

Table 1. Themes and Selected Illustrative Quotations

Themes	Subthemes	Illustrative Quotes
<p>Providing proactive, intentional supports for all users (e.g. technology training, scaffolded tools, accessible interfaces) to support caregivers with varying levels of digital literacy and preferred language needs</p>	<p>Range of instructional aids that support users to choose their degree of engagement</p>	<p>“I think sometimes the clients have trouble using the account. Some people are more tech savvy than others...So, it can be a little hard to navigate into where in the account you need to find the steps, and they may not be actively using all parts of the account as often as somebody that’s just a platform-level member where that’s the focus of their membership.”</p>
	<p>Access to all platform components/resources in preferred language (e.g. Spanish)</p>	<p>“The account is there for them. I’m more than happy to walk them through; I’m sure we all are. We can do videos for them, walkthrough videos, but then again, there are some clients who can’t figure out how to open those. So, I mean, it can be challenging, but we work around it, we figure out ways. We just make it work. Whatever they’re comfortable with is what we end up doing.”</p> <p>“The [Spanish-speaking clients] that I’ve had in particular have a hard time with doing things online, and it’s not something that they’re comfortable with. To go in and to find things and then it all pulls up in English - they’re having to translate it. So, I’ve gone through and taken the tasks and translated them into Spanish and told them step by step what to do.”</p> <p>“I have a few clients that just can’t figure out Zoom, it’s a hard time for them to even make the calls. They’re messaging me like five minutes before, like, “Where’s the link? What do I do? How do I get on the meeting?” I’m like, “Okay, I got to be a little more hands-on with them. I got to really walk them through certain things,</p>

		<p>make sure that they get the link beforehand and the account, just any way we can get them the information.”</p>
<p>Importance of text/phone-based access points to promote digital equity</p>	<p>Phone may be sole point of accessing online platforms</p>	<p>“I have had some clients that are lower income...that don’t have access to a computer and so they’re only accessing it through their phones. So, when we’re sharing screens or sharing information, it’s just harder for them to see it. It’s harder for them to see the information. It’s harder for me to share because it’s just on a smaller screen. That’s one of the potential barriers that I’ve noticed.”</p>
	<p>Platform interface design that favors computer/laptop use can create disparities in information access</p>	<p>“The last [Spanish-speaking client] I noticed all she had was a phone. She didn’t have a laptop, she didn’t know what she had signed up for. She got ahold of me, and she was really excited. Then I was like, “You got to sign on and then write me a message, and then I’ll explain the rest.” Then she got lost, and I haven’t seen her since.”</p>
	<p>Phone calls remain an important mode of communication</p>	<p>“It’s hard to quickly explain everything what we’re doing. We have an intro call, but she was in the middle of cleaning houses, she had 15 minutes. She had no idea who I was. She was telling me all of her problems, and then all of a sudden, she was like, “I’ve got to go,” and disappeared. I think it’s a struggle on their end. They all have very much appreciated the information and what we do. I just think it’s just a lot overall on top of everything that they’re dealing with.</p>

Importance of human connection within technology-based platforms	Role of care coordinators as trusted points of contact and social support	<p>“We have clients that are-they just they don’t want to learn technology, and they are frustrated with it in general, and so it’s kind of hard to get them to use the platform, but they like the service for other reasons. They like to talk. They like to bond, they like to communicate, they like to just commiserate.”</p>
	Can help facilitate peer connection in different formats (i.e. online-based, in-person)	<p>“Meeting with [my Navigator] once a month because it’s like she’s not just someone who’s there giving me like all this information and stuff. I’ve gotten to know her through talking with her in our appointments...and like you can tell she really cares. Like she cares about me and my kids, and she wants to help us as much as she can...it’s just nice knowing there’s someone else there who like wants to help your family.”</p> <p>“Another thing that would probably help would be like a support group within their group, like the people who are using their services, if they maybe had like a group or something that like all the families could go on and see other families who are using that.”</p>
Respecting the lived experience and concerns (e.g. data security) specific to those from historically marginalized groups	Increased risks and fears disclosing sensitive personal information (i.e. undocumented caregivers)	<p>“And a lot of families that are being in the Hispanic community or other international communities, or maybe they may be more fearful of something like us. We really want to help everybody, but they get a white Navigator [and may think] “What are you going to do to help me?” like that, we can be sensitive about that as well.”</p>
	Developing trust through shared identities	<p>“I think that’s cool that we have that diversity in our Navigator group...I think for some of our clients, they really appreciate that and really feel</p>

that that's a bond that they can create with us, and they trust us a little bit more when they see that we look like them. [It's like]...“Hey, they look like us and they can relate to us and culturally we could talk to them and bond with them about some things.”

“The parents, that they know the appropriate way to request services but, in their language, the Spanish language. The appropriate way to do an email, a letter. Offer maybe workshops for them to get educated and find the appropriate ways to request services. Because sometimes as parents we know we have rights but sometimes we don't do it in the appropriate way.”