

[This protocol lists a number of questions that might be selected for a typical focus group or interview. It is not intended that a focus group or interview would include all of these questions. Instead, this serves as a bank of focus group and interview questions from which to choose. Focus groups will last between 60 and 90 minutes. Interviews will last approximately 1 hour].

Focus Group Introduction:

Thank you for agreeing to participate in this focus group discussion. I'm [insert moderator name], and I will facilitate today's session. I am joined by [insert support staff and their role].

Each of you has been selected because you [insert specific reason for participation]. The information gathered in this focus group will be used to inform OVC TFM C's services. [Briefly introduce OVC TFM C in a way that makes sense for current context]

In a group such as this, it is important you express yourself openly. There are no right or wrong answers. We want to know what you think. We are recording the session to ensure accuracy. However, your response will not be linked with your name or affiliation in any way. Everything will be anonymous. Recording will not start until after introductions.

Because we are recording, I may remind you occasionally to speak up and to talk one at a time, so I can hear you clearly when I review the session tapes. I am your moderator, but I want the interaction to flow among you. Each time I ask a question, there is no need for everyone around the table to respond. However, it is important that a wide range of ideas are expressed. If you would like to add an idea, or if you have an idea that contrasts with those that have been shared that's the time to jump into the conversation. You don't have to go in a circle. There is no such thing as "your turn." It's always your turn.

Before we get started with introductions, let's lay some ground rules for how today's discussion will operate. [Have standard ground rules for all groups, including restroom, timeframe, talking one at a time, respecting divergent opinions, having conversations stay in the room, etc.].

If you have any questions about this focus group, please contact [insert contact information and reference business cards]. Any questions before we begin?

1. Introduction and Ice Breaker

- Let's start with introductions. Please give us your first name only and [insert ice breaker question and encourage "popcorn style" responses by participants].

[start recording]

Interview Introduction

Thank you for agreeing to participate in this interview. I'm [insert name], and I will facilitate the interview today. I am joined by [insert support staff], and s/he will be taking notes.

In order to help OVC TFM C better serve the field, we are interested in your feedback since you've received the training and technical assistance (T/TA). Participating in this interview is voluntary; you may end the interview at any time and choose not to answer questions. We will protect the confidentiality of your responses using procedures we have in place, including reporting all information in aggregate to avoid identifying information. Only members of the OVC TFM C Evaluation Team have access to information that could identify respondents.

Before we get started, do you have any questions about this interview?