APPENDIX B:   
FARE PARTICIPANT INTERVIEW GUIDE

**Topic Guide for FARE Participant Interviews**

In this appendix, we provide a list of topics we will cover during interviews with FARE Navigator participants. Because not all topics will be applicable to all participants, we likely will not cover all topics with each participant. We will tailor the interview guide to participant and program context.

Prior to the interviews, Mathematica will present the following language to each respondent: Public reporting burden for this data collection instrument is estimated to average 60 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting a discussion. This collection of information is voluntary. You are not required to respond to this collection unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to: Chief Evaluation Office, U.S. Department of Labor, 200 Constitution Ave. NW, Room S-4307, Washington, DC 20210; reference OMB control number 1290-0043.

1. Participant Background and Employment History
   1. Name (or pseudonym)
   2. Participant employment history
   3. Extent of involvement with program(s) (numbers and types of programs, intensity and duration of participation)
   4. Participant needs related to grantee/subgrantee FARE activities/services (e.g., did interviewee experience workplace discrimination or misclassification?)
2. Outreach and Participant’s Initial Engagement with Navigator Services
3. How participant became aware of program
   1. Participation in any community outreach events with Navigators
   2. Receipt of any community outreach media (e.g., social media, flyers, brochures)
      1. Whether outreach materials were made available in preferred language
   3. Other (e.g., friend referral)
4. Reasons for and/or interest in working with Navigators (e.g., language barriers, difficulty understanding eligibility)
5. Experience with initial engagement with Navigator
6. Purpose of initial engagement and its setting and format
7. Types of Activities and Services Received
8. Types of Navigator services received
9. Length of time working with Navigator
10. Types and frequency of communication with Navigator
11. If applicable, type(s) of workplace topic(s) received assistance with (e.g., outreach and dissemination of educational materials, understanding rights and responsibilities in the workplace, connecting and referring to additional services and assistance)
12. Assistance with translation or interpretation
13. Education on rights, benefits, and other resources
14. Other assistance (e.g., referrals to other programs or services)
15. Types of available Navigator services offered but not received, and why
16. Services the participant still hopes to receive by working with Navigator
17. Perceptions of and satisfaction with activities and services
18. What was most and least helpful
19. Level of satisfaction with services received
20. Main drivers of (dis)satisfaction
21. Any job-seeker questions or other needs not addressed by outreach and engagement
22. Challenges in accessing Navigator services
23. Dependent care issues
24. Language/interpretation
25. Scheduling
26. Location/transportation
27. Lack of online/Wi-Fi access
28. Experience with and perceptions of the Navigator(s)
29. Whether and how Navigator/or Navigator services decreased barriers, increased knowledge of rights and benefits, and increased ability to advocate for self for workplace-related benefits and rights
30. Referrals to Other Programs or Support Services
31. Navigator support with referrals
32. Referrals to social services such as TANF, SNAP, or Medicaid
33. Referrals to legal services
34. Other community referrals
35. Challenges and successes of referrals
36. Reflections on Program Experience
37. Benefits and challenges of program as a whole
38. Other assistance participant would have liked to receive
39. Recommendations for improving Navigator services