

Appendix D:  
Debriefing Interview Questions for the  
Claims Representatives/Service Representatives (Federal Employees)

**This research does not seek to analyze claimant responses and the data will not be retained. The objective is to assess the usability of the CAT assessment software during real-life SSA disability application processes that you currently facilitate.**

- 1) At what time point in the intake process did you administer the functional questionnaire and why?
  - a) Administration time point will be determined by CRs
  
- 2) Did you find the administration of the functional questionnaire to be burdensome?  
If yes, in what ways was it burdensome?
  
- 3) Was there anything that was confusing about the administration of the functional questionnaire?
  
- 4) How well did the training that we provided give prepare you to administer the functional questionnaire?
  
- 5) Did you feel that asking these functional questions interrupted your regular work flow?  
If so, how?
  
- 6) How comfortable do you feel the claimants were answering these functional questions?  
Can you elaborate on the ways they felt uncomfortable?
  
- 7) How difficult did it appear for the claimant to answer the functional questions?
  
- 8) How often did you find yourself having to explain what the functional questions meant to the claimant? Were any questions particularly confusing?
  
- 9) Are there any improvements in the functional assessment process that you would suggest to ease the implementation of asking these questions within SSA field offices?
  
- 10) Was the computer interface user friendly? Are there any changes you would make to the presentation of the functional questions?
  
- 11) Were there any challenges with claimant's agreeing to answer the questions?
  
- 12) Did the claimant give any feedback or impressions about the questions you asked? Were there things they specifically did not like or understand?