED PROGRAMS OR STRATEGIES

23. Tell me about any cross-municipal collaborations your program is part of.

- How does your program compliment other outreach efforts?
- Tell me what you think about the work of other outreach efforts.

24. Tell me about your partnerships in this program.

- With other organizations or people in the community.

25. Who are each of the partners?

- How do these partnerships work?
- What are challenges of these collaborations?
- What, in your own words, makes an effective collaboration?

DATA & INFORMATION - FOR POLICE DEPARTMENTS

26. How do you use information that you learn in an investigation before going on an outreach?
 - Warrants, etc
27. If you do not use the information how do you keep it separate?
28. Do you ask for information about drug dealers?
29. Tell me about what you typically do if you/your staff observes illegal situations?
 - Tell me how you deal with these situations.

END

30. Tell me what you see as the future of these types of partnerships for post overdose outreach.
31. Is there anything else you would like to tell me?