

QUARTERLY INTERVIEW

Thank you for agreeing to participate in this interview for the Supported Employment Demonstration, a research study by the Social Security Administration (SSA). I work for Westat, the research company that SSA has contracted to carry out this study.

The Supported Employment Demonstration seeks to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits find good jobs they want and function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

We will do this quarterly interview with you every three months until the end of the study. The interview will last approximately [20/30] minutes and will ask questions about your health, work history and health care. Afterwards you will receive [\$25/\$40] as a thank you for your time.

Your participation is voluntary. You can decide not to participate in this interview or stop participating without penalty. If you are appealing your denial or reapplying for SSA benefits, you can still participate in this interview and your participation will not affect your appeal or reapplication.

During this interview, you may experience anxiety, fatigue or frustration. If this happens, you can take a break, skip any section, or stop the interview. If you become particularly upset, I may offer to refer you to crisis management services that you can use if you wish.

Do you have any questions? [ANSWER ALL QUESTIONS]
OK let's begin.

EMPLOYMENT OUTCOMES (EO)

A. WORK HISTORY

Now I'd like to ask you some questions about your work experience since the last time we talked. That would be the time period from {INSERT DATE FROM LAST INTERVIEW} to today.

EO-1. Have you worked at a job or business for since {INSERT DATE FROM LAST INTERVIEW}?

- YES 1
- NO 2

EO-2. Are you currently working at a job or business for pay?

- YES 1
- NO 2

Now, I am going to ask some questions about your work history since {date of last interview} starting with your {current/ most recent} job. If you {have/had} more than one job in the same time period, tell me about the main job first. Also, if you have held more than one position within the same company, you should tell me about those positions as separate jobs. You should include part-time and full-time jobs, but only include jobs or positions you have held for pay.

ASK EO-3 TO EO-17 FOR EACH JOB HELD SINCE LAST INTERVIEW

EO-3. What {is/was} your job title?/ What job did you do before that?

[INTERVIEWER: PLEASE MAKE SURE EACH JOB TITLE IS UNIQUE.]

NAME OF JOB/JOB TITLE

EO-4. On what date did you begin that job?

|_|_| / |_|_| / |_|_|_|_|
DAY MONTH YEAR
(If R KNOWS DAY, EO-5, IF R UNSURE, CONTINUE WITH PROBES)

EO-4A Was it closer to the beginning of the month, or the end of the month?

If you have a calendar, that might help.

EO-5. One what date did that job end?

|_|_| / |_|_| / |_|_|_|_|
DAY MONTH YEAR

CURRENTLY WORKING MAIN JOB..... 95
CURRENTLY WORKING SECOND JOB 96

(If R KNOWS DAY, EO-6, IF R UNSURE, CONTINUE WITH PROBES)

EO-5A Was it closer to the beginning of the month, or the end of the month?

If you have a calendar, that might help.

EO-6. How many hours per day {do/did} you usually work at that job?

|_|_|
HOURS

EO-7. How many days per week {do/did} you usually work at that job?

|_|
DAYS

EO-8. How many weeks per month {do/did} you usually work at that job?

|_|
WEEKS

EO-9. What {are/were} your main activities or duties on this job?

JOB DUTIES

EO-10. What {is/was} the name of the organization or company you {work/worked} for?

NAME OF ORGANIZATION/COMPANY

CASUAL LABOR/SELF-EMPLOYED 95

EO-11. What type of business {is/was} it, that is what type of product {is/was} made or what type of service {is/was} provided?

TYPE OF BUSINESS

EO-12. What {is/was} your hourly wage?

\$_|_|_|_|_|.|_|_|_| HOURLY WAGE

EO-13. Is it possible that you {are/were} paid a piece rate? That is, your pay {is/was} not based on an hourly rate but on the number of items that you {produce/produced}?

YES 1
NO 2
CASUAL LABOR/SELF-EMPLOYED 3

EO-14. Is/was this a temporary position?

YES 1
NO 2 (WI-16)

EO-14b If yes, when will/did you end the job?

|_|_| / |_|_| / |_|_|_|_|

EO-14c. Is/was this a seasonal job or a transitional job?

SEASONAL JOB 1
TRANSITIONAL JOB 2
OTHER JOB (SPECIFY) _____ 91

d. Any other benefits? (SPECIFY) _____ 1 2

ASK EO-18 FOR CURRENT OR MOST RECENT JOB ONLY

EO-18. Taking everything into consideration, how do you feel about your {current/most recent} job as a whole?

- Extremely dissatisfied 1
- Slightly dissatisfied..... 2
- Neither dissatisfied nor satisfied 3
- Slightly satisfied 4
- Extremely satisfied 5

EO-19. Have you worked at a volunteer job in the past month?

- YES 1
- NO 2

IF RESPONDENT IS CURRENTLY WORKING (EO-2 = 1) THEN GO TO EO-21.

EO-20. Which of the following best describes your current work status? Would you say...

- Have a job but currently not at work (for instance on a leave of absence or suspended), 1
- Looking for work, 2
- Keeping house or caregiving, 3
- Going to school, 4
- Doing volunteer work, 5
- In vocational training, 6
- Retired, 7
- Unable to work, or 8
- Something else? (SPECIFY) _____ 91

B. CURRENT INCOME SOURCES

EO-21. Please tell me how much money you received from the following sources during the past month. Remember, everything you tell me is strictly confidential.

- a. Any earned income or money from all paid employment, including tips or commissions. Please tell me the take home amount
\$|_|_|,|_|_|_|_|_|_|_|_|_|
- b. Social Security Disability Income
\$|_|_|,|_|_|_|_|_|_|_|_|_|
- c. Social Security Retirement or Survivors Benefits
\$|_|_|,|_|_|_|_|_|_|_|_|_|
- d. Supplemental Security Income (SSI)
\$|_|_|,|_|_|_|_|_|_|_|_|_|
- e. VA or other armed services disability benefits
\$|_|_|,|_|_|_|_|_|_|_|_|_|

- f. Other state or county social welfare benefits such as general assistance or public aid
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- g. Food Stamp Program or SNAP (the Supplemental Nutritional Assistance Program).....
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- h. Temporary Assistance for Needy Families (TANF), also known as cash welfare
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- i. Vocational program such as Vocational Rehabilitation, the Job Training Partnership Act, or Easter Seal
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- j. Unemployment compensation.....
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- k. Retirement, pension (including military), investing, or savings income that you receive regular payments from.....
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- l. Alimony and child support.....
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|
- m. Money from family members including gifts, loans, or bill payments.....
\$|_|_|_|,|_|_|_|_|_|.|_|_|_|

EO-22. Sometimes people’s income is increased through other sources that are not reported to the government. The kinds of things I’m referring to include money received by doing odd jobs such as babysitting or yard work, helping in a business, or doing work “under the table.” Did you receive any income this way last month that you have not already told me about? Remember, what you tell me is strictly confidential. I cannot share this information with anyone, no matter what the reason.

YES 1
NO 2 (BOX EO-2)

EO-23. How much did you receive that you have not already told me about?

\$|_|_|_|,|_|_|_|_|_|.|_|_|_|

EO-24. About how much was your total household income last month? Household income means the total amount of money that everyone in your household, *including yourself*, received during the past month.

\$|_|_|_|,|_|_|_|_|_|.|_|_|_|

IF DON'T KNOW:

EO24a. Ok, let’s try to estimate your total household income last month. Was it...

[INTERVIEWER begin with category including sum of EO-21 and EO-23.]
[PROGAMMER – DISPLAY SUM]

Less than \$500 1
\$500 to \$999 2

\$1,000 to \$1,499	3
\$1,500 to \$1,999	4
\$2,000 to \$2,499	5
\$2,500 to \$2,999	6
\$3,000 to \$3,499	7
\$3,500 to \$3,999	8
\$4,000 to \$4,499	9
\$5,500 to \$5,999	10
\$6,000 to \$6,499	11
\$6,500 to \$6,999	12
\$7,000 or more.....	13

HEALTH STATUS (HS)
SF-12
[ONLY ASK EVERY FOUR QUARTERS]

The next few questions ask about your health and how well you are able to do your usual activities. First I will ask about your health now. Please try to answer the question as accurately as you can.

HS-1. In general, would you say your health is...

- Excellent, 1
- Very good,..... 2
- Good, 3
- Fair, or 4
- Poor? 5

Now, I'm going to ask about activities that you might do during a typical day. As I read each item, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all in these activities.

HS-2. Does your health now limit you in moderate activities such as moving a table, pushing a vacuum cleaner, bowling, or playing golf? Does it limit you...

- A lot, 1
- A little, or 2
- Not at all?..... 3

HS-3. Does your health now limit you in climbing several flights of stairs? Does it limit you...

- A lot, 1
- A little, or 2
- Not at all?..... 3

The next two questions ask about your physical health and your daily activities.

HS-4. During the past 4 weeks, how much of the time have you accomplished less than you would have liked to as a result of your physical health? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-5. During the past 4 weeks, how much of the time were you limited in the kind of work or other regular daily activities you do as a result of your physical health? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

Now I will ask about any emotional problems and your daily activities.

HS-6. During the past 4 weeks, how much of the time have you accomplished less than you would have liked to as a result of any emotional problems, such as feeling depressed or anxious? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-7. During the past 4 weeks, how much of the time did you not do work or other activities as carefully as usual as a result of any emotional problems, such as feeling depressed or anxious? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-8. During the past 4 weeks, how much did pain interfere with your normal work, including both work outside the home and housework? Did it interfere.

- Not at all, 1
- A little bit, 2
- Moderately, 3
- Quite a bit, or 4
- Extremely? 5

These next questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give me the one answer that comes closest to the way you have been feeling.

HS-9. During the past 4 weeks, how much of the time have you felt calm and peaceful? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-10. During the past 4 weeks, how much of the time did you have a lot of energy? Would you say...

[INTERVIEWER: SHOW HS CARD.]

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-11. During the past 4 weeks, how much of the time have you felt downhearted and depressed? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

HS-12. During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities, like visiting with friends or relatives? Would you say...

- All of the time, 1
- Most of the time, 2
- Some of the time, 3
- A little of the time, or 4
- None of the time?..... 5

PAIN

[ONLY ASK EVERY FOUR QUARTERS]

This next question is about pain.

Please rate your current pain on a scale of 0 to 10, with 0 being no pain and 10 being the worst pain you can imagine. You can use these faces to help. How would you rate your pain?

|_|_| ENTER NUMBER BETWEEN 0 AND 10

COLORADO SYMPTOM INDEX (CSI)
[ONLY ASK EVERY FOUR QUARTERS]

Now I am going to ask you some questions about any psychological or emotional difficulties that you may have had. I am going to ask you how often you experienced certain problems during the past month. For each problem I mention, please let me know how often you have had the problem in the past month. The responses are "At least every day," "Several times a week," "Several times during the month," "Once during the month," and "Not at all." If you have experienced the problem at least once in the past month you would choose "Once during the month." If you have experienced the problem more often, you would choose "Several times during the month." Do you have any questions about what the choices mean?

CSI-1 In the past month, how often have you felt nervous, tense, worried, frustrated, or afraid?

- Not at all..... 1
- Once during the month 2
- Several times during the month 3
- Several times a week..... 4
- At least every day 5

CSI-2 In the past month, how often have you felt depressed?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-3 In the past month, how often have you felt lonely?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-4 In the past month, how often have others told you that you acted "paranoid" or "suspicious"?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-5 In the past month, how often did you hear voices, or hear or see things that other people didn't think were there?

- Not at all..... 1

- Once during the month 2
- Several times during the month 3
- Several times a week 4
- At least every day 5

CSI-6 (Read slowly) In the past month, how often did you have trouble making up your mind about something, like deciding where you wanted to go or what you wanted to do, or how to solve a problem?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-7 (Read slowly) In the past month, how often did you have trouble thinking straight, or concentrating on something you needed to do like worrying so much, or thinking about problems so much that you can't remember or focus on other things?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-8 In the past month, how often did you feel that your behavior or actions were strange or different from that of other people?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-9 In the past month, how often did you feel out of place or like you did not fit in?

- Not at all..... 1
- Once during the month 2
- Several times during the month 3
- Several times a week..... 4
- At least every day 5

CSI-10 In the past month, how often did you forget important things?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-11 In the past month, how often did you have problems with thinking too fast (thoughts racing)?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-12 In the past month, how often did you feel suspicious or paranoid?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-13 In the past month, how often did you feel like hurting or killing yourself?

- NOT AT ALL 1
- ONCE DURING THE MONTH 2
- SEVERAL TIMES DURING THE MONTH 3
- SEVERAL TIMES A WEEK..... 4
- AT LEAST EVERY DAY 5

CSI-14 In the past month, how often have you felt like seriously hurting someone else?

- Not at all..... 1
- Once during the month 2
- Several times during the month 3
- Several times a week..... 4
- At least every day 5

BRIEF RESILIENCE SCALE (BR)
[ONLY ASK EVERY FOUR QUARTERS]

Next, I am going to read you a series of statements. Let me know how much you agree or disagree with each of the statements.

BR-1. I tend to bounce back quickly after hard times. Would you say you...

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

BR-2. I have a hard time making it through stressful events. Would you say you...

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

BR-3. It does not take me long to recover from a stressful event. Would you say you...

- Strongly disagree 1

- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

BR-4. It is hard for me to snap back when something bad happens. Would you say you...

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

BR-5. I usually come through difficult times with little trouble. Would you say you...

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

BR-6. I tend to take a long time to get over set-backs in my life. Would you say you...

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree, or 4
- Strongly agree? 5

SATISFACTION WITH LIFE (SL)
[ONLY ASK EVERY FOUR QUARTERS]

The next questions are about how you like your present life. For each question, please let me know which option best reflects your feelings about your life at this time.

SL-1 How much do you like the place where you live?

- Not at all..... 1
- Very little 2
- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

SL-2 How satisfied are you with the amount of privacy you have in your current living situation?

- Not at all..... 1
- Very little 2
- Average or ok..... 3

A lot, or..... 4
A great deal? 5

SL-3 How satisfied are you with the amount of space you have in your current living situation?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-4 How much do you like the food you usually eat?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-5 How satisfied are you with the way you spend your evenings and weekends?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-6 How satisfied are you with the number of friends you have?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-7 Do you feel as close to your friends as you would like to be?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-8 How satisfied are you with the kind and amount of contact you have with the opposite sex?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4

A great deal? 5

SL-9 How satisfied are you with your current social life?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-10 How satisfied are you with the kinds of relationships you have with members of your family?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-11 How satisfied are you with the way you spend your days?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-12 How satisfied are you with the kind of work that you do?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-13 Do you feel that you are working as much as you would like?

Not at all..... 1
Very little 2
Average or ok..... 3
A lot, or..... 4
A great deal? 5

SL-14 How satisfied are you with your current psychological condition?

Not at all..... 1
Very little 2

- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

SL-15 How satisfied are you with your present life?

- Not at all..... 1
- Very little 2
- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

SL-16 How satisfied are you with yourself on the whole?

- Not at all..... 1
- Very little 2
- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

SL-17 Do you feel you get as much enjoyment from life as most people do?

- Not at all..... 1
- Very little 2
- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

SL-18 Do you feel that you have as much freedom as you want?

- Not at all..... 1
- Very little 2
- Average or ok..... 3
- A lot, or..... 4
- A great deal? 5

ALCOHOL, DRUGS, AND TOBACCO USE (SA)
[ONLY ASK EVERY FOUR QUARTERS]

SA-1. These next questions are about smoking and tobacco use. In the last week, how many days did you smoke cigarettes or use tobacco in other forms such as cigars, pipes, hookahs, vaporizers, or chewing tobacco?"

 |_|_|
 DAYS
(IF >0, CONTINUE TO SA-2, OTHERWISE SKIP TO SA-7)

What form or forms of tobacco did you use in the last week? Was it...

SA-2a. Cigarettes?

YES..... 1
 NO 2

SA-2b. Cigars?

YES..... 1
 NO 2

SA-2c. Pipes, hookahs, or vaporizers?

YES..... 1
 NO 2

SA-2d. Chewing tobacco?

YES..... 1
 NO 2

IF SA-2A = YES, ASK SA-3; IF SA-2B = YES, ASK SA-4; IF SA-2C = YES, ASK SA-5; IF SA-2D = YES, ASK SA-6

SA-3. How many cigarettes did you smoke in a typical day in the past week?

 |_|_|
 CIGARETTES

SA-4. How many cigars did you smoke in a typical day in the past week?

 |_|_|
 CIGARS

SA-5. How many pipes full of tobacco did you smoke in a typical day in the past week?

 |_|_|
 PIPES

SA-6. How many times did you use chewing tobacco in a typical day in the past week?

 |_|_|
 TIMES

SA-7. You just told me that in the past week you [SUMMARIZE SMOKING HABITS]. Now think about the past three months. Was this past week typical of all the other weeks in the past three months, or were there weeks you used more or used less than this?

TYPICAL..... 1
 SOME WEEKS MORE 2
 SOME WEEKS LESS 3

Now I am going to ask you about your use of alcohol and drugs in the past week. This includes any use of alcohol, not just getting high or drunk, and this includes different types of alcohol such as beer, malt liquor, wine, wine coolers, and hard liquor such as whisky, vodka, rum, and so forth). For drug use, this includes the use of any illegal drugs such as marijuana and cocaine, and it includes abuse of prescription or over-the-counter medicines.

SA-8. In the last week, how many days did you drink and amount of alcohol?

|_|_|
DAYS
(IF >0, CONTINUE TO SA-9, OTHERWISE SKIP TO SA-10)

SA-9. How many drinks did you have in a typical day in the past week?

|_|_|
DRINKS

SA-10. Now think about the past three months. Was this past week typical of all the other weeks in the past three months, or were there weeks you drank more or drank less than this?

TYPICAL 1
SOME WEEKS MORE 2
SOME WEEKS LESS 3

SA-11. In the last week, did you use any of these drugs? This includes marijuana, sedatives, cocaine, stimulants, hallucinogens, heroin, methadone, other opiates, and inhalants.

YES 1
NO 2 (SA-16)

Which drug or drugs did you use?

SA-12a. Marijuana?

YES 1
NO 2

SA-12b. Sedatives?

YES 1
NO 2

SA-12c. Cocaine?

