

**Attachment D:  
Site Visit Focus Group Guide**

## Participant Information Form

1. How old are you?
  - 18 - 20 years
  - 21-30 years
  - 31-40 years
  - 41-55 years
  - 56+ years
  
2. Including yourself, how many adults and children are currently living in your household?
  - \_\_\_ Adults (18 or older)
  - \_\_\_ Children (under 18)
  
3. What is your marital status?
  - Married
  - Living together with a partner but not married
  - Divorced or separated
  - Widowed
  - Single, never married
  
4. Do you speak a language other than English at home?
  - Yes
  - No
  
5. What is the highest degree or level of school you have completed?
  - None
  - Primary (up to grade 8)
  - Some secondary school (9 to 12 years of secondary school but did not graduate)
  - High school/secondary school (graduated)
  - Some college or university but no college degree
  - College or university degree
  - Advanced or professional degree after college (PhD, Masters, legal, medical)
  - Another degree or certificate \_\_\_\_\_
  
6. What is your current employment status?
  - I am currently working at one or more jobs or businesses.
  - I am not currently working, but I have worked at one or more jobs or businesses during the last 12 months.
  - It has been longer than 12 months since I last worked at a job or business.
  - I have never been employed.

## Introduction to Focus Group

### Ground Rules:

Before we begin today's session, let me go over a couple of focus group rules.

- I want to keep the discussion informal and relaxed.
- If you need to get up to use the restroom, stretch or get a drink, please do so as needed. The restrooms are located [xxx].
- Please only tell us your first name. This will help us keep your information private. Please also refer to each other only by first name.
- During the discussion please ask me if something is not clear.
- There are no right or wrong answers. You can say positive and negative comments about your experiences.
- It is okay to share your opinions or thoughts even if they are different from what others have said. As I said, there are no right or wrong answers or comments. We want everyone to participate, and the opinions and experiences of everyone in the room are important. We want to hear different perspectives.
- Please talk one at a time so that I can hear everything that is said.
- I want to hear from all of you. Some people talk more than others, and I'll be encouraging everyone to speak up.
- You do not have to answer any specific questions you do not want to answer. If at any point, you want to pause the recording while you make a specific comment, please ask me.
- The discussion today is private. Please do not discuss or share anything you heard after you leave the focus group.
- If you have a cell phone, please turn it off or put it on vibrate mode.

*Do you have any questions before we start?*

## Focus Group Discussion Guide

*[NOTE TO INTERVIEWERS: TANF agencies may have different job titles to describe the role of the individual that has primary contact with a TANF recipient (e.g., case manager, employment counselor). Prior to the focus group, when indicated, fill in the job title used by the particular TANF agency you are visiting.]*

### Introductions

Let's go around the room and have everyone briefly introduce themselves. Please tell us your first name and how old your oldest child is.

### Discussion Questions

1. How do people usually learn that the TANF office provides housing support?
  - Probes: Do people typically seek TANF cash assistance and find out about housing support? Do other agencies (such as someone from the housing program) refer people to the TANF office specifically for help with housing?
2. Let's talk about what happens after people are approved for cash assistance... After applying for and being approved to receive ongoing cash assistance or one-time assistance from [Name of TANF program] what are the next steps? [Probe: Who do people work with? [Names of TANF Staff] at [Name of TANF Program]?)
  - What assessments or activities do people typically have to do first?
3. What kind of plan does the [Name of TANF Program] [TANF program staff] develop to address people's needs or barriers? Do the plans address housing needs?
4. How and when does the [Name of TANF program] [TANF program staff] talk about the housing services available?
  - What is the process for obtaining these housing assistance services? [Probe: Do you think referrals occur at the right time (e.g., not too soon or too late)?]
5. What do people have to do and who do they meet with to obtain housing assistance from [Name of TANF program]?
6. What services do/did people typically get at [Name of Housing Program]? [Probe: housing assistance, case management, employment services, financial and credit counseling, legal services, short-term rental or mortgage assistance, emergency assistance, diversion assistance, security and utility payments, moving assistance, motel and hotel vouchers, cash assistance; non-assistance- supportive services]
7. How does [Name of TANF program staff] communicate or coordinate with staff at [Name of Housing program]?

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- Do clients ever meet with [*Name of TANF program staff*] and staff at [*Name of Housing program*] together, or separately?
  - How often do clients meet with each of them?
  - What is a typical meeting with [*Name of TANF program staff*] like? How long do people meet with them, what do you usually talk about, where do the meetings happen?
  - [*If not mentioned before*] Do people talk to [*Name of TANF program staff*] about housing? How often? Have they been able to help people with housing in the past? Give me a few examples of instances when [*Name of TANF Program Staff*] have helped people with housing.
8. What types of services would be helpful that are not currently offered through [*Name of TANF program*]? Through [*Name of Housing program*]?
9. What program requirements do people have to meet in order to receive services through [*Name of TANF program*]?
- What happens if someone fails to comply with those requirements? Can that jeopardize housing assistance in any way?
10. Before we end, is there anything else you would like to say?

Thank you for participating in this focus group today – we discussed a lot of information. This information you shared will help the Administration for Children and Families and others who run TANF programs and related services improve their programs. As mentioned before, as a token of our appreciation, [*NAME OF RECORDER*] will pass out the gift cards. Thank you again for your time.