**Focus Group Questionnaire Guide - CHWs**

1. Tell us about your experiences as a CHW through your role and work.
   1. How do CHWs empower the community/clients/patients?
   2. How are CHWs promoting prevention and chronic disease management?
   3. How do you interact with physicians? Community Business Organizations (CBOs)? Payers? Other health care providers?
2. Can you describe how you work with your clients?
   1. How do community members/clients/patients encounter CHWs?
   2. How do you prefer to be called? (name)
      1. What do patients call you?
      2. How are you different than CHWs?
      3. Is there a better phrase/name?
3. Are there hesitation working with UH? Trust? University partners?
   1. What is the community history with UH? Insurance companies? Other organizations?
   2. Undocumented/immigrant populations?
   3. How many clients do CHWs typically have at any given time?
4. We know there’s evidence that CHWs improve health outcomes. Can you tell me about your experience working with a client to improve their wellbeing/ a specific disease outcome?
   1. Please tell me about a time you filled a primary care void in an underserved community. What were some of the biggest lessons? (health equity lens)
   2. How are CHWs helping to advance health equity in their respective communities?
5. Other than your day-to-day role, in what other areas do you see CHWs as a great resource, yet untapped?
   1. Where do you see growth in the work done by CHWs?
   2. Now, I want you to think about barriers to entry. What are some of the barriers or reasons why you think CHWs yet untapped in that area?
6. Tell us about any changes in your work since when you first started (e.g., scope, caseload).
   1. How has COVID-19 impacted your work with clients?
   2. In your opinion, how can CHWs play a role in addressing the COVID vaccine hesitancy?

**Focus Group Questionnaire Guide - Community Stakeholders**

1. Tell us about your interactions with CHWs.
2. Where did this interaction take place?
3. Why did it happen?
4. Who else was involved?
5. What services/assistance did you receive from the CHW?
6. Can you describe the work done by CHWs through your perspective?
7. How do community members/clients encounter CHWs?
8. How do CHWs empower the community/clients?
9. How are CHWs promoting prevention and chronic disease management?
10. What is the CHWs role in health care?
11. Where do you see the intersection of CHWs work in your field/role?
12. How has your work and client/patient population benefited from working with a CHW?
13. How are CHWs helping to advance health equity, improve health outcomes, social determinants of health, and overall access to care?
14. How can the CHWs continue to help/support you, your clients/patients, and the community?
15. How equipped are CHWs to navigate health systems?
16. What kind of training and preparedness information do you think is needed to better equip CHWs in the future?
17. Where do you see growth in the work done by CHWs?
18. How has COVID-19 impacted CHWs’ work with you, your clients/patients, and the community?