**Supplemental Data Table 1. Additional Perspectives from the Focus Groups:**

**Complete Focus Group Data Including Quotes from Table 5**

| **Consumer Satisfaction Component** | **Subtheme** | Positive/  **Negative Feedback** | **Quotations** |
| --- | --- | --- | --- |
| Program enrollment | Enrollment process | + | * “[These coaches will] sit there and talk to you and answer questions as long as you need them to… they’re not in a rush to get you off the phone… and then they can help you, you know, direct you into where you need to be to get more help.” (Diabetes management) |
| + | * “Every six months I get a letter from my insurance… and it said… ‘Do you need somebody, a navigator?’ and… I had applied to do that and this girl calls me one day and says, ‘Hey, I’m your new navigator,’.…” (Personal goal driven) |
| + | * “Just the process of doing the paperwork [was challenging], but I think it was well worth it.” (Diabetes prevention) |
| + | * “[My doctor] asked me was I a smoker and I told him, ‘Yeah, I’ve been smoking since I was 15.’ So I told him I really wanted to quit.” (Smoking cessation) |
| \_ | * “You do a physical, they got to check with Medicaid or Medicare to make sure you qualify through them. It takes a little while for them to get everything, all the paperwork together. Then you come in, you do a couple meetings, they do a stress test or a walk test on you, see how far you can go. It’s just, it’s a lot of different things before you can get going.”   (Weight management) |
| Program participation | Enrollment timing | \_ | * “Actually, I wanted to start the program a year before I started.… My blood pressure was really high when I decided to apply for [the program] but [the doctor] couldn’t [enroll me] at that time because… even though I’m obese I’m not prediabetic.” (Diabetes prevention) |
| \_ | * “I remember it being you had to get it approved through the doctor and then it was a waiting game to hear from somebody. But I don’t remember how long I waited from the time I requested it.” (Weight management) |
| \_ | * “I heard about the program…I think it was August they were starting and I couldn’t get in until February because of blood tests and things like that.” (Diabetes prevention) |
| + | * “I had to go to the heart center, and they needed to give me a checkup, and then I could apply over here.... I waited, not a very long time, about a week until I went in the program.”   (Diabetes management) |
| + | * “It was perfect because [you had] time to kind of get your mindset into [it].… ‘This is what I’m going to do if I make it, this is what I’m going to do when,’… get yourself kind of ready for the first step of getting in the program.” (Weight management) |
| Program requirements | + | * “It was easy, because we had our warm ups, and that was our main thing. It was really good.” (Diabetes management) |
| - | * “Difficult, we had homework every week.” (Diabetes management) |
| + | * “How could you keep track of, when you wake up you weigh yourself and, and then during the end of the day… weigh yourself, and then in between you got to write down what you eat and how much.” (Diabetes prevention) |
| - | * “I kind of didn’t like [meeting monthly for the post-core]…there’s always some kind of crisis in your life or something that happens that pulls you backwards…when you come to group and then you feel more focused with others [in the group].” (Diabetes prevention) |
| Relationship with other participants | - | * “So it was kind of stressful because one minute I have this person, then you switching me to another person, then to another person, and… they didn’t even know nothing about the program, they [are] brand new in it and they’re like, ‘Okay, well, you help me help you. You tell me how the program goes so I can know what to do and everything.’… I didn’t like [that the program was] switching me to all these different people.” (Personal goal driven) |
| + | * “I’ll be honest with you, this group was 100% more positive than [other programs that I attended]. I did Overeaters Anonymous for years and that was extremely depressing and the emphasis was on food. And the thing was… here you had camaraderie…. This is why I wish we had an after-care program.” (Diabetes prevention) |
| + | * “The kids find other kids that are also obese. They feel welcomed.… It is easier for them to adapt because there are other kids with their same condition. They say, ‘I am not the only one.’” (Weight management) |
| Staff Courtesy | Helpful and caring staff | + | * “[My coach] helps me out... and writes to my doctor if there’s certain things that I’m unhappy about…. [My doctors were not] talking to each other and I was getting drugs everywhere…. I was getting sick because everybody was OD’ing [my prescriptions].” (Diabetes management) |
| + | * “[Our diabetes coaches] were very concerned about us… if we needed anything we could go to them and they would help us out. If they couldn’t help us they would find someone who could.” (Diabetes prevention) |
| + | * “[My instructor] actually met me at [the supermarket] and went and did the shopping for me.” (Diabetes management) |
| + | * “My health mentor, she’s offered to take me to the grocery store to help pick out smarter choices.” (Diabetes management) |
| + | * “When I needed other things done [my coach] would help me with other things that were interfering with my diabetes…. Like other problems that I was having, she would always help with that.” (Diabetes management) |
