

**VETERANS' SUPPLEMENTAL STUDY OF
WIA GOLD STANDARD EVALUATION**

State Staff

State:

Respondent Name/title:

Discussion Date/Time:

A. INTRODUCTION TO THE STUDY

Hi. My name is [xxx]. I am a researcher with Mathematica Policy Research/Social Policy Research. Thank you very much for agreeing to talk with us.

As you know [local area] has been participating in the National WIA Evaluation. As part of that study, we are exploring how the workforce system identifies and provides services to the area's veterans. Your input will be really useful.

Just a couple of things...

I would like you to know that the project team has received approval from the Office of Management and Budget to conduct this study (OMB Control Number xxxx-xxxx). We could not conduct this session without that approval. Your responses are completely voluntary and will be used for research purposes only.

We will not share your comments today with anyone outside the immediate study team. Our report will describe the experiences and viewpoints expressed, but comments will not be attributed to specific individuals.

I would like to record our discussion so I can listen to it later when I write up my notes. No one outside the immediate team will listen to the tape. If you want to say anything that you do not want taped, please let me know and I will be glad to pause the tape recorder. Do you have any objections to being part of this interview or to my taping our discussion?

This discussion will last about 60 minutes. Once again, thank you for participating. Do you have any questions before we get started?

B. INDIVIDUAL BACKGROUND

I'd like to start by briefly talking about your job and your overall responsibilities.

1. How long have you held your current position? What was your previous position?
2. What are your major responsibilities in your current position?

3. Do you have a military background?

C. STAFFING FOR VETERAN PROGRAM

I'm interested in learning how Disabled Veteran Outreach Program (DVOP) specialists or Local Veterans' Employment Representatives (LVERs) are allocated across the LWIAs in your state.

4. How do you determine the location of the state's DVOPs? LVERs? What factors determine where these staff are assigned?
5. How is their full- or part-time status determined? Have there been recent changes in the distribution of full- and part-time staff? Which arrangement do you find preferable and why?
6. Within local areas, who determines at which local American Job Center(s) these staff should be staffed? Is that a local or state decision? If the latter, based on what?
7. *[If not already mentioned:]* What is your role in working with staff working with veterans? Do you oversee state staff, including the DVOP, LVER, and ES staff stationed at American Job Centers?

D. WORKING WITH VETERANS

8. Please describe the policies and guidance provided to local areas by the state regarding providing services to Veterans.

Probes:

- Are local areas provided the federal guidance on implementing POS in its original form?
 - What state guidance is provided on implementing POS? How and why does it differ from the federal guidance?
 - In what format is the guidance provided by the state? (Written directives, presentations, webinars, etc.) Have different approaches been tried? Why is this method used?
 - What, if any, guidance has been provided with regard to implementing the Gold Card?
9. How do local staff, including staff at American Job Centers and LVERs and DVOP specialists, learn about the guidance?

Probes:

- In what format is the guidance provided by the state? (Written directives, presentations, webinars, etc.)
- Why is this method used?
- Have different approaches been tried?

10. Does the state provide any specific training about working with veterans or POS for veterans? If so, please describe.
11. What are the roles of DVOP and LVER staff? Who defines these? Who sees LVER and DVOP staff?
12. Typically, how do DVOP/LVER staff coordinate work and delivery of services with their ES and WIA colleagues? Do staff tend to coordinate more with one than the other? Please explain.
13. Do you believe it is easier to get veterans or nonveterans to use American Job Center services? Why?
14. Do the American Job Centers use the same outreach methods to inform veterans and nonveterans about available services?

Probes:

- Are there any special efforts to inform veterans?
 - Do your American Job Centers receive referrals of veterans from other programs, military facilities, employers, schools, or other sources?
15. How would you say the characteristics and service needs of the veteran population served through the American Job Centers compare with those of nonveterans? Are there unique characteristics and service needs in any of the Centers?
 16. Is it easier or more difficult to provide services to veterans compared to nonveterans? Why? (E.g. skills translation, language and presentation format, computer literacy)
 17. What challenges has the state encountered in serving veterans? POS? For example, what challenges have you encountered in identifying veterans and eligible spouses?
 18. In what ways do you believe that the state and local areas have been successful in serving veterans? How do you know?
 19. In your opinion, have the state or particular LWIAs within the state developed innovative/unique ways of identifying and/or working with veterans? Please describe.

E. CLOSING

Thank you again for taking the time to speak with me. I appreciate and value your input.

20. Do you have anything you would like to tell me or questions you would like to ask me?