

Interview topics for YTED program and partner staff and treatment group members

In this appendix, we provide a list of topics we will cover during the first and second site visits and during interviews with treatment group members.

During the site visits, Mathematica staff will interview several types of respondents: VRCs-YTED, OVR staff including the principal investigator, and community partner staff. Not all topics are applicable to all respondents. Mathematica likely will not cover all topics with a single respondent. For example, sustainability and scaling will be the focus of discussions with YTED leadership; counterfactual services will be the focus of discussion with OVR staff, and service delivery will be the focus of discussion with VRCs-YTED. We will tailor the interview guide for particular respondents, and we will build on information we obtain during early program implementation.

During the interviews with treatment group members, Mathematica staff will ask respondents about all topics but tailor the questions to each respondents' situation and responses. For example, if a respondent did not work before YTED, then the interviewer would ask about work goals during that timeframe but not probe on work experiences.

Interview topics to cover during the first visit to interview YTED program and partner staff

The goals of the first site visit are to (1) describe recruitment and enrollment processes and deviations from the planned processes, (2) describe how the YTED model components are being operationalized, and (3) identify factors that hindered and facilitated service delivery.

* = only asked during first site visit

A. Background

- General background information
- Respondent's role in organization and tenure in position
- Respondent's role on YTED
- Organization's role in YTED
- Other staff in organization involved in YTED (number and roles)

B. Program environment – community context and the counterfactual

- What economic conditions, employment environment, and other state- or location-specific characteristics might have influenced YTED service delivery and impact on outcomes?
- Implications of the economy on the labor market over past year
- State/local policies and features (i.e., public transit) that assist or hinder people with disabilities in securing employment
- Implications of gun violence and other factors that could influence youth's interest in work and intensive work programs
- Description of geographic region/service area (size and distribution of population)*

C. Recruitment and enrollment activities

- How did YTED recruit youth for enrollment? Did this change during the project and if so, how?*
- Target population and strategies to identify youth who are eligible for YTED*
- Strategies used to recruit and enroll YTED enrollees*
- What motivated youth to enroll in YTED? What other factors influenced enrollment?*
- Challenges to recruiting and enrolling youth into YTED*
- Facilitators of recruiting and enrolling youth into YTED*
- Progress toward recruitment and enrollment goals*
- Recruitment and enrollment activities compared to planned model of recruitment and enrollment and reasons for adaptations*
- Reasons why eligible youth choose to participate in

D. Program operations and service delivery

- How did OVR collaborate with community partners to implement and deliver YTE services?*
- What training did VRCs-YTED receive, such as on cross-program referrals and case coordination? What was the staffing structure?
- How did VRCs-YTED's delivery of services change over time and why?
- Overall organization and management structure of YTED*
- Roles of community partners in YTED (organizations that support service delivery)
- Nature of communication and collaboration between organizations involved in YTED
- Strategies for developing or strengthening collaborative relationships with community partners
- Service delivery model
- Training VRCs-YTED
- Providing YTE services
- Providing standard VR services
- Extent to which service delivery model was implemented as planned
- Functions and utility of the management information system and data entry processes

E. Barriers to and facilitators of program implementation

- What factors hindered YTED service delivery? How did service providers overcome these challenges?
- What factors enhanced YTED service delivery?
- Challenges to operationalizing YTE services, including community partner and youth participation
- Facilitators of operationalizing YTE services, including community partner and youth participation

Interview topics covered in the second visit to interview YTED program and partner staff

The goals of the second site visit are to (1) describe changes made to the topics covered in the first site visit, (2) describe plans for sustaining the model, (3) collect information about program costs, and (4) describe counterfactual services.

** = only asked during second site visit

A. Background (for new respondents only)

- General background information
- Respondent's role in organization and tenure in position
- Respondent's role on YTED
- Organization's role in YTED

B. Program environment – community context and the counterfactual

- What economic conditions, employment environment, and other state- or location-specific characteristics might have influenced YTED service delivery and impact on outcomes?
- Changes to the economy on the labor market over past year
- Changes to state/local policies and features (i.e., public transit) that assist or hinder people with disabilities in securing employment
- How were YTE services distinct from services available to the control group?**
- Changes to gun violence and other factors that could influence youth's interest in work and intensive work programs
- Services similar to YTE services available to patients who are eligible for YTED**
- Similarities and differences to YTED program services**

C. Program operations and service delivery

- What training did VRCs-YTED receive, such as on cross-program referrals and case coordination? What was the staffing structure?
- Changes to community partners in YTED (organizations that support service delivery)
- Changes to nature of communication and collaboration between organizations involved in YTED
- How did VRCs-YTED's delivery of services change over time and why?
- Changes to strategies for developing or strengthening collaborative relationships with community partners
- Changes to the service delivery model
- Changes to training VRCs-YTED
- Changes to YTE services
- Changes to standard VR services
- Extent to which service delivery model was implemented

as planned

- Functions and utility of the management information system and data entry processes

D. Barriers to and facilitators of program implementation

- What factors hindered YTED service delivery? How did service providers overcome these challenges?
- What factors enhanced YTED service delivery?
- Challenges to operationalizing each service delivery component, including community partner and youth participation
- Facilitators of operationalizing each service delivery component, including community partner and youth participation

E. Sustainability and scaling

- What are OVR's plans for sustaining YTE services after the project?**
- What are program and partner staff recommendations for continuing, modifying, or expanding YTE services?**
- Plans to sustain YTE service delivery after the end of YTED**
- Anticipated challenges for sustaining or scaling service delivery**

F. Program costs

- What is the cost of implementing YTED?**
- Project budget and funding**
- Additional revenue sources for YTED aside from cooperative award funds**
- Financial reporting processes**
- Staff and volunteer time dedicated to YTED and specific program components (and nature of time collection systems)**
- Overhead and capital costs allocated to YTED (and nature of accounting systems)**
- Subcontract or vendor payments**

Interview topics to cover during interviews with treatment group enrollees

The goals of the interviews with treatment group members are to (1) understand treatment group members motivations to enroll in YTED, (2) learn about their perceptions and experiences with YTE services, and (3) describe their goals and experiences with employment before and after YTED.

A. Respondent background

- General background

B. Enrollment

- How the respondent heard about YTED
- Motivation for enrolling in YTED

C. Employment

- Work experiences before YTED
- Goals for work before YTED
- Work experiences after YTED
- Goals for work after YTED

D. Perceptions and experiences with YTE services

- Services received from the VRC-YTED
 - Services received from intensive training program
 - Other services received from VR
 - Non-VRC-YTED services
 - Reasons for level of service use
 - Satisfaction with services
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