Portland State University

PDXScholar

Dissertations and Theses

Dissertations and Theses

Fall 1-22-2014

Exploring Communicative Aspects of Client Satisfaction, Loyalty, and Retention in a Private, Non-profit Organization: A Qualitative, Interview-Based Study of Catholic Charities

Amanda Michelle Fortin
Portland State University

Follow this and additional works at: https://pdxscholar.library.pdx.edu/open_access_etds

Part of the [Organizational Communication Commons](#), and the [Social Influence and Political Communication Commons](#)

Let us know how access to this document benefits you.

Recommended Citation

Fortin, Amanda Michelle, "Exploring Communicative Aspects of Client Satisfaction, Loyalty, and Retention in a Private, Non-profit Organization: A Qualitative, Interview-Based Study of Catholic Charities" (2014). *Dissertations and Theses*. Paper 1695.
<https://doi.org/10.15760/etd.1695>

This Thesis is brought to you for free and open access. It has been accepted for inclusion in Dissertations and Theses by an authorized administrator of PDXScholar. Please contact us if we can make this document more accessible: pdxscholar@pdx.edu.

Exploring Communicative Aspects of Client Satisfaction, Loyalty, and Retention in a
Private, Non-profit Organization: A Qualitative, Interview-Based Study of Catholic
Charities

by

Amanda Michelle Fortin

A thesis submitted in partial fulfillment of the
requirements for the degree of

Master of Science
in
Communication

Thesis Committee:
Jeffrey D. Robinson, Chair
David Ritchie
Pauline Jivanjee

Portland State University
2013

© 2013 Amanda Michelle Fortin

Abstract

This thesis focuses on Catholic Charities (Hereafter CC), a non-profit agency that provides pregnancy and adoption support to families in times of crisis. Research and agency data reflect a positive association between the amount of time clients *engage* in services and the resolution of crises. Both theoretically and empirically, a key determinant of the depth and breadth of clients' engagement with both for-profit and non-profit services is their satisfaction with such services. In 2009-2010, CC's in-house, client surveys reported a decreasing level of client engagement with services. One clear trend was that clients discontinued services after thirty days or less. Against this trend, CC aims to provide social services for an extended period of time (i.e. longer than thirty days) in order to insure that clients have fully recovered from crises. In order to understand possible reasons for clients' low or short engagement rates, this thesis analyzes clients' satisfaction with CC services. Using a grounded-theory approach, twenty semi-structured interviews with former and current CC clients were analyzed for communication-based themes involving clients' satisfaction with services. Four macro-themes emerged: (1) Positive Caseworker Personality, (2) Feeling Emotionally Supported, (3) Feeling Helped, and (4) Positive Counseling Environment. Findings have implications for both theories of satisfaction and the offering and practice of CC services.

Table of Contents

Abstract.....	i
Chapter 1: Introduction.....	1
Practical Problem Being Addressed.....	2
Client Retention.....	3
Client Satisfaction.....	5
The Need for Qualitative Research on Client Satisfaction.....	11
Contributions to Knowledge.....	13
Chapter 2: Data and Methods.....	15
Data.....	15
Method.....	16
Chapter 3: Results.....	20
Theme # 1: Positive Caseworker Personality.....	20
Theme # 2: Feeling Emotionally Supported.....	23
Theme # 3: Positive Counseling Environment.....	27
Theme # 4: Feeling Helped.....	33
Chapter 4: Discussion.....	42
Theme # 1: Positive Caseworker Personality.....	42
Theme # 2: Feeling Emotionally Supported.....	43
Theme # 3: Positive Counseling Environment.....	44
Theme # 4: Feeling Helped.....	45
Limitations and Key Assumptions.....	47
Chapter 5: Recommendations.....	49
Theme # 1: Positive Caseworker Personality.....	49

Theme # 2: Feeling Emotionally Supported.....	50
Theme # 3: Positive Counseling Environment.....	51
Theme # 4: Feeling Helped.....	52
Conclusion.....	54
References.....	56
Appendices.....	61
Appendix A: Protocol & Interview Script.....	61
Appendix B: Interview Transcripts.....	66
Appendix C: Visual Representation of Emergent Themes.....	242

Chapter 1: Introduction

In the United States, of every 1,000 women giving birth between the ages of 15-44, 52 pregnancies are unplanned. This rate is significantly higher compared to many other developed countries. Births resulting from unplanned or closely spaced pregnancies negatively affect individual women, their families, and society (Guttmacher Institute, 2011). For example, such births are associated with adverse maternal and child health outcomes, and social and economic challenges. Economically disadvantaged women are disproportionately affected by unplanned pregnancies and their consequences. The unintended pregnancy rate among women with incomes lower than the federal poverty level was more than five times higher than the rate among women with incomes greater than 200% of the federal poverty. If current trends continue, more than half of all women in the United States will experience an unplanned pregnancy by the time they reach age 45. Fifty percent of all pregnancies in Oregon (roughly 36,000) are unplanned (Guttmacher Institute, 2011). This rate is slightly higher than the national average of 49%. Of these 36,000 unplanned pregnancies in Oregon, 14% resulted in miscarriages, 55% in births, and 31% in abortions.

Given the increasing rates and adverse consequences of women having unplanned pregnancies, it is critical that these women are provided with avenues of support, including at least information about parenting, adoption, and abortion, and at most skill training and tangible support. *Perhaps more importantly, it is critical that these women utilize these services.* All of the aforementioned services are provided by the non-profit

organization focused on in this thesis, that being *Catholic Charities Pregnancy and Adoption Support* (Hereafter CC).

The following introduction begins by describing the practical problem being addressed. This introduction then reviews client retention, including its conceptualization, its importance, and its relationship to client satisfaction. This introduction then reviews client satisfaction, including its conceptualization, explanation, and relationship to communication. Finally, this introduction justifies the need for qualitative research on client satisfaction.

The Practical Problem Being Addressed

CC feel that they provide an invaluable service to the community, particularly to pregnant women who lack the resources (financial, educational, medical, social, etc.) needed to make informed decisions related to the life of their child. CC have internal data suggesting a practical organizational problem involving client retention. Specifically, clients' usage of CC services radically declines, or halts, after thirty days. This is problematic not from a financial standpoint, because services are free. Rather, this is problematic in terms of CC's mission statement and the types of problems CC hopes to address. Specifically, research has demonstrated that problematic issues raised by pregnancy and adoption during crisis frequently last longer than thirty days (Fraser, Nelson, & Rivard, 1997; Olds, 1997).

In order to improve its services, CC desires to understand the aforementioned retention problem. The agency-wide standard is that 75% of clients who come in for a

first appointment successfully engage in services, as evidenced by regular attendance.

Quarterly reports put together by the agency show that, while in 2008-2009 77% of those that attended an initial intake visit continued services for at least thirty days, this number fell to 48% in 2009-2010. Although 2010-2011 saw an increase in the percentage of clients engaging in services after their first meeting at 67.5%, this is still lower than the agency's targeted retention rates.

Client Retention

This subsection conceptualizes client retention, reviews its importance, and discusses its relationship to client satisfaction.

Conceptualizing client retention. CC has the goal of client retention. Client retention is typically discussed in terms of client engagement with, or participation in, treatment. Engagement, which is also referred to as collaboration, involvement, and compliance, is sometimes discussed in behavioral terms, such as attendance (McKay et al., 1996), sometimes in terms of frequency or duration of treatment (Anglin, 1999; Fiorenzine, Nakashima), and sometimes in terms of more subjective aspects, such as clients' acceptance or rejection of provider treatment recommendations and obeying agency rules (Littell, Alexander, & Reynolds, 2001; Padgett et al., 2008;). All conceptualizations of client engagement involve a client and a helper (therapist, counselor, etc.), who's roles and contributions differ" (Littell et al., 2001, p. 3). Clients and helper form a relationship over time in a particular setting, and central to this relational development is communication.

The importance of client retention. CC is experiencing a client-retention problem.

Specifically, CC data reveal that client usage of CC services significantly declines, or halts completely, after 30 days. This thesis uses the personal experiences of CC clients to understand how to improve their satisfaction with CC services so as to improve their retention of CC services.

The more that clients of non-profit agencies retain agency services, the better client outcomes. There is a positive association between the length of time that clients engage with non-profit agencies and clients' successful crisis management. An example relevant to this thesis involves agencies, such as CC, which provide family-preservation services (Hereafter FPS), which are policies and programs developed to strengthen families and prevent out-of-home child placement. Family-preservation services are: (1) provided to the family (although a variety of activities may be undertaken with or on behalf of individuals); (2) targeted to families with children at-risk of out-of-home placement; (3) time limited; (4) flexibly scheduled; (5) tailored to the needs of family members; and (6) provided in the context of a family's values. According to studies done by Fraser, Nelson, and Rivard (1997), Olds et al. (1997), and McKay et al. (1996), the longer that families receive FPS, the greater that family's chances are of success. For instance, a 15-year longitudinal study by Olds et al. (1997) found that low-income women who received continued FPS were less likely to have subsequent unplanned pregnancies, use welfare, use drugs and/or alcohol, and commit crimes such as child abuse or child negligence. In their meta-analysis of FPS, Fraser et al. (1997) found that

families' continued engaged in FPS was negatively associated with child maltreatment, parental arrest, and parental incarceration.

The relationship between retention and satisfaction. Research has shown that client satisfaction (which is discussed more fully in the next section) is a key determinant of client retention (Athanasopoulou, 2009; Bender, Kapp, & Hahn, 2010; Littell et al., 2001; McKay et al., 1996; Padgett et al., 2008; Vasquez, Alvarez, & Santos, 2002; Verhoef, 2003; Yorke, 2007; Zebava-Ford, 2003). Particularly in the for-profit fields of marketing and sales, it has become very lucrative to understand customer satisfaction because of its positive association with customer loyalty to companies and brands (Athanasopoulou, 2009; Zabava Ford, 2003), which Oliver (1999 p.36) defined as “a deeply held commitment to rebuy or repatronize a preferred product/service consistently in the future.” Customer loyalty is thought to be both an attitude and behavior and the loyal customer “fervently desires to rebuy a product or service and will have no other...” Oliver (1999, p.36). The positive association between satisfaction and retention holds generally in the entire field of health care. As Maqsood et al. (2012) reviewed, “patient’s satisfaction has been associated with improved compliance with therapy that presumably leads to better health outcomes.” More satisfied patients are not only be more likely to continue treatment, but also more likely to reuse healthcare service and recommend them to family and friends (Maqsood et al., 2012).

Client Satisfaction

This subsection reviews literature conceptualizing and explaining satisfaction, and then reviews the relationships between communication and satisfaction.

Conceptualizing and explaining satisfaction. The concept of satisfaction is an inherently client-focused or client-centered outcome that can be used to assess the effectiveness of services and care, and the methods for organizing services and care (Bond & Thomas 1992). The bulk of research on client satisfaction has been conducted in for-profit sectors. According to Yi (1991), customer satisfaction can be defined either as a process focused on the psychological progress of fulfillment, or as an outcome focused on end-states resulting from consumption. As studied and reviewed by Zabava-Ford (2003), a key driver of client satisfaction is client-helper communication (This link is discussed more thoroughly below). The study of client satisfaction in non-profit organizations, such as CC, has emerged relatively recently (Littell et al., 2001; McKay et al., 1996; Padgett et al., 2008). Unlike the pattern of behavior of for-profit organizations, that of non-profit organizations is not determined by the market (Vasquez et al., 2001). Private non-profits do not sell products on the marketplace. In these contexts, the term ‘service’ is used to refer to the nature of the product offered because, as Vasquez et al. said, “[t]he non-profit offer is fundamentally intangible, mainly social and/or psychological.” Despite these differences, research on satisfaction in non-profit organizations has tended to adopt the terminology, concepts, and frameworks of that in for-profit organizations. For example, Yorke (2007), in describing ways to broaden the understanding of marketing within non-profit organizations, suggested “replacing the emphasis on products with the one of customers or clients....to build up a following of loyal customers (p.17).” Vasquez et al.

similarly adopt for-profit-business language by explaining: “As the customer becomes the (for-profit) firm’s focal point of strategic behavior, in the private non-profit organization this central role should be assumed by the beneficiary (non-profit clients) (p.1025).” This application of for-profit marketing philosophy to non-profit organizations originated in the work of Kotler and Levy (1969), who put forth the notion that “the business heritage of marketing provides a concept for guiding all organizations and the choice for the management of non-profit organizations is not whether to adopt it or not, but whether to do it badly or well” (as cited in Yorke, 2001, p. 17).

Yorke (2007) demonstrated the relevancy of for-profit tools in non-profit organizations by arguing that market research, which is often concerned with customer satisfaction, is a relevant tool in the non-profit realm as well. Yorke (2007) supported this by comparing detailed typologies and characteristics of both kinds of organizations and concluded:

Thus, not only does the adoption of the marketing concept allow an organization to achieve its objectives as a result of giving continuing customer satisfaction, but it also results in improved efficiency within the supplier organization, particularly where that organization is operating within limited resources (p.18).

The opportunity Yorke (2007) identified for non-profit organizations to improve efficiency and increase customer/client satisfaction by adopting a market orientation was advanced by Vasquez et al. (2002) in their analysis of the effects of market orientation on the results of services provided by private non-profit organizations. While they

recognized the “distinctive and specific nature” of private non-profit organizations, and even developed a market orientation scale to account for these differences, they demonstrated the positive effect of market orientation on the non-profit outcomes and on “the fulfillment of these organizations’ missions” (p.1022). According to the scale developed by Vasquez et al. (2002), market orientation in a non-profit setting can be measured in terms of: (1) the generation of market intelligence, or research about the desires of service recipients; (2) the internal dissemination of market intelligence, or the education of donors and organizational employees about the desires of service recipients; and (3) the initiation of response action directed towards the satisfaction of its beneficiaries and donors (pp.1029-1030). Using these dimensions, Vasquez et al. found that the higher organizations score on their market orientation scales, the more success they had in fulfilling their mission to increase satisfaction of beneficiaries, donors, and staff. By using the notion put forth by Yorke (2007) and Vasquez et al. (2002) that the market oriented concept of customer satisfaction can and should be adapted in non-profit organizations, this study will serve to add to the relatively thin body of knowledge about the role of satisfaction in retaining non-profit clients.

As Zebava-Ford (2003) argued, “Within the marketing literature, the dominant paradigm for explaining customer satisfaction is the expectation-disconfirmation model” (p.193). Stemming from the work of Oliver (1977, 1980), this model purports that customer satisfaction is a function of both expectations and the disconfirmations of expectations. Customers form expectations before purchasing a good or service and perceptions of the performance of this good or service either confirm or disconfirm

expectations. Expectations then are thought to “provide the baseline level for customer satisfaction; disconfirmation either increases satisfaction if performance goes beyond expectations, or decreases satisfaction, if performance is less than expected (Avis, et al., 1995; Zebava-Ford, 2003).

The relationship between communication and satisfaction. According to the work of Zebava-Ford (2003), an organization’s communication performance accounts for significant variance in customers’ reported levels of satisfaction, which in turn predicts customers’ “loyal behavioral intentions” (p.189). In an analysis of four professional-service industries, Zebava Ford (2003) found that personalized service (to be defined immediately below) was not only expected by clients, but also determined their level of loyalty to service providers. When clients have a high level of loyalty to organizations, client retention is high (Verhoef, 2003). Zebava-Ford (2003) found that the following four types of communication characterized personalized service: (1) customer orientation; (2) interaction involvement; (3) information sharing; and (4) and social support. “Customer orientation,” said Zebava-Ford (2003), “can be demonstrated by asking questions, discussing options, providing advice, or engaging in other communication behaviors that enable them to identify a customer’s specific needs and tailor service to meet those needs” (p.192). Interaction involvement can be shown through “attentive” nonverbal cues and verbal feedback that let customers know that they are being engaged both “cognitively and behaviorally” (p.192). Professionals can demonstrate information sharing by thoroughly responding to customers’ questions, offering thoughtful explanations to customers’ questions, and using language that

customers can easily understand to explain technical matters or specialized information. Lastly, social support can be communicated to customers in the form of “informal counseling,” and “expressions of sensitivity to a customer’s feelings or needs” (p.192).

Complementing the work of Zebava-Ford (2003), many other researchers have demonstrated that communication practices are significant predictors of client satisfaction (Athanasopoulou, 2009; Smith, 2003; Verhoef, 2003). For instance, in a meta-analysis of 64 academic studies on relationship quality in business-to-business or business-to-customer context, Athanasopoulou (2009) found that the following factors influenced the overall strength and longevity of the relationships studied: clients perceiving that helpers (1) were knowledgeable; (2) disclosed information, or shared resources and helped with decision making; (3) interacted frequently with clients; (4) were ‘likable’ or ‘personable.’ Communication also plays a key role in clients’ satisfaction in the non-profit sector. In a study of homeless men with severe mental illness, Padgett et al. (2008, p. 230) found that therapists were highly sought after by clients to “help heal the emotional wounds of mental illness, addiction, and life on the streets,” and that a lack of one-on-one counseling led to client dissatisfaction and retention problems. In line with the meta-analytic findings of Athanasopoulou (2009), Padgett et al. (2008, p.230) found that communicative practices such as keeping in touch (i.e., interaction frequency), providing job connections (i.e., resources), and acting kindly enhanced clients’ satisfaction with services. Social workers are trained specifically to build these kind of relationships with their clients. Along these lines, McKay et al. (1996, p.465) outlined four elements that are essential to the ‘social work engagement model:’ (1) explain the counseling process

for the clients; (2) create a foundation for a “working relationship;” (3) address “immediate, practical concerns;” and (4) “identify and problem-solve around barriers to help seeking.” Each of these elements is rooted in the communication that takes place between social workers and their clients.

The Need for Qualitative Research on Client Satisfaction

Functional theory depends on valid concepts. One of the main strengths of qualitative research, and especially of a grounded-theoretical approach used in the present thesis, is assisting theory development through concept explication (Charmaz, 2006; Strauss & Corbin, 1990). Notwithstanding the prevalence of the expectation-fulfillment model for explaining satisfaction, it has its share of problems. There is only weak empirical support for a connection between expectation-fulfillment and client satisfaction, and no direct link between expectations and satisfaction has been found. Researchers have suggested that such weak findings are a result of a deficient understanding of what aspects of service mean to clients, and of clients’ precise service expectations (Avis et al., 1995; Sixma et al., 1998). Thus, despite the prevalence of the concept of ‘satisfaction’ in marketing and healthcare, and the prevalence of its measurement to evaluate the quality of service and care (Avis, Bond, & Arthur, 1995; Koh & Thomas, 1994; MacGuire, 1989; Thompson 1990; Richards & Lambert, 1987), ‘satisfaction’ remains a difficult term to conceptualize. This was true over thirty years ago, as Locker & Dunt (1978) put it:

It is rare to find the concept of patient satisfaction defined and there has been little clarification of what the term means either to researchers who employ it or respondents who respond to it...little attention has been directed towards developing a well-defined social-psychological theory of satisfaction (p.283-292).

Still today, little has been decided regarding a clear definition or conceptualization of satisfaction (Bond & Thomas, 1992). Avis et al., (1995) used Fitzpatrick's (1990) observation that "satisfaction is one of those concepts that has a common-sense meaning which is rarely subject to critical scrutiny." Williams (1994) found questionable even the labeling of satisfaction as a concept, and made the argument that the current approach to its measurement is based on the misguided belief that satisfaction exists in the population "simply awaiting measurement" (Avis, et al., 1995, p.318). There is little understanding, according to Williams (1995), of how clients evaluate their satisfaction, and therefore any interpretation of satisfaction surveys is based on researchers' presuppositions about the way clients assess their services and care.

As Avis et al. (1995) noted, closed-ended questionnaires are the primary source of assessment of clients' satisfaction, and they "inform purchasing decisions, stimulate proposals to restructure service delivery, and can be used to evaluate the effects of policy changes" (p.316-317). While such questionnaires provide ease of measurement, asking patients to answer questionnaire items, "only serves to channel their responses into avenues pre-defined by the providers, rather than allow free expression of their perceptions and experiences" (Avis et al., 1995, p.320)." As Bell (1993) pointed out, qualitative approaches to gathering clients' views on their care is crucial in order to

maintain a critical perspective that takes into account all of patients' values and experiences. "A quality services," said Bell (1993), "is one that really listens to its users rather than one that appeared to listen" (p. 23). A more participatory and qualitative evaluation of services avoids treating service users like data sources and can lead to improvements in care that are fully grounded in patients' expressed values and aspirations (Roberts, 1992).

In order to fully understand the expressed values and aspirations of CC clients, this thesis uses grounded-theoretical methods. According to Glaser and Strauss (1967), grounded theory is a method of (eventually) generating theory from data that relies primarily on inductive (vs. deductive) logic. A grounded theory study aims to discover participants' primary concerns and how they try to resolve them as researchers constantly asks questions like: "What's going on?" and "What is the main problem of the participants, and how are they trying to solve it?" (Charmaz, 1995, p. 28). Grounded theory does not aim for positivistic truths or explanations of behavior, but rather aims to generate valid concepts and their inter-relationships. Unlike deductive approaches, grounded theoretical approaches do not formulate hypotheses a priori, because doing so relies on extant conceptualizations and operationalizations that may not 'fit' with actual data (Charmaz, 1995). This thesis uses grounded-theoretical methods to answer the following research question: What CC services, procedures, or experiences do CC clients orient to as being satisfying?

Contributions to Knowledge

The findings of this study have implications for the communication between clients and service providers in non-profit organizations in general and for CC specifically. This thesis may help to illuminate the usefulness of using for-profit business terminology to discuss elements of non-profit organization. In addition, because there is a growing interest in client-centered services in both for-profit and non-profit settings (Athanasopoulou, 2009; Littell et al., 2001; Padgett et al., 2008;) this study can provide a more nuanced view of the role of communication between clients and caseworkers in the non-profit setting. For CC specifically, this study will give them insight into the following: the overall experience of their clients, the level of satisfaction among clients, potential reasons for lower retention rates, and potential changes that can be made to increase retention rates. This insight will, hopefully, enable CC to retain more clients and provide more services, ultimately providing more help for families dealing with adoption or pregnancy related issues.

Chapter 2: Data and Methods

Data

Catholic Charities. CC is a private, non-profit organization that performs social-service and outreach functions for the Archdiocese of Portland. Among the agency's many advocacy areas is that of pregnancy support and adoption services, which is known as *Catholic Charities Pregnancy and Adoption Support Services*. Pregnancy support services include free counseling, enablement of professional and social-support networks, provision of impartial information about parenting and adoption, and assistance in obtaining and paying for medical coverage, housing, food, and other necessities. If clients are in need of adoption services, CC enables them to select from carefully screened adoptive parents and facilitates an open relationship between adoptive and birth parents. CC also provides post-adoption services in order to support all members of the adoption 'triad' (i.e., adoptees, birth parents, and adoptive parents). The agency's goal is to provide as many families in the Portland-metro area as possible with both short-term crisis relief and longer term parenting support.

Participants. Data were in-depth, semi-structured interviews conducted with twenty CC clients (14 current clients, 6 past clients). Interviewees had been clients for an average of 8 months (ranging from 2-15 months), and thus all had grounds for being satisfied. Interviews emerged from a 14-question protocol (see below and Appendix A). Interviews were conducted by the author between 2011 and 2012. All of the interviewees were females living in the Portland-Metro area.

Access. In compliance with the agency's privacy policy, staff from CC contacted potential interviewees over the phone to see if they would be interested in taking part in a study. Both past and current clients were contacted. Those who indicated an interest in participation consented to have their telephone numbers and addresses released so that they could be called for the interview and mailed a five dollar gift certificate for participation. A total of fifty-one clients indicated their interest in being contacted for an interview. Of those fifty-one clients, twenty (39%) were contacted successfully and participated in an interview.

Method

Semi-structured interviews. Data collection was sensitive to the social context in which data were produced, and manipulation of the research setting was limited (Ritchie & Lewis, 2003, p.4). Given that this thesis was concerned with the unique experiences of CC clients and how they interpreted their communication experiences with CC, data were collected from semi-structured, depth interviews (Wengraf, 2001) recorded over the telephone (see Appendix A for interview protocol and Appendix B for transcripts of interviews). Such interviews are 'largely improvised' by the interviewer so that the resulting conversation is a 'co-production' of the client and interviewer.

Transcription. All interviews were transcribed verbatim by Automated Typing Services. In total, interviews comprised 159 pages of transcript (see Appendix B).

Unitization. The unit of analysis was the 'utterance,' which is a unit of talk that contains both a subject and verb and that conveys a complete thought. Utterances can

appear as multiple predicates, independent clauses, a single sentence, or even a series of sentences that form a single, coherent, pragmatic unit (Stiles, 1992). For example, the following extract was coded as having 6 units, which are marked in the transcript with numbers and separated by backward slashes (“/”).

Interviewer: [Q3] ...Can you tell me about your interactions with your caseworker?

Client: (1) Yeah. She’s wonderful. / (2) I just remember her being easy to talk to in the beginning, which was really helpful / (3) because at the time I was pretty scared and vulnerable / (4) and actually wasn’t sure – I was pretty sure I wanted to keep the child / (5) but I wanted a lot of reassurance that that was the right decision / (6) and my counselor was wonderful at just listening and kind of reflecting back to me why I was making this decision /

Transcripts produced a total of 879 units. In part because interview questions were open-ended and not always explicitly about client satisfaction, *per se*, only 279/879 units (31.7%) ended up being coded in ways that were relevant to client satisfaction. For example, in the extract above, in units 1, 2, and 6, the client explicitly characterizes the CC caseworker positively and articulates aspects of satisfaction. However, units 3-5 do not explicitly refer to how the client was actually satisfied. Note that, even though, in unit #5, the client expresses a desire for “reassurance,” there is no indication in this unit as to whether she received such reassurance or not; However, in unit #6, the client articulates

her satisfaction with the caseworker's "listening and kind of reflecting back to me why I was making this decision."

Open coding. According to the grounded-theoretical method, the first phase of analysis involves 'open coding.' During open coding, the analyst ascribes a label to each unit that captures participants' understandings of events as closely as possible. Typically, this involves using participants' own words. For example, the transcript above is reproduced again below. Units were open-coded by identifying key words or phrases, which are bolded and underlined in the transcript below.

Interviewer: [Q3] ...Can you tell me about your interactions with your caseworker?

Client: (1) Yeah. **She's wonderful.** / (2) I just remember her being **easy to talk to** in the beginning, which was **really helpful** / (3) because at the time **I was pretty scared and vulnerable** / (4) and actually wasn't sure – I was pretty sure **I wanted to keep the child** / (5) but **I wanted a lot of reassurance that that was the right decision** / (6) and my counselor was **wonderful** at just **listening and kind of reflecting back to me why I was making this decision** /

Unit #1 was open coded as "caseworker was wonderful." Unit #2 was open coded as "caseworker was easy to talk to." Unit #3 was open coded as "client was scared and vulnerable." Unit #4 was open coded as "client wanted to keep the child." Unit #5 was coded as "client wanted reassurance that keeping the child was the right decision." Unit

#6 was open coded as “caseworker listened and reflected back client’s decision.”

Importantly, open codes do not yet represent themes.

Axial coding. Following Strauss and Corbin’s (1990, 1998) coding paradigm for qualitative research, open codes are then examined for possible inter-relationships. Axial codes represent a degree of abstraction from open codes, and have the potential to constitute themes in the data. For example, the open codes of “CC gave me money” and “CC offered a great budgeting course” related to each other in terms of “CC provided supplies and resources.” For another example, the open codes of “caseworker counseling was beneficial” and “caseworker helped set goals” related to each other in terms of “CC provided information and planning.”

Selective coding. Selective coding represents a further degree of abstraction from axial coding, and is not always relevant (Strauss & Corbin, 1990, 1998). Here, axial codes are examined for possible inter-relationships. Selective codes represent macro themes that are comprised of subthemes (i.e., their representative axial codes). For example, the axial codes of “CC provided supplies and resources” and “CC provided information and planning” (which, as described above, were themselves abstractions of open codes) related to each other in terms of a more abstract theme of “Feeling Helped.”

Thematic analysis. Axial codes and, if relevant, selective codes were examined for their thematic potential. In order to constitute a theme in the data, axial (or selective) codes needed to be represented in at least 50% of all interviews (Silverman, 1993).

Chapter 3: Results

Four themes emerged from the interview data relevant to client satisfaction: (1) ‘Positive Caseworker Personality’ (which was an axial code); (2) ‘Feeling Emotionally Supported’ (which was an axial code); (3) ‘Positive Counseling Environment’ (which was a selective code); and (4) ‘Feeling Helped’ (which was a selective code). By definition (see above), each of these four themes were represented in at least 50% of all interviews, and taken together, these four themes were represented in 78% of all interviews. For a visual representation of these themes, see Appendix C.

The analysis begins by discussing the relatively less prevalent themes (which were axial codes) of ‘Positive Caseworker Personality’ and ‘Feeling Emotionally Supported,’ and then discusses the relatively more prevalent themes (which were selective codes) of ‘Positive Counseling Environment’ and ‘Feeling Helped.’ Multiple examples will be provided of each theme and subtheme. For context, each example includes the interview question (refer to Appendix A for full questions), the focal unit that was open coded, and at least the preceding and following units. Coded units are separated by backward slashes (“/”). Focal units are highlighted in boldface type. Within each focal unit, the open-coded segment is underlined.

Theme #1: Positive Caseworker Personality

The first theme that emerged was ‘Positive Caseworker Personality.’ Half of all clients (10/20) mentioned a positive aspect of their caseworker’s personality as playing a role in their satisfaction with CC. According to Merriam-Webster, personality refers to

“attractive qualities like energy, friendliness, and humor that make a person interesting or pleasant to be with” (MWD, n.d.). This definition was echoed in the responses of clients who used words like “nice” to describe their caseworkers as we can see in Extract 1. Note that the client frames this characterization in terms of what “was good”, and thus in terms of satisfaction.

Extract 1 [Interview 1] (*Former client*)

Interviewer: [Q4a] What made it good for you [first visit]?

Client: I’ve never had a bad experience with them so I know it **was good.** /
Probably what made it good was that she was so **nice** / and had a lot of
resources and answers to the questions that I needed...

Clients also describe caseworkers as being “awesome” as seen in Extract 2. Note that this characterization is based on a relatively long history with the caseworker (e.g., “I’ve been meeting with her pretty much for my whole entire pregnancy”).

Extract 2 [Interview 2] (*Current client*)

Interviewer: [Q5] ... can you tell me about your interactions with this person?

Client: Well, currently now with this pregnancy, my caseworker, **she’s been really awesome.** / I’ve been meeting with her pretty much for my whole
entire pregnancy / and she’s been really helpful. [Q6].

In Extract 3, the client refers to the caseworker as “wonderful”. Although ‘wonderful’ is relatively generic, note that the client goes on to ‘unpack’ it in terms of another aspect of personality, that being “easy to talk to”.

Extract 3 [Interview 3] (*Current client*)

Interviewer: [Q5] ... tell me about your interactions with your caseworker?

Client: Yeah. / She's wonderful. / I just remember her being easy to talk to in the beginning which was really helpful.

We can see another example of ‘Positive Caseworker Personality’ in Extract 4 where the client refers to the caseworker as “super sweet and super loving.” Note that this characterization is given as an example of the caseworker being “awesome”, and thus as an example of satisfaction.

Extract 4 [Interview 8] (*Current client*)

Interviewer: [Q5] Can you about your interactions with your caseworker?

Client: Yeah. She is awesome. / She is like super sweet and super loving / and nonjudgmental and caring.

In Extract 5, the client refers to the caseworker as being ‘calm.’ Note that the client explicitly links her liking or satisfaction with the personality trait of being “calm” by reinforcing her statement with “I like her a lot.”

Extract 5 [Interview 12] (*Current client*)

Interviewer: [Q5] What did you like about working with her [your caseworker]?