YES 1
NO 2

SA-12d. Stimulants?

YES 1
NO 2

SA-12e. Hallucinogens?

YES 1
NO 2

SA-12f. Heroin?

YES 1
NO 2

- SA-12g. Methadone?
- YES..... 1
 NO 2
- SA-12h. Other opiates?
- YES..... 1
 NO 2
- SA-12g. Inhalants?
- YES..... 1
 NO 2
- SA-12h. Other?
- YES..... 1
 NO 2

[REPEAT SA-13 AND SA-14 FOR EACH DRUG]

SA-13. How many days in the last week did you use [DRUG]?

DAYS

SA-14. Now think about the past three months. Was this past week typical of all the other weeks in the past three months, or were there weeks you used more or used less than this?

- TYPICAL..... 1
 SOME WEEKS MORE 2
 SOME WEEKS LESS 3

SA-15. Now think about your prescribed medications. How many days in last week did you take more of your medication than the doctor prescribed?

DAYS

SA-16. Now think about the past three months. Was this past week typical of all the other weeks in the past three months, or were there weeks you took more medication that prescribed more or less often?

- TYPICAL..... 1
 SOME WEEKS MORE 2
 SOME WEEKS LESS 3

SA-17. How many days in last week did you take medication that was prescribed to someone else?

DAYS

SA-18. Now think about the past three months. Was this past week typical of all the other weeks in the past three months, or were there weeks you took medication that was not prescribed to you more or less often?

- TYPICAL..... 1
 SOME WEEKS MORE 2
 SOME WEEKS LESS 3

BMI

[ONLY ASK EVERY FOUR QUARTERS]

BMI-1 How tall are you without shoes?

FEET INCHES

BMI-1 How much do you weigh without shoes?

POUNDS

HEALTH CARE COVERAGE AND SERVICE UTILIZATION (HC)

A. HEALTH CARE COVERAGE

Now I'd like to ask you some questions about health insurance. In the previous interview, you reported that you {receive health care coverage through LIST OF INSURANCES FROM PREVIOUS INTERVIEW/were uninsured}.

HC-1. Are you still {receiving health care coverage through {LIST INSURANCES}/uninsured}?

YES 1 (HC-3)
NO 2 (BOX HC-1)

BOX HC-1

IF RESPONDENT WAS PREVIOUSLY UNINSURED, HC-4
IF RESPONDENT PREVIOUSLY HAD INSURANCE, HC-2

HC-2. What insurance are you no longer covered through?

[DISPLAY LIST OF INSURANCES FROM PREVIOUS INTERVIEW]

HC-3. And, since {DATE OF LAST INTERVIEW} did you gain any new health insurance coverage?

YES 1
NO 2 (HC-6)

HC-4. What is/are the new health insurance or health coverage plans?

INSURANCE THROUGH A CURRENT OR FORMER EMPLOYER OR UNION (OF YOURS OR ANOTHER FAMILY MEMBER)
INSURANCE PURCHASED DIRECTLY FROM AN INSURANCE COMPANY (BY YOU OR ANOTHER FAMILY MEMBER)

INSURANCE THROUGH HEALTHCARE.GOV OR A STATE EXCHANGE
MEDICARE, FOR PEOPLE 65 AND OLDER, OR PEOPLE WITH CERTAIN DISABILITIES
MEDICAID, MEDICAL ASSISTANCE, OR ANY KIND OF GOVERNMENT-ASSISTANCE PLAN FOR
THOSE WITH LOW INCOMES OR A DISABILITY
VA (INCLUDING THOSE WHO HAVE EVER USED OR ENROLLED FOR VA HEALTH CARE)
TRICARE, TRICARE FOR LIFE OR OTHER MILITARY HEALTH CARE
INDIAN HEALTH SERVICE
OTHER SPECIFY

B. HEALTH CARE SERVICE UTILIZATION

HC-6. Since {DATE OF LAST INTERVIEW}, did you receive any care in an emergency room?

YES 1
NO 2 (HC-13)

I would like to get more information about your emergency room visits. Let's begin with the most recent time you visited an emergency room and work backwards since {DATE OF LAST INTERVIEW}.

ASK HC-7 TO HC-12 ABOUT EACH EMERGENCY ROOM SINCE LAST INTERVIEW.

HC-7. When did you go on your most recent visit?/When did you go before that?

[INTERVIEWER: ASK RESPONDENT ABOUT PREVIOUS EMERGENCY ROOM VISITS BY READING THE DATE AND NAME OF THE LAST EMERGENCY ROOM VISIT ENTERED. VISITS MUST BE SINCE DATE OF LAST INTERVIEW.]

|_|_| - |_|_|_|_|
MONTH YEAR

HC-8. Where did you go?

[INTERVIEWER: ENTER NAME OF EMERGENCY ROOM. IF RESPONDENT DOES NOT KNOW THE NAME OR REFUSES TO GIVE IT, PLEASE ENTER A DESCRIPTION. ENTER THE WORD "DELETE" TO INDICATE THIS ENTRY IS AN ERROR.]

NAME OF EMERGENCY ROOM

HC-9. There may be more than one reason for this visit. Please tell us all the reasons for this visit. Was it for...

[INTERVIEWER: SELECT ALL THAT APPLY.]

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-7) AND NAME OF PLACE (RESPONSE TO HC-8) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

- A physical problem, 1
- A mental health problem, 2
- An alcohol problem, 3
- A drug problem, or 4
- Some other problem? (SPECIFY) _____ 91

HC-10. Were you admitted to the hospital following this emergency room visit?

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-7) AND NAME OF PLACE (RESPONSE TO HC-8) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

- YES 1
- NO 2 (NEXT VISIT OR HC-13)

HC-11. There may be more than one reason why you were admitted to the hospital following this emergency room visit. Please tell us all the reasons for this admission into the hospital. Was it for...

[INTERVIEWER: SELECT ALL THAT APPLY.]

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-7) AND NAME OF PLACE (RESPONSE TO HC-8) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

- A physical problem, 1
- A mental health problem, 2
- An alcohol problem, 3
- A drug problem, or 4
- Some other problem? (SPECIFY) _____ 91

HC-12. How many nights did you stay in the hospital?

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-7) AND NAME OF PLACE (RESPONSE TO HC-8) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

|| NIGHTS

HC-13. Since {DATE OF LAST INTERVIEW}, have you stayed overnight in a hospital other than the ones you mentioned in the previous questions?

YES 1
 NO 2 (HC-18)

I'd like to get more information about your hospital since {DATE OF LAST INTERVIEW} other than the ones you mentioned earlier. Let's begin with the most recent time you were in the hospital and work backwards over the past year.

ASK HC-14 TO HC-17 ABOUT EACH HOSPITAL VISIT SINCE {DATE OF LAST INTERVIEW}

HC-14. When did you stay in the hospital?/When did you stay before that?

| | | - | | | | |
 MONTH YEAR

HC-15. Where did you stay?

[INTERVIEWER: ENTER NAME OF HOSPITAL. IF RESPONDENT DOES NOT KNOW THE NAME OR REFUSES TO GIVE IT, PLEASE ENTER A DESCRIPTION. ENTER THE WORD "DELETE" TO INDICATE THIS ENTRY IS AN ERROR.]

NAME OF HOSPITAL

HC-16. There may be more than one reason for this hospital stay. Please tell us all the reasons for your admission. Was it for...

[INTERVIEWER: SELECT ALL THAT APPLY.]

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-14) AND NAME OF PLACE (RESPONSE TO HC-15) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

A physical problem, 1
 A mental health problem, 2
 An alcohol problem, 3
 A drug problem, or 4
 Some other problem? (SPECIFY) _____ 91

HC-17. How many nights did you stay in the hospital?

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-14) AND NAME OF PLACE (RESPONSE TO HC-15) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

|_|_| NIGHTS

HC-18. Since {DATE OF LAST INTERVIEW}, have you had any outpatient visits for day surgeries or other serious non-routine medical services?

YES 1
NO 2 (HC-22)

I would like to get more information about those outpatient visits. Let's begin with the most recent visit and work backwards since {DATE OF LAST INTERVIEW}.

ASK HC-19 – HC-22 ABOUT EACH NON-ROUTINE OUTPATIENT VISIT SINCE {DATE OF LAST INTERVIEW},

HC-19. When did you receive care?/When did you stay before that?

|_|_| - |_|_|_|_|
MONTH YEAR

HC-20. Where did you receive care?

[INTERVIEWER: ENTER NAME OF OUTPATIENT CENTER/CLINIC. IF RESPONDENT DOES NOT KNOW THE NAME OR REFUSES TO GIVE IT, PLEASE ENTER A DESCRIPTION. ENTER THE WORD "DELETE" TO INDICATE THIS ENTRY IS AN ERROR.]

NAME OF CENTER/CLINIC

HC-21. There may be more than one reason for this visit. Please tell us all the reasons for your visit. Was it for...

[INTERVIEWER: SELECT ALL THAT APPLY.]

[PROGRAMMER: DISPLAY DATE (RESPONSE TO HC-19) AND NAME OF PLACE (RESPONSE TO HC-20) IN BRACKETS AND ALL CAPS TO ORIENT INTERVIEWER AND RESPONDENT.]

A physical problem, 1
A mental health problem, 2
An alcohol problem, 3
A drug problem, or 4
Some other problem? (SPECIFY) _____ 91

Next, I want to ask you about outpatient visits for help with drug or alcohol abuse, emotional or psychiatric problems. BE SURE NOT TO COUNT THE SAME SERVICE IN TWO CAETGROIES (for example alcohol counseling and community mental health center)—CHOOSE THE ONE THAT FITS BEST IN YOUR OPINION.

Do not include visits exclusively for research data collection.

Now, I'm going to read a list of some places from which you may have received services for an emotional or psychiatric problem including visits for problems related to alcohol or drug use.

In the past month, how many visits did you attend at these programs for an emotional or psychiatric problem, or for an alcohol or drug problem?

On average how long did each type of visit last?

HC-22 In the past month, did you attend an outpatient visit to a psychiatrist for an emotional or psychiatric problem, or for an alcohol or drug problem?

YES 1
NO 2 (HC-23)

HC-22a How many outpatient visits did you attend?

|_|_| VISITIS

HC-22b On average, how long did each visit last?

|_|_| MINUTES

HC-23 In the past month, did you attend an outpatient visit to some other mental health professional (e.g., social worker, psychologist, nurse, etc.) for an emotional or psychiatric problem, or for an alcohol or drug problem?

YES 1
NO 2 (HC-24)

HC-23a How many outpatient visits did you attend?

|_|_| VISITIS

HC-23b On average, how long did each visit last?

|_|_| MINUTES

HC-24 In the past month, did you attend an outpatient visit to a Community Health Center for an emotional or psychiatric problem, or for an alcohol or drug problem?

YES 1
NO 2 (HC-25)

HC-24a How many outpatient visits did you attend?

|_|_| VISITIS

HC-24b On average, how long did each visit last?

|_|_| MINUTES

HC-25 In the past month, did you attend an outpatient visit to a Family Service or Child Guidance Agency?
YES 1
NO 2 (HC-26)

HC-25a How many outpatient visits did you attend?

|_|_| VISITIS

HC-25b On average, how long did each visit last?

|_|_| MINUTES

HC-26 In the past month, did you attend an outpatient for alcohol or drug counseling?
YES 1
NO 2 (HC-27)

HC-26a How many outpatient visits did you attend?

|_|_| VISITIS

HC-26b On average, how long did each visit last?

|_|_| MINUTES

HC-27 In the past month, did you attend an outpatient visit to a self-help group for an emotional or psychiatric problem, or for an alcohol or drug problem?
YES 1
NO 2 (HC-28)

HC-27a How many outpatient visits did you attend?

|_|_| VISITIS

HC-27b On average, how long did each visit last?

|_|_| MINUTES

HC-28 In the past month, did you attend an outpatient visit to a day hospital or day treatment center for an emotional or psychiatric problem, or for an alcohol or drug problem?
YES 1
NO 2 (HC-29)

HC-28a How many outpatient visits did you attend?

|_|_| VISITIS

HC-28b On average, how long did each visit last?

|_|_| MINUTES

HC-29 In the past month, did you attend an outpatient visit to a VA clinic for an emotional or psychiatric problem, or for an alcohol or drug problem?
YES 1

NO 2 (HC-30)

HC-29a How many outpatient visits did you attend?

|_|_| VISITIS

HC-29b On average, how long did each visit last?

|_|_| MINUTES

HC-30 In the past month, did you attend an outpatient visit to a Psychosocial Rehabilitation Program?

YES 1

NO 2 (HC-31)

HC-30a How many outpatient visits did you attend?

|_|_| VISITIS

HC-30b On average, how long did each visit last?

|_|_| MINUTES

HC-31 In the past month, did you attend an outpatient visit for intensive case management/ACT for an emotional or psychiatric problem, or for an alcohol or drug problem? (If case management services were included in previous categories, do not count here.)

YES 1

NO 2 (HC-32)

HC-31a How many outpatient visits did you attend?

|_|_| VISITIS

HC-31b On average, how long did each visit last?

|_|_| MINUTES

HC-32 In the past month, did you attend an outpatient visit to any other professional for an emotional or psychiatric problem, or for an alcohol or drug problem?

YES 1

NO 2 (HC-33)

HC-32a How many outpatient visits did you attend?

|_|_| VISITIS

HC-32b On average, how long did each visit last?

|_|_| MINUTES

HC-33 In the past month, did you attend an outpatient visit for peer support/counseling (other than AA/CA/NA) for an emotional or psychiatric problem, or for an alcohol or drug problem? (e.g., formal support/assistance from other people who have personally experienced mental illness)

YES 1

NO 2 (HC-34)

HC-33a How many outpatient visits did you attend?

|_|_| VISITIS

HC-33b On average, how long did each visit last?

|_|_| MINUTES

Now, I'm going to read a list of some places from which you may have received medical services.

In the past month, how many visits did you attend at these clinics for medical problems?

HC-34 In the past month, have you visited a private medical doctor for outpatient medical services?

YES 1
NO 2 (HC-35)

HC-35a How many outpatient visits did you attend?

|_|_| VISITIS

HC-35 In the past month, have you visited a private health care practitioner (Non-M.D.) for outpatient medical services?

YES 1
NO 2 (HC-36)

HC-35a How many outpatient visits did you attend?

|_|_| VISITIS

HC-36 In the past month, have you visited an outpatient clinic for outpatient medical services?

YES 1
NO 2 (HC-37)

HC-36a How many outpatient visits did you attend?

|_|_| VISITIS

HC-37 In the past month, have you visited a community health center for outpatient medical services?

YES 1
NO 2 (HC-38)

HC-37a How many outpatient visits did you attend?

|_|_| VISITIS

HC-38 In the past month, have you visited anywhere else for outpatient medical services?

YES 1
NO 2 (HC-39)

HC-48a How many outpatient visits did you attend?

|_|_| VISITIS

HC-39. In the past month, have you received any employment, vocational, job skills, or job finding services?

- YES 1
- NO 2 (NEXT SECTION)

HC-39a How many times did you receive these services?

|_|_| TIMES

HC-39b Where did you receive these services?

|_____|

HC-39a What kinds of services did you receive?

- SUPPORTED EMPLOYMENT 1
- JOB FINDING SERVICES 2
- JOB SKILLS TRAINING 3
- VOCATIONAL REHABILITATION 4
- PREVOCATIONAL WORK CREW 5
- OTHER EMPLOYMENT OR
VOCATIONAL SERVICES 6

HEALTH CONDITIONS/COMORBIDITIES (CM)
 [ONLY ASK EVERY FOUR QUARTERS]

The next questions are about different medical conditions you may have.

CM-1. Have you ever been told by a doctor or other health professions that you had hypertension, also called high blood pressure?

YES 1
 NO 2 (CM-3)

CM-2. Were you told on 2 or more different visits that you had hypertension, also called high blood pressure?

YES 1
 NO 2

CM-2a. Do you receive treatment for hypertension?

YES 1
 NO 2

CM-2b. Does your hypertension limit any of your activities?

YES 1
 NO 2

CM-3. Have you ever been told by a doctor or other health professional that you had diabetes or sugar diabetes?

YES 1
 NO 2 (CM-4)
 BORDERLINE OR PREDIABETES 3

CM-3a. Do you receive treatment for diabetes?

YES 1
 NO 2

CM-3b. Does your diabetes limit any of your activities?

YES 1
 NO 2

CM-4. Have you ever been told by a doctor or other health professional that you had congestive heart failure?

YES 1
 NO 2 (CM-5)

CM-4a. Do you receive treatment for congestive heart failure?

YES 1
 NO 2

CM-4b. Does your congestive heart failure limit any of your activities?

YES 1
 NO 2

CM-5. Have you ever been told by a doctor or other health professional that you had coronary heart disease?

YES 1
NO 2 (CM-6)

CM-5a. Do you receive treatment for your heart disease?

YES 1
NO 2

CM-5b. Does your heart disease limit any of your activities?

YES 1
NO 2

CM-6. Have you ever been told by a doctor or other health professional that you had a lung disease?

YES 1
NO 2 (CM-7)

CM-6a. Do you receive treatment for your lung disease?

YES 1
NO 2

CM-6b. Does your lung disease limit any of your activities?

YES 1
NO 2

CM-7. Have you ever been told by a doctor or other health professional that you had an ulcer or stomach disease?

YES 1
NO 2 (CM-8)

CM-7a. Do you receive treatment for your ulcer or stomach disease?

YES 1
NO 2

CM-7b. Does your ulcer or stomach disease limit any of your activities?

YES 1
NO 2

CM-8. Have you ever been told by a doctor or other health professional that you had anemia or other blood disease?

YES 1
NO 2 (CM-9)

CM-8a. Do you receive treatment for your blood disease?

YES 1
NO 2

CM-8b. Does your blood disease limit any of your activities?

YES 1
NO 2

CM-9. Have you ever been told by a doctor or other health professional that you had a stroke?

YES 1
NO 2 (CM-10)

CM-9a. Do you receive treatment for strokes?

YES 1
NO 2

CM-9b. Does your stroke history limit any of your activities?

YES 1
NO 2

CM-10. Have you ever been told by a doctor or other health professional that you had asthma?

