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Final Reflection Interview Guide for the SUPPORT Act Grants Evaluation

This document covers the key topics addressed in one-on-one interviews with program managers at grantee and sub-grantee sites implementing the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act grant programs. These interviews will document implementation lessons and the extent to which services and partnerships will be sustained once the grants end. The interviews will take place during the last year of the grant performance period, approximately one year after the initial site visits. As currently planned, these final reflection Interviews will take place at each of the four grantees and eight sub-grantees selected for the implementation study visits. Interviews will be approximately 60 minutes in length for grantees and 90 minutes in length for sub-grantees. A table at the end of the document summarizes which staff (grantees or sub-grantees) will be included in each topic of the interviews.

Introductory statement for staff: The evaluation of the Department of Labor's (DOL) SUPPORT Act grants program is being conducted by Abt Associates and MDRC under DOL's Chief Evaluation Office, in partnership with the Employment and Training Administration. The SUPPORT Act provides grant resources to local workforce development boards to address the economic and workforce impacts associated with the high rates of opioid use disorder (OUD) or substance use disorder (SUD) in Florida, Maryland, Ohio, and Wisconsin. The evaluation aims to provide new and critical information on promising practices and implementation challenges in providing services that address both employment and treatment needs for those with OUDs/SUDs. The goal of the evaluation is to document best practices, challenges, and lessons for both policymakers and program administrators. We will use this interview today to learn about how your grant program has changed since the last round of interviews and your plans for services and partnerships after the end of the grant period. Our aim is to learn from your experiences, not audit or rate your programs. This interview will take up to 90 minutes.

Privacy Statement: Before beginning the interview, I (we) want to thank you for participating in the evaluation of the SUPPORT Act grants program. I (we) know that you are busy and we will try to be as focused as possible. We have many questions and are going to talk to many different people, so please do not feel as though we expect you to be able to answer every question. And, we understand that your participation in this discussion is voluntary and you may choose to not answer some questions.

Information collected will be kept private to the extent permitted by law. The views you express will be kept private, and nothing we publish in this evaluation will identify you by name. Though we take notes during these interviews, information is never repeated with the name of the respondent. When we write our reports and discuss our findings, information from all interviews is compiled and presented so that no one person can be identified. We also ask that you refrain from sharing anything we discuss today with others to help us ensure your privacy and the privacy of others we are interviewing. Do you have any questions before we begin?

I.   **Respondent information—***grantees and sub-grantees*

- [Existing staff] Changes to role/responsibilities within organization and grant
- [New staff] Name. title, organization/affiliation, length of involvement with the organization and with the program
- [New staff] Educational background and prior work experience
- [New staff] Overall role/job responsibilities

II.   **Program context and environment—***grantees and sub-grantees*

Changes since site visit on:

- OUD/SUD conditions in community
  - o OUD/SUD rates in community
  - o Changes in treatment and recovery system capacity
- Local economic conditions
  - o Local labor market changes
  - o Changes to workforce system service delivery and capacity
- COVID-19 context
  - o Evolution of local COVID-19 policies and response
  - o How the pandemic continues to affect local labor market and OUD/SUD trends
  - o How the pandemic continues to affect workforce system service delivery
  - o How the pandemic continues to affect service delivery under the grant
- Local policies and initiatives to address the opioid crisis
  - o Status of existing initiatives
  - o New local policies and initiatives

III.   **Program goals and structure—***sub-grantees*

Changes since site visit on:
- Goals for grant on program participants, for community
- Progress on grant spending, meeting enrollment targets, plans for obtaining a no-cost extension, reasons for any delays in spending
- Staffing
  - o Staff roles/responsibilities
  - o Staff turnover
  - o Key causes of staffing changes
- Key partners
  - o Changes in partner roles and why
  - o Loss/ending of partnerships and why
  - o For new partners: types of organization, nature of partnership, historical relationships, length of partnership

IV.   **Recruitment and enrollment—***sub-grantees*

Changes since site visit on:
- Recruitment strategies
  - o Promising approaches
  - o Strategies no longer using and why
- Target populations
- Program eligibility and enrollment processes
- Reasons for changes

V.   **Program services—***sub-grantees*

Changes since site visit on:
- Program services being offered
    - o Career services
    - o Training services
    - o Employment services
    - o Supportive services
    - o Treatment and recovery services
- Program enrollment
- Reasons for changes

VI.   Participant characteristics and participation in services— *sub-grantees*
- Changes in characteristics of participants in the program
- Trends regarding participation in services, and why
    - o Trends in utilization of career, training, and employment services
    - o Trends in utilization of supportive services and treatment and recovery services
    - o Challenges in engaging participants in services
    - o Promising approaches for sustaining participants' engagement in services

VII.   Program performance and outcomes—*grantees and sub-grantees*
- Recent trends in meeting grant outcomes and changes since site visit
    - o Enrollment in job training and services
    - o Receipt of supportive services, treatment, and recovery services
    - o Completion of job training and services
    - o Entry into employment related to training and services
    - o Employment retention
- Reasons why any performance targets may not be met by end of grant

VIII.   Operational challenges and successes—*grantees and sub-grantees*
- Challenges the program encountered and how they were overcome, including challenges related to combining treatment and employment services and forming relevant partnerships
- Promising approaches developed by program, including approaches to combining treatment/employment services and forming relevant partnerships
- Areas for improvement; plans for changes and modifications
- Sustainability and prospects for future funding
    - *o* Plans to continue partnerships
    - *o* Plans to continue serving target population
    - *o* Plans to continue grant service offerings
- Reflections on implementation learning activity
    - *o* Steps taken to address implementation after activity
    - *o* Successes and challenges
    - *o* Continued used of "learn-do-reflect" cycle within program management
- [grantees only] Plans to scale up, replicate in other locations throughout the state

The following table provides a summary of interview topics and potential respondents for each.

Summary of Interview Topics and Respondent Type

Topic	Respondent Type	
	Grantees	**Sub-grantees**
Respondent Information	X	X
Project context and environment • Substance use disorder conditions in community • Local economic conditions • Local policies and initiatives to address the opioid crisis	X	X
Program goals and structure • Goals for grant on program participants, for community • Progress on grant spending, plans for obtaining no cost-extension, reasons for any delays in spending • Staffing • Key Partners		X
Recruitment and enrollment • Recruitment strategies • Target populations • Program eligibility and enrollment processes • Reasons for changes		X
Program services • Program services being offered • Delivery structure for services • Participation in services • Reasons for changes	X	X
Participant characteristics and participation in services • Changes in characteristics of participants in the program • Trends regarding participation in services		X
Program performance and outcomes • Recent trends in program completion and contributing factors • Recent trends in success meeting performance indicators and contributing factors • Perspectives on appropriateness of performance indicators for grant	X	X
Operational Challenges and Successes • Ways program has exceeded or fallen short of goals • Promising approaches developed by program, particularly in terms of combining treatment/employment services • Program's key successes	X	X

Topic	Respondent Type	
	Grantees	**Sub-grantees**
• Challenges the program encountered and how they were overcome • Areas for improvement; plans for changes and modifications • Sustainability and prospects for future funding • Reflections on implementation learning activity • Plans to scale up, replicate in other locations throughout the state		