Client: Oh, I like her a lot. She's helpful. She's good. / **She's calm.** / She is – I like her a lot.

Perhaps related to being “calm” (see Extract 5, above), in Extract 6 the client refers to the caseworker as being “soft-spoken”. Note that the client frames ‘soft spoken’ as an aspect of the caseworker’s “attitude”, and goes on to elaborate “soft spoken” in terms of another aspect of personality, that being “sincere”.

Extract 6 [Interview 17] (*Current client*)

Interviewer: [Q5] So was there something specific that she [your caseworker] did that made you feel like she was helpful?

Client: It was just her genuine attitude really. / **She was just really soft-spoken.** / You could tell that she was sincere.

As we can see from Extracts 5 and 6 (above), the positive demeanor and warm personalities of caseworkers played a role in the overall satisfaction of clients with the services at CC. Clients also used descriptions like “energetic”, “honest”, and “easy to talk to” when talking about their caseworkers and other staff at CC.

Theme #2: Feeling Emotionally Supported

The second theme to emerge from the data was that of ‘Feeling Emotionally Supported’. Sixty percent of clients (12/20) identified caseworker qualities like ‘caring for clients,’ ‘building clients’ confidence,’ ‘building clients’ hope,’ and ‘empowering

clients' as playing a role in their satisfaction with CC. For example, see Extract 7, and the phrase "give me confidence" (194). The client explicitly orients to feeling supported when she goes on to say: "I just feel supported there".

Extract 7 [Interview 2] (*Current client*)

Interviewer: [Q10] Why do you continue to use Catholic Charities

Client: If I tell them that I'm running low on food, they give out free bread and I like that, because the bread is better than the break I get at WIC. / **And they've got classes that give me confidence that I can be a good parent** / and I just feel supported there.

Closely related to the perception of 'confidence building' is that of 'empowerment.' For instance, in Extract 8, the client reports "just help me feel empowered". Note that the client explicitly goes on to summarize this as the result of "a lot of good support".

Extract 8 [Interview 3] (*Current client*)

Interviewer: [Q5] Can you tell me about your interactions with your caseworker?

Client: My counselor was wonderful at just listening and kind of reflecting back to me why I was making this decision and I really appreciated that because that's the kind of support I was looking for, not support that was judgmental or really not supportive at all / when certain issues would come up that I wasn't sure about, she would take the time to listen / and

just help me feel empowered like I could do it and get the resources I needed. / She was always just helpful and willing to listening and so she really did provide a lot of good support and still does.

In addition to instilling confidence and hope, emotional support at CC took the form of alleviating depression through counseling as in Extract 9.

Extract 9 [Interview 6] (Current client)

Interviewer: [Q13] Why would you say “yes” (recommend Catholic Charities)?

Client: Because, well I have this friend that she’s having this depression and I know she would need this help that Catholic Charities has – these classes for depression... / I had depression when my baby was born then now I feel really good. / END

With the relief of depression that some clients describe was also the addition of “hope” to their lives through the emotional support at CC as Extract 10 shows. Note that the client orients to being given hope as being “helpful”, and thus to being satisfied with it.

Extract 10 [Interview 9] (Current client)

Interviewer: [Q4a] What was your first visit like?

Client: ... I felt a little bit better about where I was in my life, because I felt like, okay, I’m going to be given tools and assistance to make the best decision for this child, and so, you know, that was a good feeling. / **It gave me a**

little bit of hope, I guess you could say /and I don't remember if it was the first visit or not, but she also gave me some bus passes, because, at the time, I didn't have transportation. / So, that was also helpful and it took a little pressure off, you know, being able to have the assistance with that.

In Extract 11, the client describes caseworkers as an “amazing caring group of people”, and specifically orients to this being “supportive”.

Extract 11 [Interview 18] (*Current client*)

Interviewer: [Q14] Is there anything else you would like to add about your experience with Catholic Charities?

Client: Just that they are a great organization and I don't have anything negative to say but it just has been the most positive experience that I have had with some type of service. / **Just that they are an amazing caring group of people.** / I've met a lot of different people my caseworker works with and it's not just her; the attitude she has is kind of the attitude of the whole group of people that they have and it's never judgmental, always helpful and supportive.

With the majority of clients feeling emotionally supported by CC in some way, these extracts show the various forms emotional support can take in this setting. From alleviating depression and anxiety to instilling hope and confidence, these extracts show the impact of an emotional connection on clients' satisfaction at CC.

Theme #3: Positive Counseling Environment

The strongest theme to emerge was that of ‘Positive Counseling Environment’ which was mentioned in ninety-five percent (19/20) of all interviews. This label was derived from the basic tenets of professional counseling regarding the resolution of personal, social, and/or psychological ‘problems.’ Specifically, this macro theme (i.e., selective code) involved two subthemes (i.e., axial codes): (1) Feeling accepted and affirmed; and (2) Feeling listened to.

Feeling accepted and affirmed. The subtheme of ‘feeling accepted and affirmed’ emerged as an important satisfactory feature of the positive counseling environment at CC, being mentioned in 17/19 interviews (89%). This subtheme included clients feeling accepted, affirmed, not judged, and made to feel comfortable. In Extract 12, the client discusses the feeling of acceptance and being “comforted” by her caseworker. This emotional support came from feeling “not judged”.

Extract 12 [Interview 4] (Former client)

Interviewer: [Q5] What specifically did you like about working with her [your caseworker]?

Client: She was very like “It’s your choice and whatever you decide is best, we will help you through whatever decision you make.” / **So I felt very comforted and very not_judged or anything like that.** / [Q6]

The Miriam-Webster Dictionary defines nonjudgmental as “tending not to judge other people harshly or unfairly: not too critical of other people” and “avoiding judgments based on one’s personal and especially moral standards” (MWD, n.d.). As seen in Extract 13, clients sometimes specifically talked about the lack of moral criticism for coming to CC. Note that the client cites, as evidence, caseworker speech that canonically nonjudgmental.

Extract 13 [Interview 14] (*Former client*)

Interviewer: [Q13] Why would you [refer someone to Catholic Charities]?

Client: Just because I felt like they definitely knew what they were doing. / **They had a very – accepting I guess I would say; they had a very accepting and – they made you feel comfortable.** / They didn’t make you feel awkward or bad or anything for what you were doing or why you were there.

In Extract 14, the client goes beyond describing the caseworker’s personality as being “friendly” and describes her care as being “treated...more like a family”. Here the client alludes to the accepting bonds of family, where are stronger than those of mere friends.

Extract 14 [Interview 6] (*Current client*)

Interviewer: [Q5] You said she was good at her job, good working with you, and I was asking why you think she was good. What did she do?

Client: She was friendly to me. / **She treated me more like a family**. / [Q6]

The metaphor of 'family' is used again by the client in Extract 15. Here, the client refers to the caseworker as someone like her "aunt" as opposed to "a business or a doctor's office", and asserts that this 'family' connection "feels good".

Extract 15 [Interview 11] (Current client)

Interviewer: [Q10] Why would you say that you keep using Catholic Charities?

Client: It's all like it doesn't feel like a business or a doctor's office I guess. **It kind of feels like you're going to see like your aunt** or somebody at work. / **It feels like you've been there before, like it feels good.** / [Q11]

In Extract 15, the client says that the caseworker was "genuine" by which the client meant that the caseworker was 'loving' and 'really wanted to help' as opposed to orienting to the job as "just...something we do".

Extract 16 [Interview 8] (Current client)

Interviewer: [Q12] Why would you say 'yes' [that you are satisfied with Catholic Charities?]

Client: Well, you know what, because it was humbling to even have to accept, you know, charity and but they did it in such a loving way, you know, and basically **really genuinely seemed like to want to help**. Like it wasn't like, oh, just is something we do. / **Like it was genuine**, / especially my

caseworker, she just had like this wonderful way about her, love and so, I don't know.

In Extract 16, the client asserts that, although she was initially "nervous" about opening up, she did so because the caseworker made her feel "comfortable" at least by virtue of telling "a little bit of her [i.e., the caseworker's] story", which made the client feel comfortable.

Extract 16 [Interview 9] (*Current client*)

Interviewer: [Q4a] What was that first visit like?

Client: I felt like it would be easier to trust her and her opinions. / **And so, you know, that first visit, initially, I was nervous, but then I felt much more comfortable after meeting her** / and hearing a little bit of her story.

Part of not being judged and feeling accepted was feeling "respected", as reported by the client in Extract 17. Regarding acceptance, note that the client specifically goes on to say: "They're supportive to you, not just because it's their job, but because it's part of who they are".

Extract 17 [Interview 10] (*Current client*)

Interviewer: [Q5] What specifically did you like about interacting with your caseworker?

Client: She's one of those types of people that, like I said about ____, if she doesn't have the answer to something, she will, you know, find out and get

back to you. / **And it just allows you, you know, to feel respected and, you know, like they want to know what's going on for you.** / They're supportive to you, not just because it's their job, but because it's part of who they are, and I've gotten that sense from her.

Part of describing caseworkers as being accepting and nonjudgmental involved describing them as being "strong advocates", as the client does in Extract 19.

Extract 19 [Interview 13] (*Current client*)

Interviewer: [Q10] What keeps you coming back or why do you still use Catholic Charities?

Client: My caseworker is so awesome. / **I have a state situation where both my kids have been taken by the state and been put up for adoption and we had been fighting to keep our son and my caseworker is making sure that that's going to happen because she is a strong advocate.** / We meet with her once a week just to go over what else we could be doing to ensure that they can't take our son.

Feeling Listened To. The subtheme of 'Feeling Listened To' also emerged as an important satisfactory feature of the positive counseling environment at CC, being mentioned in 13/19 interviews (65%). Feeling listened to seemed to play an important role in establishing a safe place for clients to process their feelings as seen in Extract 20. It was not uncommon for clients to specifically describe caseworkers as "great listeners", as in Extract 20. Note that the client appears to differentiate between caseworkers

listening, and caseworkers making clients feel "comfortable", which relates to the previous sub-category of feeling accepted and not judged.

Extract 20 [Interview 19] (*Current client*)

Interviewer: [Q5] Can you talk a little bit more about your interactions with that person and what they are like?

Client: Yeah. Well my caseworker I really enjoy talking with. / I feel really comfortable with her / and she is really a great listener. / She also helped kind of digest when I was feeling the way that I do and helped me set up goals...

In Extract 22, the client lauds the caseworker's willingness "to listen". Note that the client specifically goes on to say that this was satisfying, or "a good experience".

Extract 22 [Interview16] (*Former client*)

Interview: [Q5] What were your interactions with your caseworker like?

Client: And she was just really, really phenomenal, and I totally, I know there were multiple times where I told other girls or even just people that I would meet in conversation and I'd be like "Oh, you're pregnant; you need to call this number" because I really felt like somebody who – everybody there / **but she was really somebody who no matter what was going on she was willing to listen and try to help me with it** / and it

was really, really a good experience and something I wish I had had when I had my first son.

In Extract 23, the client praises the caseworker for "just" listening to her while she talked about difficult subjects. Here, the client equates patient listening with positive characteristics of being "supportive" and "empathetic".

Extract 23 [Interview 20] (*Current client*)

Interviewer: [Q5] What were your interactions with your caseworker like?

Client: We just sat down and talked about things that were going on in my life and stressors and, you know, just stuff that was difficult or that I was just going through. / **And she just listened to me, and tried to be supportive** / ... she was empathetic. / [Q6]

Extracts from these two subthemes clearly show that nearly all of those interviewed felt that the environment at CC played a factor in their satisfaction with the agency. Whether their caseworkers were nonjudgmental and accepting or provided a listening, empathetic ear (or both as in several cases), the positive counseling environment established by staff made a strong impression on both CC clients currently engaged in services and those who no longer received services.

Theme #4: Feeling Helped

The second strongest theme to emerge as a factor in the satisfaction of CC clients is that of 'Feeling Helped.' Ninety percent of clients (18/20) indicated that they were

satisfied because they were ‘helped’ in some way. The nature of ‘help’ varied, and this macro theme (i.e., selective code) comprised four subthemes (i.e., four axial codes): (1) Feeling helped in general; (2) Feeling helped through the provision of supplies and resources; (3) Feeling helped through the provision of information and advice; and (4) Feeling accommodated.

Feeling helped in general. In half of all interviews comprising the larger theme of ‘Feeling Helped’ (9/18), clients specifically asserted that caseworkers ‘helped’ or ‘were helpful,’ but did not, in the same coded unit, specify the nature of the help. For example, in Extract 24, the client asserts that her caseworker is “really helpful”. In the following unit, the client cites the caseworker behavior of ‘listening’ and ‘giving suggestions’ as being helpful.

Extract 24 [Interview 1] (Former client)

Interviewer: [Q10] What would keep you connected to them [CC]?

Client: I like giving back to them because they gave to me and I know that also they work with other people that in need so I would much rather donate the stuff that I’m not using anymore...so I like to go back to do that and / **I also like to go back just because my caseworker she’s really helpful.** / Even if she’s there just to listen to me vent about stuff, she usually always has either a listening ear or some suggestions for me.

In Extract 25, the client similarly describes her first visit as being “helpful”, and then goes on to cite the caseworker’s positive personality (i.e., “very nice, like sweet nice;” and being given “information” as constituting ‘help.’

Extract 25 [Interview 11] (*Current client*)

Interviewer: [Q4a] What was your first visit like?

Client: It was very emotional. It was good though, I don’t know how to explain it.
/ **It was helpful** / I guess, like a lot of information, a lot of like, they were very nice, like sweet nice, not like petty nice.

Some clients were able to be more specific in their description of help as we see in Extract 26 where the client discusses many features of counseling that helped her during her time as a CC client.

Extract 26 [Interview 4] (*Former client*)

Interviewer: [Q7] So, your counseling sessions with her [caseworker], were they beneficial?

Client: Yeah, I think they were because at first it was so overwhelming at first just to find out I was pregnant and then from there I didn’t have any idea what I wanted to do / **and she really made me understand what adoption is like and what parenting your own child is like and the options and she helped me because I didn’t know anything about it /** so she helped me

understand what each side would bring me or take away from me or anything like that.

Feeling helped through the provision of supplies and resources. In half of all interviews comprising the larger theme of ‘Feeling Helped’ (9/18), clients cited tangible supplies and resources as being helpful, including, money, time, and other resources. For example, one tangible resource was money for lawyer fees, as seen in Extract 27. Note that the client specifically characterizes this as “help” in the following unit.

Extract 27 [Interview 2] (*Current client*)

Interviewer: [Q4a] What was your first visit like?

Client: When I went to Catholic Charities, the listened to me and gave me advice about what to do and how to make my situation better / **and they gave me some money so that I could continue to go to my lawyer and continue to stay involved with the custody process** / and yeah, I am really glad that they were there and able to help me out...

In Extract 28, the client cites the caseworker’s time and effort: “she actually was sitting in on my DHS visits with my kids”. Note that the client frames this in terms of feeling “really good”, and thus in terms of her satisfaction.

Extract 28 [Interview 7] (*Current client*)

Interviewer: [Q5] How did you feel about your experience with your caseworker?

Client: I felt really good. I mean I worked with her and / **I'm dealing with DHS and she actually was sitting in on my DHS visits with my kids just for a while and working with me that way too.** / So, I got to work with her a lot.

In Extract 29, the client refers to having received a “budgeting course”, and currently being in a “Trauma Informed Parenting Group”. Note that the client specifically characterizes these services as being “really great” and “extremely helpful”.

Extract 29 [Interview 18] (Current client)

Interviewer: [Q6] Did you use other services like classes or additional counseling?

Client: Yeah I did. / **I did a really great budgeting course, an all-day budgeting course that was extremely helpful to try to make me more self-sufficient and I am also right now doing a Trauma Informed Parenting Group.** / The budgeting class was really great.

Feeling helped through the provision of information and planning. In more than half of all interviews comprising the larger theme of ‘Feeling Helped’ (i.e., 10/18), clients specifically cited information and advice as being helpful, and this included information, advice, planning services, and guidance. For example, in Extract 30, the client initially recalls the caseworkers’ information/advice, and then specifically characterizes that assistance in terms of the caseworker’s “knowledge”. Furthermore, the client specifically frames the caseworker’s knowledge as having “helped”.

Extract 30 [Interview 9] (Current client)

Interviewer: [Q7] ...services and resources most helpful to you?

Client: So when I am frustrated with the father, she's able to point out, you know, he's 19 years old, he hasn't developed the frontal lobe of his brain in the way that, you know, someone who is in his mid to late 20s would, and so I have to kind of take that into consideration when I'm thinking about his reactions./ **So, her knowledge and her professionalism has been the most valuable, and it's helped me to grow.** / [Q8]

In Extract 31, the client refers to having received support in the form of decision-making "tools and assistance". Insofar as this instilled a "good feeling", the client orients to it as having been satisfying.

Extract 31[Interview 9] (Current client)

Interviewer: [Q4a] Can you tell me about your first visit?

Client: ...I felt a little bit better about where I was in my life because I felt like, okay, / **I'm going to be given tools and assistance to make the best decision for this child,** / and so, you know, that was a good feeling.

In Extract 32, the client refers to "counseling" as being "beneficial". Note that the client specifically frames counseling as having been "helpful".

Extract 32 [Interview 20] (Current client)

Interviewer: [Q7] And what made it helpful for you [counseling at CC]?

Client: / **I felt like counseling was the most beneficial.** / Just having someone to listen to you and someone that I could contact when I was stressed and I needed someone to talk to. And that's been helpful for me.

In Extract 33, the client notes that the caseworker “helped” her “set up goals”, and thus refers to assistance in the form of planning.

Extract 33 [Interview 19] (Current client)

Interviewer: [Q5] Can you talk about your interactions with that person [your caseworker] and what they are like?

Client: I feel really comfortable with her and she is a really great listener. / **She also helped me kind of digest when I was feeling the way I do and helped me set up goals** / and then, the counselor, I think in the beginning it was.

Feeling accommodated. Another important subtheme that emerged in half of all ‘Helpful’ responses (9/18) and that was the feeling that CC staff was ‘accommodating’. By standard definition, to be ‘accommodating’ entails a willingness to please and to be helpful or obliging (MWD, n.d.). For instance, in Extract 34, the client asserts that “what was great” (i.e., satisfying) is that the caseworker “came to me”, and thus that the caseworker accommodated the client’s life contingencies and schedule.

Extract 34 [Interview 8] (Current client)

Interviewer: [Q10] Why do you continue to use Catholic Charities?

Client: It was just to keep that connection. / **And what was great was that she came to me and was able to keep it going that way, because I really wasn't able to really take my baby out.** / You know, it was cold and...

Another aspect of caseworkers being accommodating was caseworkers making themselves available to clients. For example, in Extract 35, the client cites the ability to “call her any time”. Note that the client specifically orients to being satisfied when she says: “I really appreciated that”.

Extract 35 [Interview 9] (*Current client*)

Interviewer: [Q5] Was there anything else that made her a particularly good caseworker?

Client: So, for example, recently, she deals with both myself and the father of the baby and, recently, I called her and / **I can call her any time.** / I mean I've called her on the weekend and she has answered, even though she wasn't working, because she knew that it was a crisis situation, and so she was willing to answer, and I really appreciated that.

In addition to being available via telephone, caseworkers seem to be emotionally available to their clients by reassuring them that they will be there regardless of the decision made by the client as we can see in Extract 36.

Extract 36 [Interview 5] (Former client)

Interviewer: [Q5] So what did you like about your interactions with your caseworker?

Client: She let me know that no matter what decision I made, she would not let anyone affect me because no matter what, whether I placed my child for adoption, I was the one that was signing the papers, and if I parented, I was the one to change the diapers and I would be the parent, and / **she let me know that no matter what I decided that she would be there to help.** / [Q6]

As we can see from Extracts 24 through 36, CC tailored their help to the needs of their clients. In both tangible and nontangible ways, the help provided by CC enabled clients to overcome their current crisis situations. From diapers and bread to flexible counseling sessions and parenting classes, this theme of help clearly impacted the satisfaction of CC clients.

Chapter 4: Discussion

This inductive, grounded theoretical thesis revealed four themes that play an important role in the satisfaction of Catholic Charities (CC) clients in the Pregnancy Crisis and Support program: (1) 'Positive Caseworker Personality,' (2) 'Feeling Emotionally Supported,' (3) 'Positive Counseling Environment,' and (4) 'Feeling Helped.' Some of these themes were represented more strongly than others, and two of them – 'Feeling Helped' and 'Positive Counseling Environment' – had subthemes representing more nuanced aspects of satisfaction. Many of these findings are consistent with prior satisfaction literature in both for-profit and non-profit settings, and the themes of this thesis are similar to themes that have been found to be important to client/customer retention. In addition to aligning with current research on satisfaction, the emergent themes also help to illuminate previously unexamined elements of customer satisfaction in non-profit contexts.

Positive caseworker personality

Littell et al. (2007, p.16) argued that "clinicians attributes and attitudes have been neglected in the study of treatment participation, although there is reason to believe that certain characteristics of the helper are related to clients' responses to treatment." Although Littell et al. did not identify specific caseworker personality traits that were most beneficial to clients, they did find an association between caseworkers' attitudes toward clients and clients' engagement and treatment success. Caseworkers' negative

attitudes and demeanor reflected their beliefs that clients would be uncooperative and unsuccessful, and this was typically the outcome. However, caseworkers with positive attitudes and demeanors tended to have clients who were participatory and successful in treatment. Similarly, Padgett et al. (2008, p. 230) found that helpers acting kindly enhanced clients' satisfaction with services. Reinforcing the findings of both Little et al. (2007) and Padgett et al. (2008), in a meta-analysis of 64 academic studies on relationship quality in business-to-business or business-to-customer contexts, Athanasopoulou (2009) found that clients perceiving that helpers were 'likable' or 'personable' positively influenced the overall strength and longevity of relationships.

In line with the aforementioned research, a dominant theme emerging from the present data was that some positive aspects of caseworkers' personalities were satisfying to clients in terms of their experiences with CC. Clients referred to positive personality traits such as "nice," "wonderful," "loving," "awesome," "sweet," and "calm." These descriptions shed light on caseworker qualities that may lead to clients' engagement and retention. These traits fit with the "distinct values, interests, and abilities" that stem from the "caregiver" personality, a personality type shown by Walters (n.d.) to be conceptually central to becoming a social worker.

Feeling emotionally supported

Zebava Ford (2003) found that one aspect of personalized service that was associated with clients' loyalty to service providers involved their social support, including "expressions of sensitivity to a customer's feelings or needs" (p. 192).

Similarly, Littell et al. (2007) found that client engagement is enhanced by “conveying hope that the situation can be improved” (p. 18). Along these lines, a central theme emerging from the data involved clients being satisfied because they were made to feel emotionally supported. For example, clients reported being made to feel empowered, confident, hopeful, good about themselves, and less depressed. The precise mechanisms of emotional support varied. For example, caseworkers can build “hope” (Extract 10) by offering tools and resources tailored to the clients. “Confidence” (Extract 7) can be built and clients can be “empowered” (Extract 8) through caseworkers paying attention to their specific needs (i.e. In Extract 7, the client was struggling to feed her family and the caseworker supported her with additional food). Caseworkers can help clients “feel really good” about themselves and their chances of success by offering them classes to reduce their depression (Extract 9). In these ways, the theme of ‘feeling emotionally supported’ is related to that of ‘feeling helped’ (see below).

Positive counseling environment

The most dominant satisfaction-related theme to emerge from the data involved a ‘Positive Counseling Environment.’ This macro-theme was comprised of two subthemes, including clients feeling that they were ‘not judged’ and ‘listened to.’ The element of a nonjudgmental counseling atmosphere is only mentioned briefly in prior literature (Littell et al., 2001) that lists “nonstigmatizing ideologies, goals that stress development of long term skills, a people changing (vs. people-processing) service technology, and professional treatment of clients” as factors leading to improved client engagement. In

the present data, clients indicated their satisfaction with being made to feel ‘accepted,’ ‘comfortable,’ and ‘not judged,’ and with being treated ‘genuinely’ and ‘like family.’

Related to ‘listening,’ Zebava Ford (2003) found that one aspect of personalized service that was associated with clients’ loyalty to service providers involved their ‘interaction involvement,’ which involves verbal feedback that lets customers know that they are being engaged both “cognitively and behaviorally” (p.192). Relatedly, in identifying the critical elements of the engagement process for social workers, McKay et al. (1996, p. 465) posited that allowing clients “to tell their own story” is the foundation of the collaborative process between clients and their caseworkers. In the present data, clients indicated their satisfaction with caseworkers who ‘lent an empathetic ear,’ who were ‘willing to listen’ or ‘great listeners’ or ‘understanding,’ and who ‘helped clients digest feelings.’

Feeling helped

Perhaps not surprisingly, prior research suggests that one of the strongest predictors of client retention and satisfaction is being provided with tangible and informational support. For example, two of Zebava Ford’s (2003) four aspects of personalized service that are positively associated with clients’ loyalty to service providers involve ‘customer orientation’ (e.g., asking questions, discussing options, providing advice, engaging in communication behaviors that enable providers to identify customers’ specific needs, and tailoring services to meet clients’ needs) and ‘information sharing’ (e.g., thoroughly responding to customers’ questions, offering thoughtful

explanations to customers' questions, etc.). Similarly, in Athanasopoulou's (2009) meta-analysis, two of the four factors that influenced the overall strength and longevity of business relationships were clients perceiving that helpers: (1) were knowledgeable; and (2) disclosed information, or shared resources and helped with decision making. Padgett et al. (2008) found that providing job connections (i.e., resources) enhanced clients' satisfaction with services. Finally, two of McKay et al.'s (1996) four elements essential to the 'social work engagement model' are 'addressing clients' practical concerns,' and 'identifying and solving clients' problems.'

In line with the aforementioned findings, the second most dominant theme to emerge from the present data was clients 'feeling helped.' This macro-theme was comprised of four subthemes, including clients feeling that they were 'helped generally or non-specifically,' 'helped through the provision of supplies and resources,' 'helped through the provision of information and planning,' and 'accommodated.' When clients reported feeling helped through the provision of supplies and resources, they referred to tangible items like money, specific classes, and material supplies (e.g., diapers). These items were, as one client put it, "tools and assistance to make the best decision for my child" (Extract 29). Another client described these items as providing ways for them to become "more self-sufficient" (Extract 31). When clients reported feeling helped through the provision of information and planning, clients referred to caseworkers' knowledge in general, and specifically to being given advice, assistance with setting goals, and assistance with making decisions. Similar to findings by McKay et al. (1996), CC clients often needed help navigating their ways through other systems like DHS and

Immigration. When clients reported feeling ‘accommodated,’ they reported feeling as if caseworkers were available (or made themselves available) at all times, and that caseworkers proactively ‘came to clients.’ One client described having a caseworker who “came to come to me...because I really wasn’t able to really take my baby out” (Extract 34) while another client felt that her caseworker would respond to her any time, “even on the weekend” (Extract 35). Clients seemed to feel that CC caseworkers consistently ‘went the extra mile’ for them.

Limitations and key assumptions

This thesis is based on the assumption that the framework for analyzing the elements of clients’ satisfaction and retention in for-profit organizations can be adopted for analyzing the same elements of non-profit organizations. Adopting the language used to describe the features of profit-making companies (e.g., ‘product,’ ‘client,’ ‘satisfaction,’ ‘retention,’ and ‘loyalty’) can be viewed as a limitation because it may overlook features that are unique to non-profit organizations. Another assumption inherent in this thesis is the nature of the work of CC. As a private, Catholic agency, they provide counseling, support, and services to open-adoption or parenting-minded families, rather than those seeking other options, such as abortion or closed adoption. This ideological underpinning may alter the communication between the staff and the clients and therefore may affect their satisfaction and retention rates.

The clients in this thesis also reflect a convenience sample rather than a representative sample of CC clients. For instance, CC serves many non-English speaking

families, and only English speakers were interviewed. As such, the clients are all English speakers (though not all were native-English speakers), and thus results may not reflect the full diversity of clients served by CC. Furthermore, interviews were only performed with clients who could be reached by telephone and who returned initial screening calls. Many of the telephone numbers and addresses that CC had on file for clients were out of service or no longer accurate, respectively. There is a chance that those who declined to participate, or who did not return messages, did so precisely because they had unsatisfying experiences with CC. While a good amount of data was generated from clients' experiences, extending this study's sample size and duration would improve representativeness.

In terms of personal limitations or potential biases, I myself volunteer for the agency as a mentor to pregnant women and/or new mothers experiencing crises. My role as a volunteer both led me to learn more about CC and, more specifically, gave me access to their data reflecting retention-rate problems. The clients I interviewed for this thesis knew me only in my capacity as a researcher for Portland State University, and not as a volunteer for CC. I did not indicate to these participants that I was familiar with any of the caseworkers at CC, nor did I divulge to any of the staff what was said about them during these interviews. My familiarity with CC, and my desire to help families in crisis could have led me to unintentionally interpret the data in biased ways.

Chapter 5: Recommendations

Overall, this thesis strongly indicates that CC is doing a thorough job at serving women and families who come to them in crisis. Clients overwhelmingly reported that their interactions with caseworkers and the CC environment were positive, leaving clients feeling supported, helped, and, ultimately, satisfied. While each of the clients interviewed said they were both satisfied with CC and would recommend the agency to others, this thesis shows specifically what CC does to satisfy clients. Using the themes that have emerged from this thesis, social work literature, and the specific suggestions made by clients, CC can maintain, and potentially increase, client satisfaction and retention with the recommendations that follow.

Positive caseworker personality

Half of the interviewed clients for this thesis (10/20) mentioned the positive personality characteristics of their caseworker. Traits like ‘nice,’ ‘sweet,’ ‘calm,’ and ‘wonderful,’ were very apparent throughout the interviews and played a role in the satisfactory experiences clients had with CC. Based on this data, I would make the following recommendations: (1) Hire interns and social workers who demonstrate the positive personality characteristics that enhance client satisfaction with the agency; (2) Ensure that current training for CC social workers and potential CC social workers emphasizes and strengthens these positive traits, specifically focusing on client satisfaction; and (3) Implement new training for CC social workers by encouraging them

to practice what Walters (n.d.) called “the use of self,” or the integration of personality traits, life experiences, knowledge, and social work skills. Training social workers to use their personalities along with their learned skills to help clients will enable social workers to “strive for authenticity and genuineness with clients while at the same time honoring the values and ethics we so highly value in social work practice” (Walters, n.d.).

Feeling emotionally supported

Sixty percent (12/20) of the clients interviewed associated their satisfaction at CC with feeling emotionally supported. CC clients, like many who seek out social services and resources in their communities, face many emotional challenges. Clients reported seeking relief from pregnancy-related uncertainty, anxiety, and depression. From these interviews, we can see that CC empowers their clients, giving them the hope and confidence needed to make difficult decisions related to pregnancy and adoption. This kind of client empowerment fits with the model of client support described in a respected social-work textbook, *Community Practice: Theories and Skills for Social Workers*, which describes empowerment as “the cornerstone of social work practice and social work’s value of client self-determination” (Hardcastle, 2011, p. 289). Client-satisfaction, according to Hardcastle (2011), requires both general social networks and specific social-support networks. In general, Hardcastle (2011) tells us that client empowerment and self-determination result from an overall feeling of social support, or “a general sense of being cared for.” This kind of support “promotes social integration and emotional support” (p. 289). One of the more specific forms of support Hardcastle (2011) recommends is “esteem support or encouragement,” which he identifies as important for

“bolstering a sense of personal competency for dealing with specific challenges,” such as those faced by CC clients in crisis. This method of support is “task-focused.” By educating and encouraging clients in ways described above, CC can continue to provide the kind of emotional support that leads to self-determination and satisfaction.

