

Landscape Interview Discussion Guide: Residents + Staff



This tool was developed by POAH in partnership with Design Impact as part of a larger effort to make housing more trauma-informed. To learn more about POAH's work and see how this exercise might fit into your own organization's efforts to become more trauma-informed, visit POAH's Trauma-Informed Housing Toolkit at: traumainformedhousing.poah.org

Purpose

- Better understand each site or community's culture and current capacity to take on this work
- Learn about deeply held assumptions, beliefs, and emotional connections in the organization that may help or hinder this work.
- Unpack what is sticky from the introduction or kickoff event. Identify where more clarity is needed.

Tips for Trauma-Informed Practice

- **Practice transparency:** Explain to the interviewee how this information will be used and what measures are in place to protect their privacy.
- **Offer choice:** Offer the interviewee choice on the interview time, location, format (virtual/in-person, camera on/off), wherever possible.
- **Give room:** If difficult feedback or painful emotions arise in the interview, allow room for expression. Avoid minimizing the experience or proposing solutions that may bypass it.

INTRODUCTION (5 min)

Background

- Introduce yourself and the organization(s) you represent, including roles, mission, and any other background you think may be relevant about who you are.
- Introduce participants to the goals of your broader effort, how residents and staff are involved in that effort, and how the current exercise relates to that effort.
 - For example, “this is part of a broader effort within the organization to work with staff and residents to explore who we might reimagine more compassionate property management and resident services practices. We’re having this conversation today to help us all understand the culture at this property, and explore some of the assumptions, beliefs, and emotional connections related to this work.”

Framing the Discussion

- We ask that you **speak from your own experience**, but also think about your community-at-large.
 - Community can be your family, neighborhood, racial group, city, property staff, etc.
- **We may not all agree, that’s ok.** We want various perspectives.
- **There are no right or wrong answers.** Speak your truth.
- **Another important thing to note:** We are hosting this conversation because we want you to be open and honest. You won’t hurt our feelings. We are here to learn from you.
- **How will this information be used?**
 - What’s said here stays here, what’s learned here leaves here.
 - We will share what we learn, but we won’t share names or anything like that outside of this conversation. We’ll share what we learn from this conversation (and other conversations like this) to help us **understand how best to approach this work and create more compassionate experiences for our staff and residents.**
 - We want to know more about what makes your site and your team unique.
- If there is a consent form, be sure they have filled it out.

INTERVIEW (50 min)

Warm-up (5 min)

- Share your name.
- How long have you been working/living at this property or another of our properties? If staff, have you changed roles in the organization?
- Why did you choose to work/live here?
- If staff, tell me about your role. What are some of the responsibilities you have? Do you manage any people?
- If resident, tell me more about your experience at this property. How long have you been here? What motivated you to join the project?

Site Kickoff Debrief (10 min)

A few weeks ago, we gathered teams from around the country to kick this project off. During that time, we introduced trauma-informed care and the principles that will guide our project (safety, choice, trustworthiness, collaboration, and empowerment). We also talked about what this process is going to be like - engage the community, generate new ideas, test these ideas. (Note: If the interviewee did not attend the kickoff, or the kickoff has not been held yet, this is a good time to introduce basic information about trauma-informed care and the project.)

- Were you able to attend the kickoff?
- Is anything sticking with you from the kickoff?
- Do you have any unanswered questions? (Note: we might not be able to answer them here, but we can follow up)

Project Understanding, Assumptions and Role (15 min)

We want to understand how you are thinking about this project, the trauma-informed approach, and learn a bit more about how you see your role playing a part in this project.

- Prior to this project, had you ever heard the language **trauma-informed approaches**?
- What do you think about when you hear the phrase, **trauma-informed care**?
- How are you making sense of this connection between being trauma-informed and your responsibilities and day-to-day?
- Property managers/maintenance: When you think about your day, what is the most challenging part for you?
 - Tell me a story.
 - How do you work through those challenges? *Probe: What people support you? What workaround do you use?*

Getting to Know the Site (10 min)

We would like to know more about your site, the staff, and the properties.

- When you think about the community, where do you think we have an opportunity to be more trauma-informed or compassionate? *Probe on three areas, encourage storytelling.*
 - Physical buildings
 - Property management
 - Resident Services
- This project is probably different for everyone involved - residents and staff coming together to problem solve.
 - When you think about the staff and residents working together, where do you think the greatest challenge exists? What hurdles might we face?
 - Are there any relationship dynamics we should know about?
- When you think about the staff and residents, what do you celebrate?
 - What makes this group uniquely positioned to tackle this project?

Participation (10 min)

We would love to know more about how you think we can best leverage your position and perspective. We also want to understand what might be barriers for the staff in fully participating.

- What is your current understanding of how you will be engaged in this work?
- When you think about the roles and responsibilities of the staff and the demands of this project, what will be the biggest barriers to participation?
 - How can we support the full participation of the team?
- Is there anything I didn't ask that I need to know?

THANK YOU!

