

## **INFORMATION FOR INTERVIEWER**

### **INTRODUCTION:**

These instructions are intended for all persons who will be conducting capacity and needs assessment interviews and completing the Capacity and Needs Assessment Form for a Community Recovery Organization (CRO) on behalf of the Local Authority. Additional instructions may be given by the CRO that pertain to the specific disaster or site where the assessment is to be conducted, including the assignment of the sequential community case file number(s).

The completed assessment form becomes the property of the CRO for which the capacity and needs assessment is being conducted, and may be used by others only with the applicant's permission and under the control of this organization. If an applicant wants a copy of the completed form, they may request a copy from their CRO office.

### **INTERVIEW PURPOSE:**

The interview purpose is to assist people affected by a disaster or emergency to identify and document relevant information on their recovery needs and personal resources available to them. This is done in order to complete an impact assessment and recommend appropriate referrals to other agencies and organizations. Applications and/or additional information may be required by the referred agency/organization. People may want to tell their stories of what happened, which is healthy and normal, yet be cautious and know your limitations in handling potentially difficult/complicated situations and refer on to professionals if needed.

### **PRINCIPLES:**

1. Applicant trust in confidentiality is a critical factor.
2. As much as possible, the applicant should be encouraged to take ownership for his or her own recovery.
3. The interviewer(s) must not be judgmental of the applicant (includes comments and/or body language).
4. The interviewer(s) must be a sensitive and careful listener. Do not ignore or minimize any needs, including emotional and spiritual needs expressed by the applicant.
5. The interviewer(s) must never make any promises/commitments or leave the applicant with expectations that may not be met.
6. Alternatives may be suggested to the applicant and recovery information provided, but the interviewer is not to give advice where professional assistance is more appropriate.

## COMMUNITY RECOVERY - CAPACITY AND NEEDS ASSESSMENT

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### **INTERVIEW PROCESS:**

1. Interviews may be conducted at a recovery centre or door-to-door to the affected community homes, as determined by the Community Recovery Organization (CRO).
2. Ideally two persons should conduct the interview, at least one being the same gender as the applicant. If language is a barrier, it may be necessary to delay the interview until the appropriate interpreter can be brought in to assist.
3. The Capacity and Needs Assessment form can be adjusted to fit the need for specific disaster types and community needs.
4. The interviewer must ensure the applicant understands that safety and security is paramount in providing recovery assistance, and that the “Restriction” box is completed. If the applicant responds “No” contact, then the completed assessment form must be provided to the supervisor of the CRO.
5. The interviewer must fully explain the purpose of this assessment and why it is advantageous for the applicants to authorize/consent to sharing their information with other agencies/ organizations.
6. The interview should explain that the applicant can amend or add to the Capacity and Needs Assessment as additional damage information becomes available.
7. Use this form to record your interview notes.
8. The needs documented in this form will comprise the primary record of needs for the case management file.
9. The form is to be completed by the interviewer, and must be specific, accurate, and understandable (legible). Of course, if an applicant states that they have no needs in a particular category and the appropriate “No” box is checked off, the rest of that section will not be completed.
10. Complete sections of the form as appropriate to applicant’s need. Fill in only name and address to document the contact and record if:
  - The family refuses to be interviewed.
  - The family indicates they are too stressed at this time to be interviewed.
  - The needs are personal or private.
  - The needs are small and do not warrant active support.

### **COMPLETING THE ASSESSMENT FORM:**

Do not change form headings or enter data in wrong places, as the information contained on the forms may be entered into a computer database. Ensure that the assigned community case file number is indicated on all pages. Comments may be added on the form whenever there is room to insert them.

Ask the applicant if they have a copy of their ESS Registration and Services Record form or determine if a copy is already held by the CRO. Copying information from this form will expedite the process, with the applicant confirming any changes needed.

Most of the form is self-explanatory. A few sections need added comments:

#### **Section 1 – Household Profile:**

- Addresses - Make sure there is an understanding of the purposes/meanings of the four different addresses.
- Household members – includes only those members who were normally residing at the impacted address at the time of the disaster (includes those temporarily away from home (e.g., on vacation). Use a separate form for any person who is not a household member (e.g., boarder or resident of an in-law suite).

#### **Section 2 – Household Capacity Assessment:**

This section is to determine the level of capacity the household has to participate in their recovery.

- Where there is a reference to lost income, make sure that the losses being recorded in this section were a direct result of the disaster.
- Proof of income is **not** required during this interview, but may be required later to determine the amount of financial assistance available.

#### **Section 3 – Recovery Needs**

Section 3B briefly captures the household's immediate recovery needs under the categories of 1) Health; 2) Housing; and 3) Other, and must be completed in order to refer support services.

- To assist the CRO to prioritize immediate assistance, priority codes should be assigned based on a combination of both the urgency of the need and the household's capacity to rectify the situation with their own resources.

The following sections 3.B.1 to 3.B.3 details specific information under each category which can be completed at the time of the interview (encouraged) or completed later if the household is not prepared for a lengthy interview. If the household opts not to complete the detailed information, move on to section 4.

## COMMUNITY RECOVERY - CAPACITY AND NEEDS ASSESSMENT

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3.B.1 Health – “counseling” includes services to people with a mental illness, psychological services, victim services, emotional and spiritual support .

3.B.2 Housing:

- “temporary housing” refers to the need to find somewhere to live while the applicant’s home is being repaired, or if the applicant is renting and their residence is not being fixed until a new permanent residence is found.
- For renters, there should be no construction needs as the building is normally the responsibility of the owner.
- Under “loss/damage of structure and appliances”, if the “structure” is marked as “total loss”, no other box in the structure section needs to be completed. However, there is still a need to complete the “Appliances” and “Other” sections.
- “Appliances” - If these needs are indicated, ask how the applicant is managing at present (e.g., If they need a stove, how are they cooking?)
- “Structures” – If plumbing needs are indicated and the applicant is still living at the residence, ask how they are washing, bathing, etc.

3.B.3 Other - (a) to (h) should be completed as applicable to the household’s needs.

### **Section 4 – Recovery Plans:**

This section is not only intended to record the household’s status and plans, but also allow the household to start thinking positively about how they can improve their situation.

### **Section 5 – Interviewers’ Comments:**

This section is where you as the interviewer would provide comments or other relevant information which will assist the CRO to make appropriate referrals to agencies/organizations to support the household.

### **Section 6 – Recommended Assistance:**

This section is to be completed by those authorized by the Community Recovery Organization to make referrals to the household for assistance and/or services.

**If you need help or advice in supporting the household, or answering questions, consult your supervisor of the Community Recovery Organization.**