1. **Staff Interview**: Select a staff employee of the agency to interview. This could be an agency administrator or your supervisor. This individual must be knowledgeable about the practice and policy of the agency. Interview length is about an hour. Use the following questions as a guide:
   - What is the organizational structure of the agency?
   - What services are available to the clients?
   - What is the geographic location of the agency within the community?
   - What ethnicity and socio-economic status is predominant in this community?
   - What resources does this community need?
   - What is the community’s perception of the agency?
   - To what agencies are referrals made?
   - Which agencies refer clients to this agency?

2. **Client Contact**: Based upon your observation (shadowing a social worker and/or interaction with the client), provide the following information:
   - the purpose of the interview
   - your role (observation, participation, etc.)
   - location of the interview (office, home visit, etc.)
   - those present during the interview (you, social worker, other professional, individual client, parent and child, couple, family)?
   - client(s) demographics (age, gender, ethnicity, socio-economic status, living situation, etc.)
   - description of the client(s)’s affect
   - The length of the session
   - A description of your interaction (if you participated) and identification of interviewing skills you used (active listening, use of empathy, etc.)
   - Your level of satisfaction with your interaction; a description of what would you might have done differently
   - A description of the social worker’s interaction with the client(s) and interviewing skills did you observed; a description of what you might have done differently had you been the social worker
   - Plans for follow-up with the client(s) (community referral, future contact, collateral contact)