

Focus Group Guide - Participants

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.

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 participated in the program to understand what your experience has been like and what aspects of the program have worked well for you and what could be improved.

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. We will not share your responses or views with any of the CHWs, and 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. Start by going around the room and asking each person:
 - How long have you participated in the Health + Housing CHW program?
2. How would you describe the purpose of the Health + Housing CHW program as you see it?
Probe: This question may confuse them but we want to know how they define the program. Is it just the meetings with their CHW? Does it have any other components? What is the program trying to accomplish?
3. How did you learn about the program?
 - How were you referred? Who told you about it?
4. Why were you interested in participating?
5. What have you gained by participating in the program? What changes, if any, have you experienced? If needed, probe:
 - Confidence in managing your own health

- Improved connection to services
 - Support you receive in managing your health or health of family member
 - Overall sense of well-being
 - Help managing family issues
 - Specific benefits (SNAP, health insurance)
6. What changes, if any, have you made? If needed, probe:
- Diet
 - Exercise
 - Use/interaction with health care system
 - Self-care (blood test, feet)
7. Have you been satisfied with the services you have received and activities you have participated in?
- What have you liked?
 - What made that valuable?
 - What could be improved?
 - How would you describe your experience with your CHW?
8. Are there things that the program could do to make it easier to participate?
9. Are there any services you would like or help managing your health that you are not currently receiving?
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.