Positive counseling environment

The creation of a ‘positive counseling environment’ by CC generally, and by staff specifically, played the largest role in clients’ satisfaction (19/20). The subthemes of feeling ‘not judged’ and ‘listened to’ offer unique insight into the way CC can maintain and increase satisfaction. First, the establishment of a safe, nonjudgmental atmosphere is vital to the development of a positive counseling environment and a “collaborative process between the client and worker” which begins in the first interview (McKay et al., 1996). One of the first things noted by several interviewees (Extract 14; Extract 16) is that their initial interactions with their caseworkers are comfortable, and that the agency itself feels familiar. CC appears to strike a balance between what McKay et al., (1996, p.465) described “as the need to obtain intake information” and the need to help families “tell their own story” about why they have come to the agency. Allowing and encouraging self-disclosure increases the bond between caseworker and client, and enhances feeling of “trust” (Extract 16) and being “listened to” (Extract 23). CC can also increase the caseworker-client bond and further accommodate their clients in a positive counseling environment through the kind of ‘personalized service’ recommended by Zebava-Ford (2003). ‘Interaction involvement’ would encourage the clients to do most of the talking, particularly during initial visits, while the caseworker provides positive

reinforcement through verbal feedback to let the client know that they are being engaged both ‘cognitively and behaviorally.’

Feeling helped

A vast majority of clients interviewed (18/20) indicated that ‘feeling helped’ in some way by CC played a part in their satisfaction with the agency. While some clients said that CC helped them in general, or that they felt ‘accommodated’ (i.e., another general formulation of ‘help’), many specified help in terms of ‘the provision of supplies and resources’ and ‘the provision of information and advice.’ As many CC clients come to the agency with needs that are both tangible and intangible, CC should insure, as much as possible, that clients’ most pressing basic needs (food, clothing, safe housing, etc.) are met first. Concurrent with the social worker training outlined by McKay et al. (1996, p. 465), an agency can increase client engagement in longer-term counseling if there is a “focus on concrete, practical concerns that families bring to the first meeting.” After providing this practical help through ‘supplies and resources,’ CC can then move on to provide ‘information and advice’ like setting up ‘goals’ (Extract 33). Both of these kinds of help will leave clients ‘feeling accommodated’ or, as the client in Extract 36 put it, feeling that “no matter what I decided that she would be there to help.” Clients felt accommodated by caseworkers when they felt that they ‘went the extra mile’ for clients by being available outside of work hours (Extract 35) or offering home visits when a client was unable to travel (Extract 34). These small “acts of kindness” may not fall squarely within a caseworker’s job description, or might take place off of the clock, but literature confirms they can play a large role in clients’ satisfaction because they “show

warmth and humanity,” which can be a “rarity amidst a norm of routinized encounters” (Padgett et al., 2008, p. 230). CC should not underestimate the value of what are often called “the little things,” and should encourage staff to demonstrate small acts of kindness for clients whenever possible.

As the literature shows, and this thesis demonstrates, the right kind of help at the right time (e.g. tangible vs. intangible or long-term vs. short-term) plays a role in client satisfaction. Expectations have also been shown to play a key role in satisfaction, and CC might consider updating the intake process to include clients’ expectations for both immediate help and longer term goals. If CC can ascertain the kind of help that clients expect, and if CC is clear regarding how they can help meet clients’ expectations, CC may be more likely to retain clients by satisfying immediate needs (e.g. supplies and resources) and future goals (e.g. decision making tools and counseling).

Improvements suggested by clients, and clients’ dissatisfaction

While this thesis suggests that the majority of CC clients have positive and satisfactory experiences with the agency, it is important to note that clients did, albeit rarely, express dissatisfaction. While no clients voiced dissatisfaction with their caseworkers, per se, clients did have suggestions for improvement regarding CC services, such as counseling services, educational classes, and the provision of supplies. Specifically, four of the twenty clients (20%) said that CC should offer more housing for families, and two clients (10%) desired more help with transportation to CC. Four clients (20%) vocalized the need for more classes or support groups for women who place

children for adoption. Two clients (10%) described the budgeting class and relationship-counseling services as being ‘not helpful,’ ‘too general,’ and/or ‘boring.’ Two clients (10%) reported that CC’s answering service was unsatisfactory because it failed to transmit the proper message in a timely manner.

Conclusion

This thesis was concerned with a client perspective on satisfaction, something that has been found to be lacking in both non-profit and for-profit settings (Littell et al., 2001; Padgett et al., 2008). This client-centered view should continue to be represented in future studies in order to create a more balanced body of satisfaction literature reflecting both providers and patients/clients. In a qualitative and inductive examination of the subjective experiences of twenty CC clients, four themes were found to play a role in their satisfaction with the agency’s Pregnancy Crisis and Support program: (1) ‘Positive Caseworker Personality;’ (2) ‘Feeling Emotionally Supported;’ (3) ‘Positive Counseling Environment;’ and (4) ‘Feeling Helped.’ Overwhelmingly, the themes of ‘Feeling Helped’ and ‘Positive Counseling Environment’ were found to play the largest role in clients’ satisfaction. These findings not only fit with those in both for-profit and non-profit literature, but also show the applicability of for-profit terminology such as ‘retention,’ ‘engagement,’ and ‘client satisfaction’ in non-profit settings (Vazquez et al.; Yorke, 2007). Literature in a great deal of for-profit and healthcare research demonstrates a strong link between client satisfaction and retention (Athanasopoulou, 2009; Avis et al., 1995; Bender et al., 2011; Littell et al., 2007; Maqsood et al., 2012; McKay et al., 1994; Padgett et al., 2008; Sixma et al., 1996; Vazquez et al., 2001; Zebava-Ford, 2003). Many

of the indicators of satisfaction and predictors of retention identified in these settings were present in the non-profit setting of CC. It is vital that CC retain as many clients as possible for as long as possible (up to six months) in order to provide full treatment and lessen clients' risk of returning to states of crisis. When examined alongside the literature, this thesis demonstrates the ways in which CC is satisfying clients and can continue to do so. Ensuring and strengthening client satisfaction will, hopefully, lead to increased retention rates, which translates into more women and children in Oregon emerging from, and staying out of, crisis.

References

- "Accommodating." Merriam-Webster.com. Merriam-Webster, n.d. Web. 10 Oct. 2013.
<<http://www.merriam-webster.com/dictionary/accommodating>>
- Appleton-Knapp, S.L. & Krentler, K.A. (2006). Measuring student expectations and their effects on satisfaction: The importance of managing student expectations. *Journal of Marketing Education*, 28, 254- 264. doi: 10.1177/0273475306293359
- Athanasopoulou, P. (2009). Relationship quality: A critical literature review and research agenda. *European Journal of Marketing*, 43, 583-610. doi: 10.1108/030950910946945
- Avis, M., Bond, M., & Antony, A. (1995). Satisfying solutions? A review of some unresolved issues in the measurement of patient satisfaction. *Journal of Advanced Nursing*, 22, 316-322. doi: 10.1046/j.1365-2648.1995.22020316
- Bender, K., Kapp, S., & Hahn, S.A. (2011). Are case management services associated with increased utilization of adolescent mental health treatment? *Children and Youth Services Review*, 33, 134-138. doi: 10.1016/j.childyouth.2010.08.025
- Bond, S. & Thomas, L. (1992). Measuring patients' satisfaction with nursing care. *Journal of Advanced Nursing*, 17, 52-63. doi: 10.1111/j.1365-2648.1992.tb01818.
- Charmaz, K. (1995). Grounded theory. In J. Smith, R. Harré, & L. Langenhove (Eds.), *Rethinking methods in psychology* (pp. 27-65). London: Sage.

- Charmaz, K. (2006) Constructing grounded theory: A practical guide through qualitative analysis. London: Sage.
- Eckenrode, J., Campa, M., Luckey, D. W., Henderson, C. R., Cole, et al. (2010). Long-term effects of prenatal and infancy nurse home visitation on the life course of youths: 19-year follow-up of a randomized trial. *Archives of Pediatrics & Adolescent Medicine*, 4, 9-15.
- Fiorentine, R., Nakashima, J., & Anglin, M. D. (1999). Client engagement in drug treatment. *Journal of Substance Abuse Treatment*, 17, 199–206.
- Fraser, M.W., Nelson, K. E., & Rivard, J. C. (1997). Effectiveness of family preservation services. *Social Work Research*, 21, 138-153. doi: 10.1093/swr/21.3.138
- Glaser B. G., & Strauss A. L. (1967) The discovery of grounded theory: Strategies for qualitative research. New York: Aldine de Gruyter
- Guttmacher Institute, (2011). State facts about unintended pregnancy in Oregon. Retrieved from <http://www.guttmacher.org/statecenter/unintended-pregnancy/OR.html>
- Littell, J. H., Alexander, L. B., & Reynolds, W. W. (2001). Client participation: Central and underinvestigated elements of intervention. *Social Service Review*, 75, 1-28.
- Littell, J. H., & Tajima, E. A. (2000). A multilevel model of client participation in intensive family preservation services. *Social Service Review*, 74, 405-435.

- Maqsood, A. S., Oweis, A. I., & Hasna, F. S. (2012) Differences between patients' expectations and satisfaction with nursing care in a private hospital in Jordan. *International Journal of Nursing Practice*, 18, 140-146.
- McKay, M. M., Hibbert, R., Hoagwood, K., Rodriguez, J., Murray, L., Legerski, J., & Fernandez D. (2004). Integrating evidence-based engagement interventions into 'real world' child central health settings. *Brief Treatment and Crisis Intervention*, 4, 177-186. doi: 10.1093/brief-treatment/mhh014
- McKay, M. M., Nudelman, R., McCadam, K., & Gonzales, J. (1996). Evaluating a social work engagement approach to involving inner-city children and their families in mental health care. *Research on Social Work Practice* 6, 462–472. doi: 10.1177/104973159600600404
- “Nonjudgmental.” Merriam-Webster.com. Merriam-Webster, n.d. Web. 10 Oct. 2013. <<http://www.merriam-webster.com/dictionary/nonjudgmental>>.
- Olds, D., & Korfmacher, J. (1997). The evolution of a program of research on prenatal and early childhood home visitation: special issues introduction. *Journal of Communication Psychology*, 25, 1-7. doi. 10.1002/(SICI)1520-6629(199701)25:1<1::AID-JCOP1>3.0.CO;2-2
- Oliver, R. L., (1999). Whence consumer loyalty. *Journal of Marketing*, 63, 33-44.
- Padgett, D. K., Henwood, B., Abrams, C., & Davis, A. (2008). Engagement and retention in services among formerly homeless adults with co-occurring mental illness and

substance abuse: Voices from the margins. *Psychiatric Rehabilitation Journal*, 3, 226 – 233. doi: 10.2975/31.3.2008.226.233

"Personality." .” Merriam-Webster.com. Merriam-Webster, n.d. Web. 11 Oct. 2013.

<<http://www.merriam-webster.com/dictionary/personality>>.

Strauss, A., & Corbin, J. (1990). *Basics of qualitative research: Grounded theory procedures and techniques*. Newbury Park, CA: Sage.

Vázquez, R., Santos, M. L., & Álvarez, L. I. (2001). Market orientation, innovation and competitive strategies in industrial firms. *Journal of Strategic Marketing* 9, 69-90. doi: 10.1080/09652540010011493

Verhoef, P. C. (2003). Understanding the effect of customer relationship management efforts on customer retention and customer share development. *Journal of Marketing*, 67, 30-45. doi: 10.1509/jmkg.67.4.30.18685

Walters, Heath. (n.d.) An introduction into the use of self in field participation. Retrieved from:http://www.socialworker.com/home/Feature_Articles/Field_Placement/An_Introduction_to_Use_of_Self_in_Field_Placement/

Yi, Youjae. (1991). *A critical review of consumer satisfaction*. Chicago, IL: American Marketing Association.

Yorke, D. A. (2007). Marketing and non-profit-making organizations. *European Journal of Marketing*, 18, 17-22.

Silverman, D. (1993). *Interpreting qualitative data*. London, UK: Sage Publications.

- Sixma, H. J., Kerssens, J. J., Van Campen, C., & Peters, L. (1998). Quality of care from the patients' perspective: from theoretical concept to a new measuring instrument. *Health Expectations* 19, 82–95.
- Zabava-Ford, W. S. (2001). Customer expectations for interactions with service providers: Relationship versus encounter orientation and personalized service communication. *Journal of Applied Communication Research*, 9, 1–29. doi: 10.1080/00909880128098
- Zabava-Ford, W. S. (2003). Communication practices of professional service providers: Predicting customer satisfaction and loyalty. *Journal of Applied Communication Research*, 31, 189–211.

Appendix A

Surveying the needs of Catholic Charities Pregnancy & Adoption Support Services

Clients – *Telephone Interview Script and Protocol*

- Hi. May I speak to ____ please?
- My name is Amanda Fortin. I am a graduate student at Portland State University. Catholic Charities recently contacted you to see if you would be interested in participating in some research. I would like to interview you about your experience with Catholic Charities.
- Do you have a few minutes to speak with me about this?
 - o If no, thank them for their time.
 - o If yes, continue.
- Great! Thanks! I really appreciate your time and it is my hope that the information I gather from you and other participants will help Catholic Charities improve their pregnancy and adoption support services.
- I am interested in your opinions and attitudes about the agency as a whole and the services you receive(d).

- This interview should take about fifteen minutes to complete and I will send you a five-dollar Fred-Myer gift card to thank you for your time and contribution to my research.
- As a result of this study, you may feel uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency. However, I assure you that I will be respectful of your experiences, opinions, and privacy.
- Any information that is obtained in connection with this study and that can be linked to you or identify you will be kept confidential. I will be the only person with access to your information and responses. Interviews will be audio-recorded and transcribed by me.
- Participation is entirely voluntary and you may choose to withdraw at any time without penalty.
- Do you have any questions?
- Thanks again for your participation in this study.
- Let's get started with the interview.

1) Are you currently a client of Catholic Charities?

a. If yes: How long have you been a client?

- b. If no: How long were you a client?*
- 2) Why did you decide to contact Catholic Charities?**
- 3) With this next question, I am interested in what you expected from Catholic Charities before your visit.**
 - a. What did you expect the overall environment to be like (the building, the facilities, etc.)?*
 - b. What did you expect the staff to be like?*
 - c. What kind of interactions did you expect to have with the staff, particularly your case worker?*
 - d. What kind of help or resources, if any, did you expect to receive from Catholic Charities?*
- 4) With this next question, I want to know about your overall experience with Catholic Charities.**
 - a. What was your first visit like?*
 - b. Tell me about who you saw and interacted with there.*
 - c. How did you feel about your experience?*
- 5) I know that most clients of Catholic Charities have a case worker or counselor. I am interested in your experience with this person.**

a. Can you tell me about your interactions?

b. What did you like? What did you not like?

- 6) **What services (such as counseling) and resources (such as clothing and baby supplies) did you use?**
- 7) **Which services and resources did you find beneficial or helpful? Why?**
- 8) **Which services and resources did you not find beneficial or helpful? Why?**
- 9) **Are there services that you think should be offered by Catholic Charities that are not currently offered?**
- 10) **If still a client: Why do you continue to use Catholic Charities? If no longer a client: Why did you discontinue using Catholic Charities?**
- 11) **In thinking about your expectations before using Catholic Charities and your actual experience with the agency, did they meet your expectations in terms of: *PROBE: HOW if relevant?***
 - a. The environment and facilities*
 - b. The staff and interactions with the staff*
 - c. The services*
- 12) **Would you say that you are satisfied with Catholic Charities? Why or why not? *PROBE: HOW if relevant?***

- 13) **If someone asked you if you would recommend Catholic Charities, what would you say? Why?**
- 14) **Is there anything you would like to add about your experience at Catholic Charities?**

- Thanks again for taking part in this interview. I appreciate the contribution you have made to my research and to the improvement of Catholic Charities. Our conversation and your personal information will be kept private and your identity will remain confidential throughout my research.
- As a thank you, I would like to send you a gift card in the mail. Can I have your current address please? In a few days you will receive a consent form to sign and mail back to me (postage paid) so that I can use our conversation for my research. Once you have returned the form, I will send you a Fred Myer gift card.
- Do you have any questions?
- Thanks again and have a great day!

Appendix B

Transcripts of interviews with CC clients conducted during 2011-2012. Transcribed by Automated Typing Services. Client names have been replaced with “Client” followed by the interview number. CC staff names and client addresses have been replaced by blank spaces.

Interview 1

AMANDA: Calling from Portland State University.

CLIENT 1: Mm hmm.

AMANDA: I left you a message a few months ago. This is about doing some research about your experience with Catholic Charities.

CLIENT 1: Oh yeah.

AMANDA: And I want to see if you could maybe take a few minutes and talk with me about your experience as part of my research project.

CLIENT 1: Okay.

AMANDA: Cool. So do you have about 10 minutes now?

CLIENT 1: Yeah, that'll be fine.

AMANDA: Okay, great! Well, and just so you know, as a “thank you” for helping me with my research, I am going to send you a Fred Meyer gift card in the mail.

CLIENT 1: Oh, awesome.

AMANDA: So I definitely appreciate your time and I do have to kind of give you a little sort of spiel here. I'm a graduate student at Portland State doing my Master's thesis and I'm interested in your opinions and attitudes about the agency as a whole and the services you received while you were there. As a result of the study, you might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency, but anything that you say I am going to be respectful of your experiences, your opinions, and your privacy. So any information that is obtained in connection with this study that can be linked to you or identify you will be confidential and I will be the only person with access to your information and your responses. Interviews will be recorded and transcribed. Participation is totally voluntary so you can decide to stop at any time without penalty. Do you have any questions?

CLIENT 1: Nope.

AMANDA: Alright. Well my first question for you is are you currently a client of Catholic Charities?

CLIENT 1: I don't think so.

AMANDA: When was the last – has it been a while since you've been there?

CLIENT 1: Well, I just went there and I still give them stuff because they helped me, so I feel like I should give back stuff to help other people out too, so I just went there last

week and she gave me some diapers and wipes but I don't know if I'm actually a client there anymore because I think it ends at six months, when your child turns six months or something like that.

AMANDA: Okay. So have you been using them for about six months?

CLIENT 1: Well, when I was pregnant when I moved here, I started with them and then when he turned six months old, they had me sign a paper saying that I was no longer able to receive services or something because he turned six months but she said that I could still come in and talk to them and still do some of their classes or something like that. I really can't remember because he's almost a year old now, so it was quite a while ago that we had this discussion.

AMANDA: Okay. So what made you call Catholic Charities in the first place or contact them?

CLIENT 1: Well, actually, my mom works with Catholic Charities, well not works with them but it's a Catholic Charities that is downstairs for single women, homeless women that don't have children in the home or something, and she told me about them.

AMANDA: So with this next question, I want to know about your overall experience.

So what was your first visit like?

CLIENT 1: Good. It was good.

AMANDA: What made it good for you?

CLIENT 1: Well, I can't remember exactly what we talked about or anything but I've never had a bad experience with them so I know it was good. Probably what made it good was that she was so nice and had a lot of resources and answers to the questions that I needed and a lot of help.

AMANDA: So I know that most clients have a caseworker or a counselor and you don't have to tell me their name or anything but I'm interested in your experience with this person, so can you tell me about your interactions with your caseworker and maybe what you liked and what you didn't like?

CLIENT 1: I liked that she's really nice, she listened, she makes you feel like you know she's your friend, and she's just really understanding and helpful.

AMANDA: Was there anything you didn't like about your interactions with your caseworker?

CLIENT 1: Nope.

AMANDA: Okay. So what services like counseling or classes did you use?

CLIENT 1: I did do a couple counseling sessions and I did the financial class, and I was going to do a cooking class or something but I couldn't make it. I think that was about it.

AMANDA: Did you find those things helpful?

CLIENT 1: Yes.

AMANDA: Was there anything that you did like any classes or anything or counseling sessions that you didn't think were helpful?

CLIENT 1: No.

AMANDA: And you said you got some supplies, so like diapers and wipes and stuff. Did you get anything else like other supplies?

CLIENT 1: Oh yeah.

AMANDA: Yeah?

CLIENT 1: Yeah, I got clothes and toys, a walker, they helped me get a changing table, what else? Oh like an exersaucer like this bouncy thing that you put them in.

AMANDA: Okay, and was that stuff helpful for you?

CLIENT 1: Oh yeah.

AMANDA: Okay. Did they give you anything that you didn't really use or you didn't need or didn't think was useful?

CLIENT 1: The only thing that I can think of was like a baby wipe warmer, but I actually asked for it but then I ended up never using it because it dried out the wipes.

AMANDA: Yeah, I've used those before too.

CLIENT 1: I just gave it back to them.

AMANDA: Yeah, I had the same experience, so I hear you on that. So have you thought of anything or did you think of anything while you were there that maybe they didn't have but they should offer; something that might have helped you out or might help other people?

CLIENT 1: Maybe more connections with like places to live or jobs. Yeah, because it seemed like that was like the only thing that they really, I mean they did actually help me get into a place eventually but it kind of took a long time and wasn't something that she had like a lot of help on; she just kind of gave me some suggestions of where to go and look and then that was it.

AMANDA: So I know you said that you don't go there very often, but you are sort of continuing to keep a relationship with them, so why would you say that you go back from time to time or still talk to them? What would keep you connected to them?

CLIENT 1: Well, like I said, I like giving back to them because they gave to me and I know that also they work with other people that are in need, so I would much rather donate the stuff that I'm not using anymore to them rather than like Goodwill or something where somebody has to go pay for it. You know it really helps out when you have no money and really need clothes for them, they're all grown out and you can't afford to go buy anything even from Goodwill, so I like to go back to do that and I also like to go back just because my caseworker she's really helpful. Even if she's there just to listen to me vent about stuff, she usually always has either a listening ear or some suggestions for me

AMANDA: So if someone were to ask you if you would recommend Catholic Charities, what would you say and why?

CLIENT 1: If somebody asked me if I would recommend them?

AMANDA: Mm hmm.

CLIENT 1: Yeah, I would definitely recommend them. I would tell them how much they helped me out when I had just moved here and didn't know anybody or any kind of resources or my way around. I actually have told quite a few of my friends about them and how much they have helped me.

AMANDA: Okay, well, Client 1, is there anything else you want to add about your experience at Catholic Charities?

CLIENT 1: I don't think so.

AMANDA: Okay. Well, thank you again for taking part in the interview and helping me with my research. Our conversation and your personal info will be kept private and your identity will remain confidential throughout my research. I do want to make sure I have got the correct address written down for you so that I can send you a little gift card in the mail as a way to say "thank you" for helping me. So, I have _____.

CLIENT 1: Yep.

AMANDA: Is that _____?

CLIENT 1: Yes.

AMANDA: Okay, great! Well, thanks again and have a good day and you should be getting your gift card in a few weeks.

CLIENT 1: Okay, thank you.

AMANDA: Okay. Thanks Client 1.

CLIENT 1: Mm hmm. Bye bye.

Interview 2

AMANDA: So, I'm interested in your opinions and attitudes about the agency as a whole and the services that you received while you were there. The interview, like I said, should take about 10-15 minutes to complete and I'll send you a Fred Meyer gift card in the mail to thank you for your time in contributing to my research. So as a result of this study, you might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption or negative opinions about the agency, but I want you to know that I will be respectful of your experiences, opinions, and your privacy. So any information that is obtained in connection with this study that can be linked to you or identify you will be kept confidential and I will be the only person with access to your information and responses. Interviews will be audio recorded and transcribed, and this is

totally voluntary, so you can choose to stop the interview at any time without penalty.

Do you have any questions?

CLIENT 2: Not really. No.

AMANDA: Okay, well let's get started. My first question for you is are you currently a client of Catholic Charities?

CLIENT 2: Yes, I am.

AMANDA: And how long have you been a client?

CLIENT 2: Since about – since I knew I was pregnant, so probably about nine months. I think I started going to them around I want to say September. I have to check.

AMANDA: Okay. Well, that's good. If you have kind of a ballpark, that's fine. Why did you decide to contact Catholic Charities?

CLIENT 2: Because they have been helpful in the past with – I had gone to them before for my other pregnancies and they were really helpful because the others – I first heard about them through someone at my work and she had gone to them for the Between Us program and also she did an adoption through them, and so I had heard about them through her. And I also heard about them through my church and it's just, they give really concrete, practical advice because other places – this is my third child and I had gotten some help with them after I gave birth to my first child and then I got some help with my second child but not as much help as I have gotten with this one and really what brought me back to them and why I keep going back to them is they listen to what I need

and they connect me to what I need because the other places - like I was going to counseling and the counselor would always give me advice but not really very practical help because Catholic Charities is really good at getting me practical help. Like if I say I need baby clothes, they'll either give me baby clothes or give me the name, address, and phone number of where I can go to get baby clothes.

AMANDA: Okay.

CLIENT 2: So it is a very practical, sort of hands-on agency that helps me help myself and they are very good at connecting me to other people who can help me help myself, which I like that.

AMANDA: Okay. So with this next question I want to know about your overall experience with Catholic Charities. So what was your first visit like?

CLIENT 2: My first visit for this pregnancy or my first visit ever?

AMANDA: Let's think about like maybe ever, so think about your overall experience with Catholic Charities as a whole for all of your pregnancy and everything you've gone there for, and if you can, sort of recall your first impression when you got there, when you walked in the door, when you first talked to people, what was it like?

CLIENT 2: Well, when I first went to Catholic Charities, that was after I had given birth to my first daughter and things were really incredibly rough for me right then and nothing was going right and I didn't know where to turn to and I was just in a very distressing part in my life. When I first started going to Catholic Charities, I had just recently given

birth to my first child and she wasn't living with me anymore, she was living at my boyfriend's parents' house, and my boyfriend was applying for custody of her and I had never really dealt with that issue before and I was really concerned that I wanted to be able to stay in contact with my child because she is my daughter and I had been going to the St. Andrews Legal Clinic and I was living on my own at an apartment complex and it was just getting really difficult for me to afford rent and the lawyer at the same time because I didn't know anything about custody or anything and I just wanted to know what was going on, what my rights were, and when I went to Catholic Charities, they listened to me and gave me advice about what to do and how to make my situation better and they gave me some money so that I could continue to go to my lawyer and continue to stay involved with the custody process and, yeah, I was really glad that they were there and able to help me out and it kind of, I don't know how this is going to sound, but I felt kind of like I was sinking and like floundering in a pit of I don't know how deep water, and when I started hanging out with Catholic Charities, it felt like I found some kind of footing and I could start to move forward again.

AMANDA: So I know that most clients of Catholic Charities have a caseworker or a counselor. I'm interested in your experiences with this person. You don't have to tell me who it is or anything and you might have had more than one, but can you tell me about your interactions with this person?

CLIENT 2: Well, currently now with this pregnancy, my caseworker's name is _____ and she's been really awesome. I've been meeting with her pretty much for my whole entire pregnancy and she's been really helpful. I've been able to talk to her

about anything and everything and she listens to me and gives me advice about things I shouldn't do, things I should do, and it's always up to me whether or not I want to follow through with what she recommends but when I do follow through with what she recommends, my life gets better and with my other two pregnancies, I wasn't as intensely involved with Catholic Charities, I didn't go there as often, but with this pregnancy I've basically been going there every Thursday pretty much since I became a steady client of theirs and with my other two pregnancies it was more sporadic and less continuous, but it makes me feel more in control of my situation and like I have resources, like I have someone on my side, like I have someone on my team because my parents and my family really aren't very supportive of me in my situation and my boyfriend has his family backing him up and helping him out and they try to help me out as much as they can but they're not my family so they don't really see things from my perspective and _____ makes me feel like there is someone in my corner fighting with me and it's just kind of – going through pregnancy and birth is like a really complicated long, drawn-out thing, and it's nice to know that I've got someone in my corner.

AMANDA: So was there anything about your interactions with _____ or any of the other counselors that you didn't like or anything that stands out?

CLIENT 2: Well I know with the other counselors, like before _____, I could tell that they cared but they didn't seem to have as much time as _____ does. The other counselors that I had when I was with Catholic Charities for Sarah, my first child, that counselor was an intern so she kind of didn't have as much time as _____ did and I wasn't going there as often as I have with this pregnancy and the location was

different back then because when I first started going to Catholic Charities, they were kind of kitty-corner from Providence Hospital and that was a more challenging location for me to get to, but now that they have recently moved to 27th and Powell, it's a lot easier for me to get to because it's right on the bus line and it's a bigger building so it's easier to find and I've noticed a tremendous difference in the services from when they were in that little tiny building to where they are now. It's like I feel like that when I walk in the door at Catholic Charities like the receptionist is right there and she greets me and I tell her who I'm there to see and she tells me where to go and everything. In fact, their services have really improved since they moved to their new location because I feel like I get more attention now than I did then and it's nice that I have my own caseworker and I know her phone number and she's not an intern and I feel like she's there for me whenever I need her and everything.

AMANDA: So, Client 2, what classes or counseling have you used, if any, while you've been there. You don't have to tell me all of them but maybe the ones that you remember the most.

CLIENT 2: Okay. I've been to parenting classes, and that was basically about how to calm a crying baby and there was something about how to deal with toddlers and what to do when your toddler throws a tantrum.

AMANDA: I could use that one. Mine is 20 months now and she's full on terrible two's almost.

CLIENT 2: Yeah, and it's just a video that we watched for – there is this guy named Dr. Harry (I don't remember his last name) but he has The Happiest Baby on the Block and The Happiest Toddler on the Block and I've been trying to implement some pointers that he gave in the toddler stuff, it's just a little challenging because my boyfriend's parents and my boyfriend didn't see the video so I kind of want to explain to them what I'm doing before I just jump in and try to – because the guy was saying that when your toddler throws a tantrum, you kind of have to treat them like a caveman and you're the ambassador from the 20th century and you kind of have to say if they're screaming you can say "you want to go outside, you want to go outside" as loud as they're screaming and then once they calm down then you can say, "but it's time to take a nap now" and just when you haven't seen those videos they might think I kind of lost it.

AMANDA: Yeah.

CLIENT 2: And then here recently my boyfriend and I have started the Between Us program with _____ and I'm really hopeful about that because there are, well whenever you get two people from two different families, like two different backgrounds, there are two different ways of seeing things, and I'm really hoping that the Between Us program can help my boyfriend and I kind of work out our differences and try to see things from each other's point of view and work together better as a team instead of me against him and him against me; it would be nice if we could work together because our goal is to keep this third child and raise him together because our other two, our oldest is with his parents and our youngest lives with his sister, and I'm hoping that with the Between Us program we can learn how to work together as a team and raise this third

child on our own together as our own child instead of having to give it up for adoption or have his parents raise it because we're adults, we should be taking care of our own kids. We're both over 30, so yeah. So basically the classes that I've taken through Catholic Charities are parenting classes and then I did take some relationship classes as well. That was supposed to be a four-part series. I've been to two of the relationship classes. I wasn't able to make the other two, so basically I've been through the parenting class, some of the relationship classes, and then I just recently started the Between Us program.

AMANDA: Okay. And which ones did you find helpful?

CLIENT 2: Well, I found all of them to be helpful but I especially value the parenting class because it gives practical tips on how to calm a crying baby and that is something that could be really important once our baby is born and I'm really liking the Between Us program because, and maybe it's too soon to comment on that because my boyfriend and I have only been to one session of that and there are supposed to be six or eight sessions of that, but it's just nice to be able to sit down with a counselor just me and him and kind of like talk out our differences and get some tips and pointers on how to make our situation better and how to grow together as a team.

AMANDA: So were there any classes that you took, counseling that you took, that wasn't helpful for you?

CLIENT 2: Well, not that I've encountered so far. The relationship class I kind of wish I would have encountered that before I found my boyfriend, but I can't go back in time and

change things. It's all been helpful in its own way, but I would say this parenting class and the Between Us program has been the most helpful so far.

AMANDA: Okay.

CLIENT 2: The relationship class I didn't really experience enough of it to really have an opinion on that because I've only been to two of the classes and not all four, but the parenting class and the Between Us program I'm really liking so far.

AMANDA: So have you thought of anything like any services or counseling or classes or resources that should be offered by Catholic Charities that are not currently offered?

