

Appendix A: Survey Questions

Questions to which mobile health program representatives responded during telephone interviews or in writing, September 2006 – April 2007:

1. Within what **environment(s)** does your program provide mobile services (e.g., urban, suburban, rural)?
2. What has contributed to the **success** of your mobile program, and what you would do to make service delivery **more effective**?
3. What **services** are provided via your mobile program, and where are they provided?
4. What **other agencies** participate in or partner with your mobile service program?
5. What **type of mobile unit(s)** does your program use? Please describe the **physical space** on your mobile unit(s) and how the **design** contributes to success of your program (or does not).
6. What **physical and other characteristics** of your program (e.g., location of sites, appearance of van, dress or manner of personnel) help you reach your targeted population?
7. What are the main **barriers to health care** experienced by the population(s) served by your mobile outreach program, and how does the program address those barriers?
8. What **obstacles** has your mobile service program experienced (e.g., funding, equipment, liability, staffing, information management issues), and what strategies has the program used to overcome them?
9. What **marketing and outreach strategies** (if any) does your mobile service program use?
10. Do you have any **materials that you are willing to share** which other mobile service programs might find helpful (e.g., manual, data collection forms, job descriptions, strategic plan)?
11. What **other information** do you think Health Care for the Homeless providers need to know about mobile health programs?