YES 1
NO 2 (CM-11)

CM-10a. Do you receive treatment for your asthma?

YES 1
NO 2

CM-10b. Does your asthma limit any of your activities?

YES 1
NO 2

CM-11. Have you ever been told by a doctor or other health professional that you had emphysema?

YES 1
NO 2 (CM-12)

CM-11a. Do you receive treatment for your emphysema?

YES 1
NO 2

CM-11b. Does your emphysema limit any of your activities?

YES 1
NO 2

CM-12. Have you ever been told by a doctor or other health professional that you had chronic bronchitis?

YES 1
NO 2 (CM-13)

CM-12a. Do you receive treatment for your chronic bronchitis?

YES 1
 NO 2

CM-12b. Does your chronic bronchitis limit any of your activities?

YES 1
 NO 2

CM-13 Have you ever been told by a doctor or other health professional that you had COPD?

YES 1
 NO 2 (CM-14)

CM-13a. Do you receive treatment for your COPD?

YES 1
 NO 2

CM-13b. Does your COPD limit any of your activities?

YES 1
 NO 2

CM-14. Have you ever been told by a doctor or other health professional that you had a thyroid problem?

YES 1
 NO 2 (CM-15)

CM-14a. Do you receive treatment for your thyroid problem?

YES 1
 NO 2

CM-14b. Does your thyroid problem limit any of your activities?

YES 1
 NO 2

CM-15. Have you ever been told by a doctor or other health professional that you had a liver disease or any other kind of liver problem?

YES 1
 NO 2 (CM-16)

CM-15a. Do you receive treatment for your liver problem?

YES 1
 NO 2

CM-15b. Does your liver problem limit any of your activities?

YES 1
 NO 2

CM-16. Have you ever been told by a doctor or other health professional that you had a kidney disease or weak or failing kidneys? Do not include kidney stones, bladder infections, or incontinence.

YES 1
 NO 2 (CM-17)

CM-17a. Do you receive treatment for your kidney problem?

YES 1
 NO 2

CM-17b. Does your kidney problem limit any of your activities?

YES 1
 NO 2

CM-18. Have you ever been told by a doctor or other health professional that you had osteoarthritis or degenerative arthritis?

YES 1
 NO 2 (CM-19)

CM-18a. Do you receive treatment for your arthritis?

YES 1
 NO 2

CM-18b. Does your arthritis limit any of your activities?

YES 1
 NO 2

CM-19. Have you ever been told by a doctor or other health professional that you had rheumatoid arthritis?

YES 1
 NO 2 (CM-20)

CM-19a. Do you receive treatment for your arthritis?

YES 1
 NO 2

CM-19b. Does your arthritis limit any of your activities?

YES 1
 NO 2

CM-20. Have you ever been told by a doctor or other health professional that you had cancer?

YES 1
 NO 2 (CM-21)

CM-20a. Do you receive treatment for your cancer?

YES 1
 NO 2

CM-20b. Does your cancer limit any of your activities?

YES 1
NO 2

CM-21. Have you ever been told by a doctor or other health professional that you had depression?

YES 1
NO 2 (CM-22)

CM-21a. Do you receive treatment for depression?

YES 1
NO 2

CM-21b. Does your depression limit any of your activities?

YES 1
NO 2

CM-22. Have you ever been told by a doctor or other health professional that you had back pain?

YES 1
NO 2 (CM-23)

CM-22a. Do you receive treatment for your back pain?

YES 1
NO 2

CM-22b. Does your back pain limit any of your activities?

YES 1
NO 2

CM-23. Have you ever been told by a doctor or other health professional that you had HIV?

YES 1
NO 2 (CM-24)

CM-23a. Do you receive treatment for your HIV?

YES 1
NO 2

CM-23b. Does your HIV limit any of your activities?

YES 1
NO 2

CM-24. Do you have any other health conditions?

YES 1
NO 2 (NEXT SECTION)

CM-24a. Please tell me about the other health conditions that you have.

[OPEN TEXT BOX]

CM-24b. Do you receive treatment for your [OTHER TEXT]?

YES 1
 NO 2

CM-24c. Does your [OTHER TEXT] limit any of your activities?

YES 1
 NO 2

PRESCRIPTION MEDICATION (PM)

[ONLY ASK EVERY FOUR QUARTERS]

PM-1 Have you obtained any prescription medicines in the last three months? For example, have you had any new prescriptions or a refill of a prescription? Please include any on-line prescriptions

YES 1
 NO 2 (PM-3)

PM-2 What health problem are these medicines prescribed for?

PROBE: Any other health problems? IF CONDITION IS ALREADY LISTED, SELECT ENTRY ON ROSTER.

- [1. Medical Condition]
- [2. Medical Condition]
- [3. Medical Condition]

JUSTICE INVOLVEMENT (JI)

[ONLY ASK EVERY FOUR QUARTERS]

These final questions are about your possible involvement with the justice system.

JI-1 Not counting minor traffic violations, how many times during the past 12 months have you been arrested and booked for breaking the law? Being "booked" means that you were taken into custody and processed by the police or by someone connected with the courts, even if you were then released.

|_____|

JI-2 Have you been convicted of any misdemeanors in the past 12 months?

YES 1
 NO 2 (JI-5)

JI-3 Have you been convicted of any felonies in the past 12 months?

YES 1
 NO 2 (JI-5)

Jl-4 In the past 12 months, how many nights did you spend in jail, prison, or a correctional facility?

|_____|

Jl-5 Were you on probation at any time in the past 12 months?

YES 1
NO 2

WORK DISABILITY FUNCTIONAL ASSESSMENT BATTERY (FAB)
[ONLY ASK EVERY FOUR QUARTERS]

[INTERVIEWER: ADMINISTER THE WORK DISABILITY FUNCTIONAL ASSESSMENT BATTERY² USING THE ONLINE COMPUTERIZED ADAPTIVE TESTING SOFTWARE.]

²The WD-FAB is administered using computerized adaptive testing (CAT) methodology, where an item is initially presented from the mid-range of a defined list of items and then selects subsequent items at an appropriate level based on the respondent's previous answers. Typically, if the test-taker is answering the first questions correctly or in accordance with preset or expected response algorithms, the next questions will be more difficult until the level appropriate for the examinee performance is best reached or the test is completed. If one does not answer the first questions correctly or as typically expected, then easier questions would generally be presented to the test-taker. CAT estimates scores of the test-taker after each response to a question and adjusts the administration of the next question accordingly. CAT software tailors an assessment by asking only the most informative questions, based on a person's response to previous questions, thus, fewer questions, in total, are needed to achieve an accurate and precise assessment. Attachment X includes the full item pool for the WD-FAB.

[Study Letterhead]

[Date]

Dear *[Participant Name]*:

You have been selected to share your opinions about your experiences with the supported employment services that you have received as part of the Supported Employment Demonstration. I work for Westat, a research organization that is carrying out the study on behalf of the Social Security Administration.

We would like for you to meet with an interviewer on *[date]* at *[time]* at *[location]* to share your opinions about the services. The interview will last about 60 minutes. Afterwards, you will receive \$40 to thank you for your participation.

The purpose of the interview is to learn from you whether the supported employment services offered through the study have been helpful. The interviewer will ask you what you think about these services, and you are free to share as little or as much as you would like. By sharing your experience, you will help people who share your circumstances because this study will likely affect national policy on work and disability for many years.

I will call you in the coming week to discuss your participation. We very much look forward to seeing you.

You can wait for my call or if you want, you can call me at (xxx) xxx-xxxx.

Sincerely,

[RA's name]

Sample Script for IPS Fidelity Assessment Participant Phone Call

Hello, may I speak with [*participant's name*]?

If respondent asks who's calling:

My name is [*RA's name*] and I am calling about an important research study by the Social Security Administration.

If respondent insists on more information:

I am calling to invite [*participant's name*] to give [his/her] feedback.

If participant is not available (depending on respondent's response):

When is a good time to reach [*participant's name*]?

May I leave a message for [*participant's name*]?

I will try to reach [*participant's name*] again another time.

Thank you for your time and have a good day.

If leaving a message for participant:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration. I would like to invite you to share your feedback. Please call me at [*RA's contact number*] or email me at xxxx@westat.com.

Once participant is on the phone:

My name is [*RA's name*]. I am calling about the Supported Employment Demonstration. I work for Westat, the research organization that is carrying out this study on behalf of the Social Security Administration. I'd like to invite you to participate in an interview about the employment services you are receiving. The interview will last about 60 minutes. Afterwards, you will receive \$40 to thank

you for your participation. Did you receive a letter about this interview in the mail?

If the participant cannot recall the letter, provide prompts as follows:

The letter invited you to share your opinions about the employment services you are receiving. It also said that someone would call you to set up the interview.

If participant did not receive the letter:

I sent the letter to [address on file] on [insert date or approximate date]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If participant received the letter:

Would you be able to participate in an interview on [date] at [time]?

If no: Would [second date] at [second time] be better for you?

When would be a good time for you during the week of [range of dates]?

If yes: Great! I will see you [confirm date and time] at [confirm location].

If you have questions or need to cancel, please call me at [RA's contact number].

Thank you and have a good day. Goodbye.

Supported Employment Demonstration

IPS Fidelity Assessment Consent Script for Participants

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf.

As a reminder, the purpose of this study is to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear about your experiences with the services you have received. These services include supported employment and behavioral health care. SSA wants to know if these services are useful to study participants and why they are helpful or not helpful.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. You can still participate in the study. If any questions make you feel uncomfortable, you can take a break, skip any questions or stop the interview. If you get upset, we may offer you a referral to crisis management services that you can use if you wish. However, if you tell us that you are planning to hurt yourself or someone else, this will be reported to the appropriate authorities.

We will present a report to SSA about how well the study is being implemented. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes. You will receive \$40 to thank you for your participation.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For purposes of the recording, I am going to ask you:

Are you willing to participate in the interview? Are you willing to have the interview audio-recorded?
[PAUSE FOR RESPONSE.]

OK let's begin.

[Study Letterhead]

[Date]

Dear *[family member name]*:

You have been selected to share your opinions about the services offered to *[participant's name]* as part of the Supported Employment Demonstration. *[Participant's name]* mentioned you as someone *[he or she]* is close to and knows about *[his or her]* involvement in this study. I work for Westat, a research organization in Rockville, MD that is carrying out the study on behalf of the Social Security Administration.

We would like for you to meet with an interviewer on *[date]* at *[time]* at *[location]* to share your opinions about the services. The interview will last about 60 minutes. Afterwards, you will receive \$40 to thank you for your participation.

The purpose of the interview is to learn whether the supported employment services offered through the study have been helpful to *[participant's name]*. The interviewer will ask you what you think about these services, and you are free to share as little or as much as you would like. By sharing your opinions, you will help people who share *[participant's name]*'s circumstances because this study will likely affect national policy on work and disability for many years.

I will call you in the coming week to discuss your participation. We very much look forward to seeing you.

You can wait for my call or if you want, you can call me at (xxx) xxx-xxxx.

Sincerely,

[RA's name]

Sample Script for IPS Fidelity Assessment Family Member Phone Call

Hello, may I speak with [*family member's name*]?

If respondent asks who's calling:

My name is [*RA's name*] and I am calling about an important research study by the Social Security Administration.

If respondent insists on more information:

I am calling to invite [*family member's name*] to give [his/her] feedback.

If participant is not available (depending on respondent's response):

When is a good time to reach [*family member's name*]?

May I leave a message for [*family member's name*]?

I will try to reach [*family member's name*] again.

Thank you for your time and have a good day.

If leaving a message for family member:

My name is [*RA's name*]. I am calling about a research study by the Social Security Administration. I would like to invite you to share your feedback. Please call me at [*RA's contact number*] or email me at xxxx@westat.com.

Once family member is on the phone:

My name is [*RA's name*]. I am calling about the Supported Employment Demonstration. I work for Westat, a research organization that is carrying out this study on behalf of the Social Security Administration. I'd like to invite you to participate in an interview about the employment services that [*participant's name*] is receiving. The interview will last about 60 minutes. Afterwards, you will receive

\$40 to thank you for your participation. Did you receive a letter about this interview in the mail?

If the participant cannot recall the letter, provide prompts as follows:

The letter invited you to share your opinions about the employment services received by [*participant's name*]. It also said that someone would call you to set up the interview.

If family member did not receive the letter:

I sent the letter to [*address on file*] on [*insert date or approximate date*]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If family member received the letter:

Would you be able to participate in an interview on [*date*] at [*time*]?

*If no: Would [*second date*] at [*second time*] be better for you?*

*When would be a good time for you during the week of [*range of dates*]?*

*If yes: Great! I will see you [*confirm date and time*] at [*confirm location*]. If you have questions or need to cancel, please call me at [*RA's contact number*].*

Thank you and have a good day. Goodbye.

Supported Employment Demonstration

IPS Fidelity Assessment Consent Script for Family Members

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf.

The purpose of this study is to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear your opinions about [NAME OF FAMILY MEMBER]'s experiences with the services provided through the study. These services include supported employment and behavioral health care. SSA wants to know if these services are useful and why they are helpful or not helpful.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. It will not have any effect on your [NAME OF FAMILY MEMBER]'s participation in this study. If any questions make you feel uncomfortable, you can take a break, skip any questions or stop the interview.

We will present a report to SSA about how well the study is being implemented. We may use quotes from you or other interviewees in our reports, but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes. You will receive \$40 to thank you for your participation.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For the purpose of recording I am going to ask you:

Are you willing to participate in the interview? Are you willing to have the interview audio-recorded?
[PAUSE FOR RESPONSE.]

OK let's begin.

IPS Interview Guide

The Supported Employment Fidelity Review Manual (2015) provides information about how to successfully conduct a supported employment fidelity review using the 25-item Supported Employment Fidelity Scale (2008). The 25-item scale defines the critical components of evidence-based supported employment, also known as IPS, Individual Placement and Support. Fidelity reviewers conduct in-person interviews and observations, and review chart and agency documentation to make the ratings.

Sources of information

Fidelity reviewers rely on multiple sources of information to make valid ratings. For example, reviewers may find information about community-based services by reviewing an IPS specialist's daily calendar, asking clients where they meet with the IPS specialist, and noting service location codes on progress notes when reading client records. Sources of information include interviews with staff, clients, families, teachers, state Vocational Rehabilitation counselors, and benefits counselors; observations of mental health treatment team meetings and vocational unit meetings; observation of IPS specialists while they meet with employers to develop relationships; documentation reviews (e.g., job lists, outcome data, etc.); and client record reviews.

Fidelity Interview Questions by Stakeholder Group

The following questions are organized by stakeholder (e.g., IPS employment specialist, IPS supervisor, family member, etc.) to address the fidelity items. The listed questions are examples to help structure the interviews. In order to obtain the information needed to score all the fidelity items, we recommend that all reviewers (i.e., experienced reviewers as well less experienced reviewers) use these questions to guide the fidelity review.

Reviewers should select questions for IPS peer specialists based on their responsibilities (job descriptions may vary by location).

Tailor the terms used in the questions to the terminology used by agency staff. For example, if the IPS team is integrated with a housing team instead of a mental health team, use housing team.

Sample questions for IPS specialists

Questions:	Relates to fidelity item:
How many people are on your caseload?	Caseload Size
Can you please share your caseload list with me?	Caseload Size
Are there some people on your caseload who are inactive? How do you define inactive? Are those people included in the total number on	Caseload Size

your caseload?	
Are you responsible for writing employment plans for inactive clients?	Caseload Size
How do you decide when someone's IPS case should be closed?	Caseload Size
Are you responsible for any duties at the agency other than employment and education? Do you help with groups, day treatment services, or transportation for medical appointments? How often? Did you perform any of those activities last week?	Employment Services Staff
Are you ever asked to carryout case management services? For example, have you been asked to drive someone to a food bank for donated food, help someone find housing, drive someone to doctor appointments, manage a mental health crisis, help someone apply for disability benefits? When was the last time? How often does this occur?	Employment Services Staff
Is there anyone on your caseload who does not have a case manager/service coordinator? What happens when this person needs case management services?	Employment Services Staff
I am interested in learning more about your job and understanding what a typical day is like for you. Can you show me in your datebook what you did last Tuesday? What time did you start work that day? What did you do first? Where was that meeting? And what did you do next? What time was that?	Employment Services Staff
Do you ever find that case manager/service coordinator caseloads are so high that you help them out? What is an example? When was the last time that happened?	Employment Services Staff
If a person is referred to you, are you the first person from the IPS team to meet that person?	Vocational Generalists
For the people on your caseload, who conducts the career profile? The job search activities? On-the-job training, if that is needed? Job or educational supports?	Vocational Generalists
Do you ever refer people to other vocational programs? Which ones? How many times in the past three months? How would you decide to make a referral to another program?	Vocational Generalists
Who refers people to you? Anyone else?	Integration of Rehabilitation with Mental Health thru Team Assignment
Within the mental health agency, who makes referrals to your caseload?	Integration of Rehabilitation with Mental Health thru Team Assignment
How many people on your caseload do not have a mental health worker from the agency?	Integration of Rehabilitation with Mental Health thru

	Team Assignment
Let's review your caseload. Which people do not receive mental health services from Teams A or B (your assigned teams)?	Integration of Rehabilitation with Mental Health thru Team Assignment
Do you attend mental health treatment team meetings? How often?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
Do you usually stay for the entire meeting?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
Do you represent any of your fellow IPS specialists when you attend mental health team meetings?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
What is the purpose of attending the meetings? Are the meetings helpful to you? Why or why not?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
What are some examples of how mental health practitioners have helped people with education and employment goals?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
How do you communicate with medication prescribers (psychiatrists, nurse practitioners)? Has that been effective?	Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact
How many Vocational Rehabilitation counselors work with people who are on your caseload? How often do you meet with each of these counselors? Where do you meet?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How do the Vocational Rehabilitation counselors help people on your caseload?	Collaboration Between Employment

