# Client Focus Group Questions

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### Intro Script

Hello, my name is [interviewer] and I am conducting a focus group of former public defender clients. This group is an opportunity for the public defender to learn about their former clients’ experiences and use that information to improve their representation, identify gaps in client service delivery, and better address the needs of the community.

This information will be anonymous and is a starting point to further engage with and listen to community members. Your feedback is instrumental to helping the public D\defender implement practices that best reflect the priorities of its clients and work to mitigate many of the collateral consequences that accompany an arrest.

I will ask the group questions about their experience with the public defender, knowledge of community social service providers, and areas to best implement client service delivery. Please answer openly and honestly. We hope to create an ongoing conversation that starts a collaboration between the public defender and [jurisdiction] residents.

## Sample Focus Group Questions

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### Experience with Public Defender’s Office

* Have you or a family member been represented by the public defender?
* If yes, how did you feel about your representation from the public defender?
* Were they effective in providing a good legal defense?
* What could the public defender have done to better support you or your loved one during your criminal case?
* What has been your experience with the public defender in the past?
* What do you hope to see from the public defender in the future to improve this experience?

### Community Needs

* What needs in your community do you feel are not being met? What change do you hope to see with how these needs are addressed?
* What are your general thoughts about social service providers in your community? (Prompts: Health care, law enforcement, community violence intervention, mental health treatment, etc.)
* Can you share with us your thoughts on how to better meet the community needs you have identified?

### Service Delivery

* What are the best ways to reach those most at risk (especially youth)?
* What do you see as the most effective way to interrupt these folks from causing harm or violence in your community (Prompts: Jobs, education, religion, more police, etc.)?
* How can the public defender better address client needs outside of their criminal cases?

### Other

* Is there anything else you want to say that I didn’t ask?