



PRACTICE

Case Management Interview Questions

Here are sample questions – organized by topic – that a case manager can use with a YouthBuild participant.

Introduction

1. Can you tell me a little bit about yourself and your background?
2. What are some of your strengths and skills that you will bring to the program?
3. What are some of the challenges or barriers that you have faced in the past?
4. What are some of your goals for the future, both short-term and long-term?
5. What are some of the things that you are most proud of in your life?
6. Can you tell me a little bit about your cultural background and identity?
7. What are some of the things that you are hoping to learn or achieve in the YouthBuild program?
8. What motivated you to apply for the YouthBuild program?
9. How can we best support you in achieving your goals?
10. What else would you like us to know about you?

Housing, Food, Transportation, Finances, and Basic Needs

1. How would you describe your current living situation? Do you feel safe and comfortable where you are living?
2. Are you currently experiencing any challenges related to housing, such as difficulty paying rent or finding a stable place to live?
3. How would you describe your current access to food and nutrition? Are you able to access food on a regular basis? Are you able to access healthy and nutritious food on a regular basis?
4. How would you describe your health? Are you able to access healthcare on a regular basis?
5. Would you be interested in finding the right medical provider?
6. Can you tell me a little bit about your transportation situation?
7. How do you see your transportation situation impacting your participation in the YouthBuild program?
8. How can we best support you in addressing any transportation challenges or barriers that you may face?
9. Do you feel comfortable talking about your current financial situation?
10. Would it be helpful to have more financial education? Particularly around budgeting, saving, and credit?
11. Are there any specific financial challenges or barriers that you anticipate facing in the program?
12. How can we best support you in addressing any financial challenges or barriers that you may face?

Mental Health

1. Are you currently experiencing any challenges related to mental health, such as anxiety, depression, or trauma symptoms?
2. Have you ever received any mental health services or counseling in the past? If so, how did that experience go for you?
3. Are you currently receiving any mental health services or counseling? If not, would you be interested in exploring those options?
4. Are there any specific challenges or barriers that you are currently facing that are impacting your day-to-day life?
5. Is there anything else that you would like to share or discuss related to your current level of functioning, housing, food, or mental health?

Learning and Leadership

1. Are there any education related support services that you may need to fully participate in the program?
2. How would you describe your learning style and preferences?
3. Are there any specific areas of interest or passion that you have that you would like to explore in the program?
4. How do you feel about working in a team or group setting?
5. How do you define leadership? What qualities do you think are important for a leader to have?
6. Have you ever had the opportunity to take on a leadership role in the past? If so, can you tell me about that experience?
7. How do you see yourself as a leader? What strengths or skills do you bring to a leadership role?
8. Are there any specific leadership skills or knowledge that you hope to gain from the YouthBuild program?

Substance Use and Court Involvement

1. Have you ever used drugs or alcohol in the past? If so, can you tell me about that experience?
2. Are you currently using drugs or alcohol? If so, how often and how much?
3. Have you ever received any treatment or support for substance use in the past? If so, how did that experience go for you?
4. Are you currently receiving any treatment or support for substance use? If not, would you be interested in exploring those options?
5. Have you ever been involved with the court system in the past? If so, can you tell me about that experience?
6. Are you currently involved with the court system? If so, can you tell me about your current situation?
7. Do you anticipate any specific challenges or barriers related to substance use or court involvement in the program?
8. How can we best support you in addressing any challenges or barriers related to substance use or court involvement?
9. Is there anything else that you would like to share or discuss related to substance use or court involvement?
10. How do you see the YouthBuild program fitting into your efforts to address any challenges or barriers related to substance use or court involvement?

Family and Support Networks

1. Can you tell me a little bit about your family and social support networks?
2. How do you see your family and social support networks impacting your participation in the YouthBuild program?
3. Are there any specific challenges or barriers related to your family or social support networks that you anticipate facing in the program?
4. Are you a parent?
5. Do you need support with childcare?
6. How can we best support you in addressing any challenges or barriers related to your family or social support networks?
7. Are there any specific family or social support resources or services that you would like to explore or access through the program?
8. How do you see the YouthBuild program fitting into your overall support network?

Tips for continued case management interviewing and successful implementation:

- ☐ Schedule regular meetings with participants (weekly or biweekly).
- ☐ Use case note template.
- ☐ Ask open-ended questions.
- ☐ Practice empathy.
- ☐ Engage in mindfulness practices.
- ☐ Check in about topics from the intake interview (goals/referrals, housing, food, medical, and support networks).
- ☐ Review and share case management resources with your staff and partners to continue developing strengths-based supportive services plans for your young people.