	Specialists and Vocational Rehabilitation Counselors
How does everyone work together with clients to develop the employment plan?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
To whom do you report?	Vocational Unit
Can you share an example of a time that you helped another specialist or that someone helped you?	Vocational Unit
How often do you meet with the other IPS specialists? What do you do during these meetings? How are the meetings helpful?	Vocational Unit
Please give an example of the last time that you shared a job lead with someone else on the team.	Vocational Unit
Was the meeting that we observed today a typical meeting?	Vocational Unit
Do you meet with your supervisor for individual supervision (or for group supervision)? How often? What happens during those meetings?	Role of Employment Supervisor
How did you learn how to build relationships with employers? Did your supervisor ever go with you to meet employers? When was the last time?	Role of Employment Supervisor
Do you receive information about the outcomes for the IPS program? How do you receive that information? Does your team have goals to improve outcomes? What are the goals and how will you achieve them?	Role of Employment Supervisor
Does your supervisor ever help you set performance goals for yourself? What is an example?	Role of Employment Supervisor
Who should be referred to IPS? Who should not be referred to IPS? How about people with substance abuse problems? People with histories of violence? Someone who misses appointments with his counselor?	Zero Exclusion Criteria
If someone leaves a job without notice because he does not like the job, what do you do?	Zero Exclusion Criteria
If someone lost a job because of symptoms, would you help that person find another job? What next steps would you recommend?	Zero Exclusion Criteria
Can you serve people who are not open with state Vocational Rehabilitation? (If the answer is no, "Are there any people whom Vocational Rehabilitation counselors cannot serve?")	Zero Exclusion Criteria
Do some case managers or therapists refer people more frequently than others? Does your caseload list include the name of the	Zero Exclusion Criteria

practitioner who referred each person to you?	
Does the executive director think that employment is a critical component of services at this agency? What gives you that impression?	Executive Team Support for SE
What is the difference between “competitive employment” and other types of employment?	Executive Team Support for SE
What type of benefits counseling is available for people in this program? Who provides benefits planning?	Work Incentives Planning
How do you keep track of which people receive benefits planning and which people do not meet with a benefits planner?	Work Incentives Planning
What do you do if someone does not attend a benefits appointment?	Work Incentives Planning
How many of the people on your caseload have participated in benefits planning?	Work Incentives Planning
Do you know if people receive examples of what would happen to their total income if they worked part or full time? Do they receive written examples to refer to later?	Work Incentives Planning
Do you ever help clients report their earnings? Can you give an example?	Work Incentives Planning
Have you ever helped someone receive benefits planning a second or third time because of a change in income?	Work Incentives Planning
If you were going to help me with a job search, how would you explain disclosure? What if I said that I wasn’t sure whether or not I should disclose? What if I said that I didn’t want to share information about my mental illness?	Disclosure
Do you ever bring up disclosure on more than one occasion? If so, when would you have another discussion about disclosure? Can you give me an example?	Disclosure
I am guessing that some people on your caseload are okay with disclosure and some are not. About what percentage of people on your caseload choose to disclose?	Disclosure
How long does it take to complete the career profile? What happens after you fill it out—do you refer to it again for ideas that will help a job search, job support? Do you add information to it?	Ongoing Work-based Vocational Assessment
What are sources of information for the profile?	Ongoing Work-based Vocational Assessment
Do you have clients who would benefit from a vocational evaluation or situational assessment? Please explain.	Ongoing Work-based Vocational Assessment
In the past six months, how many people on your caseload have completed a vocational evaluation or situational assessment?	Ongoing Work-based Vocational

	Assessment
Do you ever suggest volunteer work in order to learn about a person's work behaviors and work skills?	Ongoing Work-based Vocational Assessment
What happens after you first meet someone? Please describe your first few meetings.	Rapid Job Search for Competitive Jobs
About how long does it take to start the job search? Are there ever any exceptions? Why would those exceptions occur?	Rapid Job Search for Competitive Jobs
How did you decide which employers to contact for (name of client)? How did you decide which type of jobs?	Individualized Job Search
What jobs do you recommend for people who have not worked in many years?	Individualized Job Search
What jobs do you recommend for people who have legal histories?	Individualized Job Search
Please tell me about someone who needed a very specific type of job. How did you help that person find the right job?	Individualized Job Search
Do you ever suggest jobs to clients? How do you decide what type of jobs to suggest?	Individualized Job Search
Does the case manager/service coordinator or psychiatrist help you and your clients think of good job matches? What is an example?	Individualized Job Search
If the IPS specialist says she helped a person look for a certain type of work because that is the kind of work he had done in the past: Did you help him explore other options for employment? How did you do that?	Individualized Job Search
Why does the person want to do a _____ job?	Individualized Job Search
Do you include phone contacts on your job development (employer contact) logs?	Job Development—Frequent Employer Contact
If a client makes an employer contact without you, is that contact included in the logs?	Job Development—Frequent Employer Contact
Does your supervisor review your logs with you?	Job Development—Frequent Employer Contact
If you meet with a person who has no hiring authority, but shares excellent information about how people are hired, and what positions are available, is that contact included in your employer contact logs?	Job Development—Frequent Employer Contact
Have you been away from work for a week or longer during the past two months?	Job Development—Frequent Employer Contact
How do you approach an employer for the first time? What do you say? What do you try to accomplish during that first contact? What would happen next?	Job Development—Quality of Employer Contact

Tell me about an employer whom you contacted recently? What was your approach? What happened? Do you have plans to follow up with that employer?	Job Development— Quality of Employer Contact
I noticed that a few people are working at temporary agencies. Can you tell me about the person at Ready Labor? Why did he choose that job? How about the person working at ...?	Competitive Jobs
I noticed that someone is cleaning at a company called Abilities. Is that a job that anyone can apply for?	Competitive Jobs
Sue is volunteering. Please tell me about that.	Competitive Jobs
What is a competitive job?	Competitive Jobs
Has anyone on your caseload started a job within the past month? How often do you meet him? What other types of supports have you offered? Did you talk to the mental health treatment team for their suggestions about job supports? What supports has the mental health treatment team provided?	Individualized Follow-along Supports
What percent of working people uses job supports?	Individualized Follow-along Supports
How do you decide what type of job supports to offer?	Individualized Follow-along Supports
Do you ask for help from the medication prescriber when someone is having problems with symptoms or side effects on the job?	Individualized Follow-along Supports
Is anyone on your caseload going to school? How are you helping?	Individualized Follow-along Supports
Have you ever helped someone quit a job to find a better job? What is an example?	Individualized Follow-along Supports
Have you ever helped someone ask for a promotion or transfer to a more desirable position within his or her company?	Individualized Follow-along Supports
Please tell me about the last couple of people who obtained jobs. How long after they started the job did you have a face-to-face meeting? How did you support that person over the first month of work? Did anyone else provide supports?	Time-unlimited Follow-along Supports
Tell me about the last few working people who were transferred off the IPS team. How long had they been working? Why was it the right time for a transfer? Was each person included in the decision?	Time-unlimited Follow-along Supports
How do you know when it is the right time for someone to transfer off the IPS team?	Time-unlimited Follow-along Supports

Thanks for bringing your appointment book. I was hoping to get a better understanding of your job. Please show me what you did last week. What time did you start work on Monday? Where did you meet the person to start the career profile? What did you do next? What did you do on Tuesday?	Community-based Services
Do some people prefer to meet with you at the office? Is that common? How do you spend the time in the office?	Community-based Services
What do you do when someone begins missing appointments (or misses the first appointment)? Can you give me an example of someone who has not been consistent in keeping appointments with you?	Assertive Engagement and Outreach by Integrated Treatment Team
At what point do you close the person's case?	Assertive Engagement and Outreach by Integrated Treatment Team
Do you document your efforts to reach people who miss appointments?	Assertive Engagement and Outreach by Integrated Treatment Team
Have you ever contacted a family member to learn why someone was missing appointments or to ask how to re-connect with the person?	Assertive Engagement and Outreach by Integrated Treatment Team

Sample questions for the IPS supervisor

Questions:	Relates to fidelity item:
Do you keep an updated caseload list for each IPS specialist? If so, would you share that with me?	Caseload Size
Is there a waiting list for the IPS program?	Caseload Size
Why are caseload sizes low? Have you talked to mental health practitioners about the reasons they do not refer more people?	Caseload Size
What are the guidelines for when a person's case should be closed from the IPS program?	Caseload Size
What types of work do the IPS peer specialists do? (Reviewers ask to understand how peers fit in the vocational unit, but they do not lower the score if the peers provide non-employment duties.)	Employment Services Staff

When was the last time that an IPS specialist helped a client with something that was not directly related to school, getting a job or keeping a job?	Employment Services Staff
Are there any specialized positions on the IPS team? Is any one IPS specialist responsible for a particular activity, such as job development?	Vocational Generalists
Does your team ever refer people to other employment programs? Would you share an example of when this happened?	Vocational Generalists
Are the IPS specialists assigned to mental health treatment teams? If so, which specialists work with which teams?	Integration of Rehabilitation with Mental Health Treatment Thru Team Assignment
Does the vocational unit receive referrals from other sources than the mental health treatment teams? How many?	Integration of Rehabilitation with Mental Health Treatment Thru Team Assignment
How many Vocational Rehabilitation counselors work with people who are on your caseload? How often do you meet with each of these counselors? Where do you meet?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How do the Vocational Rehabilitation counselors help people on your caseload?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How does everyone work together with clients to develop the employment plan?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How do IPS specialists work together?	Vocational Unit
How often do you schedule team meetings?	Vocational Unit
What is a typical agenda for a team meeting?	Vocational Unit
What are your responsibilities at the agency? What positions do you supervise? Are you on agency committees? Do you have any other	Role of Employment Supervisor

jobs at the agency? Do you carry a caseload? Is it an employment caseload?	
How do you use your program outcome data? Are you currently trying to improve any specific outcome? Can you tell me how you are working on that? Do individual IPS specialists have goals for improvement and can you share some examples?	Role of Employment Supervisor
How do new IPS specialists learn about job development? (If the IPS team leader says that she models meeting with employers, ask what happens when they go out together. Also ask if she is using field mentoring logs.) What do you do when a specialist has a low number of job starts?	Role of Employment Supervisor
How do you provide supervision? How often? If it varies by specialist, how does the supervisor decide how much supervision to provide to each specialist?	Role of Employment Supervisor
How do you coordinate IPS with mental health treatment or housing programs? What is your relationship with the other supervisors at the agency? How do you get feedback about the IPS program from other supervisors and staff? How do you hear about changes in services at the agency?	Role of Employment Supervisor
How are clients referred to the IPS program? How long does it take?	Zero Exclusion Criteria
Can anyone make a referral to the program?	Zero Exclusion Criteria
How would any person served by the agency know that he could refer himself to IPS?	Zero Exclusion Criteria
Who should be referred to IPS? Who should not be referred to IPS?	Zero Exclusion Criteria
Have you received any inappropriate referrals over the past few months? If so, please describe.	Zero Exclusion Criteria
Do you have access to the executive leadership at this agency (for example, the executive director, quality assurance director, and medical director) to ask for help with the IPS program? How have they helped? Do they understand the challenges to implementation and sustainability, as well as recent successes?	Executive Team Support for SE
Do you have a steering committee or leadership meeting for IPS? Who participates in the meetings? What has been the focus of the meetings? Are they helpful? How often does the group meet?	Executive Team Support for SE
Is there a fidelity action plan? May we see a copy?	Executive Team Support for SE
Does the executive director prioritize competitive employment for agency clients?	Executive Team Support for SE
How do you train new specialists to talk about disclosure?	Disclosure
What are some important guidelines for IPS specialists to consider when they discuss disclosure with clients?	Disclosure

Do you track the number of people who participate in vocational evaluation or situational assessments?	Ongoing Work-based Vocational Assessment
Do you track the number of people who volunteer? Why do people volunteer?	Ongoing Work-based Vocational Assessment
How do IPS specialists gather information to determine ideas for job types and job supports?	Ongoing Work-based Vocational Assessment
Is anyone in the program working as an intern? What criteria do you use to distinguish internships from volunteer positions?	Ongoing Work-based Vocational Assessment
Please tell us about the last time that you helped an IPS specialist think about possible good job matches for a job seeker. What suggestions did you make? Why did you think that your suggestions would be appealing to the job seeker?	Individualized Job Search
Have you met most of the people served by the IPS specialists?	Individualized Job Search
Do you know about most of the educational and career training programs in this area? How did you learn about what is available?	Individualized Job Search
Do you review the employer contact logs? How often? How do you know whether the contacts were with someone with hiring authority?	Job Development - Frequent Employer Contact
What is your approach if someone is consistently having difficulty making employer contacts?	Job Development - Frequent Employer Contact
What is the average number of employer contacts that specialists make each week?	Job Development - Frequent Employer Contact
Have any IPS specialists been absent for a week or longer during the past two months?	Job Development - Frequent Employer Contact
How do you know if specialists follow up with employers on multiple occasions?	Job Development - Quality of Employer Contact
Do you help specialists plan which employers they will visit and the purpose of those visits? Please tell us about that.	Job Development - Quality of Employer Contact
What strategies has the team used to increase time in the community?	Community-based Services
What do you do to help specialists if you are concerned they are in the office too much?	Community-based Services
Does the program have a policy about missed appointments?	Assertive Engagement and

	Outreach by Integrated Treatment Team
At what point should specialists close a person's case if he has been missing appointments?	Assertive Engagement and Outreach by Integrated Treatment Team

Sample questions for mental health practitioners (case managers, service coordinators, counselors, therapists)

Questions:	Relates to fidelity item:
Do IPS specialists ever help you out, for example, taking someone to a doctor's appointment, helping someone with housing, or taking someone to the grocery store? When was the last time? Do they help on a regular basis?	Employment Services Staff
What happens if an IPS specialist and case manager/service coordinator disagree about whether or not a person should quit a job, stop looking for jobs, etc.?	Integration of Rehabilitation with Mental Health Treatment Thru Frequent Team Member Contact
Can you remember a time when you (or another case manager/service coordinator) helped the IPS specialist think of a good job match or good job support?	Integration of Rehabilitation with Mental Health Treatment Thru Frequent Team Member Contact
Can you think of an example of a time when an IPS specialist or peer specialist suggested work for a person who had not yet been referred to the IPS program?	Integration of Rehabilitation with Mental Health Treatment Thru Frequent Team Member Contact
Does the IPS supervisor ever come to your mental health team meeting? How is that helpful? When was the last time?	Role Of Employment Supervisor
When is the right time to talk to someone about work?	Zero Exclusion Criteria
When would you <i>not</i> recommend a competitive job to someone?	Zero Exclusion Criteria
Are there times when a person needs to develop prevocational skills before engaging with the IPS program? Are there programs that help	Zero Exclusion Criteria

people develop those skills? How often have you referred to those programs in the past six months?	
Do you ever worry that a job could worsen a person's substance abuse problem by providing more income? How do you approach this issue?	Zero Exclusion Criteria
What do you do if you are working with a person who has poor hygiene, but says that he wants a job?	Zero Exclusion Criteria
What is your strategy for working with someone who says he is interested in a job but does not take medicine on a regular basis?	Zero Exclusion Criteria
Do you ever suggest work for people who are in their fifties, sixties, or older?	Zero Exclusion Criteria
What leads you to have discussions about employment with people?	Zero Exclusion Criteria
Have you ever worked with someone who was homeless but wanted to get a job?	Zero Exclusion Criteria
Has there ever been a time when you suggested that someone stop focusing on employment so that he or she could work on treatment issues? Please describe.	Zero Exclusion Criteria
How many people on your caseload are in the IPS program?	Zero Exclusion Criteria
If the program has a waiting list: Have you continued to make referrals?	Zero Exclusion Criteria
Who on your caseload is interested in work? Have you referred those people?	Zero Exclusion Criteria
How do you define competitive employment?	Agency Focus on Competitive Employment
How many people with serious mental illness served by this agency have competitive jobs?	Agency Focus on Competitive Employment
Have working people had opportunities to share their stories (newsletters, speaking at events or treatment groups, etc.)?	Agency Focus on Competitive Employment
When you are working on the annual assessment (or treatment plan) what do you do if someone says he wants to work? What do you do if he says he isn't sure he wants to work?	Agency Focus on Competitive Employment
What is the current rate of competitive employment for persons with serious mental illness at your agency?	Agency Focus on Competitive Employment
Does the executive director think that employment is a critical component of services at this agency? What gives you that impression?	Executive Team Support for SE
What is the difference between "competitive employment" and other types of employment?	Executive Team Support for SE

When a working person transitions from the IPS program, what do you do when her income changes? Can you refer the person to benefits counseling? Have you ever done so?	Work Incentives Planning
Do most people in the IPS program get good information about how their benefits would be affected by earned income?	Work Incentives Planning
Where do you usually find the IPS specialist when you need him?	Community-based Services
If a person misses appointments with the IPS specialist, what do you do?	Assertive Engagement and Outreach by Integrated Treatment Team
How do you help people connect to the IPS specialist for the first time?	Assertive Engagement and Outreach by Integrated Treatment Team

Sample questions for medication prescribers or medical directors

Questions:	Relates to fidelity item:
When is the right time to talk to someone about work?	Zero Exclusion Criteria
When would you <i>not</i> recommend a competitive job to someone?	Zero Exclusion Criteria
Are there times when a person needs to develop prevocational skills before engaging with the IPS program? Are there programs that help people develop those skills? How often have you referred to those programs in the past six months?	Zero Exclusion Criteria
Do you ever worry that a job could worsen a person's substance abuse problem by providing more income? How do you approach this issue?	Zero Exclusion Criteria
What do you do if you are working with a person who has poor hygiene, but says that he wants a job?	Zero Exclusion Criteria
What is your strategy for working with someone who says he is interested in a job but does not take medicine on a regular basis?	Zero Exclusion Criteria
Do you ever suggest work for people who are in their fifties, sixties, or older?	Zero Exclusion Criteria
What leads you to have discussions about employment with people?	Zero Exclusion Criteria
Have you ever worked with someone who was homeless but wanted to get a job?	Zero Exclusion Criteria

Has there ever been a time when you suggested that someone stop focusing on employment so that he or she could work on treatment issues? Please describe.	Zero Exclusion Criteria
How many people on your caseload are in the IPS program?	Zero Exclusion Criteria
If the program has a waiting list: Have you continued to make referrals?	Zero Exclusion Criteria
Who on your caseload is interested in work? Have you referred those people?	Zero Exclusion Criteria

