



OMB #: XXXX-XXX, Expiration Date: XX/XX/202X

Instrument 4: SAVES Focus Groups with Child Support Staff at Demonstration Sites

Introduction and Consent

Hello, my name is [NAME], and I'm with [Role and Organization]. Thank you for taking the time to speak with us today.

We're conducting this focus group as part of the Safe Access for Victims' Economic Security (SAVES) Demonstration, which is a project funded by the federal Office of Child Support Services (OCSS) within the Administration for Children and Families (ACF). The project seeks to strengthen the child support program's response to survivors of domestic violence by learning from the experiences of staff like you at SAVES demonstration sites.

Today's discussion will focus on your experiences implementing safety-focused interventions for DV survivors within your agency; for instance, what has worked well, what challenges you've faced, and ideas for improvement. Your input is incredibly valuable to shaping future guidance and support for the field.

Participation is voluntary. You can skip any question, speak only to what you're comfortable sharing, or leave the group at any time. The discussion will last approximately 90 minutes. With your permission, we'd like to audio record this focus group to make sure we capture your feedback accurately. Recordings will be stored securely, used only by the research team, and deleted once transcribed and de-identified. De-identified data means we remove information like your name, location, or anything else that could identify you, so no one can tell who shared the information. Quotes may be used in reports, but no names or identifying information will be included.

Although we will protect your privacy, please note that this is a group setting, so we ask everyone to respect each other's privacy and not share what is discussed outside this space. To

The Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to better understand efforts to increase safe access to child support, parenting time, and establishment of parentage services for survivors of domestic violence. Public reporting burden for this collection of information is estimated to average 90 minutes per response, including the time for consent and instructions. An agency 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 number and expiration date for this collection are OMB #: XXXX-XXXX, Exp: XX/XX/202X. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Center for Policy Research; 1570 Emerson Street Denver, Colorado 80218.

respect the privacy of those who are not present, it also remains important that you not share identifiable information about others during this focus group.

You will not receive payment for your participation, but your insights will contribute directly to improving the safety and effectiveness of child support services.

Do you agree to participate in this focus group?

- ☐ I agree to participate
- ☐ I do not agree to participate → Thank them and end the session

Do you agree to be audio recorded in this focus group?

- ☐ I agree to be audio recorded
- ☐ I do not agree to be audio recorded → Do not proceed with recording any of the focus group

Do you agree to have de-identified quotes used from this focus group?

- ☐ I agree that my de-identified quotations may be used in reports or publications
- ☐ I do not agree that my de-identified quotations may be used in reports or publications

Thank you again for contributing to this important work. Let's begin with a brief round of introductions. Can you please share:

- *Your name and role*
- *How long you've been with the agency*
- *Your involvement with [insert intervention here]*

Focus Group Questions (with Optional Probes)

1. Initial impressions

What were your first impressions or expectations when [insert intervention here] began? How have those impressions changed over time?

Probes (as needed):

- a. What were your early hopes or concerns?
- b. Has it influenced your role or how you approach your work?

2. Implementation experience

What aspects of [insert intervention here] have been easiest to implement? Which have been most challenging?

Probes (as needed):

- a. What helped your team overcome challenges?
- b. Have you made adjustments over time?

3. Day-to-day impact

Has [insert intervention here] affected your day-to-day work or team operations?

Probes (as needed):

- a. Has it changed how you interact with clients or coworkers?
- b. Are there new tools, workflows, or routines involved?

4. Survivor experience and safety

From your perspective, how is [insert intervention here] affecting survivors' experiences with child support? Are there ways it supports or complicates survivor safety?

Probes (as needed):

- a. Have you received any feedback from clients or advocates?
- b. Do different people on your team view this differently?

5. Collaboration and coordination

Has [insert intervention here] changed how your team collaborates internally or with outside partners?

Probes (as needed):

- a. Are there new partnerships or workflows?
- b. Have you learned anything from working across agencies?

6. Internal culture and communication

Has this work affected how your agency talks about domestic violence, safety, or trauma?

Probes (as needed):

- a. Are these topics discussed more often—or more openly—than before?
- b. What role has leadership or staff training played?

7. Lessons and recommendations

What are the most important lessons your team has learned from [insert intervention here]? What would you recommend to others starting a similar effort?

Probes (as needed):

- a. What were the greatest challenges you experienced while designing and/or implementing [insert intervention here]?
- b. What modifications or improvements did your team make throughout the design and/or implementation process?
- c. What would you do differently if starting again?
- d. Has anything about this process surprised you?

8. Looking ahead

What are your thoughts about the future of [insert intervention here]? What would you want leadership or other decision-makers to know?

Probes (as needed):

- a. Are there plans to sustain or expand it?
- b. What support or resources would help?

9. Closing

Is there anything we didn't ask that you think is important to share?