YMYG: Cycle 4 Discussion Guide

Questions during the initial training session

We will introduce each tool and then ask the social workers to pair up and role-play using the tool for 10 minutes. During role-play social workers will be asked to:

1. Identify a situation where they would use the tool
2. Introduce the tool to their client
3. Use the tool with their client
4. See where the conversation goes (referral, next steps, longer discovery into the issue)

Before exiting the training, we'll ask:

1. What do you like least about the bundle?
2. What do you like best about the bundle?
3. What changes would you make to the bundle?
4. Do you think some people would have problems using the bundle? What kinds of problems?
5. Is there anything we didn't ask about the bundle that you think we should know?

Follow up questions

Training

1. What stuck with you the most from the training?
2. Is there a difference between what you learned in training and how you've used the bundle?
3. When you think back to training, what was most helpful about the training you received?
4. What was least helpful about the training you received?
5. Have you checked-in with any other participants to trade ideas or troubleshoot challenges in using it?

Physical usage of the bundle

1. Where did you keep the bundle this month?
2. How did it hold up? Did it any point become unusable?
3. When you thought you might use part of the bundle in a meeting, how did you prepare beforehand?
4. Did you make copies for clients? If so, which sections did you copy for clients? How did you decide?
5. Were they single copies before individual meetings? Or multiple copies at one time?

6. How did you find the format worked when you made copies?

Choosing and using the tools with clients

1. How would you describe what's in this bundle and how it's organized?
2. How often did you use tools from the bundle?
3. How did you decide which tools to use with a client? Can you describe how you introduced it to two different clients?
4. Which tools did you use the most with your clients? Why?
5. Are there certain tools you didn't use? Why?
6. Which topics were most applicable? Which topics least applicable?
7. Overall, what were your client's reactions?
8. If you asked a client to complete a tool during your meeting, did you keep a copy of the tool for your file?
9. Did you send tools home with clients? Which ones?
10. Have you met with any of your clients since you sent a tool home with them?
11. What issues came up during your sessions? Describe what you did next.
12. Describe any progress your client made after using any of these tools.
13. How are you integrating these tools with any other tools you use with clients?

Tool-specific questions

We will give participants a low fidelity bundle to mark-up and make suggestions on during the month trial period. For each tool there will be prompts for recording insights and client reaction.

1. Which days did you use the tool?
2. Where did you use it?
3. How long did it take?
4. How applicable is the call to action?
5. What is/was the client's mood while using the tool?
6. Which part(s) did the client use? Why?
7. Which part(s) did the client not use? Why?
8. Was the tool easy or hard to read? Were certain parts easier or harder?
9. What do you think about the amount of information provided on this page?
10. What questions did your clients have?
11. If you could modify the tool, what would you change about it?

Format and layout

We'd like to know your opinion about the overall design of the bundle and its tools.

1. What do you think about the design of the bundle?
2. What do you think about the layout and the ordering of information?
3. What do you think about the type and size of the font?
4. Is there too much information on each page? Too little?
5. Is there something missing that you needed but isn't in the bundle?

Extending the experience beyond the bundle

1. What did you think about the links to go online to print out additional materials for your client?
2. What reaction did your clients have to seeing links to go online?

3. Did you suggest your clients use any of the links? (For example, to submit a complaint?)
4. What have you learned about the CFPB from these links?
5. What have your clients learned about CFPB after using the bundle?

Exit questions

1. Overall, what do you like least about the bundle?
2. Overall, what do you like best about the bundle?
3. Do you think some people would have problems using the bundle? What kinds of problems?
4. What changes would you make to the bundle based on your interactions?
5. What tools you would add to or take out from this set?
6. Is there anything else that we didn't ask you that you think we should know about this bundle?