## DIRECT FROM THE SOURCE: Participant Interviews

By asking participants about their experience with the Healthy Start program and assuring them the information will help make program improvements, Healthy Start programs give participants some ownership not only of their own path, but also of the program’s path. These sample questions are an example of ways in which your staff can collect information about how your Healthy Start program is perceived by the families you serve. These questions can be tailored to fit the needs of your program.

1. What is your overall level of satisfaction with the services and support Healthy Start has provided to you and your family?
2. What services provided by our Healthy Start program are helpful? What other ways could our Healthy Start program support you?
3. Do you plan to continue with the Healthy Start Program? Why, why not?
4. What could Healthy Start have done better to give you the best experience possible?
5. In what ways has your experience in our Healthy Start been different than you thought it would be?
6. Would you recommend our program to your family or friends? If yes, do you know someone who could benefit from our program? May I get their name and number?
7. What suggestions do you have for making our program and services work better for mothers, fathers and families?
8. To help us better deliver services, it helps to know why participants leave our program. Can you share what you have heard from friends or family about why they no longer participate in Healthy Start?