

Interview guide

I. Introductions and consent.

- a. Researchers introduce themselves.
- b. Confirm name and current job of interviewee (some may be former CHW so confirm if they were ever a CHW)
- c. Describe project:
We are conducting this interview with you to understand the role, functions, perception, and motivations of CHWs program to educate others, and help improve the program for CHWs and the clients they serve. To help us get the information accurately for our analyses, we would like to record this interview, the tape will only be seen for our research purposes and will not be seen by anyone outside the research team. After our research is complete, it will be deleted.
- d. Ask: Can we record this interview? Start recording if there is a positive answer. If answer is no. We will write your answers down but that will slow the process so please bear with us.
- e. (Informed consent should be sent by email ahead for each CHW for review and signature). Say: Rather than read the whole form out loud, I would walk through it section by section and paraphrase, using clear (yet casual) language. Then ask if they have any questions about it.

We will now ask you a series of questions. We expect this to take about 45 mins to 1 hour, please let us know if you need to take a break. I'd reiterate here that they don't have to answer any questions they don't want to answer, or to share anything that makes them feel uncomfortable.

Interview Questions:

(Note: These are the "big picture" questions. Feel free to ask clarifying questions, and to encourage them to talk more if they have given a brief answer.)

1. So how long have you been working as a CHW? Why/how were you drawn to be a CHW? *(What were you doing before? How did you find out about the job?)*
2. Tell us about a typical day on the job, from the time you start until you leave to go home. (Ask a lot of follow-ups here, to really get a good description of what they do at the job.)
3. What agencies do you interact with as part of your work? How do you connect people to services?

4. What are some activities you do in your community? (How does the CHW program help the community?)
5. What are some of the biggest challenges your clients/ communities face?
6. What are some ways in which your clients/ communities are strong or resilient?
7. Tell us about a client of yours that made a big impression on you.
8. Tell us about a situation where you felt very satisfied, because you were able to help a client.
9. Tell us about a situation where you felt frustrated, because you couldn't help a client as much as you would have liked.
10. Tell us one or three things that you think would make your job easier.
11. What do you like most about your job?
12. What do you like least about your job?
13. What do the social determinants of health mean to you? How do you think about the social determinants of health when you do your work?
14. How has COVID affected your job, your clients, and your community?
15. Is there anything else you'd like to share?
16. Do you have any questions for us?

Before we go, we would like to ask you a few more questions, just for informational purposes. (Ask the demographic questions and record the answers in the table below.)

<u>Question</u>	<u>Answer</u>	<u>Follow-up</u>
How much school did you do? (Circle answer)	a) Primary School b) High School c) Tertiary School d) Graduate School graduate	(If College or graduate school: What was your major/ what graduate program did you do?)
What is your age?		
What Race/Ethnicity do you consider yourself?		
Who all lives in your household? (Do you have children? Do you have a partner/ spouse? Does anyone else live with you?)		
How much do you earn in your position?		
Are you the main source of income for your family?		
How long have you worked as a CHW for the Health District?		
Which community do you serve?		(Do you live in the community you serve?)
On a scale of 1 to 10, how satisfied are you with your job?		
In your view, on a scale of 1 to 10, how would you rate the effectiveness of the program in: a) Promoting healthy living?	a) _____ b) _____ c) _____	

b) Supporting people who don't have good access to medical care? c) Educating people about health issues? d) The program overall?	d) _____	
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