Job Corps Evidence Building Portfolio Project

# Topic Guide for Staff and Partner Interviews

| **Construct** | **Staff and Partner Interview Topics** |
| --- | --- |
|
| **Staff Characteristics and Background** | * Job title * Roles and major responsibilities * Staff background, including relevant prior work experience |
| **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 |
| **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 |
| **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 |
| **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 |
| **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) |
| **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) |
| **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 |
| **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 |
| **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.) |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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) |
| **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 |

The OMB control number for this collection is 1290-xxxx and expires on [month/day/year].

According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number.  Collection of this information is authorized by the Workforce Innovation and Opportunity Act (WIOA) of 2016 (P.L. 113-128). The obligation to respond to this collection is voluntary.   We estimate it takes about 90 minutes to complete this collection of information, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing the collection of information.  Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, Chief Evaluation Office, 200 Constitution Ave NW, Washington, DC 20210, or email [ChiefEvaluationOffice@dol.gov](mailto:ChiefEvaluationOffice@dol.gov) and reference OMB control number 1290-xxxx.