

APPENDIX C

INTERVIEW TOPICS FOR RETAIN SERVICE USERS

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Core questions about RETAIN

- How the individual heard about RETAIN
- Motivation for enrolling in RETAIN
- Employment goals
- Attitudes toward staying at work or returning to work
- Non-RETAIN services received
- Interest and perceived ability to go back to work

Topical interview topics for RETAIN high service users

- Services received from the return-to-work coordinator (for example: types of services, intensity of services, adequacy of services, unmet service needs)
- Services received from the health care provider (for example: types of services, intensity of services, adequacy of services, unmet service needs)
- Reasons for high service use
- Satisfaction with services

Topical interview topics for moderate service users

- Services received from the return-to-work coordinator (for example: types of services, intensity of services, adequacy of services, unmet service needs)
- Services received from the health care provider (for example: types of services, intensity of services, adequacy of services, unmet service needs)
- Reasons for use of RETAIN services
- Reasons for not using RETAIN services more
- Satisfaction with services

Topical interview topics for low service users/withdrawals

- Satisfaction with enrollment
 - Reasons for not participating/withdrawing from RETAIN
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