ANNEXURE-I

INTERVIEW GUIDE

FCC No : 1. 2. 3. 4. 5.

Beneficiary (Case) no _______           Date of Registration____________

Part I-

1.1 How did you come to know about Family counselling centre?

1. Newspaper / Pamphlet 2. Radio/ Television/Internet
3. Helpline/ AGP camps/Ngo 4. Friend/Neighbourhood
5. Former Beneficiary of FCC 6. Police / courts
7. Advocate 8. Other ________________________

1.2 Is this your first visit to this FCC?

1. Yes  2. no
(a) If no, please state your reason for previous visit
1. Counselling of others
2. Lodge legal compliant
3. Guidance
4. General awareness
5. Other please
   specify_________________________________________________
   _______________________________________________________
   _______________________________________________________
   _______________________________________________________

1.3 Have you approached on your own will?

1. Yes  2. No
(a) If no, then please specify who had suggested you to visit this FCC.
1. Suggested by parents
2. Suggested by community elders
3. Suggested by former beneficiary
4. It was last alternative
5. Summoned/called by the counsellor
6. Any other please specify
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

1.4 Have you tried any other mode of mediation/guidance/counselling?
   1. Yes  2. No
   (a) If yes, what were the efforts made by you to solve the problem at personal level:
   5. Marriage mediator/relatives from both side  4. School counsellor
   5. Others please specify___________________________
   (b) If no, then please specify your reasons for not seeking help earlier.
      1. Societal pressure  2. Guilt and shame  3. Didn’t know whom to approach
      4. _____________________________________________
      5. _____________________________________________
      6. _____________________________________________

Part 2: Statement of the problem
2.1 Statement of problem (Case profile: sheets attached at the back)
2.2 Since when have you been witnessing this problem?
   1. Less than 1 month  2. Less than 6 months  3. Less than 1 year
   4. 1 year  5. 1 year and above
2.3 What were the precipitating factors in your problem?
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
2.4 What was the incident that brought crisis into focus?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2.5 What is your immediate relief expected from this FCC?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Part 3 Socio –Demographic Profile of beneficiary

3.1 Gender 1. Male 2. Female

3.2 Religion (Please ✓ the right option)

3.3 Age

3.4 Marital status (Please ✓ the right option)

3.5 Education

3.6 Occupation :

3.7 Monthly family income

3.9 Type of family

3.10 Place of residence (paternal home) :
PART-4 DETAILED CASE CLOSURE SHEET (AS REPORTED BY THE COUNSELLOR)

4.1 Total no of sessions_______________________ Case No. ________________

<table>
<thead>
<tr>
<th>Single Session</th>
<th>No.</th>
<th>Date</th>
<th>No. Of Sessions</th>
<th>Approximate duration of session</th>
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</table>

Couple

Family

Session with experts (Group sessions if any)

4.2 Problem as the counsellor sees it:
   (a) In brief state the problem
       ____________________________________________________________
       ____________________________________________________________

4.3 What do you think is the solution to the problem?
       ____________________________________________________________
       ____________________________________________________________

4.4 What services were provided to the beneficiary?
       ____________________________________________________________
       ____________________________________________________________
       ____________________________________________________________

4.5 What was the decision taken by the couple after counselling/intervention?
   5. Any other (please specify)__________________________
4.6 Was the beneficiary referred to any referral services?
1 Yes  2 No
(b) what referral service was referred:
1. Short stay homes  2. Old age home  3. Police assistance
4. Legal assistance  5. Psychiatric help  6. Referred to the medical expert
7. Career counsellors  8. Other _________________

4.7 Was there any problems witnessed by the counsellor during the counselling session?

PART-4 DETAILED CASE CLOSURE SHEET (AS REPORTED BY THE BENEFICIARY)

4.1 Total no of sessions_______________________  Case No. ________________

<table>
<thead>
<tr>
<th>Single Session</th>
<th>No.</th>
<th>Date</th>
<th>No. Of Sessions</th>
<th>Approximate duration of session</th>
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</table>

Couple

Family

Session with experts
(Group sessions if any)

4.5 What was the decision taken by the couple after counselling/intervention?
5. Any other (please specify)_______________

4.6 Was the beneficiary referred to any referral services?
1 Yes  2 No
(b) what referral service was referred:
1. Short stay homes  2. Old age home  3. Police assistance  4. Legal assistance

4.7 Was there any problem witnessed by the beneficiary during the counselling session?
ANNEXURE-II

LEVEL OF SATISFACTION QUESTIONNAIRE

FCC No………………… Beneficiary No………

Please rate your degree of satisfaction with each of the following statements (1=extremely dissatisfied, 2=slightly dissatisfied, 3=moderately satisfied, 4=very satisfied, 5=extremely satisfied)

<table>
<thead>
<tr>
<th></th>
<th>Not at all Satisfied</th>
<th>Slightly Dissatisfied</th>
<th>Moderately Satisfied</th>
<th>Very Satisfied</th>
<th>Extremely Satisfied</th>
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<tbody>
<tr>
<td>1</td>
<td>How satisfied are you with the location of this FCC?</td>
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<td>2</td>
<td>How satisfied are you with the working hours of this FCC?</td>
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<td>3</td>
<td>How satisfied are you with the cleanliness and general surroundings of this FCC?</td>
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<td>4</td>
<td>How satisfied are you with the comfort of sitting arrangements at this FCC?</td>
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<td>5</td>
<td>How satisfied are you with the provision of clean drinking water and toilets at this FCC?</td>
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<td>6</td>
<td>How satisfied are you with the privacy provided to you by the staff of this FCC during your counselling?</td>
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<td>7</td>
<td>How satisfied are you with the time taken by this FCC to start counselling/providing help to you?</td>
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<td>8</td>
<td>How satisfied are you with the schedule of fixing appointments for counselling/providing help to you?</td>
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<td>9</td>
<td>How satisfied are you with the Counsellor’s keeping of appointments fixed with you?</td>
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<td>10</td>
<td>How satisfied are you with the confidentiality maintained by this FCC regarding your personal information revealed during counselling services?</td>
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<td>11</td>
<td>How satisfied are you with the promptness of FCC in providing help to you?</td>
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<td>12</td>
<td>How satisfied are you with the time given to you by the Counsellors to listen to your problems?</td>
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<td>13</td>
<td>How satisfied are you with the assistance provided to you by the FCC?</td>
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<td>14</td>
<td>How satisfied are you with the Counsellor’s ability to understand the</td>
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**reasons of your problems?**

15 How satisfied are you with the suggestions and guidance/counselling offered to you by the Counsellor?

16 How satisfied are you with the courtesy shown to you by the staff members of this FCC.

17 How satisfied are you with the statement “the Counsellors covered what was important to me in the counselling sessions”.

18 How satisfied are you with the help offered to you by the FCC?

19 How satisfied are you with the Counsellor’s help to you in understanding the reasons of your problems more clearly.

20 How satisfied are you with the services provided by the FCC to help you in dealing with your problems more effectively.

21 Are you satisfied that the help provided by the FCC to get help and assistance from other places/services was as per your expectations?

Definitely not | May be not | May be yes | Yes | Definitely yes
---|---|---|---|---
22 If I were to seek help again, I would come back to this FCC.

23 If a friend was in need of similar help, I would recommend this FCC to him or her?

Not at all Satisfied | Slightly Dissatisfied | Moderately Satisfied | Very Satisfied | Extremely Satisfied
---|---|---|---|---
24 I am satisfied with the outcome of help provided to me at this FCC.

25 Overall I can say that I am satisfied with the services provided by this FCC.