CLIENT 2: Well, it would be nice if there was more access to pregnancy clothes and baby clothes. I've never really asked my caseworker if they had maternity clothes. I didn't even think of that until recently, but it would be kind of nice if they had some kind of a clothes closet or something and maybe they have that and I just don't know about it because I talked to my caseworker recently and she did give me some baby clothes and I'm wondering if they have maternity clothes as well because I went to another – before I got connected to Catholic Charities, I also went to the Pregnancy Resource Center and with them, after you attend a class, then you can go through their, they have a clothes closet of maternity clothes and you can choose some outfits for yourself and then at a certain point in your pregnancy you can also get some baby clothes for your child and I've never really asked my caseworker if they have access to maternity clothes, but that would be kind of nice, too.

AMANDA: Okay. So why do you continue to use Catholic Charities would you say?

CLIENT 2: Because they're helpful and they listen to me and offer me practical advice on how to make my situation better and how to prepare for – well, they give me hands-on help like free bread, and with _____ she's just a really good listener and I keep coming back because it seems like every lady there is really friendly and really welcoming and really helpful and I feel like they really care about me and they want me to succeed at whatever I decide to do. Originally when I first started going to Catholic Charities, I was looking into placing my baby for adoption and once I found out the baby's dad was not so keen on that, then I kind of switched gears to trying to raise the child together with him and they've been really supportive of me in both instances, so it seems like they really want me to succeed. They are very pro-life and that is something that is really important to me and that's something that kind of – it's hard to be single and pregnant without the support of your biological family, and that's my situation, and Catholic Charities has kind of tried to fill in the gap and no one can really take the place of your family, but it's just a really positive, supportive environment and I feel safe there and I feel like it's just a very practical place. If I tell them that I'm running low on food, they give out free bread and I like that, because the bread is better than the bread I get at WIC and they've got classes that give me confidence that I can be a good parent and I just really feel supported there and I feel like _____ my caseworker listens to me and she's listened to me and found out what my goals are and she's helping me make a plan to achieve those goals and that's something that's really important to me. It's just a really positive, supportive atmosphere and I like going there because I feel safe, feel supported, I feel like my needs are being met and I like the fact that they have cooking classes. I haven't been able to participate in the cooking classes but that's something I'm

interested in too, and it's just a really outstanding agency and I'd really recommend it to anyone looking for a worthwhile charity to support. So, yeah, it's definitely improved by leaps and bounds from when I first started going there.

AMANDA: Okay, well Client 2, is there anything else that you want to add about your experience at Catholic Charities?

CLIENT 2: Not that I can think of except I kind of shudder to think where I'd be if they weren't there.

AMANDA: Well great. Thanks again for taking part in this interview and I appreciate the contribution you have made to my research and to the improvement of Catholic Charities and just to reiterate, our conversation and your personal information will be kept private and your identity will remain confidential throughout my research. But I do want to make sure I've got the correct address for you so that I can send you a Fred Meyer gift card as a "thank you", so let me see. I have you on _____. Is that...?

CLIENT 2: I've actually changed my address and I need to get to the post office today and officially change it, but I'm living with my boyfriend now, so my address is now

AMANDA: _____.

CLIENT 2: Yeah.

AMANDA: Mm hmm.

CLIENT 2: And that's _____.

AMANDA: Okay. Awesome. Well, thanks again and do you have any questions before we get off the phone?

CLIENT 2: Not that I can think of.

AMANDA: Okay, well thank you. I'm glad we finally got to talk.

CLIENT 2: Yeah, me too.

AMANDA: Well, have a good one and good luck with everything.

CLIENT 2: Thank you.

AMANDA: Okay. Thanks, Client 2.

CLIENT 2: You're welcome.

AMANDA: Bye.

CLIENT 2: By

Interview 3

CLIENT 3: Hello.

AMANDA: Hi.

CLIENT 3: Yes.

AMANDA: Hey, it's Amanda.

CLIENT 3: Hi Amanda.

AMANDA: So, let's see, okay, I'm just going to say I really appreciate your time and it's my hope that the information that I gather from you and other participants will help Catholic Charities improve their pregnancy and adoption support services. I am interested in your opinions and attitudes about the agency as a whole and the services you received, so this interview should take about 15 minutes to complete and I will send you a \$5 Fred Meyer gift card in the mail as a "thank you" for your time and contribution to my research. You might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency, but I want to assure you that I will be respectful of your experiences, opinions, and privacy. So any information that is obtained in connection with this study that can be linked to you or identify you will be kept confidential. I will be the only person with access to your information and responses. Interviews will be recorded and transcribed by me, so this is totally voluntary and you can withdraw at any time without penalty. Do you have any questions?

CLIENT 3: (inaudible)

AMANDA: Nope? Okay. Well let's get started. So my first question for you is are you currently a client of Catholic Charities?

CLIENT 3: Yes.

AMANDA: Yes, okay. And how long have you been a client?

CLIENT 3: Well my daughter is seven months old so I think for about a year; when I was a few months pregnant with her.

AMANDA: Okay. So why did you decide to contact Catholic Charities in the first place?

CLIENT 3: Well, I had split with the father of my child and I wanted to get as much support as possible for the pregnancy, and my brother went to Notre Dame University for his Master's Degree and I had learned at his graduation about all the work that Catholic Charities did and so I looked up the information about the local chapter and found that they had pregnancy support and pretty much signed up for services.

AMANDA: Okay. So with this next question I want to know about your overall experience with Catholic Charities. So what was your first visit like?

CLIENT 3: Well, actually I think I talked to somebody on the phone first and before I could schedule a visit, we ended up talking on the phone for a while. Another counselor, not the one I ended up having, but another counselor, because I was trying to ask her about services, and I just remember it being great because even though I hadn't met with them in person yet, just trying to figure out what my needs were, they spent a lot of time with me on the phone and they were just really open and understanding and I just remember that really making a difference to me.

AMANDA: Okay. So I know that most clients of Catholic Charities have a caseworker or a counselor, so I'm interested in your experience with this person. You don't have to tell me who it is, but can you tell me about your interactions with your caseworker?

CLIENT 3: Yeah. She's wonderful. I just remember her being easy to talk to in the beginning, which was really helpful because at the time I was pretty scared and

vulnerable and actually wasn't sure – I was pretty sure I wanted to keep the child but I wanted a lot of reassurance that that was the right decision and my counselor was wonderful at just listening and kind of reflecting back to me why I was making this decision and I really appreciated that because that's the kind of support I was looking for, not support that was judgmental or really not supportive at all and she just – I really got to know her and she got to know me and my needs and when certain issues would come up that I wasn't sure about, she would take the time to listen and just help me feel empowered like I could do it and get the resources I needed and yeah, she was always just helpful and willing to listen and so she really did provide a lot of good support and still does.

AMANDA: Okay. Was there anything about your interactions with this person that you did not like?

CLIENT 3: Oh, no, well I remember one time after I had my baby that I was having a lot of anxiety about being in contact with the father since I hadn't been in contact with him and I think she was trying to be helpful and was basically telling me not to worry about something, but I think there was a lot of hormones there and tiredness and I kind of felt emotional about the interaction but looking back on it now, I think I was probably just being really emotional and she had very practical advice and I think I was just in a position right then where it was hard to hear it, so I was kind of upset with her.

AMANDA: Mm hmm.

CLIENT 3: But not really. I think personality-wise we were a good match and I guess values-wise we were similar because a lot of the advice and support that she gives to me is great, but I just think that one time maybe I just wasn't – we didn't match up.

AMANDA: Mm hmm. So what other services, I know you used counseling, but were there classes or things like that that you used with Catholic Charities?

CLIENT 3: Yes, I actually used pretty much everything they had to offer except there was one financial class that I kept signing up for and it was really early and I couldn't make it, but I took parenting classes, I took a budget class, a cooking class; I pretty much took everything that they had to offer because I wanted to be as prepared as possible for when my baby was born and I also just had a lot of time during the pregnancy to – there was times where I wasn't working for most of it, so I wanted to just take advantage of all of the skills classes they offered.

AMANDA: And did you take advantage of any other resources like clothing or baby supplies?

CLIENT 3: Yes, definitely for maternity clothing. I got some clothes from there and then towards the end of the pregnancy and then a few months after my baby was born, I got some baby supplies, diapers and clothes.

AMANDA: So which of the services and resources, you know, like the supplies or the classes, which of those things were the most helpful and why?

CLIENT 3: Well, just throughout the pregnancy and I guess probably the first year however long they can provide services for, the supplies always help. They are always very helpful. The babies just grow so fast, the next thing you know they're in this next stage and (inaudible) to get the next size up clothes or diapers. So I'd say that's the most helpful, but I guess maybe as far as a short-term fix, but long-term-wise, I refer back to budget class a lot about like little money-saving tips and how to put money aside and also the cooking class too was just small – they gave us a recipe book and just talked about small, quick, healthy meals and such. That was really helpful.

AMANDA: Okay. Was there anything that you participated in that you didn't think was helpful or any classes that you took that maybe weren't your favorite or any supplies they gave you that weren't very useful?

CLIENT 3: There was a class that was a relationship class that was one-on-one with one of the instructors. It was the same instructor who taught the parenting class, and I didn't find it helpful. I think it was based on a national model, like some sort of prescribed – I wouldn't know what to call it, just see information came from a relationship expert I guess and so the way that it was delivered, I didn't think that it was useful for parents that experienced abuse or like any kind of domestic violence because they talked about I think it was called "Healthy Relationships" and it was about taking personal responsibility for your partner in a relationship and how to continue to improve it, and I guess the way that it focused on my relationship with the father, I don't think that it was appropriate for my situation and I discussed it with my counselor, it kind of made me feel bad at times

because I think it was such like I mentioned a prescribed model that it's not one-size-fits-all like the way life is.

AMANDA: Right.

CLIENT 3: So I think with that class it should be, and it may have been the personality of the instructor too, but I think it should be more tailored toward the parent and sensitive to their backgrounds. I don't think it was, unfortunately.

AMANDA: Okay. And then was there anything that you thought of or that you can think of now that you think should be offered by Catholic Charities that they are not currently offering that you know of?

CLIENT 3: Well, I know that they do assistance with housing. I know there are a couple properties that they help subsidize. And I know this is a big issue in general for a lot of families is housing, but since I have started services there until now, when it is a time where I'm facing having to probably move, it would be nice if they had dedicated housing for their clients because having to compete with the general population and being on wait lists for places, it would be nice. I guess they have a management company that runs their properties and so that particular management company actually I used to live at a couple of their properties and I found them difficult and it would be nice if they could have full, complete ownership and management over some properties because especially during times of pregnancy and just like right afterwards, housing is the last thing you want to worry about. And even if it's just temporary housing for like during pregnancy and then a year afterwards, they had that model of housing at I think it's called Haven

House, but then the management company that I mentioned they changed their model and it doesn't seem to support – you can live there endlessly as long as you meet the income requirements; I guess what I'm trying to say is more transitional housing for families.

AMANDA: Okay. So you're still a client. Why do you continue to use Catholic Charities?

CLIENT 3: Well, I actually just signed a couple weeks ago a new document that basically says that my assistance is limited to housing and help with some supplies because I guess they provide assistance up until six months of age for your baby and the reason why I continue to use their services is my counselor is just, she's just great. She's just really a good person to bounce a lot of ideas off of and just to help give reassurance to me that I am doing the right thing and taking the right steps towards getting back on track and being a good parent and all of that includes accessing resources too and so my counselor helps me with finding places in the community like if they can't help with something then she lets me know other places that can help.

AMANDA: Okay. Well, if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 3: I would say "absolutely". I come from – my background – half of my family is Catholic. We're not practicing, but culturally I guess I can consider myself Catholic, but I found that at no time was I ever asked about my religion or had it felt like it was pushed upon me, and so I really recommend it because of that, because it's truly about supporting families through pregnancy. And then the adoption portion of it, too, I think

that's really important because there was a small period of time where I considered the adoption aspect and they're really just about support and if you choose to follow up I guess on religious activities they could provide that, but I've been to other support centers where they push their religion first and almost as like a prerequisite for receiving their services, which I don't think is right.

AMANDA: Mm hmm. So is there anything else you wanted to add about your experience at Catholic Charities?

CLIENT 3: I'm really pleased with the experience and just from that first time I had heard about them, as I mentioned, at my brother's graduation, I just was really impressed by the work that they did and I just found myself in a situation where my family is far away and my friends were pretty supportive but I really needed extra support since the father wasn't going to be involved and of course that financially made me take a hit too.

AMANDA: Uh huh.

CLIENT 3: I just think they're great. They're really doing what they say they are going to do, supporting families no matter what they need support with just so they can have a healthy pregnancy and healthy first year of their baby's life and I just think they're great.

AMANDA: Okay. Well, Client 3, thank you again for taking part in this interview. I appreciate the contribution you have made to my research and the improvement of Catholic Charities. Our conversation and your personal information will be kept private and your identity will remain confidential throughout my research. So I want to make

sure I have your correct address because I want to send you a gift card in the mail for helping me with my research.

Interview 4

CLIENT 4: Hello?

AMANDA: Hi, is this Client 4?

CLIENT 4: Yes it is.

AMANDA: Oh, hi Client 4. My name is Amanda Fortin. I'm from Portland State. I'm doing some research with Catholic Charities and I think we touched base briefly about me interviewing you a few months ago on the phone, but for whatever reason it didn't work out, but I wanted to see if you had a couple of minutes to talk to me now.

CLIENT 4: Yeah, that's fine. I just – I don't think – I'm sorry, we get so much mail, I live with like five other people so I just might not have gotten it in the mail, that form or whatever.

AMANDA: No, it's fine. Actually, all you have to do is say like "yes you can interview me" and I'll interview you right now and that's how it works.

CLIENT 4: Okay, perfect.

AMANDA: Yeah, as long as you have a few minutes and essentially I will send you a Fred Meyer gift card in the mail as a "thank you" for helping me with my research, but

basically what I'm doing is a research project trying to understand the experience of clients with Catholic Charities, either current clients or past clients.

CLIENT 4: Yeah.

AMANDA: And it's perfectly okay to express any opinions you have about the agency. I don't work for them, so it could be a negative opinion, it's okay, and as a result of this study, you might feel a little uncomfortable discussing personal topics related to pregnancy or adoption or potentially negative opinions about the agency like I said, but I want to assure you that I will be respectful of your experiences, opinions, and privacy. So any information that is obtained in connection with this study that can be linked to you will be kept confidential and I will be the only person with access to your information and responses. Interviews will be audio recorded and transcribed, so this is totally voluntary and you can choose to withdraw at any time without penalty. Do you have any questions?

CLIENT 4: No.

AMANDA: Alright. So let's give you the first question. So my first question for you is are you currently a client of Catholic Charities?

CLIENT 4: No I am not.

AMANDA: Okay. So how long were you a client?

CLIENT 4: Probably just about three or four months at the most.

AMANDA: Okay, so why did you decide to contact Catholic Charities in the first place?

CLIENT 4: Because I became pregnant when I was 17 and I wasn't sure if I wanted to give my son up or keep him, so they kind of helped me through that decision. And so, yeah, that is why I contacted them in the first place.

AMANDA: Okay. So with this next question I want to know about your overall experience with Catholic Charities. What was your first visit like?

CLIENT 4: My first visit I was really nervous so I was totally quiet the whole time, but the woman that I had helping me, she was really nice. Everybody was very welcoming and they were very informative about all of their stuff that they do there, that they gave you all the help and everything.

AMANDA: Do you remember who you saw there? I mean, you don't have to tell me their name, but what was...

CLIENT 4: No, I remember the woman; I can't remember her name though.

AMANDA: Okay. So in speaking with her, how did you feel about your interactions with her?

CLIENT 4: I felt comfortable. She made me feel very safe like I didn't feel like I was being judged because I was a teen mom or anything like that. I felt very welcomed and everything like she really wanted to help me instead of just "oh, this is another person", you know?

AMANDA: Okay, so was she your caseworker or counselor?

CLIENT 4: She was a counselor.

AMANDA: She was a counselor, okay. And is that who you worked with the most?

CLIENT 4: Yeah, she's the only one I ever worked with. I only went like a couple times over a couple months.

AMANDA: Okay. So what specifically did you like about working with her? You said that she made you feel safe.

CLIENT 4: Yeah, I mean she didn't like – I felt like I was going to get support no matter what decision I made, whether it was to adopt out my child or to keep him. I didn't feel like she was going to be like, "oh, well you need to give your baby away", anything like that. She was very like "it's your choice and whatever you decide is best, we will help you through whatever decision you make." So I felt very comforted and very not judged or anything like that.

AMANDA: So is there anything that you didn't like about your interactions with her?

CLIENT 4: No. I felt totally comfortable there. I felt like I was able to share everything and I felt safe and I didn't have any negative experiences there.

AMANDA: Okay. So what services like counseling or classes did you use, if any?

CLIENT 4: Basically I just used some counseling. She helped me decide what things I wanted to do. She helped me figure out a budget for how much it would be, like she showed me what the cost would be to have a child and keep them healthy and everything like that, so she helped me understand what I was coming into if I did keep my son. And

she did tell me about different classes that they had or different workshops that they had once you have a child, but I never used them.

AMANDA: Okay. Did you use any resources like clothing or baby supplies?

CLIENT 4: No, I didn't.

AMANDA: No, okay. So your counseling sessions with her, were they beneficial?

CLIENT 4: Yeah, I think they were because at first it was so overwhelming at first just to find out I was pregnant and then from there I didn't have any idea what I wanted to do and she really made me understand what adoption is like and what parenting your own child is like and the two options and she helped me because I didn't know anything about it so she helped me understand what each side would bring me or take away from me or anything like that.

AMANDA: Did they offer you any resources or classes or anything that you didn't think were helpful?

CLIENT 4: Not that I know of. I think I figured once I had my son that I had my parents to help me out so I didn't really need any classes or anything. I mean they told me about stuff but I didn't use them.

AMANDA: Did you think of anything while you were there or maybe after you left Catholic Charities that maybe they should offer but they don't offer right now?

CLIENT 4: I think they did a pretty good job with covering it because I'm pretty sure they had like support groups and things like that; I can't remember because it was a long

two years ago but what she showed me and everything that she told me about seemed pretty helpful and I think they got a lot of the stuff covered.

AMANDA: So why did you discontinue to use Catholic Charities? You said that you've got your parents to help.

CLIENT 4: Yeah, exactly. After I decided to keep my son, I didn't feel like I needed to have that support because I was going to keep him with me. I think it would have been different if I had adopted my son out, I would have probably kept going to counseling and everything just because I think it would have been a little bit harder for me, but since I decided to keep my son, I felt like I was at home with my parents and all that stuff so I had that support, I had all the support from my friends and everything, and I think it is just different because I kept my son instead of adopted him or had him to be adopted.

AMANDA: So if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 4: I would say "yeah". They were really helpful and it just depends on what situation you're in, like if you were going to adopt your child I would definitely – it seemed like they really knew what they were doing and everything. And if you keep your child and you kind of are struggling, I feel like they would be a really good place to go to for help.

AMANDA: Is there anything that you want to add about your experience at Catholic Charities?

CLIENT 4: No, I think that they did a really good job, they know what they're doing and they're very welcoming. You never feel judged when you go in there for whatever reason you're in there for.

AMANDA: Okay, well great. Well, Client 4, thank you very much for taking part in my interview, and I appreciate the contribution you have made to my research and the improvement in Catholic Charities. So our conversation and your personal information will be kept private and your identity will remain confidential throughout my research.

CLIENT 4: Okay.

AMANDA: But as a "thank you" for helping me out, I wanted to send you a gift card but I want to make sure I have the correct address. I have_____.

CLIENT 4: No, that's not my address. It must be a different client.

AMANDA: No, it's not your address.

CLIENT 4: I feel like we've done this interview before, so I don't know if you have a different Client 4 or something.

AMANDA: Oh, okay. So what is your address?

CLIENT 4: _____.

AMANDA: Okay. Got it. Cool. Alright. Well, be on the lookout for something in the mail and I definitely appreciate your time and wish you the best of luck.

CLIENT 4: Alright. Thank you.

AMANDA: Alright, thanks Client 4.

CLIENT 4: Bye.

AMANDA: Bye.

Interview 5

CLIENT 5: Hello?

AMANDA: Hi, is this Client 5?

CLIENT 5: This is Client 5.

AMANDA: Oh, hi Client 5. My name is Amanda Fortin and I am calling because I am doing some research with Portland State University and Catholic Charities.

CLIENT 5: Okay.

AMANDA: They said that you might be interested in helping me out with my research and just talking to me in a phone interview about your experience with them.

CLIENT 5: Yeah.

AMANDA: Do you have a couple minutes?

CLIENT 5: Yeah.

AMANDA: Okay, awesome. Well, thank you for helping me out. Like I said, I'm a graduate student at Portland State University and I'm interviewing people about their experience with Catholic Charities in hopes of helping them improve their services. I am

interested in your opinions and attitudes about the agency as a whole and the services that you received.

CLIENT 5: Okay.

AMANDA: Our interview should take about 10-15 minutes to complete and I will send you a \$5 Fred Meyer gift card in the mail as a “thank you” for helping me with my research.

CLIENT 5: Okay.

AMANDA: As a result of the study, you might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency, but I want to assure you that I will be respectful of your experiences, opinions, and privacy. So any information that is obtained in connection with this study and that can be linked to you or identify you will be kept confidential and I will be the only person with access to your information and responses. The interview will be recorded and transcribed. Participation is totally voluntary, so you can choose to withdraw at any time without penalty. So do you have any questions?

CLIENT 5: No.

AMANDA: Okay, great. Well let's get started with the interview. Client 5, my first question for you is are you currently a client of Catholic Charities?

CLIENT 5: No. I recently had another baby but he is 9 months so my case was closed, but I can always come back for counseling if I want to just because of the adoption.

AMANDA: Okay, well, great. So how long were you a client?

CLIENT 5: For the first six months of his life and he is 9 months now.

AMANDA: Okay, so why did you contact Catholic Charities in the first place?

CLIENT 5: Well, actually, when I first got pregnant with my first, I was 16, well actually 15, and my mom found them through I think a family member and she wanted me to look at my options and everything, so she contacted them and whether I wanted to parent or not, she said that they would help me with both, so we contacted them and I got a case manager.

AMANDA: Okay. So the first time that you went to Catholic Charities, what was the visit like?

CLIENT 5: I believe my case manager was _____ and she just, we got familiar with each other and she asked me what my goals were and what I wanted if I parented or if I did the adoption and everything. It was nice to get to know her a little because either decision was going to be hard.

AMANDA: So how did you feel about your first experience meeting with _____ and talking with her?

CLIENT 5: It was good. I listened to her, I liked her, and I was happy to move forward with her.

AMANDA: Okay. So what did you like about your interactions with _____?

CLIENT 5: She was very straight with me with either decision I made. She let me know that no matter what decision I made, she would not let anyone affect me because no matter what, whether I placed my child for adoption, I was the one that was signing the papers, and if I parented, I was the one to change the diapers and I would be the parent, and she let me know that no matter what I decided that she would be there to help you.

AMANDA: Okay. Was there anything you didn't like about interacting with _____?

CLIENT 5: No. I really liked _____.

AMANDA: So what services like counseling and resources like clothing and baby supplies did you use? Did you go to classes or anything like that?

CLIENT 5: Well, I did not use any baby clothes just because I chose the adoption, but they let me know about baby clothes and toys, and since I chose adoption, _____ always let me know there were birth moms classes that I could take to talk with other birth moms and I believe that was all the classes, but now that I am a parent, she always lets me know if I need anything to let her know and she will take care of it.

AMANDA: Okay. So was there anything, any of these services or resources – so you said you found the classes or the interactions with the other birth moms, that was helpful?

CLIENT 5: Yeah. With the classes with the birth moms, for the longest time I didn't really want to go just because I felt that I was fine, and I didn't need help or anything, but I decided to go one time and it was nice to hear everyone's story and to relate with them

and everything, even though I feel like my adoption went well, and it's nice to help other people, the newer people that don't really know what's going on and everything and to reassure them that they will get through it, so I think it's good that they have that.

AMANDA: So you didn't take any other classes but was there anything that they maybe gave you or told you about that wasn't helpful or any sort of advice they gave you that didn't help you?

CLIENT 5: Well, when I was pregnant and I wasn't sure about the adoption or parenting, they had a young girl, probably about my age, come in and talk to a few of us girls about adoption and how it was good for her, but with her she already knew right when she got pregnant that she wanted to do the adoption and we were stuck in between the two of adopting or parenting, so it seemed like a little bit easier for her so we didn't really relate to her, so none of us felt like it was that great of a visit.

AMANDA: Okay. So while you were at Catholic Charities, did you think of anything that maybe they could offer that would have been more helpful for you? Did you think of a resource that "hey, maybe it would be really great if they had this"?

CLIENT 5: No. I think that they have a lot to offer. There is nothing I can think of off the top of my head.

AMANDA: So you said that you reached the six-month mark. Was that the only reason that you stopped using Catholic Charities?

CLIENT 5: Yeah, well, I just didn't really feel like I needed it anymore. Like I said, if I ever need counseling I could always call up _____ and say that I'm having a hard time or anything but right now I don't feel like I really need it.

AMANDA: Okay. If someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 5: "Yes".

AMANDA: Why would you say "yes"?

CLIENT 5: Because they are very helpful and they have a lot of resources and I actually recommended someone that was having a hard time with parenting or adoption and I told her to call _____. I'm not sure if she did or not, but I would always recommend them.

AMANDA: So, Client 5, is there anything you want to add about your experience at Catholic Charities?

CLIENT 5: No, I think we covered it.

AMANDA: Okay. Cool. Well, thanks again for taking part in this interview and I appreciate the contribution you have made for my research and the improvement of Catholic Charities. Our conversation and your personal information will be kept private and your identity will remain confidential throughout my research, so as a "thank you", I wanted to send you a gift card. I want to make sure I have your correct address though. Are you still on – I have _____?

CLIENT 5: It's actually _____.

AMANDA: _____?

CLIENT 5: Yeah.

AMANDA: Okay, great! Well, thank you so much for your time and have a good day and congratulations.

CLIENT 5: Thank you.

AMANDA: Mm hmm. Thanks again, and just be watching the mail for that gift card.

CLIENT 5: Alright. Thank you.

AMANDA: Alright. Thanks Client 5. Bye.

CLIENT 5: Bye.

Interview 6

AMANDA: Hi. My name is Amanda and I'm doing research with Portland State University, and recently Catholic Charities contacted you and they let you know that I was doing this study and they said that you might be interested in participating. Essentially I would just interview you for a few minutes about your experience with Catholic Charities.

CLIENT 6: Okay.

AMANDA: If you have a couple minutes. If this isn't a good time then I can always call you back.

CLIENT 6: No, it's perfect.

AMANDA: Okay. Well, like I said, this is an interview and it is part of the study that I am doing with Catholic Charities, trying to learn a little bit more about your experience so that hopefully I can help them improve their services. I appreciate your time and hopefully I can help Catholic Charities do what they do even better. So I am interested in your opinions and attitudes about the agency as a whole and about the services that you received. As a "thank you", I will send you a Fred Meyer gift card in the mail for helping me with my research and it should take us about 15 minutes. You might feel a little bit uncomfortable talking about personal topics related to pregnancy or adoption or negative opinions about the agency if you have any, however I want you to know that I will be respectful of your experiences, opinions, and privacy. So any information that is obtained in connection with this study that can be linked to you or identify you will be kept confidential, and I'll be the only one who will have access to what we talk about today and this interview will be recorded and transcribed only by me. So it is voluntary. At any time you can say, "I want to stop the questions" and we will stop without penalty. Do you have any questions before we start?

CLIENT 6: The only thing is my English is not that good.

AMANDA: Okay, well we can try and let me know if you don't quite understand something and I'll try to rephrase it. I'll try to say it differently, okay?

CLIENT 6: Okay.

AMANDA: So are you using Catholic Charities right now?

CLIENT 6: Yes.

AMANDA: Yes.

CLIENT 6: But things - because my little girl is six months.

AMANDA: Okay.

CLIENT 6: (indecipherable) close. They can close me, files in seven months.

AMANDA: Mm hmm. Yeah, after about six months. Okay, so have you been a client for six months?

CLIENT 6: Yes.

AMANDA: Okay. So why did you call Catholic Charities?

CLIENT 6: Because I needed help because I'm a first-time mom, because I needed help with my baby and all.

AMANDA: Mm hmm. What kind of help were you looking for?

CLIENT 6: Because I was depressed and (indecipherable) and I'm a single mom too.

AMANDA: Okay.

CLIENT 6: That should help.

AMANDA: So what was your first visit like to Catholic Charities when you went there for the first time? How was it?

CLIENT 6: It was pretty good. They treated me really good.

AMANDA: Mm hmm. And who did you work with?

CLIENT 6: My case manager is no longer working there. She moved I think, I'm not sure. I don't remember her name.

AMANDA: Okay, that's okay. So when you communicated with her, what was that like? Was it a good experience or a bad experience? How was it when you worked with her?

CLIENT 6: It was pretty good. She helped me out with clothes for my baby, diapers, and some bus passes for me because I wasn't working. It was a really good experience.

AMANDA: Okay. So what do you think made it good? What made her a good case manager?

CLIENT 6: I'm not understanding.

AMANDA: You said she was good at her job, good working with you, and I was asking why you think she was good. What did she do?

CLIENT 6: She was friendly to me; she treated me more like a family.

AMANDA: Did you take any classes or any counseling?

CLIENT 6: Yes. I took a class. I don't remember the name but I took classes.

AMANDA: Mm hmm.

CLIENT 6: I think it was for how to take care of my baby (indecipherable).

AMANDA: Was it helpful? Was it a good class?

CLIENT 6: Yes, it was.

AMANDA: Did you take any classes that were not helpful? Like did you do something like maybe you went to a class or saw a counselor and it didn't help you or you didn't like it?

CLIENT 6: No, there was only one class that I took there.

AMANDA: Okay.

CLIENT 6: That helped me.

AMANDA: And you said they gave you baby clothes and supplies?

CLIENT 6: Yes.

AMANDA: And was that helpful?

CLIENT 6: Yes, that helped me a lot.

AMANDA: Did they give you anything that you didn't think was helpful, that you didn't use?

CLIENT 6: No. Everything was good. I used clothes and diapers, all they gave me.

AMANDA: Okay. Did you think of anything that you needed that they didn't give you or maybe something you think they should have at Catholic Charities; something they don't have now but you would like them to have?

CLIENT 6: Well, I guess...

AMANDA: Like some people say transportation or housing or something like that.

CLIENT 6: Maybe the bus passes.

AMANDA: Mm hmm. Bus passes. Okay.

CLIENT 6: Yeah.

AMANDA: So if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 6: Yes, I would probably recommend.

AMANDA: Why would you say "yes"?

CLIENT 6: Because well I have a friend that she's having this depression and I know she would need this help that Catholic Charities has these classes for depression.

AMANDA: Oh, they do. Okay.

CLIENT 6: Yeah.

AMANDA: Have you taken those classes or you just know about them?

CLIENT 6: No. I had depression when my baby was born, then now I feel really good.

AMANDA: Well that's good. That's good news. So is there anything else you want to add about your experience?

CLIENT 6: No.

AMANDA: No? Okay. Well, thank you for taking part in this interview, and I appreciate your contribution to my research. Our conversation and your personal information again will be kept private and your identity will remain confidential. So I want to make sure, Client 6, that I have your address so I can send you a gift card for helping me, okay? I have

_____. Is that right?

CLIENT 6: Yes.

AMANDA: Okay, great! Well, thanks again for helping me and...

CLIENT 6: I'm sorry my English wasn't really good.

AMANDA: Oh no, it was fine. It was good.

CLIENT 6: Okay.

AMANDA: Thank you.

CLIENT 6: Thank you.

AMANDA: Have a good day. Bye bye.

Interview 7

CLIENT 7: Hello?

AMANDA: Hi, is Client 7 there?

CLIENT 7: Hello.

