



**INTERVIEW AND DISCUSSION GUIDE**

**RESEARCH PROJECT TITLE**

**Portrait of practices and outcomes of community outreach work on the parents’capabilities to promote children’s global development**

**RESEARCH TEAM**

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**INTRODUCTION**

**With individual interview**

Hello **[*nom du parent’s name*]**,

My name is [***interviewer’s name***]. I work for [***function and estiblishment***]. Thank you for your acceptation to participate at this interview. It’s very important for us to have the parents’ testimony. Can I address you informally ?

In Estrie, there are many people that do community outreach work, like **[*First name and Last name of the community outreach worker that accompany the parent*].** We define community outreach work as all action done by thirds in the living environment of parents or by a support group to those parents. Community outreach work with families is a relatively new way to intervene. We want to understand the work of **[*community outreach workers (use the title of the job known by the parent)*]** and his impact on the families.

Today, I will ask questions and listen to you. You are not obligated to answer to every questions. You just have to say it if you don’t want to and I will skip to the next question. You can ask me to repeat questions or to explain them in an other way. There are no good or bad answers. You have to say what you really think. Our interview will last approximatively 1 hour. If you need a break, don’t hesitate to say it to me. **[*First name of the community outreach work*]** and his employers won’t be able to know your answers. If there are negatives aspects you think of, be comfortable to say it. Your name won’t be in the research report or everywhere else. It will be impossible to recognize that you said something. Do you agree that i record our conversation? It will help me to listen again the interview and don’t forget what you said. I will destroy the record when the research report will be written. Do you have any question before we start?

**With discussion group**

Hello,

My name is [***interviewer’s name***]. I work for [***function and estiblishment***]. Thank you for your acceptation to participate at this discussion. Without you help, this research wouldn’t have been possible. In Estrie, there are many people that do community outreach work. We define community outreach work as all actions done by thirds in the living environment of parents or by a support group to those parents. Community outreach work with families is a relatively new way to intervene. We want to understand the work of community outreach workers and his impact on the families.

Today, I will ask questions and listen to you. You are not obligated to answer to every questions. You just have to say it if you don’t want to and I will skip to the next question. You can ask me to repeat questions or to explain them in an other way. There are no good or bad answers to the question asked. You might have different opinions and it’s normal. I want to hear all your point of view. Then, you have to say what you really think. Our discussion will last approximatively 1 h 30. During the group discussions, certain people might talk more than others. I wish to hear everybody, because everybody has particular expectations. It means that there is a possibility that a interrupt you and I invite other persons to talks. Don’t be offended if it happens, it’s not personal. You can use provided papersheets to take notes. It will help to keep ideas in your mind while waiting for you turn. Your name won’t be in the research report or everywhere else. It will be impossible to recognize that you said something. Community outreach workers and his employers won’t be able to know your answers. Do you agree that i record our discussion? It will help me to listen again the interview and don’t forget what you said. I will destroy the record when the research report will be written. Do you have any question before we start?

**INDIVIDUAL INTERVIEW (ESTIMATED TIME = 60-75 MINUTES)**

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**Objective #1:** Drawing a portrait of community outreach work done by community outreach workers in the local network of partners (LNP) of Estrie. **[+/- 25 minutes]**

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**For children’s parents**

Q1) Tell me about you last meeting with ***[first name of the community outreach worker]*** ?

Q2) How did you meet ***[first name of the community outreach worker]*** ?

-How did you feel during you first meet?

-What are you doing together now ?

Q3) How do you describe de role of ***[first name of the community outreach worker]*** ?

-Are you confident with him ? Why?

-What do you enjoy of his presence that you can’t find elsewhere else ?

Q4) When do you meet ***[first name of the community outreach worker]*** ?

-Why?

-For how long do you see eachother?

Q5) How do you keep contact between your meetings?

**For community outreach work, institutional partners or other intersectoral partners (scholar, municipal)**

Q1) What are the characteristics of children/families who are accompany by a community outreach worker on your territory?

Q2) What do live children and families ? What are their reality ?

Q3) Why those families needs to be accompany to services that can respond to their needs ?

-Expressed needs ?

-Unexpressed needs ?

Q4) What approaches do community outreach workers use to join families living in a vulnerability context ?

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**Objective #2**: Documenting the outcomes of community outreach work done by community outreach workers in the LPN of Estrie, especially about the children’s global development and families’ needs of the ones working with a community outreach worker (how parents and partners perceive the community outreach worker). **[+/-30 minutes]**

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**For children’s parents**

Q6) Concretely, What your meetings with ***[first name of the community outreach worker]*** have changed for you or your children ?

Q7) Is there a situation that ***[first name of the community outreach worker]*** wasn’t able to help? If yes, why?

Q8) Do you notice changes of your child since you know ***[first name of the community outreach worker]***? If yes, which ones?

-Fuel de discussion with Dr. Clapperton’s grid

-How those changes help your child to develop well ?

Q9) How ***[first name of the community outreach worker]*** would better meets your needs or the one of your children?

Q10) Towards which services did ***[first name of the community outreach worker]*** refer you ?

-[Give examples]: Food banks ? Other services ?

-How does he accompany you toward those services ?

