**Welcome everyone! Today, we’re diving into how to use data not just as numbers on a page, but as powerful stories that showcase your mission. This session is called Data-Driven Narratives: Showcasing Your Mission, Not Just Metrics. By the end, you’ll see how data, combined with family voices, can help us tell a story that drives action.**

**Question Ideas for Families**

This guide offers sample questions to help capture family stories and experiences. The questions are organized by service area to align with reporting categories. Facilitators can use this guide flexibly in focus groups or individual interviews.

# General Experience Questions

* Can you tell me about the first time you connected with this program?
* What made it easier or harder to get started?
* Looking back, what has changed for your family since you started this program?
* If you could change one thing about how services are provided, what would it be?

# 1. Material / Financial Assistance

* Can you share a time when support from our program like food, supplies, or a bill payment help made a difference for your family?
* Which type of support mattered most to you?
* Was there a time you needed this kind of support but could not get it? What got in the way?
* How did this type of support affect your daily life or stress?

# 2. Housing Services

* How did housing support, like rent payment help or shelter, affect your family?
* What was the hardest part about finding safe housing before this program?
* If you used emergency or temporary housing, what worked well for you?
* What could have made housing support even better?

# 3. Information & Referral

* What kinds of referrals or connections to other services did you receive here?
* How did those referrals help you or your family?
* Can you tell me about a referral that was especially helpful?
* Was there a referral that did not meet your needs? What happened?

# 4. Emotional Support

* What has it been like to receive emotional support, like counseling or support groups?
* Did you feel safe and comfortable talking with staff or others?
* Was it easy or hard to get emotional support when you needed it?
* Can you share a time when support made you feel better?

# 5. Education & Workforce Development

* What new skills or knowledge have you learned from this program?
* How have parenting or life skills classes helped you at home?
* How have job or work skill supports helped you?
* What made it hard to take part in classes or job programs?

# 6. Advocacy & Assistance

# What has given you the most hope while being part of this program?

# What advice would you give staff to make this program better for families?

# Is there anything else you would like to share about your experience?

# Closing Reflection

* What has given you the most hope while being part of this program?
* What advice would you give staff to make this program better for families?
* Is there anything else you would like to share about your experience?