

Questions for Partner Representative Focus Group/Interview

1. What is your understanding of HALOS' mission?

2. How would you describe the role of the partner rep in carrying out the HALOS mission?

3. How do you feel about your own involvement with HALOS as a partner?

4. Why is your church or organization involved? What does your church or organization hope to achieve from its involvement?

5. How would you describe the level of support you get from your church or organization?
 - What ideas would you have for increasing the level of support, if it were necessary, or what advice could you share with other partner reps?

6. How do you communicate a client's needs to the group you represent? How effectively is that working? How satisfied are you with their responsiveness?

7. How would you describe your relationship with HALOS staff?
 - What makes it effective?

- What could HALOS staff do to improve the relationship?
- What could you as a partner rep do to improve the relationship?

8. What is your opinion of the orientation/training you received from HALOS?

9. What is your opinion of the monthly partner meetings?

- What suggestions would you have to improve the effectiveness of the meetings?

10. What is your opinion about the paperwork that HALOS asks you to complete?
(i.e., the Monthly Report of Volunteer Hours and Donations)

11. How would you describe your relationship with your caseworker?

- What makes the relationship effective? What do you do to make it effective?
What does the caseworker do to make it effective?
- What suggestions would you have for improving your relationship with your caseworker partner?

12. How frequently do you communicate with your caseworker? About how many hours a month?

- What methods do you use to communicate with your caseworker?

13. How does the issue of confidentiality affect your involvement with the program?

14. What could HALOS do to recruit more partners?

15. How active are you in recruiting more partners? What has been your experience in recruiting? What obstacles seem to stand in the way of your recruiting? What obstacles seem to stand in the way of those you try to recruit?

16. What is your awareness/perception of effectiveness of HALOS programs?

- Summer Camp
- Back to School
- Birthday Salutes
- Special Needs
- Holiday Giving
- Self-Esteem Enhancement

17. What suggestions would you have to improve any of these programs?

18. Think about the needs of people in the Charleston community and the efforts of HALOS to meet those needs. What needs are addressed most effectively by HALOS? What needs are being overlooked that HALOS should address?

- If HALOS were to offer a mentoring program for kids, what kind of response do you think that would get in your church or organization? Would people be willing to serve as mentors?
- If being a mentor were to require special training, how would that affect people's motivation or willingness?
- If being a mentor were to require at least a 3-month-long relationship with a young person, how would that affect people's motivation or willingness?
- How about mentoring a parent? What kind of response would you get in your church or organization?

19. What other ideas would you have for HALOS to improve the effectiveness of its programs and/or the participation and satisfaction of partners? If you could change one thing about HALOS, what would that be, and what would that achieve?

20. How would you measure HALOS' success?