

## **APPENDIX B**

### **INTERVIEW TOPICS FOR RETAIN ADMINISTRATORS AND STAFF**

## **Interview topics for RETAIN program administrators and staff**

In this appendix, we provide a checklist of topics we will cover during the first and second site visits and telephone interviews. Not all topics are applicable to all states or respondents. Mathematica likely will not cover all topics with a single respondent. For example, organizational partnerships will be the focus of discussions with RETAIN administrators; service delivery will be the focus of discussion with staff. We will tailor the interview guide for particular states and respondents, and we will build on information we obtain during early program implementation.

## **Interview topics to cover during the first visit to RETAIN program states**

### **A. Background**

- Respondent's role in organization and tenure in position
- Respondent's role on RETAIN
- Organization's role in RETAIN
- Other staff in organization involved in RETAIN (number and roles)
- How RETAIN fits with organization's overall structure

### **B. Organizational partnerships**

- Roles of partner organizations in RETAIN (organizations that support service delivery)
- Overall organization and management structure of RETAIN
- Nature of communication and collaboration between organizations involved in RETAIN
- Gaps/weaknesses in program partnerships
- Strengths/facilitators of program partnerships

### **C. Recruitment and enrollment activities**

- Target population and strategies to identify workers who are eligible for RETAIN
- Strategies used to recruit and enroll RETAIN enrollees into the demonstration
- Challenges to recruiting and enrolling individuals into the demonstration
- Facilitators of recruiting and enrolling individuals into the demonstration
- Progress toward recruitment and enrollment goals
- Reasons why eligible workers choose not to participate in RETAIN

### **D. Fidelity to recruitment and enrollment activities**

- Recruitment and enrollment activities compared to planned model of recruitment and enrollment and reasons for adaptations

### **E. Program operations and service delivery**

- Service delivery model
- Return-to-work coordination
- Health care provider training
- Incentives for health care providers to use occupational health best practices to treat workplace injury
- Early communication to stakeholders in the community to return the worker to work as soon as possible
- Workplace-based interventions
- Retraining/rehabilitation for workers who can no longer perform their prior job or suitable alternate work
- Tracking and monitoring the medical and employment progress of RETAIN service users
- Changes made to services as a result of participation in RETAIN
- Fidelity to service delivery model

### **F. Barriers to and facilitators of program implementation**

- Challenges to operationalizing each service delivery component, including provider and worker participation
- Facilitators of operationalizing each service delivery component, including provider and worker participation

### **G. Use of technical assistance for implementation**

- Technical assistance received
- Changes in implementation in response to technical assistance

### **H. Data collection procedures**

- Functions and utility of the state's management information system and data entry processes
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## **Interview topics covered in the second visit to RETAIN program states**

### **A. Background (for new respondents only)**

- Respondent's role on RETAIN and tenure in position
- Organization's role in RETAIN
- Other staff in organization involved in RETAIN (number and roles)
- How RETAIN fits with organization's overall structure

### **B. Organizational partnerships**

- Changes to organizational partnerships to support service delivery under RETAIN
- Nature of communication and collaboration between organizations involved in RETAIN
- Gaps/weaknesses in program partnerships
- Strengths/facilitators of program partnerships

### **C. Program operations and service delivery**

- Changes to service delivery model
- Changes to return-to-work coordination
- Changes to health care provider training
- Changes to incentives for health care providers to use occupational health best practices to treat workplace injury
- Changes to communication to stakeholders in the community to return the worker to work as soon as possible
- Changes to workplace-based interventions
- Changes to retraining/rehabilitation for workers who can no longer perform their prior job or suitable alternate work
- Changes to tracking and monitoring the medical and employment progress of participating workers

### **D. Barriers to and facilitators of program implementation**

- Challenges to operationalizing each service delivery component, including provider and worker participation
- Facilitators of operationalizing each service delivery component, including provider and worker participation

### **E. Fidelity to the service model and evaluation design**

- Current service delivery compared to intended services as originally conceptualized and reasons for adaptations
- Fidelity to the evaluation design

### **F. Sustaining service delivery after the demonstration**

- Plans for sustaining service delivery
- Anticipated challenges for sustaining service delivery

### **G. Counterfactual service environment**

- Services similar to RETAIN available to workers who are eligible for RETAIN
- Similarities and differences to RETAIN program services

### **H. Program costs**

- Project budget and funding
  - Additional revenue sources for RETAIN aside from cooperative award funds
  - Financial reporting processes
  - Payments or incentives provided to enrollees and/ or service users
  - Staff and volunteer time dedicated to RETAIN and specific program components (and nature of time collection systems)
  - Overhead and capital costs allocated to RETAIN (and nature of accounting systems)
  - Subcontract or vendor payments
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