AMANDA: Oh, hi Client 7. My name is Amanda Fortin. I'm calling from – I'm a graduate student at Portland State University and a while back Catholic Charities contacted you to see if you would be interested in participating in some research and I wanted to see if I could interview you for a few minutes about your experience with Catholic Charities.

CLIENT 7: Yes.

AMANDA: Okay, awesome. Do you have a couple minutes?

CLIENT 7: Yes.

AMANDA: Okay, excellent. So, well I really appreciate your time and it's my hope that the information I gather from you and other participants in this study will help Catholic Charities improve their pregnancy and adoption support services. So I am interested in your opinions and attitudes about the agency as a whole and the services that you received. The interview should take about 15 minutes to complete and I will send you a \$5 Fred Meyer gift card to thank you for your time and contribution to my research.

CLIENT 7: Okay.

AMANDA: As a result of this study, you might feel a little uncomfortable discussing personal topics related to pregnancy or adoption or potentially negative opinions about the agency, but I want to assure you that I will be respectful of your experiences, opinions, and privacy. So any information that is obtained in connection with this study that can be linked to you or identify you will be kept confidential and I'll be the only person with access to your information and response, and interviews will be audio recorded and transcribed by me.

CLIENT 7: Okay.

AMANDA: Participation is voluntary and you can choose to stop the questions or the interview at any time without penalty. Do you have any questions?

CLIENT 7: No.

AMANDA: Alright. So let's get started. My first question for you Client 7 is are you currently a client with Catholic Charities?

CLIENT 7: I still keep in touch with them.

AMANDA: Okay. So how long have you been in touch with them? When did you start your services?

CLIENT 7: I started my services like a year ago.

AMANDA: Okay. And how often did you use – when you were going the most often, how often were you going?

CLIENT 7: I think it was like once a week. I was seeing my pregnancy support person and I was also going to trauma groups like once a week.

AMANDA: Okay, and then now how often would you say you are in touch with them?

CLIENT 7: Like once a month.

AMANDA: Okay. So, Client 7, with this next question I want to know about your overall experiences with Catholic Charities, so can you tell me what your first visit was like?

CLIENT 7: It was good. I met with a pregnancy support person and we just talked about like what I needed and how they could help me and whatnot.

AMANDA: So can you tell me about who you saw there?

CLIENT 7: _____.

AMANDA: And what was she like?

CLIENT 7: She was really nice and supportive and willing to help me any way that she could.

AMANDA: Okay. So how did you feel about your experience with _____?

CLIENT 7: I felt really good. I mean I worked with her. I'm dealing with DHS and she actually was sitting in on my DHS visits with my kids just for a while and working with me that way too. So, I got to work with her a lot.

AMANDA: So it sounds like _____ – so was _____ like your case worker or your counselor?

CLIENT 7: She was my pregnancy support service.

AMANDA: Did you have – was she the one you had the most contact with then?

CLIENT 7: No, I had a lot of contact also with _____.

AMANDA: Okay. And so with these people that you saw the most often, what were your interactions like?

CLIENT 7: Well, with _____ she just like gave me advice, helped me out with every situation I was in, stuff like that. Talking, checking in, that sort of thing.

AMANDA: Okay. So what did you like about your interaction with them, about your conversations and stuff. What was good?

CLIENT 7: Well I got a lot of help and a lot of support. In turn I got my kids to return to me from DHS. I learned a lot about myself, joined a trauma group and whatnot, and made some friends.

AMANDA: Okay. Was there anything in talking with the staff at Catholic Charities or the caseworkers or the therapists, was there anything that you didn't like?

CLIENT 7: No.

AMANDA: So you mentioned trauma group. Did you go to any other classes or any other...

CLIENT 7: I went to a parenting class there at Catholic Charities, but I only made it to two of the four classes, so I didn't get it completed.

AMANDA: What resources like clothing or baby supplies – did you take advantage of any of those?

CLIENT 7: Yeah, they brought me clothing for my daughter and diapers. Yeah, that was pretty much it.

AMANDA: So overall were the classes and the supplies useful for you?

CLIENT 7: Yes, very.

AMANDA: What did you think was good about those?

CLIENT 7: Extremely helpful. I mean, just the classes taught me a lot and I learned a lot from them and the clothing and the diapers which helped out a lot.

AMANDA: Did you go to any classes or participate in any programs that you didn't think were helpful?

CLIENT 7: No.

AMANDA: Now was there ever a point or can you think of anything now that Catholic Charities doesn't offer or didn't offer to you that you think might be helpful?

CLIENT 7: Not that I really needed it, housing would have been helpful.

AMANDA: Okay. So you're still talking with them a little bit. What would you say it is about Catholic Charities that makes you want to continue your relationship with them?

CLIENT 7: I felt like I built a relationship with them and ENF, so I could trust them and that they were there for me, ENF

AMANDA: If someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 7: "Yes".

AMANDA: Why would you say "yes"?

CLIENT 7: Because I really enjoyed working with them and I still enjoy staying in contact with them and they were really useful and helpful.

AMANDA: So, Client 7, is there anything else you want to add about your experience at Catholic Charities?

CLIENT 7: No.

AMANDA: No? Okay, well great. Thanks for taking part in the interview, and I really appreciate the contribution you have made to my research and the improvement of Catholic Charities. Our conversation and your personal information will be kept private and your identity will remain confidential throughout my research, but I do want to make sure I have the correct address for you, because as a "thank you" I want to send you a gift card to Fred Meyer, so let me check here. Are you on NE 23rd in Gresham?

CLIENT 7: Yes.

AMANDA: Okay, so I have_____.

CLIENT 7: Yes.

AMANDA: Okay, and that's _____.

CLIENT 7: Yes.

AMANDA: Cool. Alright. Well, keep an eye out in the mail and you should be getting a little something from me probably within the next couple weeks.

CLIENT 7: Okay, thank you.

AMANDA: Alright. Thanks Client 7.

CLIENT 7: Bye.

AMANDA: Bye bye.

Interview 8

AMANDA: Oh, hi Client 8. This is Amanda from Portland State University.

CLIENT 8: Oh hey, how's it going.

AMANDA: Hey, good. How are you?

CLIENT 8: I'm good thank you.

AMANDA: So sorry I couldn't call you back right away the other day. Is now a good time to do the interview?

CLIENT 8: Yeah. How long do you think it'll take?

AMANDA: Maybe somewhere between 10 and 15 minutes.

CLIENT 8: Oh yeah.

AMANDA: Okay. All right. Well I have a little spiel I've got to read you first, but so essentially I am interested in your opinions and attitudes about Catholic Charities as a whole and the services that you received. This interview should take about 15 minutes to complete and I will send you a Fred Meyer gift card in the mail to thank you for your time and contribution to my research. As a result of the study, you might feel a little bit uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency. But I want to assure you that I will be respectful of your experiences, opinions and privacy and also you should know that I don't work for Catholic Charities, so anything that you say about them, I'm not going to say hey, guess what, Client 8 said this about you. So they won't know that you're the one saying the things that you're saying. So any information that is obtained in connection with the study and that can be linked to you or identify you will be kept confidential and I will be the only person with access to your information and responses. Interviews will be audio recorded and transcribed by me, so participation is totally voluntary and you can choose to withdraw at any time without penalty. So do you have any questions before we get started?

CLIENT 8: No.

AMANDA: All right. So thanks again for helping me out with my research. I very much appreciate it. The first question is, are you currently a client of Catholic Charities?

CLIENT 8: Yes.

AMANDA: Okay. And how long have you been a client?

CLIENT 8: For about a year.

AMANDA: A year, okay. And why did you decide to contact Catholic Charities?

CLIENT 8: A friend of mine had been through them and she knew that I was struggling financially and mentally and a whole bunch of ways and so she suggested that I contact them for some support.

AMANDA: And with this next question, I'm interested in what you expected from Catholic Charities before your visit. So before you actually showed up there, what did you expect the overall environment to be like? Like the building and the facilities and that kind of stuff.

CLIENT 8: Oh, um I don't know. I didn't really have a lot of expectations about the facilities.

AMANDA: Okay. How about the staff. Did you have expectations about what they...

CLIENT 8: You know what, I wasn't sure if they were going to be real religion, you know, biased or whatever. Or make that a big, important part of what they do. But they ended up not doing that.

AMANDA: Okay. And what kind of interactions did you expect to have with the staff?

CLIENT 8: You know, I wasn't sure. I just thought maybe they would help with like pregnancy clothes and this and that. And I really wasn't sure what to expect.

AMANDA: Okay, and that gets at the last part of that, which was I was going to ask you what kind of help or resources you thought you might receive from them.

CLIENT 8: Yeah, like you know, help with pregnancy or like maternity clothes and then, you know, when the baby got here, because we're very low income and all that.

AMANDA: Okay. So with the next question, I want to know about your overall experience with Catholic Charities. What was your first visit like?

CLIENT 8: It was really good. Like I was very – my woman was very awesome and she had to deal with me coming in crying all the time. It was very, I was in a very weird, I had a really bad pregnancy and I was very emotional and very, you know. So I was very emotional and crying, but she was great and calm and took everything all in.

AMANDA: Yeah. So tell me about who you saw and interacted with there, and you don't have to tell me names if you don't want to.

CLIENT 8: What's that?

AMANDA: Who did you see and interact with there on your first visit?

CLIENT 8: Oh, um, _____.

AMANDA: _____, okay. And how did that first experience with _____ go?

CLIENT 8: Great.

AMANDA: And what would you say made it great?

CLIENT 8: Just her demeanor. (High baby. Are you getting up from your nap. It was a nice nap. Hi.) Just getting him up here.

AMANDA: Oh, how old is he now.

CLIENT 8: He just turned 6-months old.

AMANDA: Oh my gosh. That's a fun age.

CLIENT 8: Yeah, he's fun.

AMANDA: So let's see. So I know that most clients of Catholic Charities have a caseworker or a counselor. And I'm interested in your experience with this person. Can you tell me about your interactions with your caseworker?

CLIENT 8: Yeah, and that was _____.

AMANDA: Oh, it was _____. Okay.

CLIENT 8: Yeah. She is awesome. She is like super sweet and super loving and nonjudgmental and caring.

AMANDA: So was there anything that you didn't like about your interactions with her?

CLIENT 8: Nope.

AMANDA: Okay. So what services, like maybe counseling or resources like baby clothes and supplies, did you use?

CLIENT 8: Yeah, baby clothes and supplies and they did a financial class that I did. And, let's see here, stuff like that. And then they helped with, they actually even helped with a couple of bills. So that was really helpful.

AMANDA: So it sounds like their services and resources were beneficial for you.

CLIENT 8: Oh yeah.

AMANDA: Which ones in particular really helped you the most and why would you say they were helpful?

CLIENT 8: The material specifically speaking? Well I mean it was at the end of my pregnancy. I couldn't work and my boyfriend really couldn't cover all of my section of the bills and so the financial was huge and then they just gave me a lot of clothes and pack-and-play and stuff like that and ever since he is just growing out of everything, I just keep donating it back and, yeah, just giving it right back home. And it was really sweet what they did.

AMANDA: Yeah. And you said the financial class, did you find that helpful?

CLIENT 8: Uh, you know, it was like a video and like, it's like you know, you've got to save and it's like I don't even have any extra income to save. You know, I mean it's stuff that I kind of knew and like I guess it was a good refresher, but I don't really have finances to manage hardly. So I don't know, it was helpful, yeah. It's always good to...

AMANDA: And did you do any other counseling, like one-on-one counseling or anything like that?

CLIENT 8: Well, not with anyone but _____. I mean she is a social worker so like it was basically me just like bending her ear and crying on her shoulder many times and her just being like a rock and just really sharing her experience and now trying to encourage me not to give up. And, you know...

AMANDA: Yeah. Well, were there any, was there anything that you took part in or that they gave you that you didn't think was helpful or beneficial?

CLIENT 8: Um, no, not really.

AMANDA: Okay. And did you have the thought that maybe there was something that they could have offered to you, or others in your situation, that they are not offering right now that maybe would be helpful in the future?

CLIENT 8: I can't think of anything really. They do offer a wide range of stuff like even cooking classes and things, which I was not able to commit to, because I don't drive right now and so once the baby came, it was like hard for me to get to these things, and so I think that they offered a lot more than I was even able to take advantage of.

AMANDA: Okay. Now some folks have said things like transportation, or housing, that kind of stuff.

CLIENT 8: Yeah, yeah. That's a good one, transportation.

AMANDA: Yeah. And so why, Client 8, do you continue to use Catholic Charities?

CLIENT 8: Well, we're getting ready to end and at this point, like it's not really, I mean she brought me some diapers and stuff. It's more like it was just her connection. And, you know, how she has seen me grow and blossom. It was just like to keep that connection and what was great was that she came to me and was able to keep it going that way, because I really wasn't able to really take my baby out. You know, it was cold and...

AMANDA: I know, I had a winter baby, too.

CLIENT 8: Yeah. I mean he was born in the summer, but then once it got cold it was hard, but I thought it would get better the older he got, but it kind of was a little really needy and like gassy in the beginning. So I always felt like I didn't want to leave my home to like, you know, I was breast-feeding primarily and... but we've since overcome and he's just the happiest baby and really I owe so much of it to _____ from Catholic Charities. Because like, you know, she just, I don't know, like I guess she wouldn't give up on like, you know, me and it was just so sweet to have her encourage me and see the beautiful and light me that I couldn't see at the time.

AMANDA: Well, in thinking about your expectations before using Catholic Charities, I know you said you didn't have very many, and your actual experiences with the agency, did they meet your expectations in terms of the environment and the staff and services?

CLIENT 8: Oh yeah.

AMANDA: And would you say that you were satisfied with Catholic Charities?

CLIENT 8: Yes.

AMANDA: Why would you say yes?

CLIENT 8: Well, you know what, because it was humbling to even have to accept, you know, charity and but they did it in such a loving way, you know, and basically really genuinely seemed like to want to help. Like it wasn't like, oh, just is something we do. Like it was a genuine, especially _____, she just had like this wonderful way about her, love and so, I don't know. It's something that I would actually like to get into and possibly do, as well, now.

AMANDA: So if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 8: Of course.

AMANDA: Of course, okay. And is there anything that you would want to add about your experience?

CLIENT 8: Nope. I am just very grateful and I think it was one of the huge pillars of getting me to the place of confidence as a mother now and confidence in myself and so, you know, the gifts are ongoing, even though they only help you up until about six months. So we're pretty much done with them in that level, but I feel like so much of it is going to keep on going.

AMANDA: Yeah. That's good feedback. I'm glad to hear you're in such a better place than you were.

CLIENT 8: Thank you. Thank you so much.

AMANDA: So, and of course I want to send you a little gift card to say thank you, so are you still in, are you in_____?

CLIENT 8: Yes.

AMANDA: Okay. I have_____.

CLIENT 8: Oh, no. It's_____

AMANDA: Oh, I don't know where the one came from. Thanks. Okay. So
_____?

CLIENT 8: Correct.

AMANDA: All right. Well, be on the lookout for something in the mail from me and good luck with your little one and thank you very much for your time.

CLIENT 8: No problem. Good luck to you.

Interview 9

AMANDA: Okay, are you with me? Okay. Okay, Client 8. Okay, so, as I said, this is part of a research project that I am doing. I'm a graduate student at Portland State University and I'm working with Catholic Charities, but I don't work for Catholic Charities, but it's my hope that my research will help Catholic Charities improve their pregnancy and adoption support services. So, I'm interested in your opinions and attitudes about the agency as a whole, and the services that you received. So, this

interview should take about 15 minutes to complete and I will send you a Fred Meyer gift card to thank you for your time and contribution to my research. As a result of the study, you might feel uncomfortable talking about personal topics related to pregnancy or adoption, or negative opinions about the agency, but I want to assure you that I'll be respectful of your experiences, opinions and privacy. Any information that is obtained in connection with this study and that can be linked to you or identify you will be kept confidential, and I will be the only person with access to your information and responses. Interviews will be audio recorded and transcribed by me. So, it's totally voluntary and you can choose to withdraw from the study at any time without penalty. Do you have any questions?

CLIENT 9: No.

AMANDA: Okay, so let's get started. My first question for you, Client 9, is are you currently a client of Catholic Charities?

CLIENT 9: Yes.

AMANDA: So, why did you decide to contact Catholic Charities?

CLIENT 9: I had just found out I was pregnant and I wasn't sure whether I was going to be capable of parenting or not, and Catholic Charities is the only agency that offers parallel planning, meaning that you can plan for both parenting and adoption.

AMANDA: So, with this next question, I'm interested in what you expected from Catholic Charities before you actually went to them for a visit or any kind of intake. So,

what did you expect the overall environment to be like, like the building or the facilities, you know, if you had anything in mind of what that might look like?

CLIENT 9: I wasn't sure what to expect at all, really. I didn't know what the building would look like. I didn't know, you know, how the services would be, you know. I guess maybe I probably expected like an older, you know, woman. Well, not older like, but just thinking somebody that's, you know, probably got grown children, you know, that type of an age. I expected something similar to that maybe, and when I went, I was surprised that the building is a new building and that my social worker is not too much older than me and she can relate and stuff, so I didn't know what to really expect, though.

AMANDA: Okay. So, what kind of interactions did you expect to have with the staff or your caseworker, you know, before you actually met them? So, you said you thought maybe she would be older or maybe somebody with kids of her own or something like that, but what did you – did you have any other thoughts about what kind of interactions you would have with them?

CLIENT 9: My assumption was that it would be something that every so often I would go in to meet with them and, you know, I was surprised to find out that it was more flexible than that, and after the first couple of meetings at the office, she started coming to me to make it easier on me.

AMANDA: So, with the next question, I want to know about your overall experiences with Catholic Charities, you know, when you started using their services. Actually, I should back up first, though, and ask you what you expected before you showed up, what

you thought that they could provide for you, so what help or resources were you hoping or expecting to receive?

CLIENT 9: Well, I was expecting that I would probably, you know, have someone who would help me think about my options, think about, you know, what decision I would want to make relating to my pregnancy, and they would help me work through that. I mean I wasn't too sure, though, because I had never been through anything like that, so all I knew is that I had been given the information, the brochure, and it seemed like they could successfully help me do what was best for my child.

AMANDA: Okay. So, now I want to know about your overall experiences with Catholic Charities. What was that first visit like?

CLIENT 9: I think I was probably like a little bit nervous, because I was still in a negative place with finding out that I was pregnant. I mean I was only like five weeks pregnant. I found out before I even had symptoms. So, you know, I was a little uneasy, but, you know, then I met _____, who is my caseworker and, you know, she explained to me that she had been adopted and that she also had placed a child, and she also was parenting a child, so it was good to know that she's been in both of the positions that I would potentially be in, because I had two older children already. And so to know that she knows what it's like to parent, but she also knows what it's like to choose to they call it entrust a child,...

AMANDA: Right.

CLIENT 9: ...I felt a lot better about that. I felt like it would be easier to trust her and her opinions. And so, you know, that first visit, initially, I was nervous, but then I felt much more comfortable after meeting her and hearing a little bit of her story.

AMANDA: Yeah, well, that makes sense. So you interacted mostly with _____, is that correct?

CLIENT 9: Right, I've only very briefly spoken to other staff there.

AMANDA: Okay.

CLIENT 9: The majority of the time, I call her directly.

AMANDA: Okay, and how – so, if you're, you know, thinking about that first visit, can you talk a little bit more about how you felt about that. You said you were kind of in a negative place. I mean did she put you at ease right away or did that take a little bit of time?

CLIENT 9: Well, I felt a little bit better. I mean I don't know that she necessarily put me at ease, because I still didn't know what I was going to do. But I felt a little bit better about where I was in my life, because I felt like, okay, I'm going to be given tools and assistance to make the best decision for this child, and so, you know, that was a good feeling. It gave me a little bit of hope, I guess you could say, and I don't remember if it was the first visit or not, but she also gave me some bus passes, because, at the time, I didn't have transportation. So, that was also helpful and it took a little pressure off, you know, being able to have the assistance with that.

AMANDA: So, was there anything in your interactions with _____ that you did not like?

CLIENT 9: No, actually, I'm very happy about my interactions with her. I think she's really good at what she does and easy to relate to, which makes me feel more comfortable about my interactions.

AMANDA: Okay.

CLIENT 9: The only thing I don't like is that I have to sort of let go of services at six months,...

AMANDA: Right.

CLIENT 9: ...so I'm like dreading that.

AMANDA: Right. So, you really liked interacting with her, and that's mostly because she was easy to relate to and she shared her own story. Was there anything else that made her a particularly good caseworker, do you think?

CLIENT 9: I think one of the really good things is she is – she hears me out and then she gives constructive criticism, but I mean just in a positive way. It's really – I guess her way of doing it is so that I think about what decision I'm trying to make. So, for example, recently, she deals with both myself and the father of the baby and, recently, I called her and I can call her at any time. I mean I've called her on the weekend and she has answered, even though she wasn't working, because she knew that it was a crisis situation, and so she was willing to answer, and I really appreciated that. But, you know,

in this particular example, I had let her know that the father of the baby, you know, wanted some extra visit and that type of thing, and, you know, I was telling her how I felt about it, and she heard me out, and then she prompted me to think about, well, you know, how do you think it makes him feel or, you know, how would this positively or negatively affect the baby. So prompting me to think, and in that way giving me constructive criticism, if it's necessary, and I think that that's really important to be able to grow.

AMANDA: Yeah, absolutely. So, Client 9, what services like counseling or classes did you take advantage of, if any?

CLIENT 9: I've taken advantage of if you take classes, not necessarily with them, but, in general, that they can provide you with some financial assistance, and I took advantage of that by – because I went to parenting, or not parenting, the labor or what is it called.

Sorry, I'm a breast-feeding mom, I can't think. What are those classes called, birthing classes.

AMANDA: Okay.

CLIENT 9: Yeah, so I went to those and I provided them with proof that I went and they were able to provide me with some financial assistance. And, typically, it's something like paying a utility bill. Because I live with my parents and the utilities are not in my name, they were able to, instead, pay for my son's school supplies...

AMANDA: Oh, neat, that's nice.

CLIENT 9: ...and then go to – she was able to go with me to Target so I could get a nursing bra and a couple of shirts for one of my older children. And so that – I took advantage of that service. I think I'm going to take advantage of the counseling. I want to do that with my mom, because I've been having a hard time getting along with her, and _____ had suggested that the father and his girlfriend and I do the counseling sessions maybe like when the baby gets a little bit older at least, so that we can cooperatively parent well.

AMANDA: Okay, and so...

CLIENT 9: And then, of course, like I said, bus passes.

AMANDA: Right, and do they provide you – did they give you additional baby clothing and baby supplies, that kind of stuff?

CLIENT 9: I haven't had to ask because, actually, Elijah and I were actually in the newspaper in September because I got an anonymous donation of \$200.00 toward Just Between Friends, a consignment sale, and I haven't had to ask for additional baby clothing and stuff.

AMANDA: That's wonderful.

CLIENT 9: I've been really fortunate.

AMANDA: Yeah.

CLIENT 9: Yeah.

AMANDA: That's great. Okay, so which of the services and resources did you think were the most helpful to you?

CLIENT 9: _____ just being there, being able to call _____ and talk to her about what I'm going through and process my feelings, and have her be able to give me positive feedback and constructive criticism, when it's necessary, has been the most important factor. And also the fact that she is knowledgeable about people's psychological states, so when I'm feeling frustrated with the father, she's able to point out, you know, he's 19 years old, he hasn't developed the frontal lobe of his brain in the way that, you know, someone who is in his mid to late 20s would, and so I have to kind of take that into consideration when I'm thinking about his reactions. So, her knowledge and her professionalism has been the most valuable, and it's helped me to grow.

AMANDA: And then was there anything that they offered you or maybe a class you took or counseling that you received or just anything over the course of your time with them that you didn't think was beneficial or helpful, like maybe it just wasn't for you, whatever service it was?

CLIENT 9: I mean I don't really think so. I mean they would have offered me to look through portfolios of people if I had proceeded to consider adoption, but I made the decision pretty early on, around four or five months, that I couldn't do it and I needed to parent, so that wasn't something I needed to do, but she didn't push that on me at all. In fact, I wanted to look at it right away and she was like you have to wait, you know, it's too early, that type of a thing.

AMANDA: So, let's see here, did you think of anything, sometimes people have the thought when they're using services, maybe they think of something that they could – that's not currently offered, but that might be a good idea for Catholic Charities to think about doing, so did you think of any services that maybe Catholic Charities could or should offer that they don't offer right now?

CLIENT 9: I wish that they would extend the period of, you know, the meetings and things like that to a year, until the child is a year old, because it's still – there's still a lot that changes around the year mark. For example, one of the things I'm looking at and I presented my concern to _____, but it's very early, my son's only 2 months old, you know, what happens when the year period comes and I start allowing his dad overnight visits, and they have to feed him, you know, actual food, and how do I know that they're – I'm a very anxious person, how do I know that they're feeding him something nutritious or that they know how to cook, you know, things like that, and I'd really like to be able to have her services to help me process that. However, she says that even after the six month period, I can still call her, but we just won't really be meeting. And, you know, I'm like dreading the end of this time, because, well, I've known her now for almost an entire year, and I've been really dependent on the support that they provide. So, I wish that they would provide it until the child's a year old.

AMANDA: Okay. So, why, since you are still a client and I think I could probably – you have said this and you've been pretty clear, but just to ask you, again, you know, why do you continue to use Catholic Charities?

CLIENT 9: Because I'm happy with their services and they're able to still provide them for me because I chose to parent. And so, of course, I'm all about accepting any assistance and support possible.

AMANDA: So, in thinking back about your expectations before using Catholic Charities and your actual experiences with the agency, did they meet your expectations, like in terms of the environment, facilities,...

CLIENT 9: I think they exceeded.

AMANDA: ...the staff, the services? Okay, you said they exceeded it, on all counts?

CLIENT 9: Well, yeah, very easily they exceeded. I mean I didn't think that – like I guess you could say she's personable, in a professional way, you know, so that I really like and, you know, they have very nice facilities. They have done, you know, everything to be as supportive as possible. I haven't had a single negative experience.

AMANDA: Okay, and would you say that you're satisfied then with Catholic Charities?

CLIENT 9: Absolutely, yes.

AMANDA: And if someone were to ask you if you would recommend Catholic Charities, what would you say?

CLIENT 9: Absolutely.

AMANDA: Okay, and why?

CLIENT 9: I don't know many people that are in my position, but the reason I would do that is because I think that, from what I understand, adoption is a difficult process, and there's grieving involved when a woman places a child for adoption, but even – it can be as traumatic as losing a family member...

AMANDA: Sure.

CLIENT 9: ...to death, and there's a grieving process, and I think that a lot of times women may feel that they just can't parent at all, and they've got to choose adoption, so they go to one of the typical agencies. But then, you know, after they've chosen adoption, they regret their decision or, you know, something like that. I think if more people were to go to a place like Catholic Charities, or if more, you know, agencies were to offer parallel planning, I think it would be better for these women, that they would know that they really thought about their two choices and made an educated and supported decision. I think that would be best for people. I think, most cases, you know, they don't – I mean I don't know what they go through, but I wasn't willing to go with any other agency because I needed to be able to plan to potentially parent,...

AMANDA: Okay.

CLIENT 9: ...and I was able to find out that, with the support of other people, I could parent.

AMANDA: And, well, that's pretty much it. Is there anything else you wanted to add about your experience at Catholic Charities?

CLIENT 9: No, I mean I don't know that it really has to do with that, but, you know, I'm glad that I had the opportunity to think about both of my options, and have support in my decision to parent, and now when I look at my baby, I think about how in love I am with him, and I can't imagine having decided to choose, you know, to choose adoption, but I was given the opportunity to look at both of the options I had.

AMANDA: Right.

CLIENT 9: And I appreciated that.

AMANDA: Okay. Well, Client 9, so that I can send you your gift card, I want to make sure I've got the correct address on file for you. Are you_____?

CLIENT 9: Yes.

AMANDA: _____?

CLIENT 9: Yes.

AMANDA: Okay. Well, thank you so much, and I wish you the best of luck, and thank you, again, for helping me with my research.

CLIENT 9: Thank you, and I'm just wondering how much the gift card is.

AMANDA: It will be for \$5.00.

CLIENT 9: Okay. Hey, that still helps. I can get me like a toy.

AMANDA: Yeah, yeah, absolutely and, you know, I'm doing a lot of these interviews, so I wish I could make the amount more, but, you know, it's...

CLIENT 9: I understand.

AMANDA: ...yeah, it's something, so – but thank you so much for your contribution.

CLIENT 9: Okay, thank you.

AMANDA: All right, have a good one. Bye.

CLIENT 9: You too, bye.

Interview 10

AMANDA: Hi, is this Client 10? Client 10?

CLIENT 10: Yes, it is.

AMANDA: Hi, this is Amanda Fortin. I'm from Portland State. I'm doing the research for the Catholic Charities.

CLIENT 10: Yes.

AMANDA: Hey, can you hear me okay?

CLIENT 10: Yeah, I can hear you.

AMANDA: Okay, cool. Do you have a few minutes to do that interview?

CLIENT 10: I do.

AMANDA: Awesome, okay, sorry it's taken me a little bit to get back to you. Things have been pretty hectic around here, but let's get right to it. So, as I said before, I am

doing some research with Portland State University and doing that with Catholic Charities, and my hope is that, in doing this research, I can improve the experience of women that go to Catholic Charities. So, I definitely appreciate your help with my research and I'm interested in your opinions and attitudes about the agency as a whole and the services that you received. The interview will take about 15 minutes to complete and I'll send you a Fred Meyer gift card in the mail to thank you for helping me. As a result, you might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption, or potentially negative opinions about Catholic Charities, but I want to assure you that I'll be respectful of your experiences, opinions and privacy. So, any information I get from you in connection with the study that can be linked to you or identify you will be kept confidential, and I will be the only person with access to your information and responses. So, this interview is being audio recorded and transcribed by me, and this is totally voluntary, so you can choose to withdraw at any time without penalty. Do you have any questions?

CLIENT 10: No, I don't.

AMANDA: All right. Okay, well, let's get started. So are you currently a client of Catholic Charities?

CLIENT 10: I am.

AMANDA: You are, okay. How long have you been a client so far?

CLIENT 10: Since I think last March.

AMANDA: Okay, all right. So, why did you decide to contact Catholic Charities in the first place?

CLIENT 10: I had a surprise pregnancy and I decided that it would be within the child's best interest to do an open adoption.

AMANDA: Okay. So, with this next question, I'm interested in what you expected from Catholic Charities before you actually visited, so maybe if you had something in mind before you were there, before you interacted with them. So, the first part of this is what did you expect the overall environment to be like? So, if you had like a mental image in your head, you know, kind of what was that like?

CLIENT 10: You know, I really didn't actually have any kind of a preconceived idea.

AMANDA: Okay. Did you maybe think, you know, have an idea of what the staff might be like?

CLIENT 10: At that point in time, really, just anybody that was going to be kind and helpful was all I was hoping for.

AMANDA: So, what kind of interactions were you thinking that you might have with the staff or with a caseworker? What did you think that your relationship would be like?

CLIENT 10: Just a lot of open, honest communication for them to be able to like really give me kind of an idea of what, you know, they, as an agency, how they represented themselves, and then also how open adoptions sort of look, you know, kind of going into it, and just get their feedback on their experiences being kind of on the, you know, the

quote, unquote, middle people for so many years, just what their experiences were as a whole so that I could feel like I was going into the process making the best decision with the most amount of information that I could gather.

AMANDA: Okay. So with this next question, I want to know about your overall experience with Catholic Charities, and the first part of the question is, what was your first visit like?

CLIENT 10: The first visit, we just kind of – I had a chance to talk with one of the mediators for the adoptive parent's side, and so that was really helpful to be able to get her viewpoint, because she's actually been working for Catholic Charities for so many years. Overall, I would say that it was pretty good. It was before my emotions started to kick into overdrive.

