Once caseworkers have completed their activity logs, we will analyze the data. Based upon this analysis, we will decide what questions we need to ask the caseworkers during semi-structured interviews. Until that analysis is completed, we will not know what questions to ask. The protocol below illustrates the types of questions that we will ask.

A. Certification

1. What activities are involved in certifying a case?

2. How do certification activities under the pilot differ from the standard certification approach? **(Only ask this question to caseworkers in pilot sites.)**

3. What about certification in the pilot explains the time difference to certify a case compared to the pre-pilot certification process?

4. Did you confront any significant issues certifying cases under the pilot? If so, please explain.

B. Recertification

1. What activities are involved in recertifying a case?

2. How do recertification activities under the pilot differ from the standard recertification approach? **(Only ask this question to caseworkers in pilot sites.)**

3. What about in the pilot explains the time difference to recertify a case compared to the pre-pilot recertification process?

4. Did you confront any significant issues recertifying cases under the pilot? If so, please explain.

C. Other Case Management Activities

1. What other case management activities did you need to perform during the pilot? Please describe them.

2. How do other case management activities under the pilot differ from the standard recertification approach? **(Only ask this question to caseworkers in pilot sites.)**

3. What about in the pilot explains the time difference to for these other case management activities compared to the pre-pilot recertification process?

4. Did you confront any significant issues with other case management activities under the pilot? If so, please explain.

APPENDIX H – TIME-USE DATA COLLECTION PROTOCOL

D. Non-Case Management Activities

1. What non-case management activities did you perform?

2. How do these other activities under the pilot differ from these types of activities prior to the pilot? **(Only ask this question to caseworkers in pilot sites.)**

3. What about in the pilot explains the time difference in non-case management activities compared to the pre-pilot process?

4. Did you confront any significant issues with non-case management activities under the pilot? If so, please explain.

E. Additional Information

1. Were there any unusual events that occurred during the data collection period? If so, please describe the events and explain their effect. For example, were there significantly more or fewer applicants than you see during an average work week?