

# Job Corps Evidence Building Portfolio Project

## Topic Guide for Staff and Partner Interviews

Construct	Staff and Partner Interview Topics
<b>Staff Characteristics and Background</b>	<ul style="list-style-type: none"> <li>• Job title</li> <li>• Roles and major responsibilities</li> <li>• Staff background, including relevant prior work experience</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Staffing structure</li> <li>• Staff caseload sizes</li> <li>• Staff hiring timeline</li> <li>• Staff qualifications, selection and training</li> <li>• Staffing shortages and staff turnover</li> <li>• Performance measures for staff</li> <li>• Professional development</li> <li>• Staff meetings</li> <li>• Partners and role of partners in program delivery</li> </ul>
<b>Program Planning and Design</b>	<ul style="list-style-type: none"> <li>• Why grantee applied for funding</li> <li>• Key staff involved in the pilot planning period</li> <li>• Key design decisions made during the demonstration pilot planning period and rationale</li> <li>• Involvement of employers, partners and other community organizations in the planning process</li> <li>• Decision making process and the role of organization leadership in deciding to apply</li> <li>• Barriers to applying for funding posed by organization leadership</li> </ul>
<b>Program Goals</b>	<ul style="list-style-type: none"> <li>• Reasons for developing the program</li> <li>• Goals for the program, including changes over time</li> <li>• Hypothesized impacts on target population (immediate, short-term, long-term)</li> <li>• Comparisons of program to programs with similar goals</li> </ul>
<b>Recruitment, Intake and Admissions</b>	<ul style="list-style-type: none"> <li>• Enrollment targets</li> <li>• Progress towards enrollments and completions</li> <li>• Program outreach/recruitment practices</li> <li>• Eligibility/ suitability requirements and screening</li> <li>• Assessments/ placement exams</li> <li>• Enrollment process</li> </ul>

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	<ul style="list-style-type: none"> <li>• Probational or trial period</li> <li>• Orientation/ onboarding</li> <li>• Use of cohorts</li> <li>• Characteristics of applicants</li> </ul>
<b>Education Services and Academic Supports</b>	<ul style="list-style-type: none"> <li>• Academic planning/ goal development</li> <li>• Secondary Education (HSD/GED) services, included those offered through grantee or partner</li> <li>• Postsecondary academic services and supports (e.g. General education college courses, developmental education, supports for English Language learners)</li> <li>• Academic assessment activities</li> <li>• Academic supports (e.g. tutoring, study hall, test prep)</li> <li>• Monitoring academic progress (e.g. academic improvement plans)</li> </ul>
<b>Career and Technical Training</b>	<ul style="list-style-type: none"> <li>• Types of services/ programs available (credentials), including development and selection</li> <li>• Structure of training tracks, including how instruction is delivered, and length of training</li> <li>• Employer and industry partnerships in developing training, delivery, and employment</li> <li>• Career and technical training assessment activities</li> <li>• Eligibility, selection and enrollment into training tracks</li> <li>• Career and technical training supports (e.g. tutoring, study hall, test preparation)</li> <li>• Monitoring progress on training tracks (e.g. academic improvement plans)</li> </ul>
<b>Personal and Career Counseling Services</b>	<ul style="list-style-type: none"> <li>• Structure of counseling services, including frequency, dosage, format</li> <li>• Counseling practices and strategies</li> <li>• Case conferencing and monitoring of progress</li> <li>• Mentoring and coaching</li> <li>• Peer supports</li> </ul>
<b>Employment Services</b>	<ul style="list-style-type: none"> <li>• Career readiness services (e.g. career exploration, resume building, Job search assistance, job shadows, and interview training)</li> <li>• Structure of counseling services, including meeting frequency, length, format</li> <li>• Work-based learning (Apprenticeships/ on-the-job training/ internships/ job shadowing)</li> <li>• Job development and employer engagement</li> <li>• Placement activities</li> </ul>
<b>Post-separation services</b>	<ul style="list-style-type: none"> <li>• Contacts with staff during follow up period, including mode, method and purpose</li> <li>• Job search assistance</li> </ul>

