

Interview Template

Brief Description	An interview allows the storyteller to tell their story verbally, being guided by a facilitator with some structured questions.
Time Required	About 1 hour (for consent and interview process)
Notetaking	To avoid distraction and ensure full listening capabilities as the interviewer, identify if an additional staff member is available to help take notes, or take audio recording and transcribe later (with storyteller's consent).

Date of event or story collection: _____

Client name or Alias: _____

Program participation: _____

Staff collecting story: _____

Notetaking format (client decision):

- ☐ Other staff member - Staff name: _____
- ☐ Audio recording

Use open-ended questions, reflections, and affirmations to help support the storyteller in telling their story freely and comfortably. Listen with empathy. After the conversation, try to summarize back to the storyteller what you've heard to make sure you've collected information accurately.

Interview Guide, if needed

Open-ended questions to gather information:

- What is your connection to [Org Name or Community]?
- What brought you to [Org Name or Community]? When?
- What was your experience like when you first came to [Org Name or Community]?
- What happened when you got here?
- What were things like in your life before you came to [Org Name or Community]?
- Now that you use [Org Name or Community] services, has anything in your life changed?

Follow up questions/reflections to elicit emotion and show empathy:

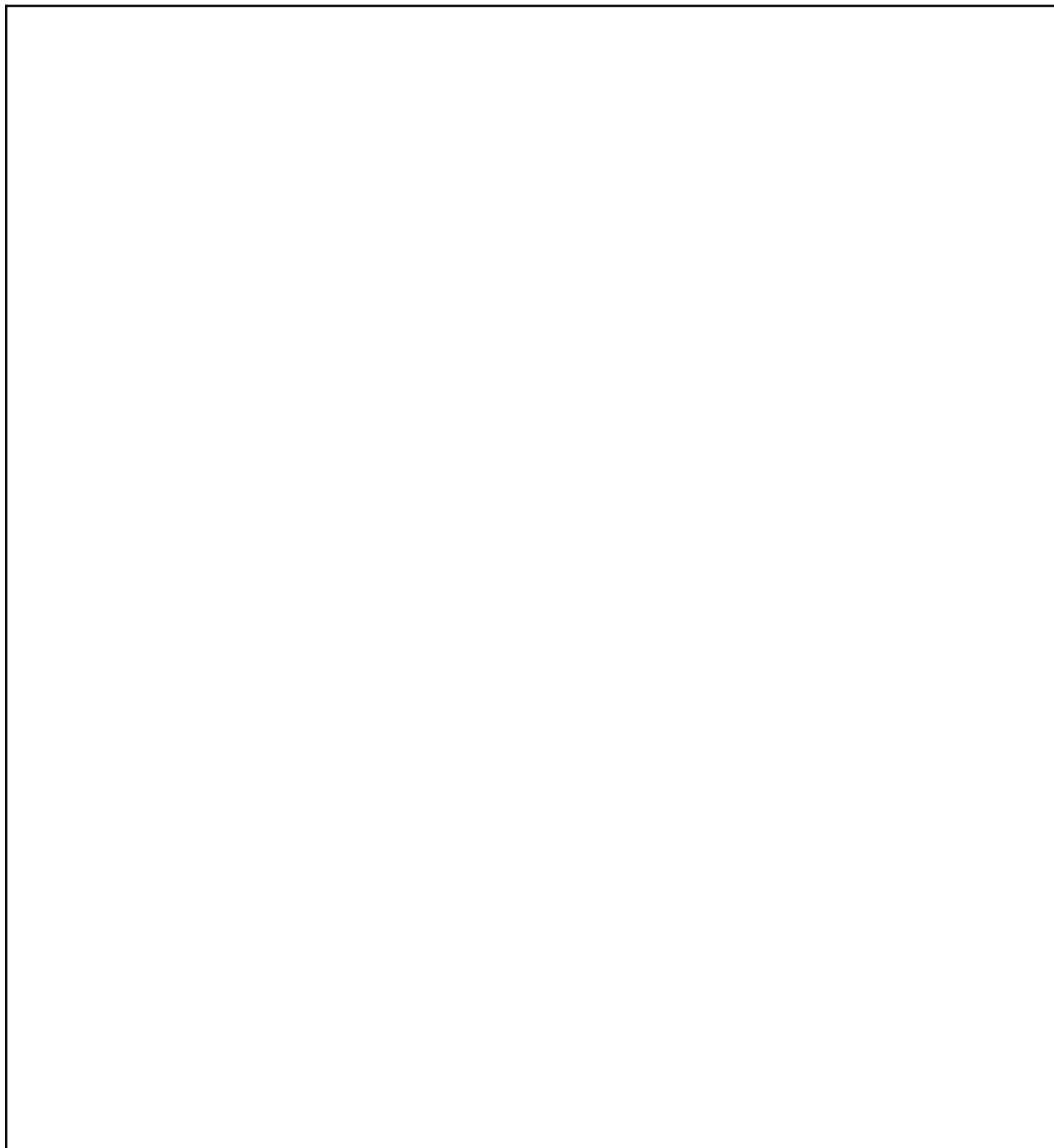
- “That must have been really difficult for you.”
- “Thank you for sharing that.”
- “How does that make you feel?”
- “How did that impact you?”
- “Would you tell me more about.....?”

1. Let the client start their story. If needed, ask questions to help them get started.

"The floor is yours! What story from your life or experiences with [Org Name or Community] would you like to share today?"

2. Probe deeper to paint a vivid picture of who this person is and why this story is important. Aim for 3-5 specific details that humanize the story.

- Daily Life and Safety
 - Tell me more about you. How would you describe yourself? What are your hobbies or interests?
 - What does a typical day in your life look like? (asking about a typical day may help you gain insight into routines and safety)
- Impact and Needs
 - Where and how do you find food on a daily basis?
 - What has the biggest change been in your life as of late?
 - What are some of your most immediate needs?
 - Explore the impact of homelessness on health, how they find food, the biggest change in their life, and their most immediate needs?
- Message for the Public
 - What would you like your story to convey to others?
- Hopes, Dreams, and Lessons
 - What is your dream for what your future looks like?
 - What are the things that make it difficult to reach your goal?
 - What is one lesson you've learned in life that you would like others to hear?



3. Thank you for your story. Reflect with a summary.

"Thank you for telling me your story. This feels important and I am honored you shared it with me.

I want to reflect a summary of what I heard from you today, to make sure I'm really capturing the fullness of your story accurately. [share summary]

If you're open to it, we would love to include a picture with your story. We can take a picture of a personal item you have with you, or a food item, or a picture of you (if not submitting an anonymous story).

As discussed previously when filling out the consent form, we will refrain from sharing your story in the ways you've asked us not to. Please contact [Name of contact] with any questions."