Theme	Supporting Quotations
Factors Contributing to Program Success	
Relationships	
Relationships between clients and staff	"I just want to listen to them [program families]. Like making them have control. It gives them the power and makes them feel that they are listened to and that we aren't only doing our job. It makes them feel like we care. And that's a big thing with them because in a lot of communities, it's hard to get them to trust you even though you are from the community".
	"We all come together as groups to try and figure out community events or family events and it's not only offered to the KidsFirst. It's the community" (Rochelle).
Relationships with Agencies	"And I think our group events just used to focus on families but, we kind of opened up to the community. So, they see what
	to the community. So, they see what KidsFirst has to offer" (Alana).

Supplementary Table S2. Additional supporting quotations for frontline worker themes

Community Events	
Traditional Culture	"a parenting program- traditional parenting" (Kokoom) "Yes, we encourage grandparents to come out with their families" (Alana).
Curriculum	"So, as I'm talking to them, instead of just talking and talking because you are going to lose them. In the body part of the program, there is sun safety, so then I hand them the sunscreen and talk a bit about it. And then keep going on the bodybuilders and it's about keeping your child safe from insect bites and then I give them bug spray and I addedthat's the curriculum from KidsFirst" (Cecilia).
Services Available	<ul> <li>"The home visiting is working really good.</li> <li>And the group events. I think that the numbers are increasing" (Alana).</li> <li>"they [frontline workers] are primary in linking some very isolated moms and kids to greater supports" (Tyra).</li> </ul>

	"It's mostly been just moms and developing
	sort of new partnerships with other
	community agencies so we can work
	together with the KidsFirst program so
	that's included in our medical services. We
	have physicians that come to our site and
	then I work with population health as well
	and they bring like a really nutritious meal
	to our prenatals and as an educator, I do a
	facilitator program with them. We also have
	nurses who come to do immunizations and
	prenatal checks and stuff like that"
	(Brooke).
Factors Contributing to Program	
Barriers	
A	
Areas for Improvement	
A roos to Improve for alients	"more dad's events" (Joyce).
Areas to Improve for clients	more dad s events (Joyce).
Areas to improve for staff	"Our challenge is always the space. Right
Theus to improve for sum	from the beginning and it still is. We are
	ahead but that place is packed door to door"
	(Carrie).
	"That's what we need everywhere in the
Areas to improve for clients and staff	North, the family resource centre" (Denise).

	"So, we have less clients because they don't have the transportation to get here and we aren't allowed to leave the event while it's going on, so that's where we struggle" (Rochelle).
Policy in Need of Strengthening	"We need more staff being trained in certain programs, at least 2 or 3 go for the training because you'll have someone get sick or go on leave" (Kokoom). "I think knowledge for our home visitors to have education. The Aboriginal Awareness Conference- because lots of home visitors and frontline workers don't know the information. For myself, lots of that stuff I learned there. I didn't fully understand because it's not taught in the education system and frontline workers go into home visits and you see that these families are struggling and you can't understand why but to not have the educationbut we are very fortunate in this program to have gotten that" (Jackie).