AMANDA: Oh, I know what that's like when you're pregnant.

CLIENT 10: Yeah.

AMANDA: Yeah. Okay, so who did you see and interact with there on that first visit?

CLIENT 10: I don't recall the name of the counselor. She is one of the bilingual staff and so, because I don't require Spanish, they ended up, at the next visit, giving me the person that I've worked with the whole rest of the time. So I don't remember her name, but the person I spoke with, she's the mediator for the adoptive side, is _____.

AMANDA: Okay. So what was interacting with _____ like?

CLIENT 10: It was good. She is very considerate and informative and, you know, just whatever questions I had, she was, you know, more than happy to answer them or – I don't think I asked anything that she didn't know the answer to, but she gave me the impression that if I had, she would have gotten that information and gotten back to me.

AMANDA: Okay, so it sounds like _____ was your caseworker, is that right?

CLIENT 10: No.

AMANDA: No, _____ was not your caseworker or...

CLIENT 10: No, she was just the initial person that I...

AMANDA: Oh, okay.

CLIENT 10: I spoke with one of the counselors and then _____ came into the room for a while just to be able to answer any additional questions specifically about adoption and give me any information that would be useful for, you know, just from the point of view of whether or not I was going to work with Catholic Charities as a whole, kind of giving me background information about the company and, you know, how they view adoption and families and all of that stuff.

AMANDA: Got it, okay. So then did you have a caseworker in addition to that?

CLIENT 10: Yes, well, I call her the counselor. She is a caseworker, but she's also counseling staff.

AMANDA: Right, yeah.

CLIENT 10: I think most of them are.

AMANDA: Yeah, that's true.

CLIENT 10: But, yeah, and that's _____.

AMANDA: And how did you feel about your overall experience with _____ and with just, you know, with the staff in general?

CLIENT 10: They've always been very kind and respectful.

AMANDA: So, you know, you're referring to _____ as a counselor, so did you go to other counseling sort of sessions or take part, because I know that there's some classes and things like that, did you take part in that stuff?

CLIENT 10: No, I haven't done any of the classes or anything yet, although I have been getting more information about it. It's mainly been just the counseling aspect and then before (8:31) (indecipherable) was born, it was, you know, talking, kind of getting a birth plan kind of figured out and a general idea of, you know, what I wanted the adoption to look like and being able to meet perspective families and all of that stuff, and then because I wasn't – I don't know how much they have for those that have gone through adoption or were thinking about going through adoption, because it seemed most of the classes were oriented towards, you know, those that were choosing to parent. So now I'm actually looking at some of the classes because I am still parenting my older two children, and so that information is relevant now, but, when I was going through that

experience, it was like I need this here, I don't need to think about all this other stuff right now.

AMANDA: Right, right.

CLIENT 10: A little too much on the plate.

AMANDA: So, thinking back to your interactions with _____ for a minute, kind of on a one-on-one basis, how were those interactions? How did, you know, how did you feel? How did she make you feel when you were with her?

CLIENT 10: Typically really good. The only – there's only a few times that stand out for me that I was just like a little less than happy, but I think a lot of that had to do with like hormones and just the grief processing and stuff like that. It wasn't anything she ever necessarily did or said, but when your brain is, you know, unhappy, it can misconstrue things and make you like upset.

AMANDA: So, what specifically did you like about interacting with _____?

CLIENT 10: She's every personable and she's one of those types of people that, like I said about _____, if she doesn't have the answer to something, she will, you know, find out and get back to you, and it just allows you, you know, to feel respected and, you know, like they want to know what's going on for you. They're supportive to you, not just because it's their job, but because it's part of who they are, and I've gotten that sense from her.

AMANDA: So, was there anything about the way she interacted with you that you didn't care for, I mean pregnancy hormones aside?

CLIENT 10: No, not really.

AMANDA: Okay.

CLIENT 10: I mean she's been – whenever I'm struggling with stuff, she, you know, tries to help clarify things or look at things from a different perspective or, you know, the age old adage, which is the one that drives me the most nuts right now, which is things will get better in time. We all know that, but it's hard to be patient when you're feeling so upset.

AMANDA: Yeah, well, in the moment, it never feels like that.

CLIENT 10: No, no, not at all.

AMANDA: So, going back to the counseling services that you received, do you find them beneficial or helpful?

CLIENT 10: Yes, I did. Just being able to even to get somebody else's perspective at times is helpful, and then she was also very flexible, like I ended up in the hospital and she came to see me there, before the baby was born, and then for probably the first month to six weeks, she came to my home to do the counseling appointments and to check on me and everything instead of having to go into Catholic Charities. Even after I was cleared to – I had to do a C-section, so even after I was cleared to drive and everything again, she still would come. And so it was just really nice to be able to, you know, still

get what I needed, the support that I needed, without like while I was still trying to figure out, you know, what my life was doing, and schedule and are you meeting here and there and everywhere, (12:56) (indecipherable).

AMANDA: Okay. So, was there – I mean you said you mainly did counseling, but were there any services or resources that you either used from Catholic Charities or that they tried to give you that just didn't help you or you didn't think were beneficial?

CLIENT 10: No, because everything that we did was relevant to the situation. I ended up on bed rest for almost two months before she was born, and so (13:31)

(indecipherable) with the manager about rent (13:38) (indecipherable) because they didn't have an income coming in, and then everything that we've discussed has all been, you know, mainly about the financial stability piece, and then also about the kids and – my brain is still in Monday mode, just like what I can do that is beneficial for not only myself, but our little family unit as a whole.

AMANDA: So did you – have you – has it come to you maybe – was there ever a time where you thought that there were services that Catholic Charities could offer, but they don't, that maybe you thought they would help you or other people in your situation?

CLIENT 10: It seems like they already do offer a fair amount, but some people don't necessarily fit into the mold of what, you know, is given. Like my situation, like we're a working family, it's just one income, but, you know, all of the resources that I tried to look into were in a most extreme setting. Like one company would help you with housing, but if you were homeless only, or another company would help you with

utilities, but only if you had already gotten a shutoff notice, because it's unpaid bills.

And so for people who are struggling, you know, to make ends meet, but are doing their darndest, it's like, you know, where is the middle ground for those individuals.

AMANDA: Right.

CLIENT 10: So, actually, the last time I spoke with _____ last week, she was checking to see what their utility assistance program is, like how that works and whether or not, you know, it's even possible to do, you know, like \$20.00 off of the bill or something like that, so that it's just try to make things work a little bit better, because, you know, you get to the end of the month and you're like I don't even have enough for rent, and you haven't been a bad girl, you've been minding your pennies, and you feel like, oh, geez, a little help, please.

AMANDA: So and you also mentioned – sorry, go ahead.

CLIENT 10: So, the answer to that question would be like, you know, if there were programs that really looked at – I mean we've got so many things statewide and county/city-wide for those that are really destitute, what about those of us who, you know, aren't at that level, you know, we're above that level, but we're still, you know, trying to somehow manage. Like having some programs in place that would be helpful with that.

AMANDA: Right, and I mean that's really good feedback, so the other thing you mentioned was that for women considering the adoption route, you said earlier that

Catholic Charities had a lot of things aimed at parenting and maybe you were looking for something a little bit more geared towards those who are thinking about adoption.

CLIENT 10: Yeah, that would have been helpful. I mean I had a decent experience, I won't say good, I don't think it's ever good, but, you know, all things considered, everybody that I came into contact with was more than happy and more than willing to help, you know, answer questions or, you know, be a support. It's just difficult because everybody's experience is different and, you know, no two birth moms, you know, we don't have the same stories, even those that have similar stories, we're different people, we have experienced it differently, and they do have a birth mom support group, but they've only had one since I did the adoption, and it was myself and two other people, and so it's like you can't make people come, you know, all they can do is encourage it, but I feel like if there was maybe a little bit more support towards the adoption side, that would be nice, especially in the after.

AMANDA: Yeah, I think that they would be open to hearing that, so – so, let's see, so why do you continue to use Catholic Charities?

CLIENT 10: For me personally, it was partially the longstanding record. I mean being in the community for over a century, you know, having, you know, I could be wrong on this, but it was my understanding that they were one of the first companies in the area that really pushed for and encouraged towards having open adoptions, as a means of not only taking care of the child, but how that enriches families as a whole, and I really liked that. And then, also, my family – I was born and raised Catholic, my whole family is Catholic,

and so there is the religious aspect of just how supportive that community can be if people are open to it.

AMANDA: So, in thinking about your expectations, even though you didn't have many before visiting Catholic Charities, and your actual experience with the agency, did they meet your expectations in terms of the environment and the staff and the services?

CLIENT 10: Yeah, I would say so.

AMANDA: So, would you say that you are satisfied with Catholic Charities?

CLIENT 10: Yes.

AMANDA: Yes, and why would you say, yes?

CLIENT 10: They put up with me. Yeah, it's been an experience. It hasn't been a bad experience, but they've been understanding of that and they've been, as I said earlier, you know, very respectful and supportive and, you know, tried to maintain where I fit into the scheme of things, and that's been helpful. I still have, you know, feelings of, you know, sadness and even borderline resentment over certain things that are out of my control, and they've tried to, you know, help me stay in a place of seeing more the silver lining versus just the bumper-to-bumper gloomy rain clouds that, you know, sometimes appear in the sky. Overall, it's been – it's been what it is.

AMANDA: So if someone were to ask you if you would recommend Catholic Charities, what would you say?

CLIENT 10: I would say, yes. I would say that, overall, it was very helpful. Also, my personality and the way that I think about things and view the world, I've dealt with a lot of different counseling – well, not a lot, but I think about three different counselors over the years, and they definitely are more in tune from what I've experienced, and they understand and appreciate, you know, criticism and hurrahs as well, and they take that, from what I've noticed with the people I've interacted with, they take all of that into consideration and, you know, try to improve, you know, what they are doing as providers, but also the company as a whole.

AMANDA: Okay, well, Client 10, is there anything else you'd like to add about your experience with Catholic Charities?

CLIENT 10: That was pretty much it in a nutshell.

AMANDA: Okay, well, I really, really appreciate all of your input and your help and your honesty. I want to make sure I have a correct address so that I can send you the gift card. I have - are you on_____?

CLIENT 10: Yes.

AMANDA: _____?

CLIENT 10: Yes.

AMANDA: Okay,_____?

CLIENT 10: That's correct.

AMANDA: All right, well, be on the lookout for that in the mail, and thank you, again,...

CLIENT 10: You're welcome.

AMANDA: ...and good luck with everything.

CLIENT 10: You too.

AMANDA: All right, thank you.

CLIENT 10: Thank you.

AMANDA: Bye.

Interview 11

AMANDA: And I'm doing a research project with Catholic Charities right now and I want to see if you had a few minutes to answer some questions about your experience with them.

CLIENT 11: Okay.

AMANDA: Yeah, if you had a few minutes that would be great. You'd be helping me out with my research and I've got a Fred Meyer gift card to send to you as a thank you for helping me. So, I've got a little bit of a, sort of a little spiel I have to give you before we start the interview, which is just that I am a graduate student at Portland State University and I'm doing a research project with Catholic Charities. I appreciate your time and it's

my hope that the information I gather from you and other participants in this study will help Catholic Charities improve their pregnancy and adoption support services. So, what I'm going to ask you about today is your opinions and attitudes about the agency as a whole and the services that you received while you were there. This interview should take about 15 minutes and I'll send you a \$5.00 Fred Meyer gift card to thank you for helping me. And you might feel a little bit uncomfortable discussing personal topics related to pregnancy or adoption or negative opinions about the agency, but I want to let you know that I don't work for Catholic Charities so you can say anything that you want and it's completely okay. So, if it's good or bad or anything and I will be respectful of your experiences, opinions and privacy. Any information that is obtained in connection with this study that can be linked to you or identify you will be confidential and I'll be the only person with access to your information and responses. This interview will be audio recorded and transcribed by me and it is totally voluntary so you can withdraw at any time without penalty. Do you have any questions before we start? Any questions?

CLIENT 11: Nope, I feel very informed.

AMANDA: All right well good. I spent a long time writing that. So, I want to remind you this is being recorded but are you currently a client of Catholic Charities?

CLIENT 11: Yes.

AMANDA: Okay, and how long have you been with Catholic Charities?

CLIENT 11: I'd say almost a year.

AMANDA: almost a year, okay. So, why did you decide to contact them in the first place?

CLIENT 11: I decided because, well I was given their phone number after I had my daughter and I was given it, and it was to look into their pregnancy, their parenting and their adoption services.

AMANDA: So, with the next question I want to sort of learn a little bit more about what you expected before you went to Catholic Charities. So, what did you expect the like the building or the facilities to be like? Did you have kind of an idea...

CLIENT 11: Oh, gosh...

AMANDA: ...an idea in mind before you showed up?

CLIENT 11: I was not expecting it to be so close to the hospital but I don't really think I had really _____ what it looked like.

AMANDA: Okay, what did you expect that the staff and the people who worked there to be like?

CLIENT 11: Really like open minded I guess, which they definitely were.

AMANDA: Okay, and then what kind of interactions did you think you were going to have with the staff or particularly your caseworker? I mean, did you have something in mind before you showed up?

CLIENT 11: I thought it was just going to be – before I got there I thought that it was just going to be me and my caseworker, but there was like two other people, but it was probably just for the like legal purposes. But, I mean, I don't really, I didn't really know like how the whole process works. I didn't know who or what was going to be there.

AMANDA: Okay. What kind of help or resources, if any, did you think that they could provide you with?

CLIENT 11: Well by me, I know that they could, after talking to a social worker, I knew that they offered both parenting and adoption services. So, I was definitely _____ in both of those, but I took more advantage of, but I ended up using their adoption resources.

AMANDA: Okay. So, with this next question, I want to know about your overall experiences with Catholic Charities. What was your first visit like?

CLIENT 11: The very first walking into the building visit?

AMANDA: Uh-huh.

CLIENT 11: It was very emotional. It was good though, I mean from like a – I don't know how to explain it. It was helpful I guess, like a lot of information, a lot of like, they were very nice, like sweet nice, not like petty nice.

AMANDA: Right. So, can you tell me about, you know, when you first showed up who you saw and interacted with there on your first day if you can remember?

CLIENT 11: It was really late at night, so it was like the receptionist wasn't there or anything like that. It was, yeah, it was just me, my caseworker and two other people.

AMANDA: Okay, and how were you feeling when you were interacting with them for the first time? Sort of what kind of feelings were you getting after talking with them on that night?

CLIENT 11: I was very nervous because I didn't really know them and I was like how _____ like all these things and so I was very nervous but I was also like – they were almost comforting in a way because they would like tell their stories, like help you feel comfortable and do what they are supposed to do, but actually like it wasn't awkward. It was actually comforting like the way they like talked to me and kind of like soothing a little bit.

AMANDA: So, I know that most clients of Catholic Charities have a caseworker or a counselor and you don't have to tell me their names, but I am interested in your experience with this person. If you could tell me about your interactions with them and, you know, what you really liked and maybe if there was anything you didn't like about your interactions with your caseworker, you know, what comes to mind?

CLIENT 11: Well, I love my caseworker. She – I actually still see her even, I mean, they extend their services for a year after you've done whatever you need to do with them and I've actually am still continuing that with her just because she's a really good support for me, and she's very open with her own experiences, which kind of helps allow that comforting thing to set in again with her. So, I absolutely love the way that she – she is

super helpful with school and work and everything else outside of what she is technically like what her job is.

AMANDA: Right, okay. So, it sounds like she disclosed some information about her own life and that helped you feel more comfortable.

CLIENT 11: Yes.

AMANDA: Was there anything you didn't like about your interactions with her or?

CLIENT 11: Nothing.

AMANDA: Okay, okay. Well, that's good. But, I mean I don't work for them so it's okay if there was, if there is anything.

CLIENT 11: Yeah.

AMANDA: So, what services like counseling or classes did you use, if any?

CLIENT 11: I took advantage of – they do a group support thing and I go to that once a month. And then I also have done one of their financial classes where it teaches you how to like budget and stay out of debt and all that fancy stuff. And I took advantage of their two, every two weeks or twice a month counseling just one-on-one kind of thing.

AMANDA: Did they, now did they help you out with any other resources like maybe money or clothing or anything like that?

CLIENT 11: Yeah, by taking the financial class, they helped me pay my rent for – yeah they put up like half of my rent for me.

AMANDA: Oh, okay, okay. So, which of these – were the classes helpful? Were the classes and did you say you did counseling?

CLIENT 11: Yeah.

AMANDA: Okay, so were those classes and counseling, were they helpful?

CLIENT 11: Yeah, it was all helpful. I mean, I'm a college student myself so the financial class I was trying to learn how to budget and do all that fancy stuff. I like to think it helped, but I mean it was just a video. It wasn't somebody actually talking, so I can't say it necessary stuck, but the counseling for sure definitely helped a lot, a lot, a lot.

AMANDA: Okay, what was so helpful about that counseling do you think?

CLIENT 11: It was just like an opportunity for me to sit down and like just talk to somebody that wasn't at home like my mom or anything and she, everybody there was just really like open ears and arms to like when I was _____ help and they were really sweet about it.

AMANDA: So, were there any services or resources that did not help or benefit you in any way? Like maybe they gave you something that you didn't use or you took a class that you weren't crazy about.

CLIENT 11: I wasn't crazy about the financial class, but, I mean, it didn't really help, but it helped like financially.

AMANDA: So, you think it could have been more engaging rather than being a video?

CLIENT 11: Yeah, I mean the video, the guy in the video he was funny, but I mean, like 4 hours just sitting in a room watching a video.

AMANDA: Right, right.

CLIENT 11: That's boring.

AMANDA: Yeah, I can understand that.

CLIENT 11: Yeah.

AMANDA: So, did you think of anything, you know, that maybe Catholic Charities could offer that they don't currently offer?

CLIENT 11: Um, I can't say so really. I mean, I didn't really look into so many things. I just kind of focused on when I go there what I need to be doing.

AMANDA: So, you're still a client. Why would you say that you keep using Catholic Charities?

CLIENT 11: That's only because it is – I won't say the environment but like going there and feeling good when I go there because everybody is just, like from the receptionist to going upstairs. It's all like it doesn't feel like a business or a doctor's office I guess.

AMANDA: Right, right.

CLIENT 11: It kind of feels like you're going to see like your aunt or somebody at work. It feels like you've been there before, like it feels good.

AMANDA: Okay. So, if you think about what you expected before you walked into Catholic Charities and your actual experience with the agency, did they meet the expectations that you had as far as, you know, the staff or the services, that kind of stuff?

CLIENT 11: Yeah, they definitely did.

AMANDA: So, would you say that you're satisfied with Catholic Charities?

CLIENT 11: Yeah, I am.

AMANDA: And why would you say that you're happy with them?

CLIENT 11: Because I got, I went there for a reason and I definitely had that reason taken care of, I guess it's the wrong wording. I think just the benefits I got from out of it emotionally was more than what I expected to have.

AMANDA: So, if someone asked you if you would recommend Catholic Charities what would you say?

CLIENT 11: I absolutely would and I would even help give numbers if that was necessary.

AMANDA: Why would you recommend them? I mean, you kind of got at this with the last question, but what would be your main reason?

CLIENT 11: Because they're very eager to help I guess is the word. They are very, I don't know how to say it. They are just really available I guess when you need them. And it's comforting like to know that.

AMANDA: So, is there anything you want to add about your experience with Catholic Charities or do we get everything?

CLIENT 11: Yeah, I think that's kind of it.

AMANDA: Well, _____, thank you...

CLIENT 11: I hope that was helpful.

AMANDA: Yeah, it was totally helpful, thank you for calling me back. As a thank you, as I said, I want to send you a gift card in the mail, but I want to make sure I have the right address. Are you on Burnside?

CLIENT 11: Yes, my mom.

AMANDA: Okay, so I have_____.

CLIENT 11: Uh-huh.

AMANDA: Is that an okay place to send it or do you want me to send it somewhere else?

CLIENT 11: Yeah, go for it.

AMANDA: Okay, cool. Well, thanks so much. I hope you have a happy Halloween. It just dawned me on actually just now that it was Halloween. So, you now, I hope you do something fun and thank you so much for your help.

CLIENT 11: Well, thank you.

AMANDA: All right, have a good day.

CLIENT 11: Good luck on your research.

AMANDA: Thank you.

CLIENT 11: Okay.

AMANDA: Take care.

Interview 12

AMANDA: ...a few minutes and you're willing to talk.

CLIENT 12: Yes.

AMANDA: Oh, okay. So, let's see so I told you that I am a graduate student at Portland State and Catholic Charities did they recently contact you to see if you would be interested in talking to me?

CLIENT 12: Uh, interested for what? Say it again please.

AMANDA: So, I am wanting to talk to you today about your experience with Catholic Charities. I have some questions and I've been interviewing some of their current and past clients.

CLIENT 12: Yes.

AMANDA: So, were you a client of Catholic Charities or are you a client?

CLIENT 12: Yes, I'm, _____ (inaudible), she help me to fix my immigration papers.

AMANDA: Oh, okay. So, did you work through some issues around pregnancy and/or adoption support?

CLIENT 12: Before is a pregnancy, yes.

AMANDA: Okay, okay, I just want to make sure that you're, you know, that you've gone through the experiences that I'm sort of wanting to know a little bit more about. So, if you've got some time I would love to ask you some questions today. The interview will take maybe 15 minutes of your time and there are some things – well first of all I have to tell you that it's being recorded right now and that I will give you a \$5.00 Fred Meyer gift card in the mail as thank you for your time and contribution to my research. So, as a result of the questions I'm going to ask, you might feel a little uncomfortable discussing some personal topics related to pregnancy or adoption or negative options about the agency, but I want you to know that I'll be respectful of your experiences, opinions and privacy and that everything you tell me will be kept confidential, including your identity. Okay?

CLIENT 12: Okay.

AMANDA: So, I will be the only person with access to your information and responses and the interviews will be audio recorded and transcribed by me. So, at any time if you're feeling uncomfortable you can withdrawal and there's no penalty for that okay?

CLIENT 12: Okay.

AMANDA: Okay, so do you have any questions before we start?

CLIENT 12: Sorry, say it again please.

AMANDA: Do you have any questions before I start asking you some questions?

CLIENT 12: No.

AMANDA: No, okay. So, my first question for you Client 12 is are you a client right now of Catholic Charities? Are you currently a client?

CLIENT 12: I think yeah I'm a client because _____ (inaudible) she help me, yes.

AMANDA: Okay.

CLIENT 12: Yes.

AMANDA: Okay, how long have you worked with them?

CLIENT 12: I think a lot – I think I forget about it in March or April.

AMANDA: Okay.

CLIENT 12: I think March.

AMANDA: Okay.

CLIENT 12: No, no, no, I think that from July 17 I met her already July 17.

AMANDA: Okay, okay. So, with this next question I'm interested in what you expected from Catholic Charities before you went there. So, before you went to Catholic Charities what did you think that the environment would be like? What did you think, you know, the building or the facilities, did you know anything about them before you went?

CLIENT 12: I don't know about them before when I, when they help me. For me they are helpful and they helpful, kind and (inaudible) great. It's a nice place, yeah.

AMANDA: Did you know what it would be like before you went? Did you have any ideas of how it would be like before you showed up?

CLIENT 12: No, I don't have idea because I haven't been here in Portland. This is my – I am from the Philippines. I don't have idea.

AMANDA: Oh, okay, okay. So, what did you think that the people would be like before you showed up or you weren't sure?

CLIENT 12: They are helpful.

AMANDA: Okay. What did you – what kind of things did you think that they could help you with? What expectations did you, what kind of help did you think they could give you?

CLIENT 12: I thought they could help me, first I thought they can, she can help me for, help me to find a place like. They don't have place for me because their place is for family, they abused. They never, my husband never abused me this way. I'm not qualified for their – I'm sorry I cannot say it because it is hard to think or say in English.

AMANDA: Yeah, you are doing a great job. I understand you, I understand you. So, my next question I want to know sort of overall how you think and feel about Catholic Charities about. What was your first visit like? Do you remember the first time you went there?

CLIENT 12: My first is like they ask me question about what's going on, how they can help me like that. Why DHS involved to my life. How – like that. Yeah, they want me to take parenting classes like that that they want to do like that. Parenting classes, cooking. They have a lot of learning classes like that I think. (inaudible) they interview me with what they can, how they can help me like that. That's why they ask me some question and I answer and I told them my story how (inaudible) my life and they ask me some, confidential questions like did your husband slapping you, did your husband scare you or punch, hit you like that. I said no. my husband he's a good husband. Yeah a good husband. You know, he's just a grouchy old man like that.

AMANDA: So, who did you see on this first time? Who did you see and talk with when you went there?

CLIENT 12: _____ (inaudible). She's only one that I talk to until now.

AMANDA: Okay, and you've been working with her...

CLIENT 12: She's, now she tried to help through immigration papers.

AMANDA: How did you feel about your experience?

CLIENT 12: Oh, it's fine, great and feel good when I tell other things then I feel good.

AMANDA: Okay. So, in your interactions with _____, you know, I know that most clients have a case worker so that sounds like that was _____ for you, I'm interested in knowing some more about your interactions with _____. So, what did you like about working with her and maybe what you did not like about working with her?

CLIENT 12: Oh, I like her a lot. She's helpful. She's good. She's calm. She is – I like her a lot. I cannot say I don't like something. No, I like her a lot.

AMANDA: That's good.

CLIENT 12: All my, all the who work for me are helpful, kind. Everything, everything is good.

AMANDA: Okay, why would you say they were kind? How were they kind? How did they show that?

CLIENT 12: They – it's like sometimes she ask me Client 12 you need something, what else can I help you. You need some comfort or some baby clothes like that. She ask me and that's why I said they kind and they helpful. She's helpful, you know.

AMANDA: Okay.

CLIENT 12: And she help me a lot because I am Filipino and I don't know how to do, sometime like spelling it's not right. Spelling, I cannot write right. So, she the one who writes for me everything.

AMANDA: Okay. So, what services, like what classes did you go to? Did you take advantage of any of those or do any counseling or anything like that?

CLIENT 12: Counseling. The first time I go to I think counseling. But my first come is counseling.

AMANDA: Okay.

CLIENT 12: Oh, my baby she's crying now. Maybe she's hungry. Hey my love. I'm coming.

AMANDA: How old is she?

CLIENT 12: She is almost 4 months on November 3rd.

AMANDA: Oh, my goodness, has she smiled yet?

CLIENT 12: No, she just talk a lot. She wants to talk to me a lot. Yes, she talks.

AMANDA: So, did...

CLIENT 12: Once she is crying and then once she finished, when I finish with her she talks, she plays, she wants to talk like that. She just wake up that's why she's crying.

AMANDA: So, did they...

CLIENT 12: Okay. Drink (inaudible). I breastfeed about every hour she wants to drink milk, you know.

AMANDA: I know.

CLIENT 12: It's so hard for me.

AMANDA: When my baby was 4 months old I had to switch over to like formula and food because I couldn't keep up.

CLIENT 12: I want to – I don't know because sometime like maybe she get enough milk, you know?

AMANDA: Yeah, that's how mine was. Yeah, I had to give her formula sometimes too and I had to start feeding her some food and yeah breastfeeding was, you know?

CLIENT 12: I can feed her like Gerber or applesauce like that?

AMANDA: Yeah, you can do like there's a cereal like it's really like what is it called? It's just baby cereal and it comes in a box. It looks like little flakes, almost like oatmeal, but they sell it next to...

CLIENT 12: I can feed her right now? Almost 4 months?

AMANDA: Yeah, I'd say between 4 and 5 months you could start thinking about it and try it. If she doesn't swallow it then.

CLIENT 12: Like it?

AMANDA: Yeah, but my baby really like it like around 4 or 5 months she was ready because she was big and she breastfeeding she just wasn't getting enough so yeah.

CLIENT 12: I try this.

AMANDA: Every baby is different but if they are ready to swallow then, you know, you could try it so. And then, okay so did Catholic Charities – just to get back to the questions, did Catholic Charities give you some, you said they gave you Pampers and did they give you some clothes and stuff like that?

CLIENT 12: Yes.

AMANDA: So, which of these, you know, counseling or classes or, you know, clothing. Which of the stuff was helpful? Did it all help you or were there some things that were not helpful?

CLIENT 12: Help me. They help me about, help me to do counseling, before counseling and sometime she brought me Pampers.

AMANDA: So, did you, did they give you anything, any classes or counseling or clothes or things that did not help you?

CLIENT 12: No. They, no, I don't remember they not help me, no.

AMANDA: Okay.

CLIENT 12: Everything was fine. Nadine, what do you want baby? My other son, my other kid. He wants something. It's hard. It's hard. One is 1 year old and 1-1/2 year and...

AMANDA: Oh wow.

CLIENT 12: ...3 months.

AMANDA: That is hard.

CLIENT 12: 3 months, the other one is almost 4 months.

AMANDA: Yeah, I only have one right now and she's 2. So, she keeps me very busy.
So...

CLIENT 12: Yeah, and it's hard for me to have conversation and then he want me to take care of him and then take care of the other one and then I have conversation like this.

AMANDA: So, are there things – we're almost done too Client 12 so just a couple of more questions. Are there things that you think that Catholic Charities should have that they don't have right now? Like things that would be helpful to other women that they don't have?

CLIENT 12: I think everything that they have – I think everything they have because I see a lot of people needs help there. They go there, they have appointment and then every day I see a lot of people go to there, especially some parents they need help.

AMANDA: Okay.

CLIENT 12: I think they help a lot of people.

AMANDA: Is there anything more that you think they could do?

CLIENT 12: Sorry.

AMANDA: Do you think they can do anything more? You know, you said maybe housing, you know, you were looking for some housing and...

CLIENT 12: I think for me no because I have own house. I just want to, I just wait for the next hearing and wait if they let me go in my own house again. If for me I don't need housing. I don't need something like that.

AMANDA: Okay.

CLIENT 12: Because a lot of people need for that, right. For me I don't need. For me, you know, it help me a lot if the DHS close my case and let me go, let me go back to my own, own place or just let me, leave me alone like that because I can take care of my children for risks people, especially they thinking my husband he's risky for my children. I can take care of them, especially if I move to my own house and, you know, a lot of people here need shelter or apartment or, you know. I see that, I see that a lot of people here in USA needs a place to stay. But me, I have own place to stay, but only DHS don't want me to live in my own house.

AMANDA: Okay.

CLIENT 12: Because of my husband. They said he's risky for children.

AMANDA: Okay, well so why are you still using Catholic Charities? What keeps you there do you think? Why do you still go to them?

CLIENT 12: Why, what say that again. Say that again please.

AMANDA: Why are you still a client? Why do you keep going to Catholic Charities?

CLIENT 12: Because I – you're fine baby. You're fine. Sorry, interrupted because my son fall off. Get up baby get up. I need help with Catholic Charities for fixing my papers

because I'm illegal here in the U.S. because my husband, he has tried to fix my papers, but a lot of – he asks some questions to other authorities, different kind of what is it – they are saying oh you cannot fix her papers because like here – oh you didn't fix the papers and they're saying this fee, fee like this, like this. That's why he confusing, he's confused and then I feel that DHS involved our lives and now I have two kids but I still, my papers, you know, still not fix it so now I'm in a shelter and fix my papers is all they want, I need. I need Catholic Charities help me to fix my papers.

AMANDA: Okay. So, you said that you didn't really know what to expect from Catholic Charities, but did they, were they what you thought they would be? Did they help you with the things that you thought they would help you with before you went?

CLIENT 12: Yes, yes. Tomorrow, I think tomorrow is Friday, November 1st. I think she gonna visit me here in my place and help me to do some work.

AMANDA: And did you expect that? Did you think that that's the kind of service you would get before you went there?

CLIENT 12: Sorry, what?

AMANDA: So, before you...

CLIENT 12: Repeat again.

AMANDA: Yeah, before you went to Catholic Charities, what did you expect to get from them before you went there? Did you know?

