

## Focus Group of MOMS Moving Forward Group Coaches

### Instructions for moderators

*Before you begin, read the verbal consent script. Ask each respondent to respond to two requests for consent: (1) consent for participating in the focus group and (2) consent to record the focus group. Do not record the focus group if you do not have all the respondents' consent to do so. Do not start recording until after all the respondents have agreed.*

### CONSENT SCRIPT

**First round:** Thank you for taking the time to speak with us today. My name is [NAME 1], and I work for a research organization called Mathematica. [NAME 2] is also from Mathematica and will be taking notes during today's focus group. Our discussion today will help us understand what is working well and what is not working well in the MOMS Moving Forward sessions. Based on this discussion, we will work with you and other Viability staff to improve the sessions. This is the first of up to four meetings like this.

**Later rounds:** Thank you for taking the time to speak with us today. As a reminder, my name is [NAME 1], and I work for a research organization called Mathematica. [NAME 2] is also from Mathematica and will be taking notes during today's focus group. As a result of our last discussion, some changes were made to the MOMS Moving Forward sessions. Our discussion today will help you and other Viability staff further improve the sessions.

Participation in this focus group is voluntary. There are no penalties or consequences for deciding not to participate in the focus group. We would like to hear from each of you, but you do not need to answer any question that is asked during the focus group.

We would also like your permission to record the conversation, so we can accurately capture what you have to say. If you do not agree to the recording, you can still participate, and we will not record it and [NAME 2] will take notes. Only Mathematica and Viability staff will have access to the recording and notes.

Do you have any questions about the study?

Before we can begin, I need to confirm your participation by asking you two questions:

- Do you agree to participate in the study? *Yes/No*
- *If yes:* Do you agree to the audio recording? *Yes/No*

### A. Ground Rules

Now I just need to go over a few ground rules.

- A focus group is just a guided discussion. As the facilitator, I have a set of questions that I'd like to cover today, but we encourage open conversation.
- This discussion will last up to 60 minutes.

- Please speak one at a time, in a voice as loud as mine and mute your phone if you're not speaking so we don't get background noise. We also hope you will use the video feature so we can see you. This will help me follow the discussion and it will also help us with the recording and notes.
- We really want to hear from everyone today, but you don't have to answer every question.
- There may be times in the discussion where you feel differently from others and we want to hear about that. Even though you may feel differently than others in this [virtual] room, you represent others who aren't participating today who may have similar feelings.
- We want to hear the good and the bad – there are no right or wrong answers here, and we respect differences of opinion.
- This session is private. We ask that you respect each other's privacy once we end the focus group– in other words, what happens in the focus group stays in the focus group!

Does anyone/Do you have any questions about the ground rules or about this discussion? (*Facilitator addresses any final questions and turns on recorder if all consented.*)

**B. Introductions**

1. To start, we would love to have everyone share:
  - a. Your first name
  - b. Your role at your agency or with MOMS Partnership

**C. MOMS Partnership Moving Forward Sessions**

1. How are the logistics of the sessions working? *Probe for the following:*
  - a. For in person sessions, how is the location working? Are participants able to get there easily and on time?
  - b. How is the room? Would you suggest any changes to the set up? Does the structure work for participants?
  - c. What has worked well with holding the sessions virtually? What has been challenging? Are participants able to navigate the technology? Are participants engaged?
  - d. Which appears to work better for participants, virtually or in person? Why? Which works better for you? Can you say more about that?
  - e. What times and days of the week seem to work for participants? Why?
2. What would you change, if anything, about the logistics of the sessions?
3. About how many participants are showing up to the groups? How is the number influencing the group dynamic? What feels like the ideal number of participants to attend the groups? How many is too many? How many is too little?
4. To what extent are participants showing up consistently for the groups? What do you do when a participant doesn't show up? What engagement strategies appear to work best?
5. What strategies have you used to encourage participants to show up for the groups (for example, reminders)? Which strategies appear to work best? What is not as effective?
6. How is the structure of the groups working? What works well? What is challenging? How would you improve it?

7. Which topics are participants bringing up during the group? What content, if any, are you sharing during the groups? How does that appear to be working? What additional topics might be beneficial?
8. What additional supports or resources might you need to improve the quality of the groups?
9. How do the individual sessions differ from the groups? Do you think participants get as much or more out of the individual sessions? Do people bring up different topics?

Thank you for sharing your opinions and experiences with me today. This has been very helpful. Please contact me directly if there is anything you would like to discuss or if you have any concerns.

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