Program Partner Focus Group Protocol

Warm Handovers/Connections

Our first set of questions is about working with Employment Navigators, and other program staff that are involved in this pilot program.

0. Before we get started, can you let me know who you've been working with on this program?
    - Probe: Specific ENs? Staff at Serco? VETS?

1. Thinking back to when you were first approached to be a partner in this program, what worked well?
    a. What challenges did you encounter and how did you overcome them?
2. What are the strengths of your agency? What makes your agency a good partner?
3. How has the "warm handover" or connection process been working?
    a. Can you describe a typical "warm handover?" How does this happen?
        - Probe: Are TSMs/spouses "prepped" to engage with your services? Have ENs worked with the agency to let them know the TSM/spouse's needs/goals?
    b. How responsive have the ENs been if you've reached out to them with questions or for coordination/logistics?
    c. What improvements, if any, should be made to streamline or strengthen this process?
4. What's been your experience working with ENs and other staff with the Employment Navigator program?
    - [IF NEEDED REFER TO NOTES FROM Q0]
    - Probe: What's worked well? What could be improved?
5. Based on your own experiences, or what you've heard from colleagues, how well are ENs matching TSMs/spouses to you based on what they need?
    - Probe: How strong is the "match" between the needs of the TSM/spouse (identified during intake, assessment, ad-hoc conversations) and the services you provide?
6. Please describe the types of TSMs you've been assisting. How motivated are they (arrive on time or miss appointments, stay engaged, etc.)? Are they knowledgeable about the services you offer?
    - Probe: Do you see differences in the level of motivation or engagement by pilot site, military branch, or another factor?

Data

Lastly, we have a few questions about the data systems used to track activities.

7. What, if any, challenges are you having with data collection, metrics, and reporting?
    a. We're aware of the delay in getting Salesforce up and running. What impact has this had on you? How have you adapted by using TAP4ME?
8. Please think about the data systems you use now. How well are they working to track the outcomes you need to measure?
    a. Are they sufficient for operations and performance management?

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