| + | * “And I’m usually a quitter. I mean, I’ve been to different doctors, I’ve been given different medications, I’ve been from therapist to therapist, I’ve moved from place to place, and even for me moving place to place, my navigator in this program has stuck to me because they see that I have potential, and I think not only me but everybody else has potential.” (Personal goal driven) |
| + | * “[The hotline workers] genuinely sound like they care, it wasn’t just their job.” (Smoking cessation) |
| + | * “I have to watch my sodium, she would help me take what I got from the food pantry and make a healthy meal out of it for me that I could eat.” (Weight management) |
| Educational, impactful, empowering, motivating, relatable staff, supportive | + | * “I had lost like maybe 7 pounds one time and she was like, ‘Good job! Way to go!’ She was really encouraging is what I’ve trying to say.” (Diabetes prevention) |
| + | * “[Our health coaches] help us, they teach us how to eat healthy food. They also teach us how to cook.” (Diabetes management) |
| + | * “And she got very personal because she wrote her notes in [my food diary], which led to my change of way of eating. ‘Well, you could have done this instead of that’ or ‘You could have had less of this, less [of that]’…. I’m a fish person and she was telling me, ‘Well, baking would have been better than frying,’ because of the calories.” (Diabetes prevention) |
| + | * “They brought in samples… to show you… and teach you. I didn’t only just want to read it in the book.” (Diabetes prevention) |
| + | * “You could just tell [the hotline staff] whatever and it didn’t matter if you had mental problems, physical problems, anything like that…. I guess it was really helpful that no one was excluded because of those issues.” (Smoking cessation) |
|  | + | * “[My trainer] encourages you, she doesn’t make you feel bad, she says, ‘You [can] do it,’ she’s like a cheerleader.” (Weight management) |
|  | + | * “I actually had a person from the Quit Smoking Cessation organization, they called me every week, a set time, talk[ed] for 45 minutes. They were no ifs ands or buts, and that’s what I respect about that, because the first time I missed the call, well, she chewed me out…. And actually being able to talk through the stresses of wanting to smoke and stuff like that, I quit for ten weeks.” (Smoking cessation) |
| Comfortable communication style | + | * “She knew she could say things like that to me.… She’d tell you the facts straight up, ‘You’re going to die if you don’t change your ways right this minute’…. It sounds like they’re being rude on how to explain what she was doing but it ain’t, she just knew how to talk to us.” (Diabetes management) |
| + | * “Well, she didn’t sugar coat it…. She would say, you know, ‘Listen, you’re eating this and that ain’t good.’ And she would give you that little admonishment but then she’d laugh it off and say, ‘Well, you know, you always got next week, you got to start somewhere.’” (Diabetes prevention) |
| Responsive staff | + | * “If [the health mentors] don’t answer [their phone], it don’t usually take like hours before they get ahold of you, they’re usually pretty good about getting back to you.” (Weight management) |
| Staff reinforce behavior change | + | * “They got to keep talking to you and keep reminding you because… you can try to remember, you’re not going to remember… if you don’t keep doing it.” (Diabetes management) |
| + | * “[Our instructor] she couldn’t say it enough, read labels… and she broke it down in terms of the math of it and how to read the labels and to decide what’s really, really good for you.” (Diabetes prevention) |
|  |  | * “That kind of burns something in your brain.…‘Oh, I shouldn’t be eating this, I should be eating more [healthy foods].’” (Diabetes management) |
| Knowledgeable and experienced staff | + | * “[My lifestyle coach] you can tell she has plenty of experience.” (Diabetes prevention) |
| + | * “The trainer had to, like, say, ‘This will be good for you so stick with that,’ and I did exactly what the trainer told me to do. But I added more stuff that I wanted to do and it really helped.” (Diabetes prevention) |
| + | * “[My instructor would say], ‘Even though it’s fish, you know, cut back, learn how to prepare it a different way.’ She gave us like honest feedback.” (Diabetes prevention) |
| + | * “[Our coach] was there for you with everything” (Diabetes management) |
| + | * “I didn’t have a clue how to exercise when I first started… and she showed me how to work the weights… and do stuff without hurting myself and she taught me how to breathe. And that was a big thing, too.” (Weight management) |
| + | * “The woman that was leading the group was wonderful. She really understood the whole problem with addiction. She led us, she was just fabulous.” (Smoking cessation) |
| Offering additional resources | + | * “She had offered like in-home assistance and whatnot because I guess once you have certain things happen you can get extra help that I didn’t know was available.” (Diabetes management) |
| + | * “All the personal information [the instructor] gave about herself, she would step out of the manuals and out of the books…. She would bring her own, every single day experience.” (Diabetes prevention) |
| + | * “They give ideas what to do, like instead of picking up a cigarette hold a straw and stuff, different ideas and things you can do to help you stop smoking.” (Smoking cessation) |
| + | * “Just showing you what resources are there for you and it’s just really the support for me that’s the most helpful.” (Diabetes management) |
| + | * “[The staff] had substitutes for unhealthy food and they showed us healthy substitutes so it was like they didn’t just leave you hanging, ‘Don’t eat this,’ they showed you what you can eat.” (Diabetes prevention) |
