

No Wrong Door Planning Process Consumer/ Caregiver and Frontline Staff Focus Group Questions February 18, 2015



Consumer/ Caregiver Questions

- What kind of non-medical services do you use regularly?
- What do you remember about how you first got connected to those services?
- What worked really well about that process?
- What didn't work well? Or at all?
- If we were starting from scratch, how would you have it work?
- If you could make just one thing easier about getting connected, what would it be?
- Anything else?

Frontline Staff Questions

- What are the biggest issues facing agencies like yours?
- How do those issues impact your day-to-day work?
- How do they impact your clients?
- What does it look like when everything works like it's supposed to? What are the critical factors that help successfully connect clients to services?
- What are the ongoing obstacles to successfully connecting clients to services?
- If you could change just one thing, what would make the biggest difference?
- What's the one thing people designing No Wrong Door need to know about your clients?
- About frontline staff?
- Anything else?