Sample questions for a mental health supervisor or clinical director

Questions:	Relates to fidelity item:
Are the mental health practitioners organized into teams? If so, please describe the teams.	Integration of Rehabilitation and Mental Health thru Team Assignment
What happens if an IPS specialist and case manager disagree about whether or not a person should quit a job, stop looking for jobs, etc.?	Integration of Rehabilitation and Mental Health thru Frequent Team Member Contact
Can you remember a time when you (or another case manager/service coordinator) helped the IPS specialist think of a good job match or good job support?	Integration of Rehabilitation and Mental Health thru Frequent Team Member Contact
Can you think of an example of a time when an IPS specialist or peer specialist suggested work for a person who had not yet been referred to the IPS program?	Integration of Rehabilitation and Mental Health thru Frequent Team Member Contact
Do you know how many people are working on each practitioner's caseload?	Zero Exclusion Criteria
How do you supervise mental health practitioners who do not have many clients who work?	Zero Exclusion Criteria

Sample questions for IPS peer specialists (peer specialists who are part of the IPS team)

Questions:	Relates to fidelity item:
Please describe your duties. How are your duties different from the IPS specialist's?	Employment Services Staff
What IPS services do you provide? Does anyone else provide those services?	Vocational Generalists
When would a person work with you alone, and not with an IPS specialist at the same time?	Vocational Generalists
Do you attend mental health treatment team meetings? Which ones? How often? Do you stay for the entire meeting? (The score is not affected by peers attending or not attending mental health treatment team meetings but reviewers may recommend that they attend weekly for better integration of services.	Integration of Rehabilitation with Mental Health Treatment thru Frequent Team Member Contact
Do mental health practitioners share ideas for what may help a person with her career goals?	Integration of Rehabilitation with Mental Health Treatment thru Frequent Team Member Contact
What is your role in the mental health treatment team meetings?	Integration of Rehabilitation with Mental Health Treatment thru Frequent Team Member Contact
How do you help practitioners remember to talk about work with their clients? Do you ever suggest work for people who are unemployed? (If peers recommend work for people who are unemployed, reviewers give credit for that component.)	Integration of Rehabilitation with Mental Health Treatment thru Frequent Team Member Contact
Do you participate in meetings with Vocational Rehabilitation counselors?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How do the Vocational Rehabilitation counselors help people on the IPS team?	Collaboration Between Employment Specialists and Vocational Rehabilitation

	Counselors
How does everyone work together with clients to develop the employment plan?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
Was the meeting that we observed today a typical meeting?	Vocational Unit
Do you provide coverage when an IPS specialist is away or has a scheduling conflict? (This may improve the score, for example, if there is only one IPS specialist but the peer specialist is able to provide back up.)	Vocational Unit
Are the meetings strengths-based? Why or why not? (This information may also pertain to items Individualized Job Search, Individualized Follow-along Supports, Zero Exclusion Criteria, or Ongoing Work-based Assessment.)	Vocational Unit
Do you receive information about outcomes for the IPS program? How do you receive that information? Does the program have goals to improve any outcomes?	Role of Employment Supervisor
What goals have you and your supervisor set for your own performance? (If the peer specialist does not have goals for performance improvement, reviewers may still give credit for that component, but they may also recommend that the supervisor helps the peer set and achieve goals, just like his team members.)	Role of Employment Supervisor
Are there any restrictions for who can be referred to the IPS program?	Zero Exclusion Criteria
Who can refer a person to IPS? Can people refer themselves? Does any person who receives treatment for serious mental illness know how to refer himself?	Zero Exclusion Criteria
Who should be referred to IPS? Who should not be referred to IPS?	Zero Exclusion Criteria
What could be done to improve adherence to zero exclusion criteria at this agency?	Zero Exclusion Criteria
What can be done to raise awareness about the importance of employment among practitioners? (The purpose of asking is that peers may have good suggestions to share in the report. Reviewers do not ask in order to alter the final score.)	Agency Focus on Competitive Employment
How do clients learn about IPS services? What would be better strategies to advertise IPS?	Agency Focus on Competitive Employment
Do you ever accompany people to appointments with benefits planners? Is the information clear and comprehensive?	Work Incentives Planning

Do most people in the IPS program receive benefits planning?	Work Incentives Planning
What would improve benefits planning?	Work Incentives Planning
Does the benefits planner give people written information to refer to later? Is it helpful information?	Work Incentives Planning
Do you ever help people consider whether to disclose a disability or not? What do you say in those discussions? What would you say to someone who is unsure whether or not to disclose to potential employers?	Disclosure
Do you ever suggest assessments to help people prepare for the right job, or to determine if someone is ready for work? Does anyone at the agency ever make those suggestions?	Ongoing Work-based Vocational Assessment
Do you help people consider what jobs are good matches?	Individualized Job Search
Does anyone ever have unrealistic job preferences? What do you do in those situations?	Individualized Job Search
Do you ever help people explore new options for employment other than the types of jobs they have had in the past? Please tell me about that.	Individualized Job Search
What is a competitive job? What other types of jobs are people working? Do you ever suggest jobs that are not competitive?	Competitive Jobs
I noticed that someone is cleaning at a company called Abilities. Is that a job that anyone can apply for?	Competitive Jobs
Do you provide job supports? What type of supports? Are you providing job supports for anyone now? What supports do you provide?	Individualized Follow-along Supports
Do you provide educational supports? What type of supports?	Individualized Follow-along Supports
Do you encourage people to consider career support plans?	Individualized Follow-along Supports
Do mental health practitioners suggest job or educational supports for individuals?	Individualized Follow-along Supports
Please tell me about someone who was offered a job within the past couple of months. What types of supports has that person received?	Time-unlimited Follow-along Supports
Please tell me about a working person who was recently transferred off the IPS team. Why was he transferred? How long had he been working? Was it the right time for him to discontinue IPS services?	Time-unlimited Follow-along Supports
What do you do when someone misses appointments with you?	Assertive Engagement and

	Outreach by Integrated Treatment Team
When would someone's IPS case be closed due to missed appointments?	Assertive Engagement and Outreach by Integrated Treatment Team

Sample questions for people using IPS services (clients)

Questions:	Relates to fidelity item:
Who was the first person you met from the IPS program? Who helped you find a job?	Vocational Generalists
Who provided job supports? Who helped you select a career? Who helped with education or training?	Vocational Generalists
Do you remember when someone at this agency asked if you were interested in employment? Was that the right time? Would you have been interested in hearing about work at an earlier time?	Zero Exclusion Criteria
How did you learn about the IPS program?	Zero Exclusion Criteria
Did you go to a different employment program before meeting with (name of employment specialist)? How did you learn about that program? How did you decide to start that program?	Zero Exclusion Criteria
Has anyone ever suggested that you should hold off on work?	Zero Exclusion Criteria
Did anyone ask if you would be interested in learning how your benefits would be affected by a return to work? What happened next?	Work Incentives Planning
Did the person who gave information about benefits talk to you about all the sources of income that you have? For example, Social Security, food stamps, or housing assistance? Did she ask about the amount of money that you receive from each source?	Work Incentives Planning
Did the person who gave you information provide any examples? For instance, did he tell you what would happen if you worked part time or full time?	Work Incentives Planning
Did the information help you? Was it understandable?	Work Incentives Planning
After the appointment, did you receive a report to help you remember the details? Was the report specific to you and the benefits that you receive, or was it a list of rules that apply to everyone who gets	Work Incentives Planning

benefits?	
Did anyone tell you how to report your earnings after you went back to work? Did she tell you how to do that for each source of income?	Work Incentives Planning
Did anyone help you report your earnings to Social Security Administration or other entitlement systems? Would you have wanted help?	Work Incentives Planning
Does your IPS specialist talk to employers on your behalf—to advocate for them to hire you? Were you asked if you wanted the specialist to do that?	Disclosure
Do you remember talking to your employment specialist about disclosure—letting employers know that you get services from ABC mental health agency? What do you remember about that conversation?	Disclosure
Does your IPS specialist have contact with your employer now? How did you decide that you did (or didn't) want your specialist to talk to your employer?	Disclosure
When you first met the IPS specialist, what did you talk about? What happened after that first meeting?	Ongoing Work-based Vocational Assessment
Were you asked to do any vocational testing or participate in a job tryout?	Ongoing Work-based Vocational Assessment
After you first met with the IPS specialist, about how long was it before you started contacting employers about a job? If it was more than a month, what slowed things down? Was that the right pace for you?	Rapid Job Search for Competitive Jobs
How did you decide to apply for (the job you just applied for OR the job you have)?	Individualized Job Search
What types of jobs are you and your IPS specialist looking for? Why do you think that type of job is right for you?	Individualized Job Search
What type of job would you enjoy?	Individualized Job Search
What are your strengths and skills? How do those pertain to the jobs you are seeking (or the job you have)?	Individualized Job Search
How does the employment specialist help with finding jobs?	Job Development - Quality of Employer Contact
Why did you choose a volunteer job? Would you have preferred to work at a paying job? Did anyone offer you help with a paying job?	Competitive Jobs
How do you like your job at the temporary agency? Is that the type of work that you were hoping for?	Competitive Jobs
For those of you who have a job now, is it a time-limited position or can you keep it as long as your employer is satisfied with your work?	Competitive Jobs

Has anyone asked you about your long-term career goals?	Competitive Jobs
How does your employment specialist help you with your job? Is that the kind of help that you need or want?	Individualized Follow-along Supports
How does your case manager/service coordinator or therapist help you with your job?	Individualized Follow-along Supports
Has anyone offered to help you with your long-term career goals?	Individualized Follow-along Supports
How did your IPS specialist help you select your education/technical training program? What supports did he provide while you were in school or training?	Individualized Follow-along Supports
Have you ever had a problem with your job? How did your employment specialist help?	Individualized Follow-along Supports
When did you start your job?	Time-unlimited Follow-along Supports
How often do you meet with the employment specialist?	Time-unlimited Follow-along Supports
Do you meet in person or by phone?	Time-unlimited Follow-along Supports
Where do you usually meet with your employment specialist?	Community-based Services
Where do you prefer to meet with your employment specialist?	Community-based Services

Sample question for family members

Questions:	Relates to fidelity item:
How quickly did the employment specialist help your family member connect with employers?	Rapid Job Search for Competitive Jobs
Do you know what determined the timing for starting the job search?	Rapid Job Search for Competitive Jobs
Please tell me about the job your family member has (or is seeking). Is that the right position for him? Why or why not? What position would be a better match?	Individualized Job Search
What type of job or educational supports has the IPS specialist	Individualized

provided to your family member? Are those the right supports? Why or why not?	Follow-along Supports
Where does the specialist usually meet with your family member?	Community-based Services

Sample questions for state Vocational Rehabilitation counselors

Questions:	Relates to fidelity item:
How often do you meet with the IPS specialists? In what context?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How does everyone work together with clients to develop the employment plan?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How can collaboration be improved?	Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors
How do people receive information about working and benefits? Is this service available for all of the people who need it? Do clients receive helpful information that is specific to their individual situations?	Work Incentives Planning
Do you ever suggest a vocational evaluation or situational assessment for someone? Under what circumstances would you do that? How often?	Ongoing Work-based Vocational Assessment
Do the IPS specialists help your clients search for positions that are related to their preferences, skills, and needs?	Individualized Job Search
Please tell me about someone who needed a very specific type of job. How did you and the specialist help the person find the right position?	Individualized Job Search
Do the IPS specialists know about a wide range of job types available in this community? Do they know about most of the educational and	Individualized Job Search

career training programs in the area?	
Are you able to help with educational and career training goals?	Individualized Job Search
What types of job supports do IPS specialists provide to working people? Can you provide a recent example of supports provided to someone who is working?	Individualized Follow-along Supports
Do you believe that the supports are individualized to each person's preferences and needs?	Individualized Follow-along Supports
Do you help develop job support plans?	Individualized Follow-along Supports

Sample questions for agency leaders/executive team members

Questions:	Relates to fidelity item:
Is the IPS program able to serve most of the people who want to work at your agency?	Zero Exclusion Criteria
When you measure the rate of competitive employment for clients, which people are included?	Agency Focus on Competitive Employment
How do you define competitive employment?	Agency Focus on Competitive Employment
How is information about competitive employment collected? How often?	Agency Focus on Competitive Employment
How is information about the rate of competitive employment shared with staff?	Agency Focus on Competitive Employment
Since the last fidelity review, have there been opportunities for people to share their back-to-work stories with other clients and staff? Please describe.	Agency Focus on Competitive Employment
Do you collect information about other types of employment (e.g., sheltered jobs, jobs set aside for people with disabilities)? Are those types of jobs separated from competitive employment?	Agency Focus on Competitive Employment
How many people with serious mental illness have competitive jobs? Are there goals to increase this number?	Agency Focus on Competitive Employment
Executive director and clinical director: Please describe the IPS program. How is IPS different than other employment programs? (If either of those people defers to the IPS supervisor or another person to	Executive Team Support for SE

answer, reviewers should redirect their questions to the executive director and clinical director.)	
What changes have you made in order to improve fidelity to supported employment? What changes will you make in the future?	Executive Team Support for SE
(To the executive director): Have there been opportunities for you to talk to agency staff about IPS supported employment? How do you share your goals for competitive employment? (Reviewers: if others attempt to answer for the executive director about what he or she has done, address your question to the executive director again).	Executive Team Support for SE
(To the executive director): Do you ever talk directly with the IPS supervisor?	Executive Team Support for SE
Is fidelity part of the quality assurance process? For example, does the quality assurance process monitor fidelity scores? Does the quality assurance process include client outcomes for IPS supported employment? May we review a recent quality assurance report (or to see the section of the report related to IPS)?	Executive Team Support for SE
Do you have an IPS steering committee or leadership committee? Who participates in the meetings? What has been the focus of the meetings? How often does the group meet? Does anyone from the executive team participate in the steering committee?	Executive Team Support for SE
How does the IPS supervisor share information about the program with the executive team? How has the executive team helped with program implementation or sustainability?	Executive Team Support for SE
Describe the relationship between state Vocational Rehabilitation counselors and IPS practitioners? Has the executive team been able to help build a stronger partnership?	Executive Team Support for SE

Sample questions for the work incentives planner

Questions:	Relates to fidelity item:
Do you provide information regarding benefits other than Social Security? For instance, if someone receives veteran's benefits, can you help that person? If a person has a spouse or dependent who also receives benefits, can you provide good information about how her earnings would affect other people in the family? Can you provide information about housing subsidies? Food stamps?	Work Incentives Planning
How did you receive training in work incentives? Have you participated in training (or have you received updates) during the past year? Please describe.	Work Incentives Planning
Do you provide people with written information about their personal situations? Would it be possible to see a sample report?	Work Incentives Planning

Do you meet with people in person or by phone?	Work Incentives Planning
Are you able to tell people how their total income will be affected by part or full-time work? Can you provide individualized information or do you provide information about work incentive rules?	Work Incentives Planning
When someone is referred to you, how long is it before the person meets with you?	Work Incentives Planning

Supported Employment Demonstration Year 1

Initial Interview for Administrators

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf. The study aims to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear your opinions about the successes and challenges involved in implementing the services offered through this study. We are also interested in your views on the progress participants are making towards employment and health goals.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. It will not affect your work on behalf of the Supported Employment Demonstration. If any questions make you uncomfortable, you can take a break, skip questions or stop the interview.

We are speaking with administrators of sites sponsoring the Supported Employment Demonstration across the country. After each site visit, we submit a report to the Social Security Administration that summarizes the major findings. At the end of the study, we will also submit a final report that evaluates the implementation and outcomes of the Supported Employment Demonstration across all sites. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For the purpose of recording I am going to ask you: Are you willing to participate in the interview? Are you willing to have the interview audio-recorded? [PAUSE FOR RESPONSE.]

OK let's begin.

I. INTRODUCTION

I'd like to start by asking you to describe your background and role in this clinic. Please tell me how long you have been working at this site, and what you do here, and your area of training (psychiatry, clinical psychology, social work, etc., etc.).

II. FOLLOW UP QUESTIONS FROM SUPPORTED EMPLOYMENT FIDELITY ASSESSMENT

[The interviewers will have attended interviews for the Supported Employment Fidelity Review conducted earlier in the site visit. Interviewers will have noted follow-up questions about the services offered as part of Supported Employment Demonstration and will use the first portion of the interview to ask those questions. Potential questions may focus on: staffing, integration of services, staff and clinician roles, services delivered to participants, job development, and community services. This portion of the interview will not exceed 15 minutes.]

III. OVERVIEW OF SUPPORTED EMPLOYMENT DEMONSTRATION IMPLEMENTATION

I'd like to start by having you describe your experiences with the Supported Employment Demonstration project thus far.

- A. What were your objectives for the Supported Employment Demonstration at the beginning of the Study? In what ways, if at all, have your objectives changed since then? Please explain.
- B. Please describe how you have provided education and training for Supported Employment Demonstration staff and providers.
- C. What changes, if any, have been made to your original implementation plan and why?
- D. What are the challenges of recruiting Supported Employment Demonstration participants?
- E. How do you provide effective leadership for the Supported Employment Demonstration program? What seems to work?

IV. AGENCY FUNDING SOURCES

We'd like to ask you some information about the past calendar or fiscal year. These questions pertain to financing for services offered across the agency, not the Supported Employment Demonstration.

- A. Does your organization follow a calendar year or a fiscal year?
- B. I'm going to read a list of typical sources of funding for agencies. Please tell me which were sources contributed to your agency during the past [CALENDAR OR FISCAL] year?
 - Federal grant of contract
 - Private foundation grant

- State or county grant or contract
- Special program or study (similar to Supported Employment Demonstration)
- Medicare
- Medicaid
- Private insurance
- Other insurance (state or county)
- Client payment for services
- Client payment, sliding scale
- Ticket to work, subcontract work
- School contracts, donations
- Agency fundraising, donations, or endowments

V. SUPPORTED EMPLOYMENT DEMONSTRATION COMPONENTS AND ACTIVITIES

Now we'd like to focus on the primary activities and how services are delivered to Supported Employment Demonstration participants. We'd like to capture all the components of the program that are being offered.

