



Supporting Statement for OMB Clearance Request

Instrument 7: HPOG 2.0 Tribal Evaluation Program Implementation Staff Interviews

National and Tribal Evaluation of the 2nd Generation of the Health Profession Opportunity Grants (HPOG)

0970-0462

September 2016

Submitted by:
Office of Planning,
Research & Evaluation
Administration for Children & Families
U.S. Department of Health
and Human Services

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Program Implementation Staff Initial (Year 1) Interview Protocol

This interview is being conducted for the evaluation of the second round of the Tribal Health Professions Opportunity Grants (HPOG) Program. The HPOG Program is administered by the Administration for Children and Families (ACF), an agency within the U.S. Department of Health and Human Services. ACF funded 32 five year demonstration projects to provide education and training to Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals for healthcare occupations. Five of the 32 demonstration projects were awarded to Tribal Organizations and Tribal Colleges to develop culturally-informed training programs. The Tribal HPOG Evaluation is a comprehensive evaluation of the design, implementation, and outcomes of the five Tribal HPOG programs. The interview questions will focus on your perceptions of the Tribal HPOG program, including the program design and curriculum, recruitment, orientation, supportive services, family engagement, educational attainment and employment outcomes of participants, implementation barriers and facilitators, and overall satisfaction. The interview will take about 90 minutes to complete. Your participation is voluntary, but it is very important because your responses will help us to improve the program. We will keep information about you private and you will not be identified in any report or publication of this study or its results. You may decline to answer any question you wish. If you have any questions, please let me know.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is 0970-0462 and the expiration date is XX/XX/XXXX.

Note: This interview protocol will be tailored based on the specific role of an individual. All sections may not be applicable to every individual. It is unlikely that any one individual will be asked all questions in this protocol.

Background

1. Please describe your agency or organization.
 - a. What are the range of services and programs provided? To what degree was the [HPOG grantee] serving similar populations with similar programs prior to receiving HPOG funding?
2. What is your role in the organization/agency? How long have you been in this role? How long have you been with the [HPOG grantee]?
3. What is your role and responsibilities for the [HPOG program]?
 - a. Tell us how you became involved in the [HPOG program].
 - b. Briefly describe your educational and professional background as it relates to your role on the [HPOG program]. Have you worked with Tribal populations before?

Planning

4. Were you involved in planning for the program? YES NO
If no, skip to the next section.
If yes, continue with the questions below.
5. What was your role in planning for the program?
6. In your opinion, were different viewpoints regarding the program considered during the planning process? If yes, how so? Can you tell me more about what the different viewpoints were? *Probe: whose viewpoints were considered/incorporated, e.g., employers, partners, students, community members, etc.*
7. Were there challenges that required a compromise? Explain.

Program Structures

Program Design and Partnerships

8. What is the administrative structure of the [HPOG program]?
 - a. What organizations are responsible for each of the program components (e.g., academic instruction, recruitment, provision of supportive services, etc.)?
 - b. What partnerships have been formed to deliver training or program services?
 - c. Do you work with any of the partners directly as part of your role on the [HPOG program]? If so, have you experienced any challenges or success working with those partners?
9. How is the [HPOG program] integrated into the overall structure of the [HPOG grantee]?
 - a. Were there staffing changes made to implement the [HPOG program]?
 - b. Are all positions filled? Were there any challenges in staffing the program?
10. How are implementation and design decisions made?
 - a. What tribal or regional economic conditions or opportunities affect the design of the [HPOG program]? What community factors influence the design and implementation of the program (e.g., economic development, effects of the recession, tribal or organizational priorities)? Please describe.
11. What, if any, resources have been leveraged to support this program?
12. Have any HPOG funds been used to make changes/improvements to existing facilities or been used to purchase equipment for the [HPOG program] (e.g., lab equipment or supplies, equipment for distance learning)?
13. Is the program administered through multiple implementation sites? If so, are there differences in program design or implementation by site?

Curriculum

14. What academic or training programs are offered by the [HPOG program]? What is the program curriculum (e.g. academic lectures, field practicum training manual)?
15. How did your organization decide to offer trainings for these occupations (e.g., based on labor market information and local demand)?
16. Were you involved in curriculum development? What did you do?

17. We understand your instructional models are [types of instructional models being used]. How did you decide to use these models? Are there any other instructional models or strategies used? What is the evidence base for the strategy or model? In your opinion, which seem to be associated with positive outcomes? Please explain.
 - a. *PROBE: accelerated learning approaches: Modularized learning; I-BEST; Contextualized learning; Team teaching; Self-paced learning; Prior learning assessments; other?*
 - b. *PROBE: Simulations; Assessment; Distance learning/on-line learning; Real time on-line instruction; other?*
18. Was the strategy or model adapted? Was the strategy or model adapted in any way to be culturally relevant? If yes, please describe.
19. Were adaptations or modifications made to the training program(s) based on local conditions or preferences?
20. Does the [HPOG program] expose students to information about workplace culture, including industry attendance policies and on-the-job behavioral norms? If yes, how so?
21. **[If program instructor]** Do you have previous experience teaching this curriculum to American Indian or Alaska Native students? If not, did you do anything to prepare for teaching this curriculum to this population? Please describe.
22. **[For respondents who are not program instructors, if applicable]** What is your impression of the quality of instruction?

Contextual Factors

23. Describe any challenges or barriers to education/training and employment for population served. These might include
 - a. *Socio-cultural barriers, including language and communication differences; practices that differ from their own beliefs and traditions; fear and mistrust of institutions, and a lack of knowledge about how to navigate the system; or,*
 - b. *Other economic or social barriers, including childcare, housing, transportation, health, mental health, substance abuse, domestic violence, GED, training, adult basic education, English language learning.*
24. Does the [HPOG grantee], tribe, or local community have any economic development activities related to healthcare? Please describe.

Use of Program Data

25. Who all is responsible on your team for keeping participant records current? What is your process for entering data into PAGES?
26. Do other administrative data systems support HPOG programming? If so, what kinds? Who operates those systems and for what purposes?
27. How does organizations/staff share information about program participants? What protocols are in place to share this information?
28. How do you share these data with partners? Stakeholders? Participants?
29. How are data used for program management decisions, performance monitoring, or program correction? If so, please explain.
30. Are there any challenges to collecting and using the program data? If so, please explain.

31. Have there been any successes to collecting and using the program data? If so, please explain.

Program Processes

Recruitment

32. What recruitment methods are used? In your opinion are these methods effective? Explain. Which method seemed to be most effective? Least effective?
- How are participants identified/targeted for the program?
 - What are the referral sources?
33. What are the enrollment requirements?
34. What assessments are conducted, including academic, employability, personality, or other assessments? How are they used?
35. Did you have more/fewer participants than anticipated?
- If more, was a wait list developed?
 - If fewer, what are you doing to encourage interest?
36. Did you experience any challenges in recruiting participants? If so, describe. Are you still experiencing these challenges?

Orientation

37. How are students welcomed/oriented to the program?
- In your opinion, did some orientation strategies facilitate program participation and completion more than others?
38. Who participates in welcoming and orienting participants to the program?
- PROBE: What are their different roles?*
39. **[If applicable]** Do you have a program orientation agenda that you can share with us?
40. Following orientation, is there a training plan developed for each participant? Can you tell us what you do?
41. Have you experienced any challenges in conducting your orientation for program participants? And if so, how have you dealt with them?

Supportive Services

42. What supportive services are offered by the [HPOG program], partner organizations, or others and how are they incorporated?
- Academic services (e.g., mentoring, tutoring)
 - Social services (e.g., food assistance, childcare, transportation)
 - Employment related services (e.g., job development and placement, resume development, mock interviews, soft skills training, career transitional)
43. Who provides the services (e.g., the [HPOG program], the [HPOG grantee], a partner organization, etc.)?
- What internal partnerships or relationships have been formed to implement the supportive service?
 - What external partnerships have been formed to provide this supportive service?

44. For each new type of supportive service provided (academic, social, employment related) have any resources been leveraged?
45. What assessments were conducted to determine needs (of participant and/or family)? Are needs re-assessed over time and if so, how and how often?
46. How is participant eligibility for supportive services determined? If multiple implementation sites, are the eligibility criteria for supportive services the same across implementation sites?
47. How do participants know about/are participants made aware of the supportive services that are available?
48. Are supportive services culturally-based? If so, please describe.
49. How are supportive services sequenced and coordinated? Are they designed to address participants' needs and unique barriers to employment? If yes, how so?
50. For any of the supportive services described, including [list of supportive services offered by grantee], are they provided to participants during the training period only? What services were provided by the grantee and which were provided by the partner? Does the intensity of support decrease with the length of enrollment? Are "bridge programs" (i.e., post-training or intervention services or supports) provided when a student completes the course of study to facilitate his/her transition to further education or employment?
51. Describe any challenges experienced in providing supportive services. What strategies are used to overcome the challenge(s) noted?
52. Describe any successes experiences in providing supportive services.
53. In your opinion, which supportive services, if any, have been most effective at enabling students to participate in and complete the program? Please explain.
54. Does your organization provide supportive services to help parents *and their* children succeed? Or elders? Or extended family?
 - a. If yes, what types of family supportive services are provided to HPOG participants? Does the [HPOG program] partner with any child-focused programs?
PROBE: Child/dependent care; transportation; flexible scheduling; tuition reimbursement; other? Is the program tracking any child-related outcomes?

Implementation Facilitators and Challenges

55. Is the program being implemented as intended (e.g., the proposed number of training sessions are being delivered)?
56. Have you experienced any start-up challenges? If yes, please describe.
57. What have you found to be helpful when starting-up the program?
58. Have you experienced any implementation challenges? If yes, please describe.
59. What have you found to be helpful when implementing the program? Did you receive any training for your position? If yes, describe. Did the training help you effectively implement the program? What aspect(s) were most helpful?
60. Do you receive mentorship from program leadership and/or your peers?
61. **[For returning HPOG 1.0 grantees only]** Are any of these experiences different than what you experienced in HPOG 1.0? Why do you think that is?

Program Outcomes

Educational Attainment

62. As of [date], [insert number] students have completed training and [insert number] students did not complete training. In general, do you think students are progressing well in completing trainings? Do you have a sense for why some students dropped out the program? Have you found that generally participants who complete a training obtain a professional or industry recognized certificate or licensure?
63. Have you found that generally students complete a second training or advanced to another level of training or degree program? If students enroll in a second training, is there a pattern to the way most students move from one training to the next (e.g., are they employed while completing the second training, do they enter the workforce and then return to the program for continued training, do they go straight from a first training to a second training without working in between, etc.?)
64. Did the [HPOG program] recognize the accomplishments of participants? If yes, how so (e.g., graduation)? Are there other ways in which you recognized or celebrated success? Did you involve participants' families in these activities?

Employment

65. In your opinion, how effective has the [HPOG program] been in helping participants find employment?
66. After completing training, are participants generally employed:
 - a. Full time
 - b. Part time
 - c. Internship (i.e., unpaid position)
 - d. Unemployed
67. Are they employed in health professions or other industries? What types of jobs do participants have after completing training? Provide examples. Are participants supervised or mentored while on the job/practicum site?
68. Who are the major employers that have hired program participants? Where are these employers located (i.e., on reservation, off reservation, surrounding area, or not in the surrounding area)?
 - a. Health professions? (Healthcare center, pharmacy, etc.)?
 - b. Tribal employers?
 - c. Non-tribal employers?

Do any of the employers have tribal hiring preferences and policies?
69. In your opinion, do you think there are challenges that program participants will face in finding employment in a tribal community or other community? If so, what would these challenges be?
70. Do you have a process in place to track whether or not participants are receiving TANF or other benefits after they complete the program? Can you describe this process? Do you have any information about how many participants are no longer receiving services? Or still receiving services?
 - a. If yes, can you provide us with this information?

71. Have you observed any changes in students' goal setting and/or optimism about the future after completing the program? Can you share any examples?
72. What other outcomes or examples of participant success do you think participants achieved (e.g., increased life skills, self-efficacy, confidence, proactive decision-making, reduced use of income supports, role modeling for their children or others, etc.)?

Health Professions Workforce Capacity Building

73. Of the following topics, has the [HPOG program] helped build capacity in any of the following areas?
 - a. *Developing sustainable curricula and learning modalities?*
 - b. *Increasing instructional capacity?*
 - c. *Obtaining equipment or facility upgrades?*
 - d. *Expanding a network of supportive service providers or a referral system?*
 - e. *Changing or expanding transfer or articulation agreements?*
 - f. *Developing community college or workforce organization partnerships?*
 - g. *Developing employer/industry partnerships or alliances?*
 - h. *Creating a strategic alignment with public workforce investment system?*
 - i. *Generating revenue?*
 - j. *Growing or replicating programs?*
 - k. *Are there any other areas that we haven't included on this list?*

Program Satisfaction

74. In your opinion, are stakeholders satisfied with the program? Please explain.
 - a. Administrative staff and program implementation staff?
 - b. Partners?
 - c. Employers?
 - d. Participants?
 - e. Tribal leadership and community members?
75. In your opinion, what have been some of the key benefits for participants served through the [HPOG program]? For employer? For partners? For your organization?
76. Is there anything that you would change about the program that could be helpful to future participants? Employers? Partners? Your organization?

Conclusion

77. Is there anything you would like to add before concluding the interview?

Thank you for your participation.

Program Implementation Staff Follow up Interview Protocol

This interview is being conducted for the evaluation of the second round of the Tribal Health Professions Opportunity Grants (HPOG) Program. The HPOG Program is administered by the Administration for Children and Families (ACF), an agency within the U.S. Department of Health and Human Services. ACF funded 32 five year demonstration projects to provide education and training to Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals for healthcare occupations. Five of the 32 demonstration projects were awarded to Tribal Organizations and Tribal Colleges to develop culturally-informed training programs. The Tribal HPOG Evaluation is a comprehensive evaluation of the design, implementation, and outcomes of the five Tribal HPOG programs. The interview questions will focus on your perceptions of the Tribal HPOG program, including the program design and curriculum, recruitment, orientation, supportive services, family engagement, educational attainment and employment outcomes of participants, implementation barriers and facilitators, and overall satisfaction. The interview will take about 90 minutes to complete. Your participation is voluntary, but it is very important because your responses will help us to improve the program. We will keep information about you private and you will not be identified in any report or publication of this study or its results. You may decline to answer any question you wish. If you have any questions, please let me know.

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Background

1. Please describe your agency or organization.
 - a. What are the range of services and programs provided? To what degree was the [HPOG grantee] serving similar populations with similar programs prior to receiving HPOG funding?
2. What is your role in the organization/agency? How long have you been in this role? How long have you been with the [HPOG grantee]?
3. What is your role and responsibilities for the [HPOG program]?
 - a. Tell us how you became involved in the [HPOG program].
 - b. Briefly describe your educational and professional background as it relates to your role on the [HPOG program]. Have you worked with Tribal populations before?

Program Structures

Program Design and Partnerships

4. Are you aware of any changes to the program structure or partnerships since we last spoke?
 - a. Do you work with any of the partners directly as part of your role on the [HPOG program]? If so, have you experienced any challenges or success working with those partners?
5. How is the [HPOG program] integrated into the overall structure of the [HPOG grantee]?
 - a. Are all positions filled? Were there any challenges in staffing the [HPOG program]?
6. How are implementation and design decisions made?
7. What, if any, resources have been leveraged to support this program?
8. Have any HPOG funds been used to make changes/improvements to existing facilities or been used to purchase equipment for the [HPOG program] (e.g., lab equipment or supplies, equipment for distance learning)?
9. Is the program administered through multiple implementation sites? If so, are there differences in program design or implementation by site?
10. What tribal or regional economic conditions or opportunities affect the design of the [HPOG program]? What community factors influence the design and implementation of the program (e.g., economic development, effects of the recession, tribal or organizational priorities)? Please describe.

Curriculum

11. Are you aware of any changes to the program curriculum since the last time we spoke (or beginning of the program if new respondent)? If yes, please describe.
12. Are you aware of any changes to the instructional models being used since the last time we spoke? Are there any other instructional models or strategies used? What is the evidence base for the strategy or model? In your opinion, which seem to be associated with positive outcomes? Please explain.
 - a. *PROBE: accelerated learning approaches: Modularized learning; I-BEST; Contextualized learning; Team teaching; Self-paced learning; Prior learning assessments; other?*
 - b. *PROBE: Simulations; Assessment; Distance learning/on-line learning; Real time on-line instruction; other?*
13. Was the strategy or model adapted? Was the strategy or model adapted in any way to be culturally relevant? If yes, please describe.
14. Were adaptations or modifications made to the training program(s) based on local conditions or preferences?
15. Does the [HPOG program] expose students to information about workplace culture, including industry attendance policies and on-the-job behavioral norms? If yes, how so?
16. **[If program instructor]** Do you have previous experience teaching this curriculum to American Indian or Alaska Native students? If not, did you do anything to prepare for teaching this curriculum to this population? Please describe.
17. **[For respondents who are not program instructors, if applicable]** What is your impression of the quality of instruction?

Contextual Factors

18. Describe any challenges or barriers to education/training and employment for population served. These might include:
 - a. *Socio-cultural barriers include language and communication differences; practices that differ from their own beliefs and traditions; fear and mistrust of institutions, and a lack of knowledge about how to navigate the system.*
 - b. *Other economic or social barriers include childcare, housing, transportation, health, mental health, substance abuse, domestic violence, GED, training, adult basic education, English language learning.*
19. Does the [HPOG grantee], tribe, or local community have any economic development activities related to healthcare? Please describe.

Use of Program Data

20. Who all is responsible on your team for keeping participant records current? What is your process for entering data into PAGES?
21. Do other administrative data systems support HPOG programming? If so, what kinds? Who operates those systems and for what purposes?
22. How does organizations/staff share information about program participants? What protocols are in place to share this information?
23. How do you share these data with partners? Stakeholders? Participants?
24. How are data used for program management decisions, performance monitoring, or program correction? If so, please explain.
25. Are there any challenges to collecting and using the program data? If so, please explain.
26. Have there been any successes to collecting and using the program data? If so, please explain.

Program Processes

Recruitment

27. Are you aware of any changes to recruitment methods since we last spoke (or beginning of the program if new respondent)? In your opinion are the methods used effective? Explain. Which method seemed to be most effective? Least effective?
 - a. How are participants identified/targeted for the program?
 - b. What are the referral sources?
28. What are the enrollment requirements?
29. What assessments are conducted, including academic, employability, personality, or other assessments? How are they used?
30. Did you have more/fewer participants than anticipated?
 - a. If more, was a wait list developed?
 - b. If fewer, what are you doing to encourage interest?
31. Did you experience any challenges in recruiting participants? If so, describe. Are you still experiencing these challenges?

Orientation

32. Are you aware of any changes to orientation since we last spoke (or beginning of the program if new respondent)?
 - a. In your opinion, did some orientation strategies facilitate program participation and completion more than others?
33. Who participates in welcoming and orienting participants to the program?
 - a. *PROBE: What are their different roles?*
34. **[If applicable]** Do you have a program orientation agenda that you can share with us?
35. Following orientation, is there a training plan developed for each participant? Can you tell us what you do?
36. Have you experienced any challenges in conducting your orientation for program participants? And if so, how have you dealt with them?

Supportive Services

37. Are you aware of any changes to the types of supportive services being provided to participants since the last time we spoke (or beginning of the program if new respondent)? If yes, please describe.
 - a. Academic services (e.g., mentoring, tutoring)
 - b. Social services (e.g., food assistance, childcare, transportation)
 - c. Employment related services (e.g., job development and placement, resume development, mock interviews, soft skills training, career transitional)
38. Who provides the services (e.g., the [HPOG program], the [HPOG grantee], a partner organization, etc.)?
39. What assessments were conducted to determine needs (of participant and/or family)? Are needs re-assessed over time and if so, how and how often?
40. How is participant eligibility for supportive services determined? If multiple implementation sites, are the eligibility criteria for supportive services the same across implementation sites?
41. Have students utilized these services? Which services/group of services have been utilized most frequently?
42. For any of the supportive services described, including [list of supportive services offered by grantee], are they provided to participants during the training period only? What services were provided by the grantee and which were provided by the partner? Does the intensity of support decrease with the length of enrollment? Are “bridge programs” (i.e., post-training or intervention services or supports) provided when a student completes the course of study to facilitate his/her transition to further education or employment?
43. Describe any challenges experienced in providing supportive services. What strategies are used to overcome the challenge(s) noted?
44. Describe any successes experiences in providing supportive services.
45. In your opinion, which supportive services, if any, have been most effective at enabling students to participate in and complete the program? Please explain.
46. Does your organization provide supportive services to help parents *and their* children succeed? Or elders? Or extended family?

- a. If yes, what types of family supportive services are provided to HPOG participants?
Does the program partner with any child-focused programs?
PROBE: Child/dependent care; transportation; flexible scheduling; tuition reimbursement; other? Is the program tracking any child-related outcomes?

Implementation Facilitators and Challenges

47. Is the program being implemented as intended (e.g., the proposed number of training sessions are being delivered)?
48. Have you experienced any implementation challenges? If yes, please describe.
49. What have you found to be helpful when implementing the program?
50. Did you receive any training for your position? If yes, describe. Did the training help you effectively implement the program? What aspect(s) were most helpful?
51. Do you receive mentorship from program leadership and/or your peers?
52. **[For returning HPOG 1.0 grantees only]** Are any of these experiences different than what you experienced in HPOG 1.0? Why do you think that is?

Program Outcomes

Educational Attainment

53. As of [date], [insert number] students have completed training and [insert number] students did not complete training. In general, do you think students are progressing well in completing trainings?
54. Do you have a sense for why some students dropped out the program?
55. Have you found that generally participants who complete a training obtain a professional or industry recognized certificate or licensure?
56. Have you found that generally students complete a second training or advanced to another level of training or degree program? If students enroll in a second training, is there a pattern to the way most students move from one training to the next (e.g., are they employed while completing the second training, do they enter the workforce and then return to the program for continued training, do they go straight from a first training to a second training without working in between, etc.?)
57. Did the HPOG program recognize the accomplishments of participants? If yes, how so (e.g., graduation)? Are there other ways in which you recognized or celebrated success? Did you involve participants' families in these activities?

Employment

58. In your opinion, how effective has the [HPOG program] been in helping participants find employment?
59. After completing training, are participants generally employed
 - a. Full time
 - b. Part time
 - c. Internship (i.e., unpaid position)
 - d. Unemployed

60. Are they employed in health professions or other industries? What types of jobs do participants have after completing training? Provide examples. Are participants supervised or mentored while on the job/practicum site?
61. Who are the major employers that have hired program participants? Where are these employers located (i.e., on reservation, off reservation, surrounding area, or not in the surrounding area)?
 - a. Health professions? (Healthcare center, pharmacy, etc.)?
 - b. Tribal employers?
 - c. Non-tribal employers?Do any of the employers have tribal hiring preferences and policies?
62. In your opinion do you think there are challenges that program participants will face in finding employment in a tribal community or other community? If so, what would these challenges be?
63. Do you have a process in place to track whether or not participants are receiving TANF or other benefits after they complete the program? Can you describe this process? Do you have any information about how many participants are no longer receiving services? Or still receiving services?
 - a. If yes, can you provide us with this information?
64. Have you observed any changes in students' goal setting and/or optimism about the future after completing the program? Can you share any examples?
65. What other outcomes or examples of participant success do you think participants achieved (e.g., increased life skills, self-efficacy, confidence, proactive decision-making, reduced use of income supports, role modeling for their children or others, etc.)?

Health Professions Workforce Capacity Building

66. Of the following topics, has the [HPOG program] helped build capacity in any of the following areas?
 - a. *Developing sustainable curricula and learning modalities?*
 - b. *Increasing instructional capacity?*
 - c. *Obtaining equipment or facility upgrades?*
 - d. *Expanding a network of supportive service providers or a referral system?*
 - e. *Changing or expanding transfer or articulation agreements?*
 - f. *Developing community college or workforce organization partnerships?*
 - g. *Developing employer/industry partnerships or alliances?*
 - h. *Creating a strategic alignment with public workforce investment system?*
 - i. *Generating revenue?*
 - j. *Growing or replicating programs?*
 - k. *Are there any other areas that we haven't included on this list?*
67. Do you think the [HPOG program] or something similar will continue beyond the grant period if the [HPOG grantee] does not continue to receive HPOG funding? Explain.

Program Satisfaction

68. In your opinion, are stakeholders satisfied with the program? Please explain.
 - a. Administrative staff and program implementation staff?

- b. Partners?
 - c. Employers?
 - d. Participants?
 - e. Tribal leadership and community members?
69. In your opinion, what have been some of the key benefits for participants served through the [HPOG program]? For employer? Partners? For your institution/organization/tribal college?
70. Is there anything that you would change about the program that could be helpful to future participants? Employers? For partners? Your organization?

Conclusion

71. Is there anything you would like to add before concluding the interview?

Thank you for your participation.