

Resident Interviews

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Opening:

Hello, I appreciate that each of you are taking the time to speak with me today. My name is [INSERT FULL NAME]. I am [working on a team with OCS and UMKC] and am part of a research team conducting a study about the Affordable Housing and Supportive Services Demonstration program that you've been working with through [organization name]. Before we get started, I want to review the informed consent information that we provided to your coordinator to share with you. [Review copy of informed consent]. I want to emphasize that this conversation is voluntary. You are free to leave at any time, and you are not required to answer any questions during this conversation that make you uncomfortable. There will not be any consequences if you choose to not participate. The research team will keep the information you share during our conversation private. We will not share it with anyone who is not on the research team. No personally identifying information is being collected. You will not be identified in any reports about this research.

Do you have any questions about the research study? Finally, ACF may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB # is 0970-0628 and the expiration date is 09/30/24. If you have any comments on this collection of information, please contact[email]. If you have questions or concerns about your rights as a research participant, you can call the UMKC Research Compliance at 816-235-5927.

We anticipate the conversation will take about 90 minutes. As a token of our appreciation for your insights today, we will provide you with a \$50 token of appreciation at the end of our discussion.

We have one final piece of housekeeping. With your permission, I would also like to transcribe this discussion today, so that I can focus on what you are saying and not on taking notes. Do you wish for this conversation to go without a transcription? [Begin transcription if no objections. If there are objections, inform the participant that we will take detailed notes. If the person does not wish to participate, let them know that they are free to leave and are not required to respond to questions].

Questions:

1. Tell me a bit about what brought you to this community?
2. What services or resources are you aware of being offered in your apartment community?

How did you learn about these services? When did you learn about them?

Have you noticed any changes in the services being offered in the past year?

Have you heard about [list any services offered by grant recipient but not mentioned by participant] being offered in this community?

How do people in the community access the services? Are these services easy to access?

Are there services that are not currently offered in this housing community that would be really helpful to you or others in the community? What services do you wish were being provided for yourself or others?

3. What services If you're comfortable, can you tell me about which services you chose to use?
 - a. For each service, probe for:
 - i. When did you begin using that service?
 - ii. How often did you engage in that service?
 - iii. Was it useful? Why or why not?
 - iv.
 - v. For each unaccessed service offered by the community:
4. You did not mention using [service]. Can you tell me more about why you haven't chosen to use this service? Do you feel comfortable accessing these services in your housing community? Why or why not?
5. Would you prefer to get these types of services in your community or somewhere else? Why?
6. Do you work with a staff member to access services?
 - a. Who did you work with most often? How often did you work with them and for how long? Where did you work with them?
 - b. Probes for staff members individual works with regularly:
 - i. Are you currently working with this staff member? If not, how did the relationship end?
 - ii. What are some of the things the staff members does with you or your family?
 1. Probe for regular meetings
 - a. What do you talk about? Walk me through typical meetings? (content, time, tools/activities)
 - b. Are these sessions useful?
 2. How did you feel about working with the staff member?
7. How have the services impacted you or your family? How did the services support these changes for your family?
8. How have these services impacted your neighbors or the rest of the housing community? How do you think the services supported changes for your neighbors or community?
9. Before we close, I want to make sure I understand what's most important about services available in people's housing communities. What do you think is the most useful thing that could

be done in other communities like yours? Is there anything else you want to share about accessing services in your community?

Thank you for participating in this session today!