

**Focus Group Guide – CHWs/Stakeholders**  
**Health + Housing Project**

**Introduction:**

Good morning/Good afternoon. Thank you for joining us today. My name is \_\_\_\_\_ and I am a \_\_\_\_\_ at New York University School of Medicine. I will be leading our discussion of the Health + Housing CHW program. I am joined by \_\_\_\_\_, who is \_\_\_\_\_ at NYUSoM.

Reason for meeting today: We are working to help evaluate and find ways to strengthen the Health + Housing Community Health Worker program. So we are meeting with groups of people who have been involved in the program either as a CHW or a community stakeholder. We would like to understand what your experience has been like working on the project, and what suggestions you may have for improving it.

Before we start with the discussion let's discuss some ground rules. The questions we will ask have no right or wrong answers. We are also not looking for everyone in the room to agree, so please speak up if you disagree. We would like this to be a discussion, but we also ask that you speak one at a time and be respectful of everyone participating in the discussion. We also want to remind you that details of what is discussed during the focus group should not be discussed with people outside of the group. No names of participants will be used in any report or publication about this study.

We hope that everyone will participate and we may direct the conversation so that everyone has a chance to talk, but please feel free to choose not to respond to any question that makes you feel uncomfortable.

Are there any other guidelines or comments that anyone would like to add? If not, we can continue.

The discussion will be audio recorded so that we can be sure to understand exactly what you've said and so we can listen carefully and not have to take notes. If anyone feels uncomfortable being recorded, you can decide now that you don't want to participate in the discussion.

1. What did you like most about participating in the CHW program (either as a CHW or community stakeholder)?
2. What were some of the challenges you/your organization faced?
3. What modes of outreach do you think were most successful in getting residents interested in the CHW program? And least successful?
4. Do you think participants benefited from the program? In what ways?
5. How do you think we could improve the CHW program? [Probe: Were there any limitations of the program?]
6. [For CHWs only: Did you feel adequately trained to carry out the functions of a CHW? If yes, which trainings were most helpful? Are there additional trainings that would have been helpful? If no, why not? What could we have done differently?]

7. [For CHWs only: How would you describe your interactions with participants in the program?]
8. What have you (or your organization) gained by participating in the program?
9. Have you been satisfied with your interactions with local agencies and services as part of the CHW program? Probe:
  - What have you liked?
  - What made that valuable?
  - What could be improved?
10. Are there any other ways to improve the program?
11. Any other thoughts or suggestions to share?

Thank you for your time. Your input is very helpful etc.