-Did you use those services ? Was it useful? (ask for a description)

-Did the fact that ***[first name of the community outreach worker]*** talk to you about those services have had an impact on your decision to use them ?

**For community outreach work, institutional partners or other intersectoral partners (scholar, municipal)**

Q5) How community outreach work dispensed by community outreach workers on your territory meet the needs of targeted parents, children and families?

-And how community outreach work meet the needs of your organization ?

Q6) What techniques are used by a community outreach worker to approach families and other partners ?

-Are there more efficient strategies than others ? Other that are less efficient? Which one? And why?

Q7) How do you identify places to invest by the community outreach work acting with families having children between 0 to 5 and being in a vulnerability context?

Q8) Is Community outreach work the best way to meet the needs of parents, children and families on your territory?

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**Objective #3:** Documenting the nature of collaborations between community outreach workers and community partners, the barriers and the facilitators to the implementation of community outreach work. **[+/ 20 minutes]**

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**For children’s parents**

Q11) What is the plus value of community outreach work comparatively to traditional services [scholar, municipal, community, healthcare system] ?

-What does it bring you that your doesn’t find elsewhere in other services ?

-Can you give me concrete examples ?

Q12) Do you have an impression that all the professionals talk together, or you have to repeat constantly your story to them?

**For community outreach work, institutional partners or other intersectoral partners (scholar, municipal)**

Q9) What is the plus value of community outreach work comparatively to traditional services [scholar, municipal, community, healthcare system] ?

-Are there elements of community outreach work that you don’t find in traditional services ?

Q10) What is the nature of collaboration between partners, community outreach worker and organisms on you territory ?

-How community outreach work is complementary to your work ?

-How do you qualify your collaboration with the community outreach worker on your NLP ?

Q11) What are the mechanisms of communications that exist between community outreach workers and partners working for the children development?

- Partners from healthcare system

-Other partners (scholar, community, municipal)

Q12) What are the essential elements for the collaboration between the community outreach worker and other partners to better meet collectively the needs of children and parents?

Q13) What are the obstacles that harm the community outreach work in your environment ?

Q14) What are the facilitators to community outreach work in your environment ?

**Conclusion**

Thank you another time for your participation. I will listen and relisten our today’s interview to analyze it deeply. Don’t worry, it will be impossible to identify you. When the analysis will be completed, I will destroy the record of the discussion. If you have any question left, I am entirely available to reply to it. Thank you again and have a good day.

**DISCUSSION GROUP (ESTIMATED TIME = 90 MINUTES)**

**Scientific context**

Researches on community outreach work are mostly limited to show the amount of joined, the type of intervention realized by the community outreach worker, and perceived effects of this intervention by the community outreach worker and some families. Even if there are a good amount of results, they offer a partial portrait of the community outreach work practice. We will try to have an idea of the amount of Estrians who have been joined, and most of all, the interview will try to go further with this discussion, notably with the link between community outreach work and children’s development.

**BRIEF TABLE TOUR FOR THE PARTICIPANTS PRESENTATION**

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**Objective #1:** Drawing a portrait of community outreach work done by community outreach workers in the local network of partners (LNP) of Estrie.

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**Opening questions [15 minutes]**

1-Can you describe the job of the community outreach worker in Estrie?

2-How does the community outreach worker promote children development and meet the parents’need?

3- How does the work of the community outreach worker meet the territory and organisms needs?

**Introduction questions [15 minutes]**

4-How do you identify places where community outreach workers 0-5 years of age can join families living in a vulnerability situation?

5-What approaches community outreach workers do use to join families?

**Transition questions [15 minutes]**

6- What are the characteristics of children/families who are accompany by a community outreach worker on your territory?

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**Objective #2**: Documenting the outcomes of community outreach work done by community outreach workers in the LPN of Estrie, especially about the children’s global development and families’ needs of the ones working with a community outreach worker (how parents and partners perceive the community outreach worker).

**Objective #3:** Documenting the nature of collaborations between community outreach workers and community partners, the barriers and the facilitators to the implementation of community outreach work.

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**Principal questions [40 minutes]**

7- How community outreach work dispensed by community outreach workers on your territory meet the needs of targeted parents, children and families?

8- What is the plus value of community outreach work comparatively to traditional services [scholar, municipal, community, healthcare system] ?

-How does the community outreach work is complementary to the traditional service offer ?

-Are there redundancies with other services ?

9- What is the nature of collaboration between partners, community outreach worker and healthcare partners on you territory ?

10- What is the nature of collaboration between partners, community outreach worker and other partners on you territory (scholar, municipal, community) ?

11- What are the essential elements for the collaboration between the community outreach worker and other partners to better meet collectively the needs of children and parents?

12-What are the obstacles of the implementation of community outreach work in you environment ?

13-What are the facilitators of the implementation of community outreach work in you environment ?

14-How would you measure the efficiency of community outreach work on your territory?

**Closing question [*5 minutes]***

15- Do you want to touch on other subjects as part of this discussion?

**Conclusion**

Thank you another time for your participation. I will listen and relisten our today’s discussion to analyze it deeply. Don’t worry, it will be impossible to identify you. When the analysis will be completed, I will destroy the record of the discussion. If you have any question left, I am entirely available to reply to it. Thank you again and have a good day.