

## **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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