A. Intake, engagement, and service coordination

1. Please walk us through the intake process for participants and highlight any barriers to initial delivery of services, such as transportation issues, privacy and information-sharing issues, paperwork, etc.
2. Are there any difficulties with the process you have in place to get new participants connected with the services they need? If so, please describe.
3. What is your experience working with the new staff (i.e., Nurse Care Coordinator, Research Assistant, additional IPS specialists) to implement the Supported Employment Demonstration?
4. What is your experience working with existing staff of your clinic to implement the Supported Employment Demonstration?
5. Has the approach of using existing staff to accomplish some tasks and new staff for others, balanced, or has it overburdened staff, or do staffing demands vary?

B. Employment and job-related services

1. How do IPS services fit into this center?
2. How do you know when IPS services are successful?

3. Does the state department of vocational rehabilitation have any role in your center? [IF YES]:
What are their roles?
4. Was funding for any mental health or case management services to participants a problem for your site? Do you anticipate that funding for these services will be problematic for your site after the contract ends? Please describe the situation and your thoughts about problem resolution, if applicable.
5. What services, besides IPS, are the greatest priority for participants you are seeing? Please describe.

C. Professional development: information and training for staff on the Supported Employment Demonstration

Now we'd like to discuss training issues for staff involved with the Supported Employment Demonstration.

1. Did you encounter any problems with the training provided to existing and new staff on Supported Employment Demonstration components? If so, please describe.
2. Did you personally participate in any training activities? Do you think they were helpful in working with participants? Has any topic or training been particularly useful? If yes, why?
3. Are there other training areas of which you are aware that you think would better prepare staff to work with participants?

D. Policy

Now we'd like your perspectives on policy changes that might address barriers you have identified in launching the Supported Employment Demonstration, and how supporting individuals with mental illnesses who are denied disability benefits might be strengthened here.

1. Have you encountered problems funding some of the services used by participants that are associated with existing policies (e.g., clients do not meet income threshold for Medicaid available in your state)? Please describe.
2. Do you or others at your site have any policy recommendations for funding or implementing services for individuals who want to work and have a mental illness? Recommendations may be made for the local, state, or federal, level.

VI. RECOMMENDATIONS AND CLOSING

- A. Participants are persons at risk of dropping out of the work force due to a psychiatric problem. What suggestions do you have for how they, and others who are at risk, may be better served?
- B. Is there anything we didn't ask about that you think is important for us to know about the Supported Employment Demonstration services and participants?

Thank you for your time.

Supported Employment Demonstration

Demonstration Years 2, 3, and 4

Follow Up Interview for Administrators

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf. The study aims to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear your opinions about the successes and challenges involved in implementing the services offered through this study. We are also interested in your views on the progress participants are making towards employment and health goals.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. It will not affect your work on behalf of the Supported Employment Demonstration. If any questions make you uncomfortable, you can take a break, skip questions or stop the interview.

We are speaking with administrators of sites sponsoring the Supported Employment Demonstration across the country. After each site visit, we submit a report to the Social Security Administration that summarizes the major findings. At the end of the study, we will also submit a final report that evaluates the implementation and outcomes of the Supported Employment Demonstration across all sites. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For the purpose of recording I am going to ask you: Are you willing to participate in the interview?
Are you willing to have the interview audio-recorded? [PAUSE FOR RESPONSE.]

OK let's begin.

I. INTRODUCTION

[FOR NEW INTERVIEWEE]: I'd like to start by asking you to describe your background and role in this clinic. Please tell me how long you have been working at this site, and what you do here, and your area of training (psychiatry, clinical psychology, social work, etc., etc.).

[FOR FOLLOW UP]: How has your role at this clinic changed over the past year, if at all?

II. FOLLOW UP QUESTIONS FROM SUPPORTED EMPLOYMENT FIDELITY ASSESSMENT

[The interviewers will have attended interviews for the Supported Employment Fidelity Review conducted earlier in the site visit. Interviewers will have noted follow-up questions about the services offered as part of the Supported Employment Demonstration and will use the first portion of the interview to ask those questions. Potential questions may focus on: staffing, integration of services, staff and clinician roles, services delivered to participants, job development, and community services. This portion of the interview will not exceed 15 minutes.]

III. OVERVIEW OF IMPLEMENTATION

I'd like to start by having you describe your experiences with the Supported Employment Demonstration project thus far.

- A. What were your objectives for the Supported Employment Demonstration over the past year? In what ways, if at all, have your objectives changed since the first year? Please explain.
- B. Please describe how you have provided education and training for Supported Employment Demonstration staff and providers this year.
- C. What changes, if any, have been made to your original implementation plan and why?
- D. How do you provide effective leadership for the Supported Employment Demonstration program? What seems to work?

IV. AGENCY FUNDING SOURCES

We'd like to ask you some information about the past calendar or fiscal year. These questions pertain to financing for services offered across the agency, not the Supported Employment Demonstration.

- A. Does your organization follow a calendar year or a fiscal year?
- B. I'm going to read a list of typical sources of funding for agencies. Please tell me which were sources contributed to your agency during the past [CALENDAR OR FISCAL] year?
 - Federal grant of contract
 - Private foundation grant

- State or county grant or contract
- Special program or study (similar to Supported Employment Demonstration)
- Medicare
- Medicaid
- Private insurance
- Other insurance (state or county)
- Client payment for services
- Client payment, sliding scale
- Ticket to work, subcontract work
- School contracts, donations
- Agency fundraising, donations, or endowments

V. SUPPORTED EMPLOYMENT DEMONSTRATION COMPONENTS AND ACTIVITIES

Now we'd like to focus on the primary activities and how services are delivered to Supported Employment Demonstration participants. We'd like to capture all the components of the program that are being offered.

A. Intake, engagement, and service coordination

1. Are there any difficulties with the process you have in place to get participants connected with the services they need? If so, please describe.
2. What is your experience working with the staff hired specifically for the Supported Employment Demonstration (i.e., Nurse Care Coordinator, Research Assistant, additional IPS specialists)?
3. What is your experience working with existing staff of your clinic to implement the Supported Employment Demonstration?
4. Has the approach of using existing staff to accomplish some tasks and new staff for others, balanced, or has it overburdened staff, or do staffing demands vary?

B. Employment and job-related services

1. How do IPS services fit into this center?
2. How do you know when IPS services are successful?
3. Does the state department of vocational rehabilitation have any role in your center? [IF YES]:
What are their roles?
4. Was funding for any mental health or case management services to Supported Employment Demonstration participants a problem for your site? Do you anticipate that funding for these

services will be problematic for your site after the contract ends? Please describe the situation and your thoughts about problem resolution, if applicable.

5. What services, besides IPS, are the greatest priority for participants you are seeing? Please describe.

C. Professional development: information and training for staff on the Supported Employment Demonstration

Now we'd like to discuss training issues for staff involved with the Supported Employment Demonstration.

1. Did you encounter any problems with the training provided to existing and new staff on Supported Employment Demonstration components over the past year? If so, please describe.
2. Did you personally participate in any training activities over the past year? Do you think they were helpful in working with participants? Has any topic or training been particularly useful? If yes, why?
3. Are there other training areas of which you are aware that you think would better prepare staff to work with participants?

D. [FOR FINAL YEAR ONLY] Sustaining Supported Employment Demonstration program elements

1. Please describe the components of the Supported Employment Demonstration program that you think should be sustained in the future. If not all components could be sustained, which of them are the most important? [USE THE CHECKLIST BELOW FOR PROBES.]
 - Nurse Care Coordinator
 - Systematic Medication Management
 - Assistance with Cost-Sharing for Medications
 - IPS Supported Employment Integrated with Behavioral Health Care
 - Assistance with Behavioral Health Care Expenses
 - Assistance with Employment-Related Expenses
2. What are the plans (emerging or in place) to sustain these elements after the Supported Employment Demonstration contract period?
3. Is the sustainability of either the Basic Service or Full Service Treatment arms of the Supported Employment Demonstration a priority for your agency? Do you think either treatment arm should be sustained?

4. What funding sources will be available to support program services during and after the contract period?
5. Are there federal, state, or local public sector commitments to sustaining Supported Employment Demonstration activities (that is, have there been changes to policy, procedures, or relevant legislation)? Please explain.

E. Policy

Now we'd like your perspectives on policy changes that might address barriers you have identified in launching the Supported Employment Demonstration, and how supporting individuals with mental illnesses who are denied disability benefits might be strengthened here.

1. Have you encountered problems funding some of the services used by Supported Employment Demonstration participants that are associated with existing policies (e.g., clients do not meet income threshold for Medicaid available in your state)? Please describe.
2. Do you or others at your site have any policy recommendations for funding or implementing services for individuals who want to work and have a mental illness? Recommendations may be made for the local, state, or federal, level.

VI. RECOMMENDATIONS AND CLOSING

- A. Participants are persons at risk of dropping out of the work force due to a psychiatric problem. What suggestions do you have for how they, and others who are at risk, may be better served?
- B. Is there anything we didn't ask about that you think is important for us to know about the Supported Employment Demonstration services and participants?

Thank you for your time.

Supported Employment Demonstration

Demonstration Year 1

Initial Interview for Clinicians

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf. The study aims to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear your opinions about the successes and challenges involved in implementing the services offered through this study. We are also interested in your views on the progress participants are making towards employment and health goals.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. It will not have affect your work on behalf of the Supported Employment Demonstration. If any questions make you uncomfortable, you can take a break, skip questions or stop the interview.

We are speaking with clinicians working in the Supported Employment Demonstration across the country. After each site visit, we submit a report to the Social Security Administration that summarizes the major findings. At the end of the study, we will also submit a final report that evaluates the implementation and outcomes of the Supported Employment Demonstration across all sites. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For the purpose of recording I am going to ask you: Are you willing to participate in the interview? Are you willing to have the interview audio-recorded? [PAUSE FOR RESPONSE.]

OK let's begin.

I. INTRODUCTION

I'd like to start by asking you to describe your background and role in the Supported Employment Demonstration and this clinic. Please tell me how long you have been working at this site, and what you do here, and your area of training (social worker, psychologist, IPS specialist, substance abuse counselor, etc.). Also, please describe your role in providing services to Supported Employment Demonstration participants.

II. FOLLOW UP QUESTIONS FROM SUPPORTED EMPLOYMENT FIDELITY ASSESSMENT

[The interviewers will have attended interviews for the Supported Employment Fidelity Review conducted earlier in the site visit. Interviewers will have noted follow-up questions about the services offered as part of the Supported Employment Demonstration and will use the first portion of the interview to ask those questions. Potential questions may focus on: staffing, integration of services, staff and clinician roles, services delivered to participants, job development, and community services. This portion of the interview will not exceed 15 minutes.]

III. PARTICIPANTS

My first questions have to do with how Supported Employment Demonstration participants fit into the services offerings at your site.

- A. Compared to the patients you usually see at this facility, how are participants different?
- B. What sorts of modifications need to be made to your usual treatment protocols to accommodate the needs of participants?
- C. Are you able to make these modifications? Why or why not?

IV. EMPLOYMENT

A. IPS-related services

Let's talk about working with study participants to help them find a job and continue employment.

1. What do participants need in order to get and keep a job?
2. What strategies work well to help participants find jobs?
3. What do you do to help participants maintain their employment?
4. What are your strategies for assisting participants who appear to lack job readiness?
5. [FOR IPS specialists]: When a participant is unhappy with their job, what kind of assistance can you provide?

6. [FOR IPS specialists]: How do you analyze previous job experiences with participants for lessons learned? Please give an example.

B. Employment outcomes

1. What are the goals of employment for participants? How should they benefit from employment?
[PROBES]: Able to support self independently of family; participant does not seek SSI or SSDI; increased social interaction; greater self-confidence, etc.
2. Please tell me how you define successful employment for Supported Employment Demonstration participants.
[PROBES]: Length of time employed, number of hours, income from employment, match to skills and interests, etc.
3. How does a typical outcome differ from the ideal outcome?
4. What prevents Supported Employment Demonstration participants from achieving an ideal outcome?
5. What does an unsuccessful employment outcome look like for participant?
6. What do you think makes some outcomes are successful and others unsuccessful?

C. Barriers to, and supports for, employment

1. What are the challenges that Supported Employment Demonstration participants face in getting and keeping a job?
2. How do family members support or discourage participants in their work?
3. Regarding the communities in which participants live, do you find that friends and associates of participants support or discourage participants from working? You may not be able to generalize across all participants you see, but you may have noticed some patterns. Please explain.
4. Are there specific subgroups of participants who have unique barriers? For example, participants with specific health issues (e.g. co-occurring substance use and mental illness), or specific demographic characteristics (e.g. minorities, LGBT)? What do you think is creating the barrier for members of these populations?

V. BEHAVIORAL HEALTH

A. Behavioral health service choices

1. What behavioral health services are offered to Supported Employment Demonstration participants? [Interviewer should make a list of services for follow-up questions.]

2. Are these services provided at this location? [Interviewer should go down the list and make a note. If a service is off campus, ask where and how far participants must go to receive it.]
3. What services do participants use the most and why? Which services do they prefer?
4. What options are available if participants are not happy with the service or with the clinician?
5. How is it working with the nurse care coordinator to assist participants?

B. Outcomes

1. Have participants' mental health problems improved? How do you know when they have improved?
2. What types of behavioral health services have been the most successful with helping participants manage their symptoms? Why do you think those services are successful?
3. Do you have participants who continue to engage with employment services, but not treatment? Why do participants drop out of treatment?

VI. RECOMMENDATIONS AND CLOSING

1. Participants are persons at risk of dropping out of the work force due to a psychiatric problem. What suggestions do you have for how they, and others who are at risk, may be better served?
2. Is there anything we didn't ask about that you think is important for us to know about the Supported Employment Demonstration services and participants?

Thank you for your time.

Supported Employment Demonstration

Demonstration Years 2, 3, and 4

Follow Up Interview for Clinicians

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. Westat is under contract with the Social Security Administration (SSA) to study how the Supported Employment Demonstration Study affects participants who do not receive disability benefits. Supported Employment Demonstration services include IPS supported employment, behavioral health care, and the work of the nurse care coordinator on behalf of full-service treatment participants.

Today we'd like to hear your opinions about the successes and challenges involved in implementing this package of services. We are also interested in your views on the progress participants are making towards employment and health goals.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. It will not have affect your work on behalf of the Supported Employment Demonstration. If any questions make you uncomfortable, you can take a break, skip questions or stop the interview.

We are speaking with clinicians working in the Supported Employment Demonstration all across the country. After each site visit, we submit a report to the Social Security Administration that summarizes the major findings. At the end of the study, we will also submit a final report that evaluates the implementation and outcomes of the Supported Employment Demonstration across all sites. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said. Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For the purpose of recording I am going to ask you: Are you willing to participate in the interview?
Are you willing to have the interview audio-recorded? [PAUSE FOR RESPONSE.]

OK let's begin.

I. INTRODUCTION

[FOR NEW INTERVIEWEE]: I'd like to start by asking you to describe your background and role in this clinic. Please tell me how long you have been working at this site, and what you do here, and your area of training (psychiatry, clinical psychology, social work, etc., etc.).

[FOR FOLLOW UP]: How has your role at this clinic changed over the past year, if at all?

II. FOLLOW UP QUESTIONS FROM SUPPORTED EMPLOYMENT FIDELITY ASSESSMENT

[The interviewers will have attended interviews for the Supported Employment Fidelity Review conducted earlier in the site visit. Interviewers will have noted follow-up questions about the services offered as part of the Supported Employment Demonstration and will use the first portion of the interview to ask those questions. Potential questions may focus on: staffing, integration of services, staff and clinician roles, services delivered to participants, job development, and community services. This portion of the interview will not exceed 15 minutes.]

III. PARTICIPANTS

My first questions have to do with how Supported Employment Demonstration participants fit into the services offerings at your site.

- A. Compared to the patients you usually see at this facility, how are Supported Employment Demonstration participants different?
- B. What sorts of modifications need to be made to your usual treatment protocols to accommodate the needs of participants?
- C. Are you able to make these modifications? Why or why not?

IV. EMPLOYMENT

A. IPS-related services

Let's talk about working with study participants to help them find a job and continue employment.

1. What do Supported Employment Demonstration participants need in order to get and keep a job?
2. What strategies work well to help participants find jobs?
3. What do you do to help participants maintain their employment?
4. What are your strategies for assisting participants who appear to lack job readiness?
5. [FOR IPS specialists]: When a participant is unhappy with their job, what kind of assistance can you provide?

6. [FOR IPS specialists]: How do you analyze previous job experiences with participants for lessons learned? Please give an example.

B. Employment outcomes

1. What are the goals of employment for participants? How should they benefit from employment?
[PROBES]: Able to support self independently of family; participant does not seek SSI or SSDI; increased social interaction; greater self-confidence, etc.
2. Please tell me how you define successful employment for Supported Employment Demonstration participants.
[PROBES]: Length of time employed, number of hours, income from employment, match to skills and interests, etc.
3. How does a typical outcome differ from the ideal outcome?
4. What prevents participants from achieving an ideal outcome?
5. What does an unsuccessful employment outcome look like for a Supported Employment Demonstration participant?
6. What do you think makes some outcomes are successful and others unsuccessful?

C. Barriers to, and supports for, employment

1. What are the challenges that participants face in getting and keeping a job?
2. How do family members support or discourage participants in their work?
3. Regarding the communities in which participants live, do you find that friends and associates of participants support or discourage participants from working? You may not be able to generalize across all participants you see, but you may have noticed some patterns. Please explain.
4. Are there specific subgroups of participants who have unique barriers? For example, participants with specific health issues (e.g. co-occurring substance use and mental illness), or specific demographic characteristics (e.g. minorities, LGBT)? What do you think is creating the barrier for members of these populations?

V. BEHAVIORAL HEALTH

A. Behavioral health service choices

1. What behavioral health services are offered to Supported Employment Demonstration participants? [Interviewer should make a list of services for follow-up questions.]

2. Are these services provided at this location? [Interviewer should go down the list and make a note. If a service is off campus, ask where and how far participants must go to receive it.]
3. What services do participants use the most and why? Which services do they prefer?
4. What options are available if participants are not happy with the service or with the clinician?
5. How is it working with the nurse care coordinator to assist participants?

B. Outcomes

1. Have participants' mental health problems improved? How do you know when they have improved?
2. What types of behavioral health services have been the most successful with helping participants manage their symptoms? Why do you think those services are successful?
3. Do you have participants who continue to engage with employment services, but not treatment? Why do participants drop out of treatment?

