

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

Elicit-Provide-Elicit (EPE) Framework for Reassessments

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

Elicit: Upon greeting the client warmly, introducing oneself, and engaging briefly with the client, the data collector will want to focus the conversation on conducting a follow-up or annual assessment.

- 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 assessment.

- Your role is to provide a safe, personable presence to make it as easy as possible for clients to complete their assessments.
- 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 report 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 reassessments.** Avoid taking/making phone calls, looking at text messages, or doing anything else that could be distracting while the client is completing the assessment. On the other hand, try to accommodate clients if they need to interrupt the assessment for any reason.

Elicit: Upon completion of asking all the questions in the assessment, it is important to think about how to wrap up the assessment. "How was that for you?"

- Thank clients for participating. "Thank you very much for taking the time to do this assessment. Your responses will be very helpful to [NAME OF AGENCY]."

Throughout the assessment 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 complete this assessment today.”
- “Your actions show you have a lot of compassion for others.”

Sample Script for 6-month Reassessment and Annual Assessments

Clients 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 assessment with you. This information helps us improve the care and services we provide.”
- “Would you be willing to answer a few questions related to . . .?”

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: www.ohiososevaluation.org