

INFORMATION COLLECTION ACTIVITY #3

NEXT GENERATION OF CHILD SUPPORT EMPLOYMENT SERVICES DEMONSTRATION EVALUATION

TOPIC GUIDE FOR PARTICIPANT INTERVIEWS

The semi-structured study participant interviews will be part of the multi-day site visits to each participating program, or, pending participant availability and preference, may be conducted virtually. Visits will occur in 2026 and 2027. Interviews with NextGen study members will be one-on-one or in groups.

Purpose and Use: The purpose of these interviews is to learn about participants' experiences with the child support program in general, and with NextGen child support, employment, and other support services in particular. The information will be used to provide the perspective of the study participants in the implementation study.

Privacy: The information provided during these interviews will be used for research purposes only. It will only be discussed in combination with information from other participants. No information that identifies the individual will be disseminated outside the evaluation team, except as required by law.

Voluntary Participation: Providing information for the purposes described is voluntary. Written documentation of informed consent will be obtained.

Estimated time: Each interview is expected to take an average of 60 minutes.

Topic Category	Participant Interview Topics
Participant Characteristics	• Parent background, including living situation, justice system involvement, and other relevant characteristics • Relationships with children • Prior experience with child support program, family court before NextGen, including order establishment, enforcement actions, modifications • Motivation for joining program, referral to program, assessments, referrals
Employment Services and Employment	• Employment history • Strengths and challenges related to work • Experience with paying child support and income withholding • Current employment goals and status • Participation in NextGen employment services, including employment assessment, job search, training or credentialing, or other employment

	services • Role of NextGen services in achieving employment goals • Long-term employment goals, job retention
Overall Experience in NextGen	• Other services received through child support and supportive service provider partners • Participation in NextGen activities and perspectives on services, including usefulness, goals, challenges, and any other relevant feedback • Overall experience with NextGen components • Anticipated outcomes related to employment, child support, or family/relationship with children