VI. Recommendations and Closing

1. Participants are persons at risk of dropping out of the work force due to a psychiatric problem. What suggestions do you have for how they, and others who are at risk, may be better served?
2. Is there anything we didn't ask about that you think is important for us to know about the Supported Employment Demonstration services and participants?

Thank you for your time.

[Study Letterhead]

[Date]

Dear *[Participant Name]*:

You have been selected to share your opinions about your experiences with the services that you have received as part of the Supported Employment Demonstration. I work for Westat, a research organization that is carrying out the study on behalf of the Social Security Administration.

We would like for you to participate in a focus group on *[date]* at *[time]* at *[location]* to share your opinions about the services. The focus group will last about 60 minutes. Afterwards, you will receive \$40 to thank you for your participation.

The purpose of the focus group is to learn from you whether the services offered through the study have been helpful. The focus group will have between six and ten people like yourself who are participating in the study. The leader of the focus group will ask you what you think about the employment and health services you have received and what you think might improve them. You are free to share as little or as much as you would like. By sharing your experience, you will help people who share your circumstances because this study will likely affect national policy on work and disability for many years.

I will call you in the coming week to discuss your participation. We very much look forward to seeing you.

You can wait for my call or if you want, you can call me at (xxx) xxx-xxxx.

Sincerely,

[Site visitor's name]

Sample Script for Participant Focus Group Invitation Phone Call

Hello, may I speak with [*participant's name*]?

If respondent asks who's calling:

My name is [*site visitor's name*] and I am calling about an important research study by the Social Security Administration.

If respondent insists on more information:

I am calling to invite [*participant's name*] to give [his/her] feedback.

If participant is not available (depending on respondent's response):

When is a good time to reach [*participant's name*]?

May I leave a message for [*participant's name*]?

I will try to reach [*participant's name*] again.

Thank you for your time and have a good day.

If leaving a message for participant:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration. I would like to invite you to share your feedback. Please call me at [*site visitor's contact number*] or email me at xxxx@westat.com.

Once participant is on the phone:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration. I work at Westat, the research organization that is carrying out this study on behalf of the Social Security Administration. I'd like to invite you to participate in a focus group about the employment services you are receiving. The focus group will last about 60 minutes. Afterwards, you will receive \$40 to thank

you for your participation. Did you receive a letter about the focus group in the mail?

If the participant cannot recall the letter, provide prompts as follows:

The letter invited you to participate in a focus group to share your opinions about the services you are receiving. It also said that someone would call you about it.

If participant did not receive the letter:

I sent the letter to [address on file] on [insert date or approximate date]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If participant received the letter:

Would you be able to participate in a focus group on [date] at [time]?

If no: That is too bad. Have a good day. Goodbye.

If yes: Great! I will see you [confirm date and time] at [confirm location].

If you have questions or need to cancel, please call me at [site visitor's contact number].

Thank you and have a good day. Goodbye.

Supported Employment Demonstration

Demonstration Years 2 and 4

Study Participant Focus Group Guide

Thank you for participating in this focus group. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf.

As a reminder, the purpose of this study is to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

Today we'd like to hear about your experiences with the services you have received. These services include supported employment and behavioral health care. SSA wants to know if these services are useful to study participants and why they are helpful or not helpful.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this focus group is voluntary. There is no penalty if you decide not to participate. You can still participate in the study. If any questions make you feel uncomfortable, you can take a break, skip any questions or stop participating in the focus group. If you get upset, we may offer you a referral to crisis management services that you can use if you wish. However, if you tell us that you are planning to hurt yourself or someone else, this will be reported to the appropriate authorities. I also ask everyone to respect each other's privacy and that whatever is said in this room stays in this room.

We are doing focus groups with participants in the Supported Employment Demonstration across the country. At the end of the study, we will present a report to SSA summarizing the challenges and successes of this study. We may use quotes from you or other participants in our reports but no names will be linked to any responses.

We have planned for this focus group to last about 60 minutes. You will receive \$40 to thank you for your participation. Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said.

Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For purposes of the recording, I am going to ask you:

Are you willing to participate in the interview? Are you willing to have the interview audio-recorded?

[PAUSE FOR RESPONSE.]

OK let's begin.

I. INTRODUCTIONS

I'd like to start by asking each of you to introduce yourselves. Please tell me your first name only, how long you have been participating in the study, whether or not you are currently employed. If you are employed, please tell us for how long and what kind of job you have.

II. EMPLOYMENT

A. IPS-related services

Let's start by talking about your work with the IPS specialist—the person at the [clinic or name of location] who is helping you to find a job, or helping you to continue in your job. I'm going to ask some questions and we'd like to hear from any of you who'd like to share your experiences and opinions about IPS.

1. What have you been working on with the IPS specialist? What does he or she do for you?
2. How has your work with that person been going? Are you satisfied or not satisfied?
3. Do you think he or she will be able to assist you in finding or keeping a job? Why or why not?
4. What do you hope to get out of working with the IPS specialist?
5. What kinds of employment expenses have been covered for you through the study?

B. Current employment or current plans for employment

1. Among those of you who are working, we'd like to know:
 - a. What kind of job do you have?
 - b. Is it different than what you've done before? Please explain.
 - c. Do you like your job? Please explain.
 - d. Do you think you'll stay in your job? Why or why not?
2. Among those of you who are not working, we'd like to hear about:
 - a. How is your job search going?
 - b. What kind of work are you looking for?
 - c. What kind of job would you like to get?
 - d. Is the kind of job you'd like the same as the work you have done before? Please explain.

C. Barriers to working

The next questions are about what makes working difficult for you. For any of you who feel comfortable answering, we'd like to know:

1. What challenges do you face that make working difficult?

2. How does your disability affect your work?
3. What do you think would help you to find a job and/or remain employed?

D. Support and resources in family and community

Now I'd like to know how your family and friends support or do not support your efforts to get or keep employment. Sometimes the people in your life have very strong opinions that may not be the same as yours, but even so, they may have an impact on you.

1. Does your family support or discourage you from working? Please explain.
 - a. [IF SUPPORTIVE]: How do they provide support?
 - b. [IF DISCOURAGING]: How do they discourage you from working?
2. Do your friends, or others in your community, such as fellow church parishioners, your children's friend's parents, or others with whom you might associate, support or discourage you from working?
 - a. [IF SUPPORTIVE]: How do they provide support?
 - b. [IF DISCOURAGING]: How do they discourage you from working?
3. Outside of your participation in the study, are there other resources you can use to help find employment? Have you tried them? Why or why not?
4. Are there resources in the community for individuals who have a physical or mental problem that makes working difficult? Have you sought help from these resources? Why or why not?

III. BEHAVIORAL HEALTH

A. Use of behavioral health care resources

As part of the Study, you may receive health care for physical and psychological problems that you might be experiencing. We'd like to ask about some of the services you have used and how they have affected your work experience.

1. Have you received any behavioral health care services, including treatment with medication, psychotherapy, groups, or case management?
2. What kind of health care have you received and how has it been working for you?
 - a. [FOLLOW UP]: Is that service provided by [this location, center]?
 - b. [IF GROUP MEMBERS REPORT MEDICATION]: How is your [psychiatrist or nurse practitioner] working with you to find the right medication for you?
3. Has the assistance with paying for services permitted you to pursue treatment that you would not have been able to before?

- a. [IF YES]: How so?
- b. How did you manage before without assistance? e.g., took less medication than prescribed so it would last longer, received free counseling services.

B. Current health

1. Do you think your disability, physical or mental problem is getting better, staying the same, or getting worse? Please explain.
2. What do you think would help you get better?

C. [FULL SERVICE TREATMENT PARTICIPANTS]: Nurse Care Coordinator

The Nurse Care Coordinator is the nurse who may be talking to your doctors to help you improve your symptoms and health. We'd like to hear about what working with him or her is like, for those of you who are comfortable describing your experiences.

1. When you go see the nurse care coordinator, what happens?
2. What are you working on with him or her?
3. Do you think that providers speak to each other about your care? How do you know?

D. Recommendations

1. What suggestions do you have for how the services offered as part of the study could be enhanced or improved?
2. What would keep you coming back if you need help?

E. Closing

Is there anything we didn't ask about that you think is important for us to know to understand your experiences receiving Supported Employment Demonstration services?

Thank you for your time.

[Study Letterhead]

[Date]

Dear *[Gatekeeper]*:

As part of the Supported Employment Demonstration, a national study by the Social Security Administration (SSA), my colleague, *[insert name]*, and I would like to visit *[name of event, meeting, organization]*. We work for Westat, a research organization based in Rockville, MD that is carrying out the study on behalf of SSA.

The purpose of the Supported Employment Demonstration is to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

For this study, we are interested in learning about the contexts in which people with disabilities live and seek employment. Attending *[name of event, meeting, or organization]* may provide some insight into the challenges faced by disabled individuals who seek employment, or seek to remain employed, in this community. Therefore, we would like to observe *[name of event, meeting, or organization]* and speak with individuals about their experiences.

We look forward to telling you more about the study and our visit to *[name of event, meeting, or organization]*. We will call you in the coming week to discuss our visit.

You can wait for our call if you want, or you can call *[Site visitor's name]* at (xxx) xxx-xxxx.

Sincerely,

[Site Visitors' names]

Sample Script for Gatekeeper Ethnographic Observation Invitation Phone Call

Hello, may I speak with [gatekeeper's name]

If respondent asks who's calling:

My name is [site visitor's name] and I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work for Westat, a research organization that is carrying out the study on behalf of SSA.

If respondent insists on more information:

I am calling to seek [gatekeeper's name] permission to attend [name of event, meeting, or organization].

If gatekeeper is not available (depending on respondent's response):

When is a good time to reach [gatekeeper's name]?

May I leave a message for [gatekeeper's name]?

I will try to reach [gatekeeper's name] again.

Thank you for your time and have a good day.

If leaving a message for gatekeeper:

My name is [site visitor's name]. I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work at Westat, a research organization that is carrying out the study on behalf of SSA. I would like to attend [name of event, meeting, or organization] to observe and speak with individuals about their experiences seeking employment in this community. Please call me at [site visitor's contact number] or email me at xxxx@westat.com.

Once gatekeeper is on the phone:

My name is [site visitor's name]. I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work at Westat, a research organization that is carrying out the study on behalf of SSA. I am calling to ask to attend [name of event, meeting, or organization] to gain insight into the

challenges faced by people with disabilities who seek employment, or seek to remain employed, in this community. Did you receive our letter about this in the mail?

If the gatekeeper cannot recall the letter, provide prompts as follows:

The letter explained that we are interested in attending [*name of event, meeting, or organization*] in order to learn more about the contexts in which people with disabilities live and seek employment in this community. It also said that someone would call you about our visit.

We would like to observe [*name of event, meeting, or organization*] and ask to speak with individuals about their experiences.

If gatekeeper did not receive the letter:

I sent the letter to [*address on file*] on [*insert date or approximate date*]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If gatekeeper received the letter:

May we attend [*name of event, meeting, or organization*] on [*date*] at [*time*]?

If no: Would [*second date*] at [*second time*] be better for you?

When would be a good time for you during the week of [*range of dates*]?

If yes: Great! What time would be good for you on that date?

Where should we plan to meet you?

I will see you [*confirm date and time*] at [*confirm location*]. If you have questions or need to cancel, please call me at [*site visitor's contact number*].

Thank you and have a good day. Goodbye.

[Study Letterhead]

[Date]

Dear *[name]*:

As part of the Supported Employment Demonstration, a national study by the Social Security Administration (SSA), my colleague, *[insert name]*, and I would like to spend a few hours observing you go about your daily life. We work for Westat, a research organization based in Rockville, MD, that is carrying out the study on behalf of SSA.

The purpose of the Supported Employment Demonstration is to find out if providing high quality employment services and behavioral health services helps people who were recently denied Social Security disability benefits to find good jobs they want and to function better overall in their daily lives. SSA also wants to know which services and treatments work best and what they cost.

For this study, we are interested in learning about the contexts in which you live, work and relax. If possible, we would like to spend about 3 or 4 hours with you as you go about your day. This could be time you spend at your workplace, at home with your family, or doing a leisure activity. Observing what your daily life is like will help us understand the challenges you face in regards to your disability and employment. For those hours, you shouldn't plan to do anything special or out-of-the-ordinary. We are interested in what you normally do.

Since this is part of a research study, whether you allow us to observe is voluntary and you can stop having us observe at any time. We are doing similar observations with people all across the country. At the end of the study, we will present a report to SSA summarizing the study findings. We may use quotes from you or others in our reports but no names will be used.

We will call you in the coming week to discuss our visit. You can wait for our call if you want, or you can call *[Site visitor's name]* at (xxx) xxx-xxxx.

Sincerely,

[Site Visitors' names]

Sample Script for Participant-Centered Ethnographic Observation Invitation Phone Call

Hello, may I speak with [*participant's name*]

If respondent asks who's calling:

My name is [*site visitor's name*] and I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work for Westat, a research organization that is carrying out the study on behalf of SSA.

If respondent insists on more information:

I am calling to invite [*participant's name*] to participate in research that can help improve people's health and employment.

If participant is not available (depending on respondent's response):

When is a good time to reach [*participant's name*]?

May I leave a message for [*participant's name*]?

I will try to reach [*participant's name*] again.

Thank you for your time and have a good day.

If leaving a message for participant:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work at Westat, a research organization that is carrying out the study on behalf of SSA. I would like to invite you to participate in research that can help improve people's health and employment experiences. Please call me at [*site visitor's contact number*] or email me at xxxx@westat.com.

Once participant is on the phone:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration, a national study by the Social Security Administration or SSA. I work at Westat, a research organization that is carrying out the study on behalf of SSA. I am

calling to invite you to participate in research that will help us understand the challenges you face in regards to your disability and employment. Did you receive our letter about this in the mail?

If the participant cannot recall the letter, provide prompts as follows:

The letter invited you to participate in research about your daily life. We would like to spend about about 3 or 4 hours with you as you go about your day. For those hours, you shouldn't plan to do anything special or out-of-the-ordinary. We are interested in what you normally do. It could be time you spend at your workplace, at home with your family, or doing a leisure activity. The letter we sent also said that someone would call you.

If participant did not receive the letter:

I sent the letter to [address on file] on [insert date or approximate date]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If participant received the letter:

Would you be able to have us observe anytime between [insert range of dates]?

If no: Would [second date] at [second time] be better for you?

When would be a good time for you during the week of [range of dates]?

If yes: Great! What time would be good for you on that date?

Where should we plan to meet you?

I will see you [confirm date and time] at [confirm location]. If you have questions or need to cancel, please call me at [Site visitor's contact number].

Thank you and have a good day. Goodbye.

Sample Consent Scripts for Ad Hoc Ethnographic Observations

For participant-centered observations:

Hi, my name is [site visitor's name] and this is my colleague, [colleague's name]. I am spending some time today with [name of participant] to learn about [his/her] daily life as part of the Supported Employment Demonstration, a national study about employment and health by the Social Security Administration or SSA. I work for Westat, a research company that is carrying out the study on behalf of SSA. Is it alright if I observe?

For event/meeting/organization-centered observations:

Hi, my name is [site visitor's name] and this is my colleague, [colleague's name]. I am spending time today at [name of event, meeting or organization] as part of the Supported Employment Demonstration, a national study about employment and health by the Social Security Administration or SSA. I work for Westat, a research company that is carrying out the study on behalf of SSA. SSA is interested in learning about the challenges faced by people with disabilities who seek employment, or seek to remain employed, in this community. Is it alright if I observe?

[Study Letterhead]

[Date]

Dear *[Participant Name]*:

You have been selected to participate in an interview about your experiences of disability and employment. This interview is part of the Supported Employment Demonstration, a national study by the Social Security Administration (SSA). My colleague, *[insert name]*, and I work for Westat, a research organization based in Rockville, MD, that is carrying out the study on behalf of SSA.

We would like to interview you during the week of *[insert range of dates]*. The interview will last about 60 minutes. Afterwards, you will receive \$40 to thank you for your participation.

The purpose of the interview is to learn what your daily life is like and understand the challenges you face in regards to your disability and employment. By sharing your experience, you will help people who share your circumstances because this study will likely affect national policy on work and disability for many years.

We will call you within one week to discuss your participation. We very much look forward to meeting with you.

You can wait for our call or if you want, you can call us at (xxx) xxx-xxxx.

Sincerely,

[Site Visitors' names]

Sample Script for Person-Centered Interview Invitation Phone Call

Hello, may I speak with [*respondent's name*]?

If person asks who's calling:

My name is [*site visitor's name*] and I am calling about an important research study by the Social Security Administration.

If person insists on more information:

I am calling to invite [*respondent's name*] to participate in research that can help improve people's health and employment.

If respondent is not available (depending on person's response):

When is a good time to reach [*respondent's name*]?

May I leave a message for [*respondent's name*]?

I will try to reach [*respondent's name*] again.

Thank you for your time and have a good day.

If person indicates that the respondent is no longer at resident or that address:

Can you provide me with [*respondent's name*] current telephone number and/or address?

Can you provide me with the contact information for someone who has [*his/her*] contact information?

Can you forward a message to [*respondent's name*] and ask [*him/her*] to contact me at his/her earliest convenience?

If leaving a message for respondent:

My name is [*site visitor's name*]. I am calling about a research study by the Social Security Administration. I would like to invite you to participate in an interview about your health and employment experiences. Please call me at [*site visitor's contact number*] or email me at xxxx@westat.com.

Once respondent is on the phone:

My name is [*site visitor's name*]. I am calling about the Supported Employment Demonstration. I work for Westat, the research organization that is carrying out this study on behalf of the Social Security Administration. I'd like to invite you to participate in an interview about your experiences of disability and employment. The interview will last about 60 minutes. Afterwards, you will receive \$40 to thank you for your participation. Did you receive a letter about this interview in the mail?

If the respondent cannot recall the letter, provide prompts as follows:

The letter invited you to share what your daily life is like and the challenges you face in regards to your disability and employment. It also said that someone would call you to set up the interview.

If respondent did not receive the letter:

I sent the letter to [*address on file*] on [*insert date or approximate date*]. Is this your current address?

