

Instrument 5B: Site Visit 2 Interview Guide for Administrators: Licensed LifeSet Experts

Instructions

Thank you for joining us today. We would like to invite you to participate in an interview that will last about 60 minutes. We are conducting an evaluation of LifeSet, and today we'd like to learn more about the LifeSet program model and service delivery. Specifically, we will talk about the challenges and barriers the program has experienced, key program components, the enrollment and intake process, among other topics. We will use this information to better understand how the LifeSet program operates and serves young adults in New Jersey.

Your participation in this interview is voluntary. You can choose not to answer any question or not participate in the interview at all. There will be no consequences to you if you choose not to participate. We will keep the information you provide private and will not share it with anyone except for research staff working on the study. Additionally, federal law states that 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 data collection is 0970-0XXX and the expiration date is XX/XX/XXXX.

Background and Role

Current position and professional experience & Main responsibilities and role within LifeSet program

Thank you for taking the time to talk with me today.

[Note to Interviewer: Only ask if this is the first time interviewing this respondent, otherwise go to #10] I'd like to start by learning a little bit about you.

1. What is your current position and how long have you been in it?
2. What are your main responsibilities?
3. [If held current position since before March 2020] Are these the same responsibilities you had pre-COVID? If not how did your responsibilities change?
4. How long have you worked at Youth Villages?
5. What other positions have you held at Youth Villages?
6. What role do you play as part of the LifeSet program?
7. Have you worked with former foster youth or other vulnerable youth populations before working for Youth Villages? If so, in what capacity?
8. Have you held other positions – client facing or management – in social services before? If so, what were they?
9. Is there a degree/credential or experience requirement for your position? What is it?

[Note to interviewer: Only ask if this is a follow-up interview with this respondent] First I'd like to ask if anything changed about your current position and main responsibilities since we last spoke on [date]?

10. Please describe any changes in your position or main responsibilities. When did the changes occur and why?

Implementation Supports

Next, I'd like to ask you about the successes and challenges you have had implementing the LifeSet Program.

Implementation successes and challenges

11. What challenges have you encountered implementing LifeSet? How did you overcome these challenges?
12. How are these challenges different from or similar to other locations where providers other than Youth Villages are implementing LifeSet?
13. Have any factors been particularly helpful in implementing LifeSet?
 - a. Probes: readiness of providers, support from DCF leadership, support from YV leadership, etc.

Program Model

Now, I would like to learn more about the fidelity of LifeSet in New Jersey.

Fidelity

14. How much leeway would you say LifeSet Specialists have in delivering the program?
 - a. If they need to change the program protocol to better serve youth, is that encouraged? What types of changes might be encouraged? What would not be encouraged?
 - b. Do you think staff are aware of what adjustments they can and cannot make? If so, how has that information been communicated to staff?
15. Do you believe LifeSet is being delivered with fidelity in New Jersey?
 - a. If yes, how do you know?
 - b. If no, what areas of the model are not being delivered as intended? How do you know?
16. Currently, do you know of differences in how services are delivered across the four providers?
 - a. If so, please tell us about those differences.
 - b. If not, please tell us how implementing partners are able to maintain consistency in how services are delivered.
17. Has LifeSet been delivered by staff well-versed in the model?
 - a. How do you know?
 - b. Probe: What differentiates teams that know the model well from the teams that do not?
18. Do the staff who are implementing LifeSet have sufficient buy-in for the model?

Opinion of Program Effectiveness

Lastly, I'd like to talk about your opinion of the effectiveness of LifeSet services in New Jersey.

Opinion of services

19. Overall, how effective do you perceive LifeSet has been at providing services to youth transitioning out of care?
 - a. What are major strengths? Limitations?
20. Are there any needs youth face that are not effectively addressed by the LifeSet model?
21. What challenges do youth in LifeSet continue to face after they leave the program?
 - a. Is there anything you think LifeSet could be doing to better serve and meet the needs of youth? If so, what?

Closing Questions

Thank you for taking the time to talk with me today. I have a couple closing questions.

22. Is there anything that I did not ask about that you think I should know about LifeSet or your experience?
23. Do you have any final questions for me about the study, or about the research team?

*The Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to evaluate the programs and services provided to young adults who are currently or were previously in foster care. Public reporting burden for this collection of information is estimated to average 60 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. 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 and expiration date for this collection are **OMB #: 0970-XXXX, Exp: XX/XX/XXXX**. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Michael Pergamit at mpergamit@urban.org*