

TAP Manager Focus Group Protocol

[MODERATOR: READ INFORMED CONSENT DOCUMENT. ALLOW EVERYONE TO RESPOND]

Thank you so much.

Communication/Collaboration

Our first few questions are about working with VETS and Serco.

1. First, what are your impressions of working/coordinating with Serco on the Employment Navigator pilot program? Overall, how have things been going?
 - a. What's been working well?
 - b. What's been challenging or could be improved?
2. What have you experienced working/coordinating with VETS on the Employment Navigator pilot? Overall, how have things been going?
 - a. What's been working well?
 - b. What's been challenging or could be improved?
3. Now we'd like you to think about how you've been coordinating with ENs and EN Regional Managers to serve TSMs/spouses. How has that process been working?
 - o Probe: Specific things that have made it easy/facilitated the process?
 - o Logistical issues or problems?

Recruitment

Switching gears, we have some questions about how things are going at your base.

4. What materials and/or media channels have you used to promote this program at your base?
 - a. IF NEEDED: Distributed materials (flyers, posters), talking points, videos, website content, social media?
 - b. How effective have these communications been in engaging TSMs/spouses?
 - o Probe: Have some been more useful than others?
5. Are there sufficient ENs to handle demand from TSMs?
 - o Probe: Does the volume of TSMs requesting EN services match what was expected?

Assist, Explore, Plan model

6. The AEP model outlines the functions of an EN and includes self-assessments, interest and aptitude testing, career exploration, knowing the high demand occupations and what credentials are needed for these occupations, and understanding the local labor market information. In your opinion, what, if anything, is missing from this model that would help ENs meet the needs of TSMs/spouses?
 - a. Where are there gaps in ENs' knowledge?
 - b. What additional resources would improve how ENs help TSMs/spouses find employment after their military career ends?
7. Lastly, we'd like to know about the process to conduct CRS Verification. How has that process been working between ENs and staff at your base?

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