CLIENT 12: I think, I cannot remember what I expect for Catholic Charity. I me expecting, of course, helping me to help me.

AMANDA: And would you say, Client 12, that you are satisfied with Catholic Charities? Are you satisfied?

CLIENT 12: Yes, yes.

AMANDA: Okay, and why would you say yes?

CLIENT 12: Oh, I'm satisfied because they doing their job. They doing their, everything what people needs.

AMANDA: And what have they done, what job have they done for you that makes you satisfied?

CLIENT 12: For me they haven't done, for me they haven't done job for me yet because to me they just – _____ she just give me like suggestion like that because they, Catholic Charity they haven't helped me. They haven't done to me yet, but I wish only this thing, only the immigration papers I wish that one they can help me. I really want, expecting immigration papers is only one I expecting to help me, nothing else.

AMANDA: Okay. So, if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 12: I recommend already my friend. They are in Catholic Charity, but my, I said this Catholic Charity they help a lot. They help people a lot and you try and get some help from them if you want I said. And then _____ (inaudible), she visit

here one time like a few weeks ago or yeah I think three weeks ago, a few weeks ago like that and then I refer my friend because she heard already Catholic Charity and then she asked some questions if she can help and then _____ (inaudible) she said she can ask some lawyer there in the Catholic Charity and ask some question about that and what her question is or what she needs.

AMANDA: Okay. So, is there anything that you would like to add about your experience?

CLIENT 12: For me that's it I know about. I think no more.

AMANDA: Okay. Well, Client 12, thank you so much for letting me interview you and I appreciate your help and your contribution to my research and the improvement of Catholic Charities. So, our conversation and your personal information will be kept private and your identify will remain confidential throughout my research. So, I wanted to send you as a thank you I wanted to send you a gift card in the mail. Do you have an address yet or should I just send it to _____?

CLIENT 12: Maybe you can, I have address here but here in Mt. Angle.

AMANDA: I can send it there.

CLIENT 12: Okay, I think you can give _____ (inaudible) today because tomorrow she probably come here tomorrow morning or afternoon I don't know what time it is.

AMANDA: Well, it will probably be in a couple of weeks when I send off the gift cards in the mail. So, if you still think that _____, that you will see _____ in a couple of weeks, then I can just send it to her.

CLIENT 12: Tomorrow now that she gonna here tomorrow.

AMANDA: Okay, well do you have a mailing address?

CLIENT 12: Yes, I have.

AMANDA: Okay, so maybe I can have your address then and I will mail you a gift card for helping me.

CLIENT 12: You mean, you still send it here in _____

AMANDA: Yeah, I can do that.

CLIENT 12: Okay, again I give address to you.

AMANDA: Okay.

CLIENT 12: _____

AMANDA: _____

CLIENT 12: ..._____

AMANDA: ..._____

CLIENT 12: ..._____.

AMANDA: Okay. All right, Client 12, have a great day and thanks again for helping me.

CLIENT 12: Thank you too for your conversation. Sometimes I don't know what I supposed to answer.

AMANDA: No, you did a really good job it will help me out a lot.

CLIENT 12: Okay, thank you so much.

AMANDA: Thank you, Client 12, bye-bye.

CLIENT 12: Bye-bye.

Interview 13

Interview 13

CLIENT 13: Hello.

AMANDA: Hi, is this Client 13?

CLIENT 13: Yes it is.

AMANDA: Hi Client 13, this is Amanda Fortin from Portland State University.

CLIENT 13: Oh, hi.

AMANDA: Hi. Hey. So I got your message and I'm glad you called me back. Do you have like 15 minutes to talk to me now about Catholic Charities stuff or are you...?

CLIENT 13: Yeah, that's fine.

AMANDA: Okay, cool. Well thank you for helping me out. What I am doing is part of my graduate thesis project with Portland State. I'm doing some research and just trying to find out from women that have worked with Catholic Charities what their experience was like, so you should know though that I don't work for Catholic Charities, so anything that you want to say about them, good or bad or anything, I'm not going to tell that "Client 13 said this about you". Also, really the information that I'm collecting is hopefully going to contribute to the larger experience and knowledge that Catholic Charities has; just tell them what kind of job they're doing so that they can continue to help women and hopefully help more women in the future .

CLIENT 13: Yeah.

AMANDA: As a result of this study, you might feel a little uncomfortable discussing personal topics related to pregnancy or adoption or any negative opinions about the agency, but I just want to assure you that I will be respectful of your experiences, your opinions, and your privacy.

CLIENT 13: Okay.

AMANDA: So any information that is obtained in connection with this study that can be linked to you or identify you will be kept confidential so nobody will know that you said

what you said. So, I will be the only person with access to your information and responses and the interview will be audio recorded and transcribed by me. Participation is voluntary. You can stop the interview at any time without penalty.

CLIENT 13: Okay.

AMANDA: So do you have any questions?

CLIENT 13: No.

AMANDA: Alright, so let's get started. The first question I have for you is are you currently a client of Catholic Charities?

CLIENT 13: Yes.

AMANDA: You are. Okay.

CLIENT 13: Yeah.

AMANDA: And how long have you been a client?

CLIENT 13: I have been a client at Catholic Charities off and on for four years.

AMANDA: Okay.

CLIENT 13: Because I first went to them when I was pregnant with my first son, and then they helped me when I was pregnant with my daughter and now I'm pregnant with my second son.

AMANDA: Oh, okay. How far along are you? I'm just curious.

CLIENT 13: I'm 32 weeks.

AMANDA: Oh, it's getting close then! Yeah. Alright. Well I'm not sure if it's been different with each pregnancy for you, I mean, each pregnancy is different, but firstly why did you decide to contact Catholic Charities?

CLIENT 13: I was actually taken there by somebody else and I can't remember who because it's been so long but and then that's how I got connected and I originally had Kathleen Gordon as my worker and now I have _____ Millack, and I couldn't ask for anything better in _____. Man, she's awesome!

AMANDA: Okay, so that kind of gets to my next question then, what was your first visit like – well maybe you can talk firstly about what you remember back in the day with you said Kathleen and then maybe with _____ and sort of what your experiences has been like with both of those.

CLIENT 13: My experience with _____ was positive, my son was born early, he was in the NICU, so she helped get me there, she was there after he was born, so I had a positive experience with her but I think I had an even better one with _____. _____ is always there.

AMANDA: And what does she do specifically; how does she interact with you that makes it so positive.

CLIENT 13: We have weekly meetings where we sit and meet with each other. She gets me anything through donations that I might need for my son still. So, that's what she

does. She is going to be taking me home from the hospital when my son's born; things like that.

AMANDA: Okay. Was there anything about your interactions with either _____ or _____ or social workers there that you didn't feel positive about?

CLIENT 13: No. I have to say that honestly their answering service, however, sucks.

AMANDA: I don't think I've ever gotten their answering – what's that like?

CLIENT 13: They have an answering service to do adoption things too, that if I were in labor I would call. And they don't relay the right things, so I went into preterm labor but they were stopping my labor and so the answering service called _____ at home at 8:00 at night telling her that I was in full-blown labor.

AMANDA: Oh, yeah, that's kind of a problem.

CLIENT 13: It's definitely a game of telephone. The other end doesn't get through the way it's supposed to.

AMANDA: Okay.

CLIENT 13: Yeah, they could benefit having work cell phones.

AMANDA: Okay, got it. I'm sure that they might agree with you on that. So what other services, you said you got clothing and supplies and stuff for your kids, did you go to any counseling or any classes?

CLIENT 13: I've gone to several classes there. I've taken a trauma group that's put on by PSU by _____. I took that class; it was six weeks. It was an amazing class. We learned a lot about trauma that likes sticks to people that have been through a lot of trauma in their life, and then I've taken a parenting class, which was really beneficial; I learned things that will calm my son down that we didn't know. And then we're getting ready to take a financial class to learn budgeting.

AMANDA: And so are these services and resources, were those beneficial for you or have they been beneficial for you?

CLIENT 13: Oh yeah.

AMANDA: And what was helpful about those different things?

CLIENT 13: Just learning things like we learned how to soothe and swaddle our son once he's born but we didn't know how to do it. So learning things that we didn't already have in place like I'm not very good at budgeting and so I'm really excited to take the budgeting class and learn something.

AMANDA: Has there been anything that you've gone to or any services or classes or counseling that you've used there that hasn't been helpful to you or that you didn't really?

CLIENT 13: No.

AMANDA: Okay.

CLIENT 13: I think it's been helpful.

AMANDA: Now I know you said that maybe work cell phones would be helpful so you didn't have to use the answering service, but is there anything else you think should be offered by Catholic Charities that they don't have, like any classes or services, anything like that?

CLIENT 13: Not currently. I know they're always trying to improve but whatever. I think more funding would be great honestly because they have a limit on what they can help pregnant women and mothers with, like you take a couple of classes and they can help you with up to \$200 because they had a (indecipherable) (8:32) being able to help more.

AMANDA: Okay.

CLIENT 13: \$200 if you're in debt doesn't go far.

AMANDA: Right. Yeah, I see. So you are still a client currently, so what keeps you coming back or why do you still use Catholic Charities?

CLIENT 13: _____. _____ is so awesome. I have a state situation where both my kids have been taken by the state and been put up for adoption and we had been fighting to keep our son and _____ is making sure that that's going to happen because she is a strong advocate. We meet with her once a week every week just to go over what else we could be doing to ensure that they can't take our son. So she's gone to bat for me. She's been to court with me. She would go to court hearings with me when I was trying to get my kids back and she's just always been there. She's going to be at the birth of my son that I'm currently carrying.

AMANDA: So if someone were to ask you if you recommended Catholic Charities, what would you say?

CLIENT 13: "Oh yes." I definitely would recommend them to any pregnant woman.

AMANDA: All right. So Client 13, is there anything you wanted to add about your experience with Catholic Charities?

CLIENT 13: No, I think that's it.

AMANDA: Okay. Well thanks again for taking part in this interview and I really appreciate the contribution you've made to my research and to just the improvement of Catholic Charities in general; your conversation and your personal information will be kept private and your identity will remain confidential throughout my research.

CLIENT 13: All right.

AMANDA: But as a thank you I want to make sure I've got your correct mailing address so that I can send you a Fred Meyer gift card for helping me out.

CLIENT 13: All right.

AMANDA: Are you still_____?

CLIENT 13: Yes.

AMANDA: Okay, so I have_____.

CLIENT 13: Yeah, _____, yeah.

AMANDA: Okay.

CLIENT 13: That's it.

AMANDA: Well awesome, Client 13. Congrats on your soon-to-be – are you having a boy or a girl or do you know?

CLIENT 13: I'm having a little boy.

AMANDA: You're having a little boy, all right. Well congrats on your son. That's very exciting. When is he due?

CLIENT 13: He's due May 3rd but I've gone into preterm labor once already, so they said they just want him to stay in there until 34 weeks and then they don't care, so we could very well have a baby come April.

AMANDA: Yep. Wow! That's wonderful. It's very exciting. I have a 17-month-old at home, so I think being a parent is pretty great.

CLIENT 13: Yeah.

AMANDA: Again, thank you so much and enjoy the rest of your evening and I am excited to actually go back to Catholic Charities and talk to them about the positive things that you are saying.

CLIENT 13: Oh, awesome.

AMANDA: So thank you very much.

CLIENT 13: Uh huh.

AMANDA: Okay, bye.

CLIENT 13: Bye.

Interview 14

CLIENT 14: Hello.

AMANDA: Hi, is this Client 14?

CLIENT 14: Yes.

AMANDA: Hello, it's Amanda.

CLIENT 14: Hi.

AMANDA: Hi, so okay, I'm glad we finally got to touch base.

CLIENT 14: Yeah.

AMANDA: So do you have a few minutes just to chat with me?

CLIENT 14: Yeah, I do.

AMANDA: Okay, cool. So as you might have heard my spiel in my voicemail, but my name is Amanda Fortin and I'm a graduate student at Portland State University and I'm working with Catholic Charities doing some research for my graduate thesis and I was wanting to interview you to talk about your experience with Catholic Charities.

CLIENT 14: Okay.

AMANDA: So that you know, if you do want to participate, it is going to be recorded on the phone, so just a few questions and it's my hope that the information that I gather from you and other participants in the research will help Catholic Charities improve their pregnancy and adoption support services.

CLIENT 14: Mm hmm.

AMANDA: So I am interested in your opinions and attitude about the agency as a whole and the services that you received.

CLIENT 14: Okay.

AMANDA: So, this interview should take about 15 minutes to complete and I will send you a \$5 Fred gift card as a "thank you" for your time. As a result of this study, you might feel a little bit uncomfortable discussing personal topics related to pregnancy and/or adoption, and potentially negative opinions about the agency, but I want to remind you I don't work for Catholic Charities so you can say anything you want and I won't really let them know who said it and I assure you that I'll be respectful of your experiences, opinions, and of course your privacy.

CLIENT 14: Okay.

AMANDA: So any information that is obtained in connection with this study and that can be linked to you or your identity will be kept confidential and I'll be the only person

with access to your information and responses. Interviews will be audio recorded and transcribed by me.

CLIENT 14: Okay.

AMANDA: So, participation in this is entirely voluntary. You can choose to withdraw at any time without any negative consequences.

CLIENT 14: Okay.

AMANDA: Do you have any questions?

CLIENT 14: Nope.

AMANDA: Alright, so let's get started. Are you currently a client of Catholic Charities?

CLIENT 14: Not anymore.

AMANDA: Okay. How long were you a client?

CLIENT 14: Just for a couple months.

AMANDA: Okay, and why did you decide to contact Catholic Charities in the first place?

CLIENT 14: Because I got pregnant when I was 17 and I wanted to look at adoption.

AMANDA: Mm hmm. And can you tell me about your first visit?

CLIENT 14: The first time I went in there, they told me about their program and told me what my options were when I got pregnant. They basically told me that (indecipherable)

(2:47) keeping it but if I did want to adopt, that's basically why I went in there, that they showed me a whole bunch of how the process works, what the options are, and what I really liked about it was I always thought that adoption meant like you give your baby away and never see them again, but with them it was like someone else adopts your child but you're still a part of the baby's life.

AMANDA: Right. So how were you treated by the staff?

CLIENT 14: Oh, they were really nice. They were always – I didn't feel like they judged me or anything like that. And I was nervous because I was so young, but I felt really welcomed and very informed of everything that they had to say.

AMANDA: And what services like counseling or classes and resources like clothing or supplies did you use?

CLIENT 14: Honestly, I haven't ever been eligible for anything like that because my parents make too much money according to the government, so I can't really receive help because my parents are my help.

AMANDA: Okay. So did you go to any counseling or any classes with Catholic Charities?

CLIENT 14: No, they offered – they did tell me about things that I could do and that there were resources to get help like that, but I never really needed it.

AMANDA: Okay. Was there anything that you feel like could have been offered, even though you didn't take advantage of anything, was there something like resources or services that you thought maybe they should have?

CLIENT 14: If I continued on and - I don't know if they have this or not but if I had continued on and given my son up, maybe, I think, I don't know if they did have support groups or not, I think they did, but having a support group or something for giving up your child.

AMANDA: Okay.

CLIENT 14: If they had that, I would have done that. I don't know if they have that though.

AMANDA: Okay. And so why did you discontinue using Catholic Charities?

CLIENT 14: Just because I decided to keep my son and I pretty much knew what I wanted to do from there, but yeah, they checked up on me and everything a couple months ago to see how my son was doing and everything.

AMANDA: Great. So you guys are doing good?

CLIENT 14: Yeah.

AMANDA: Cool. Good to hear. So would you recommend Catholic Charities to others?

CLIENT 14: Yeah, definitely.

AMANDA: And why would you?

CLIENT 14: Just because I felt like they definitely knew what they were doing. They had a very – accepting I guess I would say; they had a very accepting and - they made you feel comfortable; they didn't make you feel awkward or bad or anything for what you were doing or why you were there.

AMANDA: Mm hmm. Okay.

CLIENT 14: And they just made you feel very like it was okay to be in that situation.

AMANDA: Good.

CLIENT 14: And they were there for you.

AMANDA: And is there anything that you wanted to add about your experience?

CLIENT 14: I don't think so. I wasn't there for that long but while I was there it was very nice. The people were nice, the groups that they did offer me would have been good things for me to go to and everything like that.

AMANDA: Okay. Well, that wraps up the interview. Thanks again for taking part and I appreciate the contribution you have made to my research and the improvement of Catholic Charities. And, again, to reiterate, our conversation and your personal information will be kept private and your identity will remain confidential throughout my research.

CLIENT 14: Okay.

AMANDA: And I wanted to see if I have your correct address because in order to use our conversation I would have you sign a consent form and mail it back to me and then once you did that, I could send you a Fred Meyer gift card just as a thank you, a small thank you for helping me out.

CLIENT 14: Okay.

AMANDA: So, let's see. Client 14, are you in_____?

CLIENT 14: Yes I am.

AMANDA: Okay, so I have_____.

CLIENT 14: Yup

AMANDA: Okay. Well, be on the lookout for something in the mail in the next couple weeks and go ahead and send it back to me and then I'll send you my little "thank you".

CLIENT 14: Okay. Thank you very much.

AMANDA: Thanks so much, Client 14. Have a good day.

CLIENT 14: You too. Bye.

Interview 15

CLIENT 15: Hello.

AMANDA: Hi, is this Client 15?

CLIENT 15: Yes.

AMANDA: Oh, hi. Am I saying your name right?

CLIENT 15: Yes.

AMANDA: Okay. Hi. My name is Amanda Fortin. I'm from Portland State University and I'm a graduate student, and I am calling you because a while back Catholic Charities contacted you and you said you might be interested in helping me with some research and that would just be talking to me for a few minutes on the phone about your experience with Catholic Charities.

CLIENT 15: Okay.

AMANDA: So is now a good time for you to talk for a few minutes?

CLIENT 15: Yes.

AMANDA: Okay. Great. Well, thank you for talking to me and let me just give you a little instruction. So I'm a graduate student at Portland State and I don't work for Catholic Charities so anything that you tell me, whether it is positive or negative or otherwise about the agency, I am not going to go back to them and say that you are the one that said it, so you are definitely helping me make a bigger contribution and hopefully improve the services of Catholic Charities, so I appreciate that. Also, as a "thank you" for helping me, I will send you a \$5 gift card to Fred Meyer in the mail. You might feel a little bit uncomfortable discussing personal topics related to pregnancy

and/or adoption or potentially negative opinions about the agency, but I want to let you know that I'll be respectful to your experiences, opinions, and privacy. So any information that you give me and that can be connected with your identify will be confidential and I will be the only person with access to it and interviews will be audio recorded and transcribed by me. So, this is totally voluntary, so you can stop the interview at any time without penalty, so do you have any questions?

CLIENT 15: No.

AMANDA: No? Okay. So let's get started with the interview questions. The first question for you, Client 15, is are you a client currently with Catholic Charities?

CLIENT 15: No.

AMANDA: No? Okay. How long were you a client?

CLIENT 15: I believe in November maybe I think.

AMANDA: So how long total did you spend?

CLIENT 15: I'd say probably two or three months.

AMANDA: Two or three months? Okay. So why did you decide to contact Catholic Charities in the first place?

CLIENT 15: I needed help with things and diapers basically and just (indecipherable) (2:35) for my child.

AMANDA: Okay. And how old is your child?

CLIENT 15: She is about 23 months.

AMANDA: Okay. So with the next question I wanted to know about your overall experience with them, so what was your first visit like when you went there?

CLIENT 15: They were very inquiring, very nice. Nice (indecipherable) (3:02).

AMANDA: What do you think made it so positive for you?

CLIENT 15: The person that was helping me.

AMANDA: Who did you work with?

CLIENT 15: _____.

AMANDA: _____? Okay. And what was she like?

CLIENT 15: She was really – she was kind of hyper but it was to the point where it was like talking to a friend basically.

AMANDA: Mm hmm. Okay.

CLIENT 15: It was very like staying with friends.

AMANDA: Mm hmm. So let's see, was there anything in your interactions with her that you didn't like?

CLIENT 15: No, not really. She didn't have any judgment towards those things.

AMANDA: So what services like counseling or classes or resources like clothing and supplies did you use?

CLIENT 15: (Indecipherable). (4:14)

AMANDA: Did you go to counseling or different classes?

CLIENT 15: No. The only thing I did was just like if I couldn't go to counseling and I wanted to do the classes like cooking classes and the couples counseling classes, but the difference between where I worked and where the Catholic Charities (indecipherable) (4:39) keep on going back and forth.

AMANDA: Okay. Did they help you out with supplies at all, like baby clothes or stuff like that?

CLIENT 15: Yeah.

AMANDA: Yeah. Okay. So was there something while you were going there while you worked with them that you maybe thought of that they didn't have that you would like for them to provide, like do you think that there is something they could have given you or helped you out with that would have made your experience better?

CLIENT 15: I think everything was basically fine. I asked her about a bed that works for me, cause my bed was really, really low and it didn't fit (indecipherable) (5:24) to give me a bed. But they were helping me with the rent and (indecipherable) was donated or anything.

AMANDA: Mm hmm. And you mentioned that transportation was a little bit of a problem for you?

CLIENT 15: Just a little at first, the distance.

AMANDA: Yeah. So maybe do you think they could help out with that?

CLIENT 15: Yeah, but they gave me suggestions on how I could get there. Like the MAX or, I can't remember what it was called, but like there are doctor's appointments, there are business trips or something and it's like free. (Indecipherable) (6:05).

AMANDA: Okay. But you didn't use that?

CLIENT 15: No.

AMANDA: Okay. So was there anything that they helped you with or gave you that you didn't think was helpful?

CLIENT 15: I think I asked them for a crib and they gave me a play pen which didn't really help.

AMANDA: Mm hmm. Okay.

CLIENT 15: I asked them, I was like I need a bed or like a crib or something for my baby and I thought they were going to give me something, they said "oh yeah" and they gave me this big blue container thing and I thought "oh wow" I need to just fold it, but I opened it when I got to my house and it was just this big play pen. She was almost three months and why would I need her sleeping in a play pen?

AMANDA: Right. Uh huh. Okay, yeah, I understand that. I have a baby too, so I could see how that's not really helpful. So why did you discontinue using Catholic Charities?

CLIENT 15: Well, the reason why is because of distance. (Indecipherable) (7:23) was closer and everything and you do okay and you get around more and my mom didn't really have a job at the time but now she does, so she has a little bit of gas; she gets some places with me and just going to her job and then coming back home.

AMANDA: Mm hmm.

CLIENT 15: And everything else was fine but I think it was just the distance, that's it.

AMANDA: Okay, okay. Well, if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 15: I would say "yeah". I talked to a lot of my friends and relatives asking like where to get clothes or baby supplies and I always suggested try going to Catholic Charities; they really help.

AMANDA: Okay. So is there anything, Client 15, that you want to add about your experience with Catholic Charities?

CLIENT 15: Not really.

AMANDA: Okay.

CLIENT 15: I wish there were maybe more of them around.

AMANDA: Mm hmm. Yeah, I understand that, yeah. Instead of just one location like have a couple?

CLIENT 15: Yeah.

AMANDA: Yeah. Okay. Well, thank you so much for taking part in this interview, and I appreciate the contribution you've made to my research and the improvement of Catholic Charities. So, our conversation and your personal information will be kept private and your identity will remain confidential throughout my research. So as a "thank you" I wanted to send you a gift card in the mail, but I want to make sure I have your correct address. So are you still on Allen Boulevard?

CLIENT 15: Can you read off the address for me real quick?

AMANDA: Yeah, I have_____.

CLIENT 15: It is_____.

AMANDA: Ah. Yeah, I know, there is no_____. Is that right?

CLIENT 15: Yes.

AMANDA: Alright. Well thank you so much for helping me out today and I will be sure to send you that gift card, okay?

CLIENT 15: Okay, thank you.

AMANDA: Alright. Thanks Client 15.

CLIENT 15: Bye bye.

AMANDA: Bye bye.

Interview 16

AMANDA: Hi Client 16. Thanks for calling me back.

CLIENT 16: Yeah. Sure.

AMANDA: I know it's been back and forth.

CLIENT 16: Yeah. Exactly.

AMANDA: Well, do you have a few minutes?

CLIENT 16: I do.

AMANDA: Okay. Cool. Great. Well, let's get started. I'll just introduce myself. I'm Amanda Fortin and I'm a graduate student at Portland State and Catholic Charities contacted you recently to see if you would be interested in participating in some research and so this conversation is just about your experience with Catholic Charities.

CLIENT 16: Okay.

AMANDA: So I appreciate your time and my hope is that the information I gather from you and other people that I talk to will help me improve the services of Catholic Charities and their pregnancy and adoption support.

CLIENT 16: Okay.

AMANDA: So it should take about 15 minutes to complete our little interview here and as a "thank you" I'll send you a \$5 Fred Meyer gift card in the mail for your contribution and your time.

CLIENT 16: Okay.

AMANDA: And you might feel a little bit uncomfortable discussing personal topics related to pregnancy and/or adoption or potentially negative opinions about the agency, but keep in mind that first of all I don't work for Catholic Charities so anything you say is totally in confidence, but I will also be respectful of your experiences and opinions and of course your privacy.

CLIENT 16: Okay.

AMANDA: So, any information that is obtained in connection with this study that can be linked to you or your identity will be kept confidential and I will be the only person with access to your information and responses, so this interview is being audio recorded and I will be the only one to transcribe it or to see what you have said.

CLIENT 16: Okay.

AMANDA: So, participation is entirely voluntary and you may choose to withdraw at any time without penalty. Do you have any questions?

CLIENT 16: No.

AMANDA: Alright. So let's get started with the interview. So are you currently a client of Catholic Charities?

CLIENT 16: No, not currently. No.

AMANDA: Okay. How long were you a client?

CLIENT 16: Let me see, well, when I thought I was pregnant, no right when I found out I was pregnant, so it must have been a little over a year.

AMANDA: Okay.

CLIENT 16: Something like that.

AMANDA: Okay. So why did you decide to contact Catholic Charities?

CLIENT 16: I think – oh, I know how it was, because I had been - right away when I found out I was pregnant I had gotten very sick and I had pretty much lost my job immediately after I found out I was pregnant, so I was trying to find new sources for assistance to pay my rent, and somebody told me about Catholic Charities rental assistance. And while I was there I saw the (indecipherable) and it was like the pregnancy support services, so that was how.

AMANDA: Got it. Okay. Well with this next question I want to know about your overall experience with Catholic Charities.

CLIENT 16: Okay.

AMANDA: So first of all what was your first visit like?

CLIENT 16: I should be able to remember the first visit but I can honestly say I can't specifically remember details of the first visit. I know that each time I went there everybody was super nice, but I don't really remember what happened on the first visit.

AMANDA: Okay. So can you tell me about the people that you worked with there or who you saw?

CLIENT 16: Uh huh. Well, my caseworker was a lady named _____ and she was absolutely wonderful; just really, she was really nice. She was always willing to talk to me about any issues I was having. And there was another – oh I can't remember, they had a relationships training program thing that just kind of helping you make better decisions in relationships, so I did that with another lady, and that was good, so then overall I thought they were wonderful.

AMANDA: Okay. So, and then I know that most clients of Catholic Charities have a caseworker or a counselor, so I'm interested in your experience with this person and maybe that's who you were just talking about.

CLIENT 16: Yes.

AMANDA: What were your interactions with her like?

CLIENT 16: Well, my caseworker as I said, that was _____, she was wonderful and I think for most of the time at least for me we would meet once a week or once every couple weeks and we would sit and talk. She was really, really amazing. I really, really came to actually rely on her just to have somebody to hear me out, somebody to give me ideas for how to deal with chaos in my life.

AMANDA: Right.

CLIENT 16: And she was just really, really phenomenal, and I totally, I know there were multiple times where I told other girls or even just people that I would meet in conversation and I'd be like "Oh, you're pregnant; you need to call this number" because I really felt like somebody who – everybody there, but she was really somebody who no matter what was going on she was willing to listen and try to help me with it and it was really, really a good experience and something I wish I had had when I had my first son because even though part of the reason I needed help so much with my second was that I was doing it totally as a single parent and with my first son I did have a partner at that time; he was not a good partner and so it would have been nice to have someone the first time around to maybe get me out of that situation quicker than I did, so yeah, it was just all around a very, very positive thing.

AMANDA: So was there anything about your interactions with the caseworker that you did not like?

CLIENT 16: I would say probably – not really with her. No. When you asked about the first visit, that reminded me; when I first came in I think to have something like I don't know if it was maybe the first couple weeks of the month (inaudible) ...

AMANDA: Oh. Client 16? Are you there?

CLIENT 16: Can you hear me?

AMANDA: Yeah, I just missed what you just said when you first came in with the program.

CLIENT 16: Sorry. Well, when I first came in, I'm not sure what - it was like there was a particular counselor that people who came in were supposed to be assigned to but they were out for a couple of days and so I was told someone will call you back and then a week passed and I called and they said "oh, shoot, that got passed on to somebody else; they'll call you back" and so it wound up being like three weeks by the time that I finally spoke with _____, she wasn't even supposed to be taking any new clients at that time but it just like the message had kind of gotten lost and she was like "oh, I'm so sorry. I'll just go ahead and take your case." So that was probably the only thing that just - the confusion in getting the message properly relayed initially so it did take like three weeks or something, maybe it was a month but I don't think so, for me to actually see somebody. And other than that, no I didn't have any. She was just great the whole time.

AMANDA: Okay. And then what services, you said counseling, so specifically what services or classes and resources like clothes or baby supplies did you use?

CLIENT 16: Baby supplies, clothes, yeah counseling with her. They did a thing for Christmas where we signed up and they had volunteers or I guess churches did drives for stuff and so both the boys, my well he's six now but he would have been what four then I think. But both my boys got presents for Christmas which was really wonderful. And other than that she would always give me referrals for other services even like assistance like I said with rent, assistance with other like healthcare for the kids and stuff like that, but yeah I would say usually we would come in and I can't remember what day of the month but they would have free clothing in the lobby and we would do that and then she

had told me about another program called Birthright that I actually already knew about then and it's another service that provides really pretty expensive assistance to moms and so she had referred me over there but I already knew as I had been there with my first son; and that pretty much covers it.

AMANDA: And were there any services or resources that you didn't think were helpful?

CLIENT 16: You know? I don't think so. No, not that I – like I said, oh there was a – I can't remember what it was called but there was like a relationship guidance program that they do where you just talk about basically ways to select better partners and ways to better communicate within a relationship to just improve life overall and so I did that program and I'd say the only thing about it, I mean it had some very good points, but I'd say it was pretty general but I guess that's kind of how else could you do it because it's designed for such a wide variety of people, but no it was kind of good being aware of your own patterns and the behaviors that - you might do a pattern of behavior where (inaudible – 11:00).

AMANDA: Okay. Let's see, so are there any services that you think should be offered by Catholic Charities but they don't currently have or that they didn't have when you were there?

CLIENT 16: Let me think. Not that I can think of right off the bat. Honestly, like I said, I just really was so happy to have somebody just to kind of help me feel like there was somebody in my corner, so I can't really think of right off hand of anything that I thought was missing.

AMANDA: Okay. So I know that you are no longer a client. Why did you discontinue using Catholic Charities?

CLIENT 16: Just because they have a time limit to get, yeah, I had my son in December of '09 and I think _____ did stretch it out a little bit. Like I think I was able to see her until July of 2010, but they really only like six months after the birth of your child, so that was it. Otherwise, I would have gone in there and kept talking to them all the time but they have new clients that need assistance.

AMANDA: Right.

CLIENT 16: So that was really it.

AMANDA: Okay. So, I have two more questions. One is if someone asked you if you would recommend Catholic Charities, what would you say and why?

