

Interview Protocol for Homeless Participants

For each storyboard, we asked the following questions:

1. Take a moment to read through these drawings. Could you summarize in your own words what the storyboard is about?
2. Have you ever been in a similar situation with service providers? Can you tell me about it?
3. What information did you provide to the service provider? Did you consider that information private?
4. How do you think the information you provided to the service providers was being used?
5. Did you have any concerns about the safety of your information?
6. What would happen if this information was leaked?
7. Looking back at this storyboard, is there anything you would change about the interaction between [storyboard character] and the service provider?

We followed up with additional questions as relevant throughout each storyboard:

1. Did you experience cases where you were not willing to share information or were concerned about how the information was stored and used?
2. How did the service provider respond to your concerns? Were you satisfied with their responses?
3. What kinds of measures could help you feel more comfortable about sharing your personal information?

Interview Protocol for Provider Participants

For each storyboard, we asked the following questions:

1. Take a moment to read through these drawings. Could you summarize in your own words what the storyboard is about?
2. Have you ever been in a similar situation with clients? Can you tell me about it?
3. What kinds of personal information do you collect from clients in these situations? Do you consider that information private?
4. Could you tell us about the ways you use, manage, and store this information?
5. What do you think about the safety of these methods?
6. Are there cases where you would need to share this information with others?
7. What would happen if this information was leaked?
8. Looking back at this storyboard, is there anything you would change about the interaction between [storyboard character] and the service provider?

We followed up with additional questions as relevant throughout each storyboard:

1. Did you experience cases where clients were not willing to share information or were concerned about how the information they shared is stored and used?
2. How did/would you answer? Are clients satisfied with your responses?
3. Are there other measures you might take to help clients feel more comfortable about sharing personal information? Do you get training to handle these situations?
4. What kind of training did you get about handling private information and ensuring security?
5. Were you asked any questions during your job interview about handling private information?