**Focus Group Questions**

1. **Accessibility:**
2. What are some of the challenges you have experienced while trying to access services and programs at [Agency name]?

* Probes: Have you experienced challenges around transportation, language, time/hours of operation, staff availability, etc.?

1. What do you think would make these things better?
2. **Effectiveness:**
3. How have the programs and services at [Agency name] helped you (and your community) improve your health and well-being?

* Probes: Have you noticed any improvements physically (body), mentally (mind), socially (community strength and safety), etc.?

1. Is there anything that can be done to improve your health and/ or community health and well-being?
2. **Equity:**
3. To what extent do you feel comfortable and welcome at [Agency name]?
4. What makes you feel that [Agency name] is a welcoming space for you?
5. Is there anything that makes you feel unsafe or uncomfortable at [Agency name]?

* Probes: Have you ever felt unsafe or uncomfortable because of your race, ethic group, age, gender, sexual orientation, income, level of education or because English is not your first language, etc.?

1. **Patient Centeredness:**
2. Have the programs and services at [Agency name] met your needs? How?
3. How often do the staff help connect you to the services and programs you need at [Agency name] or in your community?
4. **Client Satisfaction:**
5. How can [Agency name] improve your level of satisfaction with their programs and services?
6. Would you refer a family member or friend to [Agency name]? Please explain why or why not?