

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
  - a. Name (or pseudonym)
  - b. Participant employment history
  - c. Extent of involvement with program(s) (numbers and types of programs, intensity and duration of participation)
  - d. 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
  - a. How participant became aware of program
    - i. Participation in any community outreach events with Navigators
    - ii. Receipt of any community outreach media (e.g., social media, flyers, brochures)
      - a. Whether outreach materials were made available in preferred language
    - iii. Other (e.g., friend referral)
  - b. Reasons for and/or interest in working with Navigators (e.g., language barriers, difficulty understanding eligibility)
  - c. Experience with initial engagement with Navigator
    - i. Purpose of initial engagement and its setting and format
3. Types of Activities and Services Received
  - a. Types of Navigator services received
    - i. Length of time working with Navigator
    - ii. Types and frequency of communication with Navigator
    - iii. 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)
    - iv. Assistance with translation or interpretation
    - v. Education on rights, benefits, and other resources

- vi. Other assistance (e.g., referrals to other programs or services)
  - b. Types of available Navigator services offered but not received, and why
    - i. Services the participant still hopes to receive by working with Navigator
  - c. Perceptions of and satisfaction with activities and services
    - i. What was most and least helpful
    - ii. Level of satisfaction with services received
    - iii. Main drivers of (dis)satisfaction
    - iv. Any job-seeker questions or other needs not addressed by outreach and engagement
  - d. Challenges in accessing Navigator services
    - i. Dependent care issues
    - ii. Language/interpretation
    - iii. Scheduling
    - iv. Location/transportation
    - v. Lack of online/Wi-Fi access
  - e. Experience with and perceptions of the Navigator(s)
  - f. 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
4. Referrals to Other Programs or Support Services
- a. Navigator support with referrals
  - b. Referrals to social services such as TANF, SNAP, or Medicaid
  - c. Referrals to legal services
  - d. Other community referrals
  - e. Challenges and successes of referrals
5. Reflections on Program Experience
- a. Benefits and challenges of program as a whole
  - b. Other assistance participant would have liked to receive
  - c. Recommendations for improving Navigator services