WIOA YOUTH PARTICIPANT INTERVIEW GUIDE

Program/project title: _____

Interview Date: _____

Participant's Name: _____

Background/Orientation

- How did you learn about this program/services provided by this organization?

- When the program was explained to you, did the organization describe the services that are available?

- Were other programs/organizations mentioned as possible other resources? [Indicate what other partner programs participant is accessing]

Career Guidance/Service Provision

- What is your employment/training goal?

- How did you select this as your employment/training goal?

- Is there a strong demand for this occupation/position in this area? How do you know?

- How much do you expect to make in this new job? Is this an adequate income to meet your needs?

- What role did your counselor/program representative play in helping you identify your employment/career goal and develop a plan for achieving your goals?
  Reviewer: assess whether participant info is consistent with Individual Service Strategy (ISS)
  How often is ISS reviewed/updated with participant?

Educational Attainment/Skills Training
If the participant is [or was] enrolled in training, ask the following questions:

- How did you select your educational provider?

- Describe your training/educational experience?

- Are you [were you] satisfied with the training? If not, why?

Supportive Services
If the participant received or is receiving supportive services, ask the following:

- Does/did the program help pay for any services like books, mileage reimbursement, childcare, etc.?

  If yes, what type of supportive services is participant receiving?

- If you are reimbursed for receipts, do/did you receive reimbursements in a timely manner?

Job Search Assistance
If the participant is not enrolled in training, or has completed training, inquire about the following:

- Did you receive any services to help with your job search?

  Could you tell me more about this? [*Inquire about job search skills, identifying job openings, job development, interviewing skills, resume preparation, job clubs, etc*].

- How did these services help you? Please explain.

- How is your job search going?

- Are you currently working?
  [If yes, inquire about current employment information (company, job title, hours, salary)

Program Feedback/Evaluation

- Is there a particular staff person that you usually work with? What has this been like?

- How often do you have contact with him/her?

- Have you ever experienced any issues during your participation in the program?
  [If yes] Please tell me more about this. Was the issue resolved? How?

- Has a program representative provided you with a form to file a complaint/grievance and/or explained how to file a complaint/grievance?

- Now I'm going to ask you about your overall experience with the services you've received so far. I'll read three statements and ask you to rate your experience.

  #1) On a scale of 1 to 10, where 1 means *very dissatisfied* and 10 means *very satisfied*, what is your overall satisfaction with the services provided from the project?

  #2) Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? 1 means *falls short of expectations* and 10 means *exceeds your expectations*.

  #3) Would you recommend this program/services to a friend or family member? *If yes, what specifically would you recommend?*

- Do you feel there are services that you need to be successful in achieving your employment goal, but that you are not currently receiving? (If so, what services?)

- Do you have any suggestions for improving the program/services?

- Is there anything else you'd like to share with me?

- Are there any questions you'd like to ask me?