

SMALL GROUP DISCUSSION
Navigating Multiple Systems
FACILITATOR GUIDE YOUTH/YOUNG ADULT SURVEY

Thank you for helping to facilitate this small group discussion on behalf of the Navigating Multiple Systems Survey. The Navigating Multiple Systems Initiative is a statewide, collaborative project led through the NYS Council on Children and Families made possible by through grant funding and participation by the NYS Developmental Disabilities Planning Council (DDPC).

Please share with your group the following reminders to help guide the discussion:

Children and youth often need support from multiple agencies and service systems. The Navigating Multiple Systems (NMS) Initiative wants to make it easier for families, youth and caregivers to get information they need to access services and supports from multiple agencies. We are asking for your help with the development of user-friendly technology-based information tools that may include mobile apps and websites to make accessing services across systems less of a challenge.

Our goals for today are to:

- Engage youth in “thinking out loud” about how they have or will approach finding help and information when they need it, understand what kinds of challenges they anticipate, and what their preferences are for getting the help and information that they need.
- Learn how youth currently access the Internet and with what frequency.
- Learn about their preferences for accessing the Internet.
- Have each participant complete an individual survey instrument for the facilitator.
- Have the facilitator collect all completed surveys.
- Have facilitator summarize important themes from the discussion as well as the facilitator’s overall impressions.

Review guidelines for the group process:

1. Listen actively and respect others when they are talking
2. Participate to the fullest of your ability – all comments and ideas are valuable
3. If you don’t understand something, ask for clarification
4. Any personal stories or examples shared in the group are to stay with the group
5. Stay on topic and task - try to get through all questions

Please begin by handing out copies of the survey to each participant. Describe the purpose of the survey and explain that each participant is asked to complete his or her own survey and submit it before the end of the session. Assure participants that the information gathered includes no identifying information and will be kept confidential.

Inform participants that in addition to asking them to complete the survey individually that they will be asked to talk about their answers to questions 5 – 15.

- Begin by asking them to answer Questions 1 through 4. (There is no need for discussion for the first four questions. Participants may have clarifying questions and you should provide answers to those. The first four questions will allow researchers to consider differences in answers that are related to age, geography, and associations).

Then move on to the focus group part of the survey. Facilitators are asked to submit a summary of the discussion and to include their impressions. The facilitator should ask for a volunteer to serve as the group note taker. In the event that more than one person volunteers, the note takers can alternate or take separate sets of notes. This person will be responsible for ensuring that accurate notes are kept regarding points and issues raised by the group as well as the ensuing discussions around them.

- For Questions 5 – 9 the facilitator should focus on one question at a time. Ask each participant to complete their own answer to a specific question while the group discusses the specific questions. After a brief discussion and when the facilitator senses that most of the constructive comments have been stated, the facilitator may find it helpful to say something like *“This completes our discussion on Question X, or that is enough time on this question. Now take a few seconds and make sure that you have noted your answer. (Pause) Now, moving on to the next Question...”*
- Questions 5 – 9 ask participants about where they will go for help and information as well as what kinds of challenges they anticipate they might need help with. There are no wrong answers here. The questions may be more challenging for some youth than others. Allow the more verbal youth to initiate discussions but remember to invite those who have not contributed to offer their input before moving on to the next question.
- Questions 10 – 15 ask about current access to and use of the Internet as well preferences for how youth would like to access the Internet. These questions are fairly straightforward and should require only a few minutes each for discussion.
- Question 16 does not require a discussion.

After all the surveys are completed please collect them and thank participants for their time and energy. Their input will help us to build a solid foundation for the project.

Facilitator Tips:

- Don't worry if there is some silence, it helps people think
- Ask people who haven't spoken if there is anything they would like to offer
- Be sure everyone has adequate and equal airtime. No one should dominate the conversation.
- To keep people talking or focused, restate what others have said and remind them of what we hope to accomplish today

Thank you in advance for taking our survey!