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	<ul style="list-style-type: none"> <li>• Job placement activities</li> <li>• Post-placement retention and advancement services</li> <li>• Continuing education and training support and placement services</li> <li>• Military placement services</li> <li>• Support services (transportation assistance, housing assistance, etc.)</li> </ul>
<b>Support services</b>	<ul style="list-style-type: none"> <li>• Life skills training (financial counseling, study skills, soft skills)</li> <li>• Mental health and wellness services</li> <li>• Transportation assistance</li> <li>• Food assistance/ Meals</li> <li>• Stipends/ cash assistance</li> <li>• employment policies during program participation</li> <li>• Supports for parenting participants</li> <li>• Housing assistance</li> <li>• On-campus housing</li> <li>• Off-campus housing</li> <li>• Referrals to other organizations and services provided through referral</li> <li>• Technological supports</li> </ul>
<b>Student life/ Culture and Climate</b>	<ul style="list-style-type: none"> <li>• Behavioral management system</li> <li>• Disciplinary policies and practices</li> <li>• Rewards and recognition system/ practices (incentives)</li> <li>• Monitoring practices (attendance)</li> <li>• Factors driving student retention/separation</li> <li>• Retention strategies and practices</li> <li>• Integration of pilot participants with broader college population</li> <li>• Family and parental engagement</li> </ul>
<b>Partnerships (including community organizations, employer, education and industry)</b>	<ul style="list-style-type: none"> <li>• Organization name</li> <li>• Position in organization</li> <li>• Nature of partnership</li> <li>• Historical relationship with demonstration pilot</li> <li>• Length of partnership</li> <li>• Type of arrangement: Contracts, MOUs, type of contracts</li> <li>• Coordination: staff responsible, regular meetings, data exchange</li> <li>• Changes in partnership over time</li> <li>• Services provided to staff and participants in the demonstration pilot</li> <li>• Experience with demonstration pilot program staff and students</li> </ul>
<b>Budget and Funding</b>	<ul style="list-style-type: none"> <li>• Sources of funding for program</li> <li>• Uses of funding</li> <li>• Other sources of support for participants (e.g. Pell, local and state funding)</li> <li>• In-kind supports</li> </ul>

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<b>Data Collection</b>	<ul style="list-style-type: none"> <li>• Adequacy of resources and funding gaps</li> <li>• Data collected on participation in services and outcomes</li> <li>• Data collected from program partners</li> <li>• Data sharing between partners</li> <li>• Measures for tracking program performance</li> <li>• Information collected from participants about their program experiences</li> <li>• Use of data to inform program activities</li> <li>• Recent trends in the performance of the program</li> </ul>
<b>Program context and environment</b>	<ul style="list-style-type: none"> <li>• Grantee background <ul style="list-style-type: none"> <li>○ Grantee history</li> <li>○ Annual number of participants served overall</li> <li>○ Previous major sources of funding</li> <li>○ Current and previous partnerships with Job Corps</li> <li>○ Current and previous programs serving young people and Job Corps-eligible population</li> <li>○ Current and previous programs offering short-term credentials and occupational training</li> </ul> </li> <li>• Geographic area served (e.g. size and characteristics of service area)</li> <li>• Effect of demographic, economic, or social forces on demonstration pilot operations <ul style="list-style-type: none"> <li>○ Local economic conditions (e.g. major industries, recent economic trends, other factors that affect economy)</li> <li>○ Area demographics (e.g. education levels, race and ethnicity, income, and changes in demographics over time)</li> </ul> </li> <li>• Influence of other systems/ Participant involvement with other public system (e.g. TANF, Section 8)</li> <li>• Other state or community organizations providing similar services</li> <li>• Effects of similar services on demonstration pilot services</li> </ul>
<b>COVID-19</b>	<ul style="list-style-type: none"> <li>• Best practices and lessons from start-up period</li> <li>• Program adaptations due to COVID-19</li> <li>• Perception of COVID-19's effects on service delivery and quality of service (short-term and long-term)</li> </ul>
<b>Operational Challenges and Successes</b>	<ul style="list-style-type: none"> <li>• Ways program has exceeded or fallen short of goals</li> <li>• Program's key successes and what contributed to success</li> <li>• Challenges encountered and how they were addressed</li> <li>• Areas for improvement</li> <li>• Any plans for changes and modifications</li> </ul>

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