

Interviews: SWTCIE Participants

Thank you for meeting with me today. My name is _____, and I work for Mathematica. I'm joined by _____, who will be taking notes. I would like to learn about your experience with [grantee-specific project name]. I have some questions to learn what you like about the [grantee-specific project name], and how it could be better. I encourage you to speak openly and share examples from your own experience. When doing so, I ask that you not use people's actual names, such as your case manager or family members, while we talk. You're welcome to include a support person, such as a family member or caregiver, in our discussion if you'd like assistance.

First, let me explain how we will use the information you share with us. The personally identifiable information (PII) requested on this form is collected as authorized by Consolidated Appropriations Act, 2022, P.L. 117-103 Rehabilitation Services, March 15, 2022. The researchers conducting this study follow the confidentiality and data protection requirements, as required by law. Your responses will be kept private and used only for research purposes. Your responses will be combined with the responses of other respondents and no individual names will be reported. While there are no direct benefits to participants and participation is voluntary, your participation will help us learn how states can help increase employment for people with disabilities. While your information will not be disclosed outside of the Department, there may be circumstances where information may be shared with a third party, such as a Freedom of Information Act request, court orders or subpoena, or if a breach or security incident would occur affecting the system, etc.

It is your choice to participate, and you can skip a question if you do not want to talk about something. We will talk today for one hour. To thank you for your time, we would like to give you a \$30 gift card.

Do you have any questions for me?

I would like to record our talk to make sure I do not miss anything you share. I will not share the recording with others outside of the study team. Is it okay with you if I record our talk today?

[If participant consents:] I will turn on the recording now but let me know if you would like me to stop at any time. You're welcome to turn your camera on or keep it off. It's up to you. Can you please let me know if you would like to take part in this interview?

[If participant consents: Proceed with interview. Otherwise, end interview.]

[Moderator note: START AUDIO RECORDER AND/OR WEBEX RECORDING NOW.]

Use these prompts to generate in-depth discussion.

Motivation to enroll and understanding of the project, its goals, and services offered

- / Expectations and reasons for enrolling in the SWTCIE project
- / Education, training, and employment goals

Perspectives on work experiences

- / Description of a typical day of work
- / Enjoyable and less enjoyable aspects of employment

Perceptions of SWTCIE service providers

- / Perspectives on interactions with SWTCIE providers

Perceptions of SWTCIE services/support

- / Extent to which SWTCIE services/ support help the participant reach employment goals and/or overcome challenges at work
- / Perceptions of the most/least useful SWTCIE services
- / Gaps in SWTCIE service offerings

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- / Overall satisfaction with the SWTCIE services