

APPENDIX B

TAA PARTICIPANT INTERVIEW GUIDE

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In this appendix, we provide a checklist of topics we will cover during in-person or telephone interviews with TAA participants. Not all topics are applicable to all states or participants. Mathematica likely will not cover all topics with a single participant. We will tailor the interview guide for TAA participants from particular states using information collected during site visits.

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 discussion. This collection of information is voluntary. You are not required to respond to this collection of information 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 the Chief Evaluation Office, U.S. Department of Labor, 200 Constitution Ave NW, Room S-4307, Washington, DC 20210 and reference OMB control number 1290 – 0043.

1. Participant Background/Needs

- a. Name (or pseudonym)
- b. Extent of involvement with TAA program
- c. Reasons for interest in receiving TAA services (e.g., interest in training)
- d. Prior experiences with (TAA/American Job Centers/WIOA Dislocated Worker program)
- e. Any barriers to accessing benefits and services

2. Participant Recruitment and Enrollment

- a. How participants became aware of program (Group Trade Benefit Rights Interview [BRI], Individual contact from Navigator, etc.)
- b. Which method or message made them want to engage?
- c. Experience with Rapid Response
- d. Goals for TAA program participation
- e. Experience with intake and enrollment (as applicable)
- f. How long did it take between initial notification and determination of eligibility?

3. Navigator/Program Experience

- a. Types of TAA/TRA services received
 1. Classroom training
 2. Work-based learning
 3. ATAA/RTAA
 4. Job search assistance
 5. Relocation
 6. TRA (income support)
- b. Types of case management/navigator services received
 1. Length of time working with a case manager and/or navigator
 2. Types and frequency of communication with case manager and/or navigator
 3. Development of an individual employment plan
 4. Referrals to other programs
 5. Assistance with enrollment/eligibility

6. Assistance with choosing and enrolling in training
 7. Support for completing training
 8. Assistance with job search and placement
 - c. Types of available case management/navigator services offered but did not receive and why
 - d. Challenges of accessing TAA services (i.e., childcare issues, lack of Wi-Fi access, scheduling issues, etc.)
 - e. Perceptions of activities and services
 1. What was most and least helpful
 2. Whether experience met expectations
 - f. Experience with and perceptions of their navigator
 1. Perceptions of Navigators versus TAA case managers
 2. Perceptions of Navigators versus Dislocated Worker counselors
 - g. Whether and how navigator/navigator program helped decrease barriers and increase access to benefits and services, and employment
- 4. Reflections of Program Experience**
- a. Benefits and challenges of working with a TAA Navigator
 - b. Other assistance from the navigator they would have liked to have received
 - c. Recommendations for navigator improvement