CLIENT 16: Okay. I would say "absolutely"; I most definitely would. And just because they don't judge you at all. When I found out that I was pregnant, especially already being a single mom and not being with the father even right away when I found out I was pregnant, everybody, and I mean my parents, my friends, everybody said "you cannot have this child; you cannot; you're just not going to; it just doesn't make any sense; you're not going to". And I don't believe that. That's not what I believe is right, and so to talk to somebody at Catholic Charities and have them be like "Well, yes, this is going to be really hard but you CAN do it" was extremely few and validating. So, yeah, I would absolutely recommend it to really anybody.

AMANDA: Okay. Well is there anything that you would like to add about your experience?

CLIENT 16: No, like I said, it's pretty comprehensive.

AMANDA: All right. Well, Client 16, thanks so much for playing the phone tag and taking part in the interview and I appreciate the contribution you have made to my research and the improvement in Catholic Charities and again our conversation and your personal information will be kept private and your identity will remain confidential throughout my research. And I want to make sure so that I can send you a "thank you" gift that I have your correct address.

CLIENT 16: I'm sure you don't.

AMANDA: I have something in _____

CLIENT 16: Oh, yes. _____.

AMANDA: Yep. That's what I have.

CLIENT 16: Yeah. Perfect.

AMANDA: Awesome. Well, thank you so much and you can get back to playing the monkey game, is that what he's calling it, the monkey game?

CLIENT 16: Oh gosh, yes, yeah, monkey game and I taking apart a flashlight, so...

AMANDA: Alright, Client 16. Well, hey, take care. Thanks so much.

CLIENT 16: Okay. Thank you.

AMANDA: Bye.

CLIENT 16: Bye.

Interview 17

CLIENT 17: Hello?

AMANDA: Hi, is this Client 17?

CLIENT 17: Yes.

AMANDA: Hi Chastity. My name is Amanda Fortin. I'm from Portland State University and I am calling you because I'm doing a project with Catholic Charities and was hoping if you had a few minutes I could talk to you about your experience as a client with Catholic Charities.

CLIENT 17: Sure.

AMANDA: Okay. Awesome. Well, let me see here, it will probably take about 15 minutes and I have to give you some information about the project first before I ask you questions.

CLIENT 17: Okay.

AMANDA: So, okay so let's see. Well, first of all, I'm really glad you're going to take the time to talk to me today and I'm hoping that the information that I gather from you

and from other people that I interview will help me of course with my research but also help Catholic Charities improve their services.

CLIENT 17: Okay.

AMANDA: So that's the big goal here, and I'm interested in your opinions and attitudes about the agency as a whole and about the services that you received. You should also know that I don't work for Catholic Charities, so if you want to – any opinions you want to express about them is fine. So whether they are good or bad, that's okay, and you might feel a little bit uncomfortable discussing personal topics about pregnancy or adoption, but I will be respectful of your experiences and your opinions and of course your privacy.

CLIENT 17: Okay.

AMANDA: This interview will take about 15 minutes and I'm going to send you a \$5 Fred Meyer gift card in the mail just as a "thank you" for helping me.

CLIENT 17: Okay.

AMANDA: Lastly, any information that I obtain in connection with this study that can be linked to you is confidential, so I will be the only person with access to this and interviews will be audio recorded so this is being recorded now and you can choose to end this at any time and there will be no penalty for stopping this.

CLIENT 17: Okay.

AMANDA: Do you have any questions?

CLIENT 17: No.

AMANDA: Okay. So my first question for you is are you currently a client?

CLIENT 17: Yes.

AMANDA: You are currently a client. Okay. So how long have you been a client with Catholic Charities?

CLIENT 17: For about six or seven months now.

AMANDA: You said six or seven months?

CLIENT 17: Mm hmm.

AMANDA: Okay. Why did you decide to contact Catholic Charities?

CLIENT 17: Because I was looking for resources because I was going to be a single mom and didn't have a whole lot to start out with.

AMANDA: Okay. So with this next question I want to know about your overall experiences with Catholic charities. So what was your first visit like?

CLIENT 17: My first visit was kind of emotional because I didn't know what I wanted to do. I needed a new apartment, needed to pay off school, was going to have a baby, the baby's father didn't want to be there, and then in the end they got me everything that I needed for my baby and now I'm perfect.

AMANDA: Wow! That's a really busy year. So who did you see there? Who did you work with?

CLIENT 17: Oh, her name was _____ something.

AMANDA: Okay. It doesn't matter to remember or not, just I want to know about your experience with _____ or how your interactions went. How were they?

CLIENT 17: They were actually really well. I really enjoy talking to her. She's really sweet. I like her. She helped me talk through a lot of things.

AMANDA: So was there something specific that she did that made you feel like she was helpful?

CLIENT 17: It was just her genuine attitude really. She was just really soft-spoken. You could just tell that she was sincere.

AMANDA: Okay. Was there anything you didn't like about the interactions with this person?

CLIENT 17: No, actually there's not.

AMANDA: Okay. So what services such as counseling and resources like clothing or supplies did you receive from Catholic Charities?

CLIENT 17: I got most of my supplies from them. And then I went to two classes and then they paid off like \$200 worth of bills for me.

AMANDA: Oh, okay. Which class...

CLIENT 17: They kind of balance out everything.

AMANDA: Do you remember which classes they were?

CLIENT 17: A parenting class and a finance class.

AMANDA: And overall how helpful do you think those were?

CLIENT 17: The parenting one was all right. The finance one I really enjoyed.

AMANDA: Okay. I haven't heard anybody talk about that so it's good to get some information on those. So this is kind of a repeat, so what did you not find helpful? You know you talked about the one that you found helpful, were there other things like other resources that were offered that you didn't use or didn't think were helpful?

CLIENT 17: The Mothers to Mother program that they have. I didn't really use it because it just didn't seem right because I could take care of my own child, I can do it emotionally, it was just I needed help getting supplies for it and affording my own child. I didn't need help how to raise my child or, you know, someone to be there. So that was one thing I didn't take advantage of, of their resources.

AMANDA: Okay. Was there anything that wasn't offered that you thought maybe could have been or should have been or that would have been helpful?

CLIENT 17: Huh uh.

AMANDA: Okay. So you are still a client. Why do you continue to use Catholic Charities?

CLIENT 17: Because it's really nice. I don't go in as often as I used to, especially because now I have a baby and I'm working all the time, but because I drop off, I kept

some things, the majority of it, like I will drop off all his newborn stuff and I'll exchange it out for 3 months stuff and I'll exchange it out for 6 months stuff.

AMANDA: Mm hmm.

CLIENT 17: So I just continuously give back things I don't need anymore, don't want, things like that and just exchange it out for his current size and things that he currently needs and it just keeps going so when they give to me, I go back.

AMANDA: So if someone were to ask you if you would recommend Catholic Charities, what would you say?

CLIENT 17: Yeah, I would.

AMANDA: Why would you recommend that?

CLIENT 17: Because if it wasn't for them I really wouldn't have everything that I needed for my baby. He's three months old now and I haven't even had to buy anything yet for him.

AMANDA: That's awesome.

CLIENT 17: Not even diapers.

AMANDA: Yeah, I have a little one and they are very expensive. Everything is expensive when it comes to babies.

CLIENT 17: Yeah. I went to Costco and I just stocked up on diapers when I was pregnant and three months and we still haven't had to buy any yet.

AMANDA: Yep. Costco is definitely a necessity. So, okay, well let's see. Is there anything else you wanted to add about your experience with Catholic Charities?

CLIENT 17: No.

AMANDA: All right. Well, thank you so much for taking part in this interview. I appreciate the contribution you have made to my research and the improvement of Catholic Charities, and just again to reiterate, our conversation and your personal information will be kept private and your identity will remain confidential throughout my research. And I wanted to make sure, so I can send you a "thank you" gift that I have your correct address. So are you still on _____

CLIENT 17: Yes.

AMANDA: Is that correct? Okay, so I have _____

CLIENT 17: Yes.

AMANDA: All right, Chastity. Thank you so much for your help.

CLIENT 17: All right. Thank you.

AMANDA: All right, and congratulations on your little one.

CLIENT 17: Thank you.

AMANDA: All right. Have a good one. Bye.

Interview 18

CLIENT 18: Hello?

AMANDA: Hi, is this Client 18?

CLIENT 18: Yes.

AMANDA: Hey. Do you have a few minutes?

CLIENT 18: Yes.

AMANDA: Okay, cool. Alright, so let me give you a little bit of information first before we get started

CLIENT 18: Okay.

AMANDA: So my name is Amanda Fortin in case you don't remember, but I am doing an interview with you for a project as part of my graduate thesis for Portland State University and it's about your experience with Catholic Charities, so my hope is in talking to you about your experience that I can help Catholic Charities improve their services for pregnancy and adoption, so that's what this is about. So I'm interested in your opinions and attitudes about the agency as a whole and the services that you received, but keep in mind I don't work for Catholic Charities, so anything that you want to say to me, whether it's positive or negative, they are not going to be able to link that information to you, and you might feel a little bit uncomfortable discussing personal topics related to pregnancy and adoption with me but I assure you that I will be respectful of your opinions and experienced and of course your privacy.

CLIENT 18: Good.

AMANDA: So any information that we talk about in connection with the study and that could be linked to you or your identity is totally confidential and I'll be the only person with access to information and responses. The interviews are going to be audio recorded, so this will be recorded and transcribed only by me and as a "thank you" at the end of this, I'll make sure I have your correct mailing address so that I can send you a \$5 Fred Meyer gift card for helping me out.

CLIENT 18: Okay.

AMANDA: So do you have any questions?

CLIENT 18: I don't think so.

AMANDA: Okay, so let's get started. Are you currently a client of Catholic Charities?

CLIENT 18: Yes.

AMANDA: You are, okay. How long have you been a client?

CLIENT 18: A year and let's see – it's been about 15 months.

AMANDA: Okay. And why did you decide to contact Catholic Charities?

CLIENT 18: Well I initially was referred to them because I was – Client 3ser Permanente referred me to them to try to get services to get help with maternity clothes and other prenatal things that I would need.

AMANDA: Okay. With this next question, I want to know about your overall experiences with Catholic Charities, so what was your first visit like?

CLIENT 18: It's been amazing the whole way through, I mean my first visit I was in quite a weird situation that I was getting ready to enter drug treatment and I went in pregnant and the interviewer was extremely kind and helpful and encouraging and understanding and has been that way through my whole experience with them and my counselor that I have had a little over a year.

AMANDA: Okay, so speaking of counselor, I know that most clients through Catholic Charities have a caseworker or a counselor, so can you tell me about your interactions with this person?

CLIENT 18: We've met every week almost for this whole 15 months and she has been probably my biggest support through eight months of in-patient treatment, six months of outpatient. She's helped me learn new skills. She's been there to deal with my day-to-day trials and tribulations which have been many. Yeah, it's been amazing. She is the most caring and understanding person that I know.

AMANDA: Wow!

AMANDA: Okay. And was there anything about, and it sounds like that was a great experience, was there anything you didn't like about your interactions with _____?

CLIENT 18: No. She's gone way over and above. I think my situation is probably different than a lot of the people she deals with in the pregnancy part, and there is nothing, even when she was giving me advice that sometimes I didn't really want to hear at the moment. She just delivered well. There is nothing negative about her.

AMANDA: So, I hear that you got some counseling. What other services like classes or additional counseling from somebody other than _____ – did you do anything like that?

CLIENT 18: Yeah. I did. I did a really great budgeting course, an all-day budgeting course, that was extremely helpful to try to make me more self-sufficient and I am also right now doing a Trauma Informed Parenting Group. The budgeting class was really great. They have a really good curriculum. The man that does the videos was really engaging, so I had a good day that day, and then the Trauma Informed Parenting Group that she referred me to is really amazing and I think the lady that runs it is from PSU and so both experiences I had with them were – with their classes they referred me to have been great.

AMANDA: Okay. Did you use any resources like clothing or baby supplies?

CLIENT 18: Oh yeah. I got a lot of help. While I was pregnant, _____ got me a really nice hand-made cradle. She got me set up, like I said I was in treatment, so she got me set up with the things I would need when I had the baby and throughout when I have needed diapers or baby clothes or just basic items that I can't afford because I'm not working yet, she would know to help with those, and I don't know that I would have been

able to make it without Catholic Charities and then the other places that she was able to refer to. There was a place called NCO, I think it's like Northeast Children's Outreach, and she could order from there if there was stuff that they don't have.

AMANDA: Oh, wow. Okay. So were there any services or resources that you did not find beneficial or helpful like maybe you had tried something and it didn't help you.

CLIENT 18: No. The two different things that I accessed through them besides the one-on-one contact with _____ I think were really beneficial. The only thing that was hard for me was with transportation to get to their location, but what I did get out of it was extremely helpful.

AMANDA: So I think you might have just answered this question for me, but are there services that you think should be offered by Catholic Charities that are not?

CLIENT 18: It would probably be helpful for people in my situation to be able to maybe get some type of transportation. I mean they give you help with bus tickets and stuff, but sometimes it's hard when you have a baby and a million other things to carry.

AMANDA: Yeah, I know. I have an 18 month old. I still haven't been brave enough to take her on the bus with me. I've thought about it, but I just, I haven't done it yet.

CLIENT 18: The lady that does childcare for the Trauma Informed Parenting Group, she was telling me about this British comedian who was doing a little spiel on going somewhere with children versus going somewhere without children and how unless

you've done it or you have kids you would never understand that it exponentially makes it harder.

AMANDA: Oh yeah. It's not just a simple trip to the store no matter how you slice it for sure.

CLIENT 18: Right.

AMANDA: Yeah. Even if it's just for something quick, it's never quick.

CLIENT 18: Right. The only other thing I was thinking that might have been good that they don't offer or just that maybe I just didn't have time for it, a lot of services, I'm extremely busy, but more just like a basic mom support group would maybe be nice for people. I forgot to mention one other thing that I'm involved in through Catholic Charities was their Moms Helping Moms program, and it's where women come in and they are mentors for the moms that are in their program and the first one didn't work out, that was a little bit disappointing, she just kind of fell away, but I just recently started out with a new person and she's my age so instead of mentoring we're just kind of like becoming friends and that is a really amazing thing to see that they provide a chance to have a relationship with someone else that is a parent because really if you don't already have a good group of friends, it's hard to make friends when you're parenting and homeschooling and doing all these things. It's almost impossible.

AMANDA: Yeah, definitely. I hear you on that one. Okay, so why do you continue to use Catholic Charities?

CLIENT 18: Well, I'm coming down to the end of my time with them. It's generally six months after your baby's born and Johnny's a year, but because of my circumstances and because I'm in this new group, _____ is kind of like my case manager now and I continue to see, cause it's been a huge support and I'm a little nervous about not having their support anymore, but we're going through a transition period right now where I'm seeing _____ a little bit less and working on finding another provider to fill the space that she has, so I continue with them because they're just a huge positive part of my life.

AMANDA: So if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 18: "Absolutely". I have recommended Catholic Charities to other pregnant women before.

AMANDA: Okay, and is there anything else you want to add about your experience with Catholic Charities?

CLIENT 18: Just that they are a great organization and I don't have anything negative to say but it just has been the most positive experience that I have had with some type of service. Just that they are an amazing caring group of people. I've met a lot of different people _____ works with and it's not just her; the attitude she has is kind of the attitude of the whole group of people that they have and it's never judgmental, always helpful and supportive.

AMANDA: Well, Client 18, thank you so much and I do want to remind you that our conversation and your personal information will be kept totally private and your identify will remain confidential throughout my research. But I want to make sure I have your correct mailing address so I can send you a little baby gift. Are you still on _____?

CLIENT 18: Yes.

AMANDA: Okay, so I have_____.

CLIENT 18: Yes.

AMANDA: Alright. Excellent. Well, thank you so much for your time today, and I really appreciate it, have a good day, and thanks again.

CLIENT 18: Alright. Thanks a lot. Have a great day.

AMANDA: Bye bye.

Interview 19

CLIENT 19: Hello?

AMANDA: Hi, is this Client 19?

CLIENT 19: Yes, this is her.

AMANDA: Hi Client 19. My name is Amanda Fortin and I am a graduate student with Portland State University and I'm doing a research project with Catholic Charities right

now and I was hoping to talk to you for my project about your experience with Catholic Charities.

CLIENT 19: Oh yeah. Absolutely. Can you hold on for just a second please?

AMANDA: Sure.

CLIENT 19: Okay. I'm sorry about that, I had to get situated.

AMANDA: Oh, yeah, no problem. I hear a little one there.

CLIENT 19: Yeah.

AMANDA: Okay, so do you have a few minutes right now?

CLIENT 19: I'm sorry?

AMANDA: Yeah, do you have a couple minutes right now?

CLIENT 19: Yes I do.

AMANDA: Okay, cool.

CLIENT 19: Sorry, my son. I have my little – my son's grunting, so (indecipherable) (1:20) let me hear you.

AMANDA: Okay. So, well, let's see. So thank you for taking the time to talk to me. It is my hope that in talking to you and other clients of Catholic Charities that I can help Catholic Charities improve their services. But you should know that I don't work for Catholic Charities, so anything that you want to say, good, bad, otherwise, I am not going

to go back and tell them that you're the one that said it. Also, you might feel a little bit uncomfortable discussing personal topics related to pregnancy or adoption or negative opinions about the agency, but I want you to know that I will be respectful of your experiences, opinions, and privacy and any information that is obtained in connection with this study that can be linked to you or identify you is confidential, so I'll be the only person with access to your information and responses. The interview is going to be recorded and transcribed by me and you can choose to stop the interview anytime without penalty. Do you have any questions?

CLIENT 19: I don't think so.

AMANDA: Okay. So let's get started with the interview. My first question for you is are you currently a client of Catholic Charities?

CLIENT 19: Yes, since (indecipherable) (2:44)

AMANDA: Okay. How long have you been a client?

CLIENT 19: I'd say maybe the end of I think maybe November when I started; I think it was November.

AMANDA: Okay. And why did you decide to contact them?

CLIENT 19: Well, I actually was using Providence's Day House because I have Oregon Health Plan and so their financial advisor kind of just checks in with you to make sure that you have all of the resources available for you and she recommended them, so I

called and got hooked up with a caseworker who has been really awesome at helping with (indecipherable) (3:41) and whatnot.

AMANDA: Okay. So with this next question, I want to know about your overall experience with Catholic Charities, so what was your first visit like?

CLIENT 19: My first visit was really – it was great. I get really bad anxiety going to new places and even just asking for help in general, and I felt really comfortable. The caseworker and I got along really well. She was very open and we just, it seemed like more of a conversation than feeling like you, I don't know how to say that, she seemed more of like a friend trying to help than I'm going to this organization and feeling judged I guess would be it. I didn't feel judged.

AMANDA: Okay. So can you tell me about who you saw there?

CLIENT 19: I'm sorry?

AMANDA: Who did you see? Like what staff did you interact with?

CLIENT 19: Oh, _____ was my caseworker, and she had hooked me up with a couples counselors, her name was _____, and she has helped my partner and I work through some things and it's really a great opportunity. (Indecipherable) (4:59).

AMANDA: Mm hmm.

CLIENT 19: And then she also had (indecipherable) (5:07). She didn't actually work for Catholic Charities, she volunteers, and she had given one of her first child up for adoption and I think she was a lot younger and with my first one I was considering

adoption and so to find out really what my options were and if it was something that I would be able to do and so that's why they hooked me up with a specific mom and then I'm also going to be taking a financial class this next week. I haven't met her yet. I think her name is Kiersten or Christy, I don't know.

AMANDA: Mm hmm.

CLIENT 19: So those are the people that I interacted with.

AMANDA: Okay. So, let's see, I know that this is kind of a repeat of the last question but, so in talking about your caseworker or your counselor specifically, can you talk a little bit more about your interactions with that person and what they are like?

CLIENT 19: Yeah. Well _____ I really enjoy talking with. I feel really comfortable with her and she is really a great listener. She also helped kind of digest when I was feeling the way that I do and helped me set up goals and then _____, the counselor, I think in the beginning it was we weren't sure because she seemed very textbook, psychology, relationship, communication, that sort of thing and I felt like maybe she wasn't really touching base on our relationship in particular. She was going off like a statistic point of view, but after communicating with her and telling her what we were really needing, it turned out to be a really great experience and my boyfriend is actually asking when are we going to be going back...

AMANDA: Wow!

CLIENT 19: ...to talk to her. So, for what started off as an “I don’t know if she gets us” turned into a good relationship and something that has really helped us.

AMANDA: Cool. Well that’s, that’s really, that’s good feedback. So what services like counseling and resources like clothes and supplies did you use?

CLIENT 19: Well, I’m still using them. In the beginning it was just talking about feelings, trying to figure out, I went through a really hard time in my pregnancy. My boyfriend and I started having a really hard time communicating. We have been together for four years so it wasn’t like “oh my gosh we’re pregnant!” We were really excited in the beginning and then things just got stressful. So I felt really alone and it was really nice having _____, somebody, just the support system that they created for me, and they made sure that we had all the baby supplies that we needed and then let’s see, what else. Oh, then the counseling, that started a little bit after I had been seeing _____ for a while and like I said, next week I’m going to be taking a finance class to kind of help me budget and that sort of thing, and I also got signed up for a cooking class that helps you learn how to cook because I cannot cook at all. It’s pretty sad.

AMANDA: Okay. Well, so which of these - it sounds like you found those beneficial, but were there any services or resources that you maybe used that you didn’t think were beneficial?

CLIENT 19: Not yet I haven’t really experienced anything that hasn’t been beneficial. So, like I said, I didn’t think the couples counseling was going to really do anything for us, but it really helping us and, because she gave us worksheets and stuff that we could

do on our own and my boyfriend (indecipherable) (9:18) she wanted to go through it together and talk about it.

AMANDA: So how many times did you go to the couples counseling?

CLIENT 19: We started going weekly, so I'm sorry, I don't have much of a calendar in my head right now...

AMANDA: No. That's good. You've been going...

CLIENT 19: (indecipherable)

AMANDA: Yeah, oh I know. I have an 18 month old at home; I know. You said you had been going since like November and if you were going weekly then that gives me a pretty good idea.

CLIENT 19: Yeah. You said it. I started Catholic Charities on my own like in November. I wasn't even with _____; I had moved out and was living with my boyfriend's aunt and it wasn't until December or January when I had been staying back living with him, we were working things out, so I honestly didn't actually start the couples counseling until probably mid-December.

AMANDA: Okay. So, let's see, what was my next question? Oh, has there been anything like services or even supplies that you think should be offered by Catholic Charities that they don't have right now or maybe something that would help you or other women in your situation?

CLIENT 19: You know, that's a really hard question because I feel really blessed that they have been involved to help me. So I can't really, I don't really have anything else that I could say that would be mean.

AMANDA: Okay.

CLIENT 19: Yeah, I felt like I was really well taken care of.

AMANDA: Well, in that same – going with that, why are you still using Catholic Charities?

CLIENT 19: Well, it's just it's been a blessing for me and also helping me reach my goals; it's like okay, they didn't just stop communicating with me since I had my baby. Like "oh, okay, she had her kid, everything's fine". They have really followed through with me to make sure I'm still following through with my goals, and that I'm still reaching to be that better person that since I had all these things that I was trying to work out and figure out for myself and they really have made it clear that they are there to help.

AMANDA: Okay. So if someone asked you if you were to recommend Catholic Charities what would you say?

CLIENT 19: I would say "absolutely". At first I was a little hesitant just because of (1) I'm not Catholic; I'm super-Christian and I didn't want to feel like I was being preached to, and I'm just going to make a comment on another center, which was still helpful. My mom was really encouraging me to go to the Pregnancy Resource Center when I was staying with her out in Beaverton and I went but it was very Christian-based, which is

okay for some people, but I grew up in it and so I just I didn't really need somebody telling me that Jesus loves me. I was like, "okay, I know, that's not going to solve my problems though".

AMANDA: Right.

CLIENT 19: And so going to Catholic Charities they didn't try to preach at all; they were just like is there a religion or are you spiritual and do you want to talk about it? They asked me that right away and if you don't want to then that's it. They don't even touch base on it again, you know, it's kind of like they were there to help you no matter what your faith is.

AMANDA: Right. Well, let's see, that was my last question. Is there anything else you'd like to add about your experience at Catholic Charities?

CLIENT 19: No, I think you pretty much get it. I'm happy with their services. I'm really fortunate that they are available to me because I went to them at a time where I felt like there was no light at the end of the tunnel kind of thing; I was super depressed and they really helped me get out of that slump and show me there's a way to figure stuff out.

AMANDA: Good. Well, I'm happy to hear that you are doing well. It sounds like you are. And I really appreciate you helping me out with my research. And I want to make sure that I have your correct address so that I can send you a little "thank you" gift in the mail, so are you still_____?

CLIENT 19: Yes I am.

AMANDA: Okay, so I have_____.

CLIENT 19: Yes, that's it.

AMANDA: Okay, Client 19, well thank you so much. Enjoy the rest of your day and have a good weekend.

CLIENT 19: Yeah, absolutely, and good luck on your project.

AMANDA: Thank you. Thank you. It's going well so far.

CLIENT 19: Good. Thank you.

AMANDA: Alright, well thanks again and be on the lookout for something in the mail in the next couple weeks.

CLIENT 19: Okay. Well thank you. You have a good weekend.

AMANDA: You too. Bye bye.

CLIENT 19: Bye.

Interview 20

AMANDA: I'm Amanda and I'm doing some research with Portland State University and I'm working with Catholic Charities. And hopefully they gave you a heads up, but I was hoping, if you had a few minutes, if you could talk to me about your experience with Catholic Charities.

CLIENT 20: Okay.

AMANDA: Okay. Well, first I want to say thank you for helping me out. It's my hope that this research will help Catholic Charities improve their pregnancy and adoption support services. So I'm interested in your opinions and attitudes about the agency as a whole and the services that you received. This interview should take about 15 minutes to complete and I'll send you a Fred Meyer gift card in the mail to thank you for your time and contribution to my research. So as a result of the study, you might feel a little uncomfortable discussing personal topics related to pregnancy and/or adoption, or potentially negative opinions about the agency, but I'll be respectful of your experiences, opinions and privacy and I don't work for Catholic Charities, so anything you want to tell me, if it's good or bad or otherwise, I'm not going to tell them that you were the one that said it. So any information that's obtained in connection with this study and that could be linked to you or identify you will be kept confidential and I'll be the only person with access to your information and responses. Interviews will be audio recorded and transcribed by me and this is totally voluntary, so at any time you can stop the interview. Do you have any questions before we get started?

CLIENT 20: No.

AMANDA: Okay. Well thanks again for your participation and my first question is, are you currently a client of Catholic Charities?

CLIENT 20: Yes.

AMANDA: You are. Okay. How long have you been a client?

CLIENT 20: I think from June.

AMANDA: Okay. And why did you decide to contact Catholic Charities?

CLIENT 20: Just because I'm pregnant and I just wanted some extra support.

AMANDA: Okay. And so with this next question, I'm interested in what you expected from Catholic Charities before you actually visited. So what did you expect the overall environment to be like. Did you have an idea of what the buildings or facilities or kind of how it would be once you got there?

CLIENT 20: No I didn't have any idea (indecipherable).

AMANDA: Okay. What did you expect the staff to be like?

CLIENT 20: Just friendly and professional.

AMANDA: And what kind of interactions did you expect to have with maybe the caseworker or the person that you were going to work with?

CLIENT 20: I just thought it was going to be like counseling, I guess, or yeah.

AMANDA: Okay. And before you actually went to Catholic Charities, what kind of help or resources did you hope, or expect to receive from them?

CLIENT 20: Just like one-on-one counseling.

AMANDA: Okay. Now with this next question, I want to know about your overall experiences with Catholic Charities, so what was that first visit like?

CLIENT 20: It was just, we just sat down and kind of went over what I was looking for and what they had available and there was a lot of paperwork and stuff.

AMANDA: Okay. So can you tell me about who you saw and interacted with there? You don't have to tell me names if you can't remember names, or if you don't want to. That's fine.

CLIENT 20: I think the first time I met with _____ and she's the same person that I've seen the whole time. I never met with anyone different.

AMANDA: Okay. How was that first experience for you?

CLIENT 20: It was good.

AMANDA: How was it good?

CLIENT 20: I don't know. She met all my expectations, I guess.

AMANDA: Okay.

CLIENT 20: Nice, friendly.

AMANDA: She was nice, um hmm. Okay. So it sounds like _____ was your caseworker, or your counselor. And I really kind of want to get at what your experience was like with her. Can you tell me about what your normal interactions were like with her, maybe what you liked about it specifically.

CLIENT 20: We just sat down and talked about things that were going on in my life and stressors and, you know, stuff that was difficult or that I was just going through. And she just listened to me and tried to be supportive.

AMANDA: Okay. Now how did she show her support. You know, how was she supportive to you.

CLIENT 20: She just, she was empathetic, I guess.

AMANDA: Okay. And was there anything in interacting with _____ that you didn't like?

CLIENT 20: Nope.

AMANDA: Okay, so what services, like counseling or classes, that kind of stuff, did you use?

CLIENT 20: I used counseling a lot and I signed up for one class, but I wasn't able to go because I ended up on bed rest, so I had to back out of her class.

AMANDA: Okay. And you haven't had your baby yet, right?

CLIENT 20: Nope. I'm having it (indecipherable).

AMANDA: Okay. So my next question is about resources, like baby clothes and stuff. Have they given you any supplies or maybe maternity clothes, anything like that?

CLIENT 20: She gave me a little bit of baby clothes.

AMANDA: Okay. So which of these things, like the counseling or the clothes, did you think was helpful or beneficial?

CLIENT 20: I felt like the counseling was the most beneficial.

AMANDA: Okay. And what made it helpful for you?

CLIENT 20: Just having someone to listen to you and someone that I could contact when I was stressed and I needed someone to talk to. And that's been helpful for me.

AMANDA: Okay. And was there anything that you, any services or resources that you didn't find beneficial or helpful, like anything that you did during counseling sessions or, I know you haven't gone to any classes, but anything that maybe didn't help you that Catholic Charities provided?

CLIENT 20: No. I mean I haven't done a whole lot with them, other than just the counseling.

AMANDA: Okay. And in the past few months since you've been going there, have you thought of anything? Cause sometimes this happens to me, you know, I'm somewhere and I'm thinking man, they should really have this service, or they should really offer this. Did you happen to think of anything that maybe they could or should offer that would help out other people in your situation?

CLIENT 20: No, I don't think so.

AMANDA: Okay. So as of this moment, why are you continuing to use Catholic Charities?

CLIENT 20: Because I feel like I have a connection with _____ and I feel like she is very supportive. She (indecipherable) and she offers good advice.

AMANDA: Okay. So in thinking about your expectations before you started using Catholic Charities and your actual experience with the agency, did they meet your expectations, like in terms of the environment and the staff and the services?

CLIENT 20: Yeah.

AMANDA: Okay. And so would you say you were satisfied with Catholic Charities?

CLIENT 20: Yes.

AMANDA: Okay, and why would you say yes?

CLIENT 20: Well, you know, I didn't go in there with a huge amount of expectations. I went in there open minded and I wasn't expecting anything more than what I got out of it (indecipherable).

AMANDA: Okay. And if someone asked you if you would recommend Catholic Charities, what would you say?

CLIENT 20: I would say yes. You know, as long as they're looking for counseling, then I'd say yes.

AMANDA: Okay. And why would you say yes. I mean you kind of hinted at this earlier, but...

CLIENT 20: Because it felt like they did a good job. They've been helpful for me in meeting my needs as far as the counseling goes.

AMANDA: Okay. And Client 20, is there anything else you'd like to add about your experience?

CLIENT 20: No.

AMANDA: No? Okay. Well awesome. Thank you for answering my questions. And as a way to say thank you, I wanted to send you a gift card in the mail. I want to make sure that I've got your correct address. I have _____?

CLIENT 20: Um hmm.

AMANDA: _____?

CLIENT 20: Yep.

AMANDA: Okay, cool. Well thanks so much. Have a good day and best of luck with your pregnancy.

CLIENT 20: Thank you.

AMANDA: Thanks so much. Bye.

Appendix C

A visual representation of the themes that emerged from this thesis: