Job Corps Evidence Building Portfolio Project

# Topic Guide for Staff and Partner Interviews

| **Construct** | **Staff and Partner Interview Topics** |
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| **Staff Characteristics and Background** | * Job title
* Roles and major responsibilities
* Staff background, including relevant prior work experience
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| **Staffing**  | * Staffing structure
* Staff caseload sizes
* Staff hiring timeline
* Staff qualifications, selection and training
* Staffing shortages and staff turnover
* Performance measures for staff
* Professional development
* Staff meetings
* Partners and role of partners in program delivery
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| **Program Planning and Design** | * Why grantee applied for funding
* Key staff involved in the pilot planning period
* Key design decisions made during the demonstration pilot planning period and rationale
* Involvement of employers, partners and other community organizations in the planning process
* Decision making process and the role of organization leadership in deciding to apply
* Barriers to applying for funding posed by organization leadership
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| **Program Goals**  | * Reasons for developing the program
* Goals for the program, including changes over time
* Hypothesized impacts on target population (immediate, short-term, long-term)
* Comparisons of program to programs with similar goals
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| **Recruitment, Intake and Admissions**  | * Enrollment targets
* Progress towards enrollments and completions
* Program outreach/recruitment practices
* Eligibility/ suitability requirements and screening
* Assessments/ placement exams
* Enrollment process
* Probational or trial period
* Orientation/ onboarding
* Use of cohorts
* Characteristics of applicants
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| **Education Services and Academic Supports**  | * Academic planning/ goal development
* Secondary Education (HSD/GED) services, included those offered through grantee or partner
* Postsecondary academic services and supports (e.g. General education college courses, developmental education, supports for English Language learners)
* Academic assessment activities
* Academic supports (e.g. tutoring, study hall, test prep)
* Monitoring academic progress (e.g. academic improvement plans)
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| **Career and Technical Training** | * Types of services/ programs available (credentials), including development and selection
* Structure of training tracks, including how instruction is delivered, and length of training
* Employer and industry partnerships in developing training, delivery, and employment
* Career and technical training assessment activities
* Eligibility, selection and enrollment into training tracks
* Career and technical training supports (e.g. tutoring, study hall, test preparation)
* Monitoring progress on training tracks (e.g. academic improvement plans)
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| **Personal and Career Counseling Services**  | * Structure of counseling services, including frequency, dosage, format
* Counseling practices and strategies
* Case conferencing and monitoring of progress
* Mentoring and coaching
* Peer supports
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| **Employment Services**  | * Career readiness services (e.g. career exploration, resume building, Job search assistance, job shadows, and interview training)
* Structure of counseling services, including meeting frequency, length, format
* Work-based learning (Apprenticeships/ on-the-job training/ internships/ job shadowing)
* Job development and employer engagement
* Placement activities
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| **Post-separation services** | * Contacts with staff during follow up period, including mode, method and purpose
* Job search assistance
* Job placement activities
* Post-placement retention and advancement services
* Continuing education and training support and placement services
* Military placement services
* Support services (transportation assistance, housing assistance, etc.)
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| **Support services** | * Life skills training (financial counseling, study skills, soft skills)
* Mental health and wellness services
* Transportation assistance
* Food assistance/ Meals
* Stipends/ cash assistance
* employment policies during program participation
* Supports for parenting participants
* Housing assistance
* On-campus housing
* Off-campus housing
* Referrals to other organizations and services provided through referral
* Technological supports
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| **Student life/ Culture and Climate** | * Behavioral management system
* Disciplinary policies and practices
* Rewards and recognition system/ practices (incentives)
* Monitoring practices (attendance)
* Factors driving student retention/separation
* Retention strategies and practices
* Integration of pilot participants with broader college population
* Family and parental engagement
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| **Partnerships (including community organizations, employer, education and industry)** | * Organization name
* Position in organization
* Nature of partnership
* Historical relationship with demonstration pilot
* Length of partnership
* Type of arrangement: Contracts, MOUs, type of contracts
* Coordination: staff responsible, regular meetings, data exchange
* Changes in partnership over time
* Services provided to staff and participants in the demonstration pilot
* Experience with demonstration pilot program staff and students
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| **Budget and Funding** | * Sources of funding for program
* Uses of funding
* Other sources of support for participants (e.g. Pell, local and state funding)
* In-kind supports
* Adequacy of resources and funding gaps
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| **Data Collection** | * Data collected on participation in services and outcomes
* Data collected from program partners
* Data sharing between partners
* Measures for tracking program performance
* Information collected from participants about their program experiences
* Use of data to inform program activities
* Recent trends in the performance of the program
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| **Program context and environment** | * Grantee background
	+ Grantee history
	+ Annual number of participants served overall
	+ Previous major sources of funding
	+ Current and previous partnerships with Job Corps
	+ Current and previous programs serving young people and Job Corps-eligible population
	+ Current and previous programs offering short-term credentials and occupational training
* Geographic area served (e.g. size and characteristics of service area)
* Effect of demographic, economic, or social forces on demonstration pilot operations
	+ Local economic conditions (e.g. major industries, recent economic trends, other factors that affect economy)
	+ Area demographics (e.g. education levels, race and ethnicity, income, and changes in demographics over time)
* Influence of other systems/ Participant involvement with other public system (e.g. TANF, Section 8)
* Other state or community organizations providing similar services
* Effects of similar services on demonstration pilot services
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| **COVID-19** | * Best practices and lessons from start-up period
* Program adaptations due to COVID-19
* Perception of COVID-19’s effects on service delivery and quality of service (short-term and long-term)
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| **Operational Challenges and Successes** | * Ways program has exceeded or fallen short of goals
* Program’s key successes and what contributed to success
* Challenges encountered and how they were addressed
* Areas for improvement
* Any plans for changes and modifications
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