| Challenging staff interactions | - | * “She doesn’t have the finesse.” (Diabetes management) |
| - | * “And she also has a less than delicate touch.” (Diabetes management) |
| - | * “I don’t want to say she doesn’t know what she’s doing but she’s not doing it right.” (Diabetes management) |
| - | * “[My coach] didn’t even know what in the world she was doing. Like, ‘Okay, lady, slow down here…. I have asthma.” (Diabetes prevention) |
| - | * “If a person never stopped smoking a day in their life, they’re smoking all these many years, and I tell them, when I came to take the test I was smoking a pack a day, and then say like three months down the line I done went down to stop buying cigarettes or went down to just buying one cigarette…. I said, ‘Well, can you just at least give me a praise on just not even buying cigarettes?’…. They don’t give you, there’s no kind of credit for even [a reduction in smoking].” (Smoking cessation) |
| - | * “She was being negative and I called twice and each time it was a bad experience so I stopped.” (Smoking cessation) |
|  | - | * “I don’t have a trainer that calls me and talks to me ever. I haven’t talked to [my trainer] in like six weeks.” (Weight management) |
| Staff turnover | - | * “I got good and bad. This is like the third nutritionist I’m working with.” (Diabetes management) |
| - | * “I think at times [staff would] get burned out. [My health mentor] will meet me at 8:00 in the morning but by 8:30–9:00 she’s… gone.” (Weight management) |
| Scheduling challenges | - | * “She goes, ‘Oh, our appointment’s not until 9:30.’ I said, ‘No, it’s at 9:00,’ she goes, ‘No, it’s at 9:30.’ I said, ‘Look, I write all my appointments, all time, everything,’ and she’s telling me, no, it’s not.” (Diabetes management) |
|  | - | * “Once in a while [my health mentor] changes the time on me. That I don’t particularly care for because I like the schedule.” (Weight management) |
| Convenience | Program time/accessibility | + | * “I was really happy, it was a convenient time.” (Diabetes management) |
| + | * “I would have to take two buses, one going down and one going across. But… when I started the class what I started to do was walked the first bus and then I’d hop on the one going across town, so I started to use the class information about walking, so that was cool.” (Diabetes prevention) |
| + | * “One time I called about like 7:00 at night. I was trying to slow down on smoking and got stressed out and called them…. We talked a good bit.” (Smoking cessation) |
| + | * “What was good about the program, I think, is that you could call them 24/7. It was an 800 number so if you felt that there was a time you needed to just talk about something, you could.” (Smoking cessation) |
| + | * “I set up a time schedule for them to call me because… I don’t know about no one else but when I wake up in the morning I needed that first cigarette…. So I had them call me around that time, around meal times, around stressful situation times.… I had to set up an appointment with them and they would call me or I would call them if it got that bad.” (Smoking Cessation) |
| - | * “Nobody told me when my year was up, and I had three pounds left to lose to get $50.… I think I missed $50 because nobody was on the date of the end of my year, and I think that’s one thing that could be, and should be, improved… advising the patient as to their time frame… for meeting goals.” (Diabetes management) |
| \_ | * “When the kids get out of school, this is at 3:30 p.m., they have to be here by 4. Sometime with the traffic, we did not make it. They did not give me any other options. I had to be here by 4 p.m.” (Diabetes prevention) |
| \_ | * “The thing of it was, I don’t have any income so basically I have… an Obama phone, 250 minutes, so when they called they would call for a while and I couldn’t just frequently listen and go through… the call.” (Smoking cessation) |
| \_ | * “Their phones are in-call only…. She’ll get back to me when she can. Sometimes I’d rather just be able to leave a message…. They’re not message phones [or phones where you can leave a voicemail message].” (Weight management) |
|  | - | * “[We participated for] a little less than six month[s] because we live far. Sometimes, we got there late and they did not let him in. I got a bit upset because I took the time but there was a lot of traffic. The trip is too long.” (Diabetes prevention) |
|  | \_ | * “I asked if I could bring my child a little late because we needed to be here by three. Sometimes, they allowed him to come in and sometimes they would tell me ‘Not today, sorry.’” (Diabetes prevention) |
| Transportation | + | * “He’ll remind me and he’ll say, ‘It’s time, we’ll call a cab for you,’ stuff like that is nice.” (Diabetes prevention) |
| - | * “Yes, I just did not show [to pick up my incentive]… because I didn’t have transportation.” (Diabetes management) |
| - | * “I got to take a bus so sometimes like after group I have to wait like an hour and a half for the next bus and it, it pisses me off.” (Smoking cessation) |
| - | * “Yeah, they provide actually bus passes and taxis for those of us that [do not have transportation] to the [gym].” (Weight control) |
| + | * “Sometimes our trainers meet us at home…. I had lower back surgery last year. [My trainer] came to my house, helped me to watch… showed me how to do scrunches to help strengthen my lower back because… I live on the second floor so going up and down stairs was not something that was feasible.” (Weight control) |