

# Building Healthy Military Communities Pilot

## INTERVIEWER

Meeting Number: \_\_\_\_\_  
Meeting Type: B  
Meeting Date: \_\_\_\_\_  
OMB Control Number: \_\_\_\_\_

Facilitator: \_\_\_\_\_  
Note-taker: \_\_\_\_\_  
Observer(s): \_\_\_\_\_  
OMB Expiration: \_\_\_\_\_

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## QUESTIONS FOR MEETING B: PROGRAM/ RESOURCE MANAGERS

**Introduction:** Hello, my name is \_\_\_\_\_ and this is **[notetaker's name]** and **[observer(s)' name(s)]**. We're representing the Building Healthy Military Communities team. The BHMC pilot aims to make existing military and community resources more visible and accessible for Service members and their Families in 7 states. We will be implementing 3 strategies in your state to improve the Joint Force's ability to recruit new members and retain those already in the Force. Additionally, we are aiming to improve Service members' ability to successfully complete the missions or duties they are tasked with and to reintegrate into civilian life once that mission is complete (readiness and resilience).

Currently, we are in the Needs Assessment phase of the project. The purpose of our discussion today is to understand what's going well with your program and what can help support your success. This information will be vital in informing and tailoring the BHMC strategies in your state.

We appreciate your taking the time to meet with us.

I'll be leading the discussion and one of my colleagues will be taking notes. The information you give us today will be shared in a report for State Coordinators to help develop a strategic plan. **We will not be identifying you or any others by name. Participation in this discussion is completely voluntary. You can choose not to answer any question.**

### Key Script Points:

- Agency Disclosure Notice (ADN)
- BHMC overview + strategies
- Needs Assessment phase
- We will take notes
- Information will be shared with State Coordinators
- You will not be identified
- **Voluntary**
- Any questions?

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1. Program/Resource Name:
2. Could you describe and tell us the purpose of the program/resource?
3. Who is your program/resource designed to help?  
**OPTIONAL FOLLOW-UP PROBE:** *Who is your target population?*
4. You said that your program is designed to help \_\_\_\_\_. Is that who you actually serve?  
**OPTIONAL FOLLOW-UP PROBE:** *What population is currently using your program/resource?*
5. How do participants find your program/resource?  
**OPTIONAL FOLLOW-UP PROBE:** *Healthcare provider referral? Self-referral?*
6. **[Only ask if participants/patients attend or are involved]:** In thinking about your program/resource's utilization rate, would you say that you're at capacity, over-capacity or under-capacity?
  - a. If over-capacity, how do you handle this?  
**OPTIONAL FOLLOW-UP PROBE:** *Wait list? Referral to other programs?*
  - b. If under-capacity, how do you handle this?
7. What barriers prevent Service members from using your program/resource that you are aware of?
8. How do you measure success in your program/resource?
  - a. **[Only ask if responder doesn't mention something about program's effectiveness]:** Do you collect data on your program's effectiveness?
  - b. **[Only ask if responder didn't state results]:** If yes, can you tell us about any results you've obtained?

Now I'd like to briefly describe the three BHMC strategies for improving readiness in the 7 pilot states.

The first is a **State Coordinator** who builds public-private partnerships to identify readiness issues like we've talked about today, and connects community, state and federal resources.

9. How could a State Coordinator complement the work that you're currently doing?

The second strategy is an **Information Campaign** that communicates fitness/readiness resources and targeted messages to Service members and their family.

10. How could an Information Campaign complement the work that you're currently doing?

The third strategy includes **Mobile Health Technologies** which are apps and websites that help individuals set fitness/readiness goals and track progress towards meeting those goals.

11. How could Mobile Health Technologies complement the work that you're currently doing?

12. Is there anything else you'd like to add?

13. **[Ask Note-taker]:** Anything you'd like to add?