



**Service Provider Case Specific
Interview Guide for In-Depth Quality of Practice Review**

Date: _____ **Interviewed by:** _____

Service Provider's Name: _____ **Case Name:** _____

CBC/Case Management Agency: _____

1. What services (past or present) have you provided to this family?
2. Do you feel the referral for services was made timely?
3. Did the referring source share appropriate and sufficient information about this family with you?
4. Based on the family's history and/or current situation, do you think the current case plan goal is appropriate? Why/Why not?
5. Do you think the child/family is really engaged in the services you are providing? If not, please describe what efforts you have you made to get them fully engaged.
6. Are there other services needed and not currently in place?
7. Are you invited to participate in staffings and case planning meetings regarding this family?
8. How would you describe your agency's success in serving this family?
9. How and with what frequency do you communicate a client's progress or lack of progress to the caseworker?
10. Is the caseworker responsive to your requests for information?
11. Do you think the caseworker considers your information and recommendations when making case management decisions?
12. Is there anything you would like the caseworker to do differently in managing this case?
13. If you could change one thing about the service delivery system that would benefit this family, what would it be?