

THE  
UNIVERSITY  
OF RHODE ISLAND

# REAL JOBS RHODE ISLAND: GUIDED INTERVIEW QUESTIONS FOR CASE STUDIES

Prepared for:

## Rhode Island Department of Labor and Training

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## Guided Interview Questions for Case Studies

### Section 1: What they set out to do (brief summary of their grant proposals)

- Prior to interview, read grant proposal narrative and the addenda and type up a 1-2 paragraph summary of the goal of the grant and the basic programming.

### Section 2: Why they set out to do it (summary of the justification for the proposal—challenges of finding workers in this field and existing training programs in the past)

- 1 paragraph summary generated from the grant proposal narrative/addenda

### WALKING TOUR QUESTION (e.g. general interview—eliminate questions from below that the person covers during general impression)

Can you tell me generally about your experience with your Real Jobs Rhode Island training program?

### Section 3: Innovation: How training programs prior to this one were different (if there were training programs)? Or where the idea for the training program came from (e.g. no training programs exist).

· Q1. Have you offered training programs in the \_\_\_\_\_ (insert sector name) sector prior to being funded by DLT's Real Jobs Rhode Island grant?

If YES:

- Have any of those previous efforts been funded or assisted by DLT?
- How does this training program differ from those you offered before?

§ Probe: larger scale? Different partners? Different training protocol? Different recruitment population?

- Are you running any other training programs at the same time as this one?

§ How do those differ from the RJRI funded training program?

If NO:

- You indicated you have not run training programs before this one. How did you decide that a training program would be a good endeavor for your organization?
- How did you identify that training was needed in your sector?
- Was training for the sector being offered by other organizations before you applied for this grant?

If yes:

- Are they still offering that training program?
- How does your training program differ from what was/is being offered by other organizations?

### Section 4: Process: How they decided to apply, how they formed as a sector

- Q2. How did you first hear about the RJRI funding availability?
- Q3. Were the sector collaborators already a formal group prior to applying for funding?
- Probe: How did you form the sector partners (workplace intermediaries, business partners, educational institutions, etc.)

If YES:

- Had you worked together on projects before, if so what were those projects?
- Were there any barriers to getting the partners to work on this project together?

IF NO:

- Who brought the sector together for the first time?
- Can you describe how that went?
- How did you decide who would be involved from the sector in this particular grant?
- Were there any challenges of getting the sector together to talk about training?
- Probe: what were those challenges?
- Probe: how did you overcome those challenges?
- Q4. When did you decide to apply for funding from DLT?
- Q5. Was there anything that made you unsure about applying for funding or anything that made you not want to apply for funding?
- Q6. What made you decide to apply for RJRI funding?

### **Section 5: Strengths and Challenges of grant implementation**

- Q7. What was the biggest struggle/challenge implementing this grant?
- Q8. How did you deal with/overcome this challenge?
- Probe: What other challenges/struggles have you experienced implementing this grant?

And how did you overcome these?

- Q9. What was the biggest success in implementing this grant?
- Probe: What other successes do you feel you have had?
- Q10. What strategies have worked well in collaborating with the sector partners?
- Q11. Were there any challenges to working together as a sector?
- Probe: What partners ended up being most involved? (please describe who was most involved)
- Probe: Were there any partners that were particularly hard to work with or who you expected to be more involved than they were? (please describe)
- Q12. You set out to recruit \_\_\_\_\_ (insert target population from grant). Were there any challenges you faced recruiting this population?
- Q13. Were there any unforeseen challenges you experienced in recruiting participants into the program?
- Q14. What were the recruitment strategies you employed that worked particularly well?
- Q15. Were there any challenges related to personal or family issues for the trainees?
- Probe: childcare, transportation, cultural competencies, language, work ethic, financial
- Did you provide any support to help overcome these challenges?
- Q16. Were there any skill deficiencies in your target population that you had not foreseen needing to train for? (please describe)

IF YES:

- Did you incorporate anything into your training program to compensate for this? (if so, please describe)
- Q17. You set out to train \_\_\_[fill in number of people], did you reach your goal?

IF NO:

- Can you describe why you think you were unable to achieve your goal?

- Q18. If you were to remake this sector plan from scratch, what would you do differently (e.g. things you would include that were not originally included, or things you included that you would not include again)?
- Q19. Your grant said that your goals for this program were to \_\_\_\_\_[insert here from the grants], Do you feel like this program met those intended goals? (please elaborate)
- Q20. Have you begun any additional training programs since first getting a RJRI award? (please describe if yes)

### **Section 6: Sustainability**

- Q21. How sustainable do you feel this training program is?
- Q22. Do you plan to continue this program without the funding from the state? (e.g. once RJRI is done)
- Q23. Do you have confidence that your organization can sustain its broader mission? And is there anything DLT could do to help? (Possible probes: For example, in the marine trades- will they be able to keep this going? Are certain components, such as courses, institutionalized?)  
Before beginning next section, state “This next section is completely anonymous and will not be included with your case study. It is going to be part of an aggregated examination of how DLT is doing in supporting grantees and administering grants. Please answer honestly and know that your answers will not be traced to your grant. “

### **Section 7: Benefits and challenges of working with DLT**

- Q24. Can you tell me how it has been to work with DLT on this grant? (general probe)
- Q25. What would you say was the largest challenge of working with DLT?
- Q26. Was there anything about working with DLT that made it harder to achieve the goals of the grant?
- Q27. Was there anything about working with DLT that helped you achieve the goals in the grant?
- Q28. Were there other things you have not spoken about so far that you found difficult in working with DLT?
- Q29. Were there other things you have not mentioned so far that you found beneficial about working with DLT?
- Q30. In the future, what could DLT do to make it easier for sector grantees to run their grants?
- Q31. Were there any problems you had with the way reporting was set up?
- Q32. Was there any support you could have used from DLT that you were not provided with that would have made achieving your goals easier?
- Q33. For future grantees, would you recommend they apply for the Real Jobs grants? Why or why not?
- Q34. How was it working with your grant administrator?

### **Section 8. ONLY For those who have run DLT programs before (see question 1 probe)**

- Q35. Many changes have occurred at DLT over the last few years, given you have worked with them in the past on these projects, would you say it has gotten easier or harder to work with DLT on training programs?

- Q36. Is there anything in specific that they used to do that they do not anymore that you think they should bring back?
- Q37. Is there anything specifically that they are doing differently now that you think they should make sure to continue doing?
- Q38. Would you say working with DLT has improved or gone downhill while you have been working with them?
- Q39. One of the changes that DLT attempted to make when designing RJRI was to make the process more flexible than training programs in the past. Would you say that it was more flexible? If so, was that flexibility helpful? (please explain)
- Q40. Did you understand why you were being asked to report the information DLT required in the addenda process? How did you feel about how much information you reported?

**GENERAL END: Is there anything else you'd like to mention or you think I should know about your program or DLT?**