

APPENDIX 1.
Semi-Structured Interview Guide

Part 1: Confirm Face Sheet Details

Key Informant Background: *[To be filled in before interview]*

Organization/Affiliation _____

Representing _____

Name of interviewee _____

Date _____

Name(s) of Interviewers _____

To start, we would like to confirm some information that we found about your program online.

- 1) We found that your program is based in the _____ {insert type of program here}
and provides _____ {insert types of services provided}
for mainly _____ {insert population here, e.g. children from birth to age 5}.
 - a) Is that correct?
 - b) Is there anything you would add?
- 2) We also found that you are open {insert a broad overview of the times}.
 - a) Is that correct?
- 3) Lastly, we found you serve approximately _____ {insert size of program, e.g., number of people per week/year?}.
 - a) Is that correct?
- 4) *OR Lastly, we were wondering about how many people your organization serves a week/month/year?*

Is there anything else important you would like us to know about your program overall before we move on to the next section?

Part 2: COVID-19 and Next Steps

We would like to hear how your program has been impacted by the COVID-19 pandemic.

- 1) How has COVID affected your organization?
 - a) Has it affected the number of people seeking the service your organization provides? How?
 - b) Have you changed your communication strategy with clients due to COVID? How?
 - c) Have you made any modifications to your services due to the pandemic?
 - i) If yes, what changes have been made? How do you anticipate these changes affecting your services in the future as things improve?
- 2) What have you learned about your program or what has changed as a result of COVID that will stick with your program?

Part 3: Referrals, Client Engagement, and Program Evaluation

Next, we wanted to speak more about how people find your program, how you track your programs utilization, and how your organization measures success.

- 1) How do people find out about your program? Are clients referred to your program?
 - a) *Potential probes: Who can refer? Can clients self-refer?*
- 2) Can you explain the specific engagement process for clients who engage with your program?
 - a) For example, what happens once a potential client finds out about your program? What are the steps that must be taken for them to receive services?
 - b) Do you require appointments?
 - c) What are some of the best practices or recommendations you have for talking to families about food insecurity or their food needs, whether you use them directly or provide them to your volunteers?
 - i) What recommendations do you have to make families feel most comfortable when discussing their food needs?
- 3) Are you familiar with NCCARE360?
 - a) If yes: Do you currently use NCCARE360 for referrals?
 - i) If yes, how do you use NC Care 360 right now? How is it going?
 - ii) If no, do you plan to? What are the barriers to using NCCARE360?
 - b) If no: NCCARE360 is the first statewide network that aims to connect community organizations to healthcare settings that are increasingly screening for social needs, like food insecurity. It allows for electronic placement of referrals to community resources and also incorporates a feedback system for those placing the referral. I can provide a link to more information online if you are interested in learning more after the interview.
 - i) Do you see this as something your organization could use?
- 4) Do you measure the food needs of the individuals coming to your program? How?
 - a) Do you have a specific assessment procedure for children?

- 5) Can you tell me about how you track utilization of your program?
 - a) What specific measures do you track and over what time period? For example, the number of people using the program, how much food is provided, etc.
 - b) Where do you track utilization?
 - c) Why do you track program utilization? For example, is it to meet funding requirements or to apply for more funding?
- 6) What are your processes if you think an individual meets criterion for further services, such as SNAP/WIC (if food pantry), more food weekly (if SNAP/WIC), etc.?
 - a) If you do connect someone with another resource, do you have a way of tracking if your referrals are utilized?
 - b) What do you recommend as best practices for how best to follow up to see if families were connected or if their needs are being met?
- 7) How do you measure the success of the program, if at all?
 - a) Probe: Is this information shared with others? If so, who?
- 8) What sustainability challenges does your program face?

Part 4: Community Engagement

Now we are interested in hearing more about other organizations and individuals you collaborate with and your organization's network.

- 1) Can you list some of the organizations that your organization works most closely with?
 - a) Note if they say there are many: Could you list the 5 most important organizations you collaborate with?
- 2) Can you tell me about what kinds of resources you share with organizations on your network list? For example, these resources might include food, supplies, financial resources, or staff/personnel.
 - a) How frequently do you share or receive resources?
 - b) For those organizations reporting networks: Can you tell me how the collaborations you've described improve the services you offer for your clients?
 - i) Probe: Are all of these organizations child specific?
 - ii) Probe: Would you like to develop more collaborations?
 - iii) Probe: What are you looking for from these collaborations?
- 3) Does your organization engage with community members or other stakeholders beyond providing food assistance?

Part 5: Gaps

Finally, we are interested in hearing more about the gaps in services your organization sees and the potential opportunities to address these needs.

- 1) If you had to identify one thing that could better address the food needs of children in your community, what would it be?
- 2) What specific gaps or barriers, if any, do you see in your program and or the provision of food resources to populations in need?
 - a) Are there specific groups or populations your program is not reaching that you think need more services? If so, who? What prevents you from serving these other populations?
- 3) **What or who are solutions that you imagine could fill those gaps and address these barriers?**
- 4) Would you be interested in being contacted by InCK to discuss a potential partnership with their program?
 - a) *If participant asks:* What would that look like?
 - b) *Response:* Yeah, that is a great question. InCK is still in their 2-year planning period and working out exactly what that will look like. What we would do, if you are interested, is pass your contact information on to a member of the InCK team and they will follow up with you.

As a final question, do you recommend any other programs/individuals we should reach out to help us with this project?

- 1) If so, do you mind providing their name, email, and the program they work with?

Name

Organization/Affiliation

Contact Information

[Conclusion] Thank you for your time spent answering our questions.

Is there anything else important you would like us to share with us?
 May we contact you by email or phone if we have any follow-up questions?

Note response: _____

[Stop Recording]