

## 2.2 System Navigation and 2.3 Working Together Data Collection Protocols

### “Parent Café” Questions

Target audiences: Head Start/Early Head Start parents, parents in child welfare system, kinship and foster parents, low-income parents

Parent Café Questions
<p>1. <b>When your family or a child in your care has a problem, how do you find the right person or place to help you?</b> <b><u>PROBE:</u></b> <i>For families not connected to this agency, how would one find the right person/place to help?</i></p> <p><b><u>PROBE:</u></b> <i>Recall the time when you were expecting or had a very young child... How did you find the help you needed?</i></p>
<p>2. <b>Once you are connected with an agency or person that can help, what makes that assistance a good experience? Less helpful?</b> <b><u>PROBE:</u></b> <i>Tell us about your experiences working with multiple agencies.</i></p> <p><b><u>PROBE:</u></b> <i>Recall the time when you were expecting a baby or had a very young child.... What made the help you receive a good experience?</i></p>

### Focus Group Questions

Target audiences: *promotores* and parent advocate staff, including staff that work with families in child welfare system, staff working with families with mental health concerns, and *promotores* working with indigenous Mixtec families.

Focus Group Questions:
<ol style="list-style-type: none"><li>1. What are the <b><u>types of problems</u></b> facing families on your caseload?</li><li>2. What types of family <b><u>issues are more difficult</u></b> to address?</li><li>3. When it is needed, what makes a <b><u>referral to another agency</u></b> a success? Less successful?</li><li>4. When you refer a family to other services, how do you know the <b><u>family's needs were met</u></b> by the other agency?</li><li>5. How does it work to <b><u>coordinate or sharing case management when another agency is involved with a family?</u></b></li><li>6. What can be done to <b><u>improve cross-agency coordination or joint case management?</u></b></li><li>7. From your perspective, what <b><u>types of services are most needed by vulnerable families expecting a child or with a very young child?</u></b> What types of services are most difficult for these families?</li></ol>