Ohio’s State Opioid and Stimulant Response (SOS) Grant

Elicit-Provide-Elicit Framework for Conducting Follow-up Interviews

Borrowing from motivational interviewing, the Elicit-Provide-Elicit (EPE) framework can be helpful for interviewers in thinking about the flow of respectful conversations.

Elicit: Upon greeting the client warmly, introduce oneself and engage briefly with the client. Focus the conversation on conducting the interview.

- It may be helpful to explain the context or reasons why you are requesting this information.
- It can also be useful to give permission to clients to not participate, or to not feel compelled to respond to questions that they feel uncomfortable answering.
- Some clients will likely have questions about how the agency will use the information, whether their responses are anonymous, and others.

Provide: For those clients who are willing to participate, begin conducting the interview.

- Your role is not only to collect data, but also to provide a safe, personable presence to make it as easy as possible for clients to “tell their story” with your questions serving as prompts.
- Ensure that clients understand the interview questions, “Do you have any questions about what is being asked?”
- Be aware that some clients may want to please you by answering the questions as they think you would want them to answer. Encourage clients to tell you how things are without fear of judgment or reprisal. “Please tell me what has been happening in your life—both the good and not so good. Whatever you share will be kept confidential and will not be used against you in any way.”
- **Minimize distractions when conducting interviews.** Avoid taking/making phone calls, looking at text messages, or doing anything else that could be distracting to the flow of the interview. On the other hand, try to accommodate clients if they need to interrupt the interview for any reason.

Elicit: Upon completion of asking all the questions in the interview, it is important to think about how to wrap up the interview. “How was that for you?” “What, if anything, did I miss that you think would be important for me to know?”

- Confirm the address where the client wants the incentive to be mailed (update iPortal SOR/SOS app post-interview)
- Thank clients for participating. “Thank you very much for taking the time to do this interview. Your responses will be very helpful to [NAME OF AGENCY].”

Throughout the interview and when bringing it to a close, consider affirming one or more strengths that you see in the person. Affirmations often help people see strengths they possess that they may have a hard time seeing for themselves. Offer affirmations in a sincere, genuine manner for them be meaningful and resonate with clients.

- “Thank you for taking the time to talk with me today.”
- “Your actions show you have a lot of compassion for others.”

Sample Script for Follow-up Interviewing: Clients Engage Readily & Appear Willing to Participate

Possible ways to begin:

- “You may remember being asked a few specific questions when you first began coming to [NAME OF AGENCY] and when you left. If it’s okay with you, I’d like to be able to get some follow-up information...”
- “I’d like your permission to do a follow-up interview with you. This information helps us improve the care and services we provide.”
- “Would you be willing to answer a few questions related to . . .?” “If you don’t mind, I’d like to ask you a few questions about how things have been going since the time you were discharged/ stopped receiving services at [NAME OF AGENCY].

Source: SAMHSA. SPARS CSAT Technical Assistance Guide: Improving client participation in GPRA follow-up interviews. Ref-604. Rockville, MD: SAMHSA, no date, p. 3. Available at: https://www.ohiososevaluation.org/sites/grc_opioid_response/files/SPARS%20CSAT%20TA%20Guide_Improving%20Followups_ref-679.