Collaborative Defense Self-Assessment Interview Guides

**Supervisor/Leadership**

Organizational

* What is the office’s mission? How do you see that mission embodied on a day-to-day basis?
* What are the office’s goals for the office’s providing client services?
* What are the constraints (e.g., resources, statutory, funding) that inhibit your ideal rate of growth?
* How does your office practice collaboratively (e.g. connect to social services, refer to civil legal providers, articulate a clear mission statement, conduct mitigation)?

Staff Performance & Training

* How do you manage and review staff performance?
* How do you assess work quality and provide feedback to staff?
* What factors are promotion and compensation decisions based on?
* What does onboarding training entail for new staff?
* Are there any ongoing training opportunities for staff? If yes, what are they?
* Who in your office is responsible for training and staff development?

Collaborative (Client Services Staff Practice)

* How do you define success in your collaborative practices? Would you say the client services staff have been successful? Why or why not?
* What staff, if any, are you hoping to add to the team to bolster collaborative practice?
* If already existing, do you feel that the client services staff have been successfully integrated into the office workflow? If not, what would you change to facilitate this?
* If already existing, what does the collaboration between client services staff and the attorneys look like?
* If already existing, have you noticed any change in a client's experience with their representation since your new service delivery model was implemented? If so, what are those changes?

Client Services

* What is the extent of the non-legal services your office provides?
* Does your office provide mitigation services? If so, in what types of cases and how often?
* Does your office employ any attorneys working in areas beyond criminal defense? If so, in what areas?
* What services or supports are available for clients with limited English proficiency?
* Are there any tangible successes that clients have achieved through working with client services staff?

Community Engagement

* What types of community engagement activities does your office participate in or organize?
* What are your goals for community engagement for your office?
* Who in your office holds relationships with community organizations?

Closing

* What do you hope to accomplish in the future? What would make this possible?

**Attorney:**

Organizational

* What are your office’s values? How do you see them enacted in your day-to-day work?

Collaborative Practice (Client Services Staff Experience)

* Tell us about your experience collaborating with client services staff. What works well? What elements would you change or do you think need improvement?
* How do you utilize the information gathered at intake? How frequently do you reference this information?
* How often do you utilize mitigation in your representation? How do you decide when to employ mitigation?
* What has been the outcome of mitigation since the introduction of client services staff?
* What has been your experience with the referral process to client services staff? What would you change about this process?
* What does communication with client services staff look like? What, if anything, would you change to make it more effective?
* Do you feel that the client services staff have been successfully integrated as a part of your workflow? If not, what would you change to help facilitate this?
* How did you set expectations for the client services staff? Have they met those expectations?
* What, if any, noticeable changes have occurred since incorporating a collaborative approach and/or client services staff?

Training

* What was your introduction to Collaborative Defense? Did you receive any training or guidance on integrating this practice?
* Is there any additional support that you need to improve service delivery and/or collaboration across staff?

Client Experience

* What have your clients shared about their experiences working with you?
* What impacts have you noticed on case outcomes or client experience since the introduction of client services staff?

**Collaborative Client Services Staff:**

Organizational

* What are your office’s values? How do you see them enacted in your day-to-day work?

Client Services

* What are the primary client needs that you address? How would you rate your current service delivery?
* How do you utilize the information gathered at intake? How frequently do you reference this information? Do you conduct your own intake in addition to the general office intake? If so, what does it include?
* What, if anything, would you change about your intake process?
* How do you define a client’s service goals? What steps do you take to achieve these goals?
* Tell us about your resource guide and referral processes. What, if anything, would you change?

Training

* To what extent do you feel equipped to conduct an intake and screen for a client’s needs?
* Do you feel that you were adequately trained for this position? What would you change/add to the training curriculum?
* Is there any additional support you need to improve service delivery or collaboration across staff?

Collaborative Practice & Teamwork

* How do you contribute to the defense team? Do you feel that your work makes a difference in the outcomes of clients’ cases?
* How heavy is your caseload? Do you feel equipped to handle all of the requests that you receive?
* What elements of Collaborative practice have worked well for you? What has not worked well, or what would you change about how the team operates?
* What does your communication with the attorneys look like? What, if anything, would you change? What about other staff who are part of the defense team?
* What challenges are you or your office facing, or are there areas for improvement, in relation to service delivery or collaborative practice?
* What strengths of your role have you identified?

Client Feedback

* What have your clients shared about their experiences working with you?