

Purpose: To gather feedback on service awareness, access, and participant experiences with services to inform future CAB recommendations.

1. Knowledge of Services

- a. What services are you currently aware of that are available to you?
- b. How did you first learn about these services?
- c. How easy or difficult is it to find information about available services?
- d. Are there any services you think exist but are unclear about?

2. Access to Services

- a. Have you tried to use any of these services? What was your experience?
- b. What barriers make it hard to access services? (Examples: transportation, cost, hours, language, technology, childcare)
- c. What has made it easier for you to access services?
- d. Are there certain times or methods of contact that work best for you?

3. Needs and Gaps

- a. What are your biggest current needs right now?
- b. Are there services you need that are not currently available?
- c. What support would make the biggest difference for you or your family?
- d. Where do you feel current services fall short?

4. Communication and Improvement

- a. What is the best way for organizations to share information with clients?
- b. What would improve your experience when seeking help?
- c. If you could change one thing about current services, what would it be?

5. Closing

- a. Is there anything else you'd like us to know that we didn't ask?