If yes: I will resend the letter to you today.

If no: Please provide me with your current address so I can mail the letter to you today.

If participant received the letter:

Would you be able to participate in an interview on [*date*] at [*time*]?

If no: Would [*second date*] at [*second time*] be better for you?

When would be a good time for you during the week of [*range of dates*]?

If yes: Great! I will see you [*confirm date and time*] at [*confirm location*].

If you have questions or need to cancel, please call me at [*site visitor's contact number*].

Thank you and have a good day. Goodbye.

Supported Employment Demonstration

Demonstration Year 1

Initial Person-Centered Interview for Study Participants and Non-Participants

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf. SSA is interested in your experiences of employment while having a disability or illness. By sharing your experience, you will help SSA better understand how to assist people who do not receive disability benefits.

Today we'd like to hear about your journey, your experience having a disability, whether physical or mental, and how your disability affects your work experience and other aspects of your life. We'd also like to ask your thoughts about your goals and your future.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. If any questions make you feel uncomfortable, you can take a break, skip any questions or stop the interview. If you get upset, we may offer you a referral to crisis management services that you can use if you wish. However, if you tell us that you are planning to hurt yourself or someone else, this will be reported to the appropriate authorities.

We are interviewing people all across the country who do not receive Social Security disability benefits. At the end of the study, we will present a report to SSA summarizing the challenges and successes of people who live with a disability. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes. You will receive \$40 to thank you for your participation.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said.

Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For purposes of the recording, I am going to ask you:

Are you willing to participate in the interview? Are you willing to have the interview audio-recorded?

[PAUSE FOR RESPONSE.]

OK let's begin.

I. BACKGROUND—SERVICE USAGE

I'd like to start off by asking what services, if any, have you been received from [NAME OF SITE]:

A. [Full Service Treatment and Basic Service Treatment Recipients]

1. What employment services have you received?

PROBES: What have you been working on with the IPS specialist? How has that been going?

What do you hope to get out of work with the IPS specialist?

What are your goals for employment? Have your goals changed since you started the program?

2. What types of mental health services have you received so far (including treatment with medication, psychotherapy, groups, case management, etc.)?

PROBES: How has that [medication, group, therapy] been working for you?

[IF PATIENT REPORTS MEDICATION]: How is your psychiatrist/ nurse practitioner working with you to find the right medication for you?

3. What types of assistance have you received with employment and mental health expenses?

PROBES: Has the assistance with paying for services permitted you to pursue treatment that you would not have been able to before?

[IF YES]: How so? How did you manage before without assistance (e.g., took less medication than prescribed so it would last longer, received free counseling services)?

What kinds of employment expenses have been covered for you?

B. [Full Service Treatment Recipients]

1. Tell me about your work with the nurse care coordinator.

PROBES: When you go see the nurse care coordinator, what happens?

What are you working on with him or her?

C. [Usual Behavioral Health Services Recipients]

1. Have you sought professional assistance with finding a job, or receiving job training or education?

[IF YES:] Who provides the assistance and where? How is that working for you?

2. Do you take medication for a psychiatric problem? What about for a physical problem?

[IF YES:] Who provides medication and where? How is that working for you?

3. Do you see a counselor or therapist?

[IF YES]: How is that working for you?

4. Do you attend a support group?

[IF YES]: How is that working for you?

5. What kinds of services do you think would help you?

II. PERSON-CENTERED ETHNOGRAPHIC INTERVIEW

As I mentioned earlier, we are interested in learning about the challenges and struggles of living and working with a physical or mental health problem. I'd like to start off by having you tell me your story about how your health has affected your work. I'm particularly interested in hearing what happened that made you decide to seek disability benefits and what your journey has been like applying for benefits. You can start your story wherever you like and you can talk as long as you like—but tell me whatever you think is important for me to hear to understand your journey that resulted in your application to seek disability income.

A. Work

Tell me about your employment history, and your journey working, not working and applying for disability benefits.

[PROBES]: What kind of work do [did] you do? What kind of jobs have you had? What skills did you need to do those jobs? [Interviewer should probe to make sure he or she understands the nature of the work and the skills, physical, emotional, and intellectual requirements needed to perform it. Interviewer should also probe about changes between types of jobs. Pay attention to accounts of moving from jobs requiring more skill to those requiring less.]

1. [PROBES FOR INDIVIDUALS WHO WANT TO WORK]:

What has made it difficult or challenging for you to find a job and keep it?

What has helped you in the past to find a job and keep it? (e.g.s. skills, financial, family, etc.)

What do you think would make it possible for you to get a job and stay in that job?

What are your goals for employment?

What keeps you motivated to work?

- a. [IF NOT WORKING]: Do you think you'll get a job and stay with it? Why or why not?

Do you want the same type of work you used to do, or something else? Please explain.

How do you support yourself when not working?

What do you think could help you now while you look for work?

- b. [IF WORKING]: Do you think you'll stay in this job? Why or why not?

What kind of job is it? Is it different from what you've done before? Please explain.

Do you like your job? Please explain.

When you weren't working, how did you support yourself?

What would have helped you at the times you weren't working?

2. [PROBES FOR INDIVIDUALS WHO DO NOT WANT TO WORK]:

What has made you decide not to try to go back to work?

How do you support yourself when not working?

B. History of disability

Tell me about your mental or physical problem. How did the problem start? When did it start?

1. What got in the way of you finding work and keeping a job?

How long ago did those challenges start?

2. How does your disability affect your work? Thinking back, when did you first realize that your physical or mental health was interfering in your work? How did you know? What was happening then?

3. What did you do to cope with these problems? How successful was that?

4. Since you first noticed that your health interferes with your work, do you think the problem has gotten worse, stayed the same, or gotten better? Please explain.

5. Did others at work notice you were having trouble? Please explain.

6. Did anyone at work help you or provide support? Please explain. [IF YES, also probe for stigma]

7. Did anyone in your family help you or provide support? Please explain.

8. How does your family feel about your applying for disability benefits?

9. [IF INDIVIDUAL WANTS TO WORK]: How does your family feel about your wanting to work even though you have this problem?

10. [IF YES]: Did they try to help? How did that work out?

C. Treatment and rehabilitation history

1. Before you became part of this study, did you receive any medical or psychological help for you problem?

[IF YES]: What kinds of professional help do you try? How did that work out?

[IF NO]: Why didn't you get treatment for this problem? Do you think you'll seek treatment in the future?

2. Before you became part of this study, did you ever seek help from a vocational counselor or a rehabilitation specialists or another professional who helps people find employment or develop job-related skills?

[IF YES]: Who did you see? How did that work out?

D. The future

1. Do you think your disability is getting better, staying the same, or getting worse? Why?
[IF SAME OR WORSE]: What do you think would help you get better?
[IF BETTER]: What do you think helped?
2. What do you imagine your life would be like if you received disability benefits?
What would you do with your time?
3. What do you imagine your life will be like in 5 years? In 10 years?

Supported Employment Demonstration

Demonstration Years 2, 3, and 4

Follow Up Person-Centered Interview for Study Participants and Non-Participants

Thank you for agreeing to participate in this interview. My name is [NAME] and this is my colleague [NAME]. We work for Westat, a research organization based in Rockville, MD. The Social Security Administration, or SSA, has contracted with Westat to carry out the Supported Employment Demonstration on its behalf. SSA is interested in your experiences of employment while having a disability or illness. By sharing your experience, you will help SSA better understand how to assist people who do not receive disability benefits.

Today we'd like to hear about your journey, your experience having a disability, whether physical or mental, and how your disability affects your work experience and other aspects of your life. We'd also like to ask your thoughts about your goals and your future.

Before we get started, there are a few things I should mention. This is a research project. Your participation in this interview is voluntary. There is no penalty if you decide not to participate. If any questions make you feel uncomfortable, you can take a break, skip any questions or stop the interview. If you get upset, we may offer you a referral to crisis management services that you can use if you wish. However, if you tell us that you are planning to hurt yourself or someone else, this will be reported to the appropriate authorities.

We are interviewing people all across the country who do not receive Social Security disability benefits. At the end of the study, we will present a report to SSA describing these challenges and successes of people who live with a disability. We may use quotes from you or other interviewees in our reports but no names will be linked to any responses.

We have planned for this interview to last about 60 minutes. You will receive \$40 to thank you for your participation.

Do you have any questions? [ANSWER ALL QUESTIONS.]

Finally, with your permission, we would like to record this interview to help us recall what was said.

Are you okay with us recording? [PAUSE FOR RESPONSE.]

I'd like to start the audio recording now. [TURN ON THE RECORDER.]

For purposes of the recording, I am going to ask you:

Are you willing to participate in the interview? Are you willing to have the interview audio-recorded?

[PAUSE FOR RESPONSE.]

OK let's begin.

I. BACKGROUND—SERVICE USAGE

I'd like to start off by asking what services, if any, have you been received from [NAME OF SITE]:

A. [Full Service Treatment and Basic Service Treatment Recipients]

1. What employment services have you received in the past year?

PROBES: What have you been working on with the IPS specialist? How has that been going?
What do you hope to get out of work with the IPS specialist? What are your goals for employment? Have your goals changed since you started the program?

2. What types of mental health services have you received so far? (including treatment with medication, psychotherapy, groups, case management, etc.)

PROBES: How has that [medication, group, therapy] been working for you?

[IF PATIENT REPORTS MEDICATION]: How is your psychiatrist/ nurse practitioner working with you to find the right medication for you?

3. What types of assistance have you received with employment and mental health expenses in the past year?

PROBES: Has the assistance with paying for services permitted you to pursue treatment that you would not have been able to before?

[IF YES]: How so? How did you manage before without assistance? e.g., took less medication than prescribed so it would last longer, received free counseling services.

What kinds of employment expenses have been covered for you?

B. [Full Service Treatment Recipients]

1. Tell me about your work with the nurse care coordinator this year.

PROBES: When you go see the nurse care coordinator, what happens?

What are you working on with him or her?

C. [Usual Behavioral Health Services Recipients]

1. Have you sought professional assistance with finding a job, or receiving job training or education?

[IF YES:] Who provides the assistance and where? How is that working for you?

2. Do you take medication for a psychiatric problem? What about for a physical problem?

[IF YES:] Who provides medication and where? How is that working for you?

3. Do you see a counselor or therapist?

[IF YES]: How is that working for you?

4. Do you attend a support group?

[IF YES]: How is that working for you?

5. What kinds of services do you think would help you?

II. PERSON-CENTERED ETHNOGRAPHIC INTERVIEW

As I mentioned earlier, we are interested in learning about the challenges and struggles of living and working with a physical or mental health problem. I'd like to start off by having you tell me your story about how your health has affected your work. I'm particularly interested in hearing what has happened in your life in the past year pertaining to your disability. I am also interested in whether you are working, whether you plan to work, or whether you plan to apply for disability income again, and any other plans you may have for your future. You can start your story wherever you like and you can talk as long as you like—but tell me whatever you think is important for me to hear to understand your journey living with your disability over the past year.

A. Work

Tell me about your employment history, and your journey working, not working and applying for disability benefits over the past year.

[PROBES]: What kind of work have you done this year? What kind of jobs have you had? What kind of jobs have you been applying for? What skills did you need to do those jobs? [Interviewer should probe to make sure he or she understands the nature of the work and the skills, physical, emotional, and intellectual requirements needed to perform it. Interviewer should also probe about changes between types of jobs. Pay attention to accounts of moving from jobs requiring more skill to those requiring less.]

1. [PROBES FOR INDIVIDUALS WHO WANT TO WORK]:

What has made it difficult or challenging for you to find a job and keep it?

What has helped you in the past to find a job and keep it? (e.g. skills, financial, family, etc.)

What do you think would make it possible for you to get a job and stay in that job?

What are your goals for employment?

What keeps you motivated to work?

- a. [IF NOT WORKING]: Do you think you'll get a job and stay with it? Why or why not?

Do you want the same type of work you used to do, or something else? Please explain.

How do you support yourself when not working?

What do you think could help you now while you look for work?

- b. [IF WORKING]: Do you think you'll stay in this job? Why or why not?

What kind of job is it? Is it different from what you've done before? Please explain.

Do you like your job? Please explain.

When you weren't working, how did you support yourself?

What would have helped you at the times you weren't working?

2. [PROBES FOR INDIVIDUALS WHO DO NOT WANT TO WORK]:

What has made you decide not to try to go back to work?

How have you been supporting yourself when not working?

B. History of disability

Tell me about your mental or physical problem. How has your health been in the past year?

1. Are these new problems?

[IF YES]: Please explain.

a. How long ago did those problems start? How does your disability affect work?

b. What have you done to cope with these problems? How successful was that?

2. Are these problems you've had for a number of years?

[IF YES]: Please explain.

a. How has the problem changed over the past year, if at all?

b. Over the past year, do you think it has gotten worse, stayed the same, or gotten better?

3. Does anyone in your family help you or provide support? Please explain.

4. How does your family feel about your applying for disability benefits?

5. [IF INDIVIDUAL WANTS TO WORK]: How does your family feel about your wanting to work even though you have this problem?

[PROBE]: Did they try to help? How did that work out?

C. The future

1. Do you think your disability is getting better, staying the same, or getting worse? Why?

[IF SAME OR WORSE]: What do you think would help you get better?

[IF BETTER]: What do you think helped?

2. What do you imagine your life would be like if you received disability benefits? What would you do with your time?

3. What do you imagine your life will be like in 5 years? In 10 years?

Supported Employment Demonstration Distressed Participant Protocol

Introduction

There exists the possibility that some respondents may become psychologically distressed during their participation in study-related activities. All of the community mental health centers (CMHCs) selected as sites for the Supported Employment Demonstration will have existing crisis management services. These services range from in-house services to on-call services, to collaborations with local emergency rooms. When possible, participants who experience distress during study-related activities will be offered a referral, if they wish, to the existing services available at the local CMHC. The following procedures are geared toward staff conducting study-related activities such as interviews, whether in-person or by telephone, and focus groups.

Who is a distressed respondent?

A distressed respondent is one who shows significant signs of emotional distress during the interview. These signs can appear in a variety of forms and can occur in different combinations. They may vary in intensity.

In general, be alert to the following signs of **serious distress** and be prepared to act immediately:
The interviewee says...

- They plan to hurt themselves or someone else.
- They might hurt themselves or someone else.
- They want to die.
- They want to kill someone else.
- They find life without purpose.
- They have lost a reason to live.
- They tell you they are planning or thinking about using a firearm or other weapon.

Other signs of distress:

- The respondent appears agitated:
 - Emotional outburst
 - Statements that they are upset
- The respondent doesn't make sense when talking.

What to do if your respondent, another person, or you are in immediate danger:

- If you believe your respondent or someone else is in immediate danger, stop the interview and call 9-1-1. Try to engage your respondent in non-threatening conversation until help arrives.
- For in-person interviews, if the respondent does not want to talk, try to keep a visual on him(her) until help arrives (e.g., if he goes outside for a cigarette, try to keep him in your line of vision). If you believe you are in immediate danger, stop the interview and get yourself to a safe place away from your respondent. Then call 9-1-1 and maintain your own safety until help arrives.

What to do if your respondent appears upset, but does not present an immediate danger to himself or someone else:

- When a respondent becomes distressed, the interviewer will make a decision about whether or not to terminate the interview. Any sign of distress will generally end the interview, but in some cases it may be possible to skip the section of the interview that is causing stress to the respondent.
- If the respondent shows increasing signs of distress or becomes upset or irritated, do not wait. Tell the respondent you would like to take a 5-minute break and that you will continue the interview after the break. Try to engage her/him in casual conversation until s/he appears to have calmed down. For in-person interviews, offer some coffee or water.
- If the respondent is unable to continue, end the interview and thank the respondent for his/her time. Ask the respondent if s/he would like to talk with someone who can help.
- If the respondent wishes to speak to someone who can help, initiate a phone call to the crisis manager on call at the local CMHC. Offer to stay on the line until the appropriate party takes over the call with the respondent.

Protocol for Notification

- In cases where the interviewer observes a distressed respondent, immediately following the session the interviewer will notify his or her Westat supervisor; in turn, the Westat Project Director will be notified.
- The Westat Project Director or designee will inform Westat IRB in accordance with the appropriate reporting requirements.

**SUPPORTED EMPLOYMENT DEMONSTRATION
SOCIAL SECURITY ADMINISTRATION**

Study Withdrawal Form: Full-Services Treatment Group

By signing this form, I withdraw my participation from the Supported Employment Demonstration. After I withdraw, I cannot re-enroll in the study and I will no longer receive the following benefits:

- Supported employment services from the study site
- Behavioral health and related services from the study site
- Assistance from the study nurse care coordinator
- Reimbursement for out-of-pocket expenses associated with approved behavioral health services and treatments not covered by my insurance, and reimbursement for approved work-related expenses

In addition, I will not be asked to participate in any future study interviews. However, any information collected about me for this study before my withdrawal date may be used for research purposes, to evaluate the Supported Employment Demonstration.

Signature of Participant

Date

Printed Name of Participant

**SUPPORTED EMPLOYMENT DEMONSTRATION
SOCIAL SECURITY ADMINISTRATION**

Study Withdrawal Form: Basic-Services Treatment Group

By signing this form, I withdraw my participation from the Supported Employment Demonstration. After I withdraw, I cannot re-enroll in the study and I will no longer receive the following benefits:

- Supported employment services from the study site
- Behavioral health and related services from the study site
- Reimbursement for out-of-pocket expenses associated with approved behavioral health services and treatments not covered by my insurance, and reimbursement for approved work-related expenses

In addition, I will not be asked to participate in any future study interviews. However, any information collected about me for this study before my withdrawal date may be used for research purposes, to evaluate the Supported Employment Demonstration.

Signature of Participant

Date

Printed Name of Participant

SUPPORTED EMPLOYMENT DEMONSTRATION

SOCIAL SECURITY ADMINISTRATION

Study Withdrawal Form: Usual Services Group (Control Group)

By signing this form, I withdraw my participation from the Supported Employment Demonstration. After I withdraw, I cannot re-enroll in the study and I will not be asked to participate in any future study interviews. However, any information collected about me for this study before my withdrawal date may be used for research purposes, to evaluate the Supported Employment Demonstration.

Signature of Participant

Date

Printed Name of Participant