

B2. Qualitative Interview Topics

Table B2. Qualitative interview topics for SSA Ticketholders¹

Core topics about all Ticketholders' experiences

- How Ticketholders learn about the Ticket Act program and services
- Use (or non-use) of other non-Ticket Act employment services and reasons for seeking them (or not)
- Unmet service needs
- Suggestions about how SSA might make it easier to learn about Ticket Act program services
- Suggestions for making it more appealing to participate in Ticket Act program services
- Suggestions about how SSA might change or enhance Ticket Act program services to meet Ticketholders' needs

Topics for Ticketholders who used TTW program services

- Experiences seeking TTW program services (for example, factors in selecting EN and/or VR agency (for TTW); wait times for services; experiences with the SSA Beneficiary Help Line)
- Reasons for assigning, and if relevant, unassigning a Ticket with a particular service provider (EN and/or VR agency)
- Experiences with the process to assign or unassign a Ticket and/or to reassign or put Ticket in-use with another provider
- Services received from TTW program provider (for example, types of services; timeliness, intensity, and duration of services; mode of services; coordination across providers)
- Pathway and coordination across multiple Ticket Act providers (for example, working with VR and then an EN, working with multiple ENs over time, receiving EN and WIPA services)
- Perceived usefulness of services for achieving employment goals
- Perceived usefulness of remote services compared with in-person services
- Satisfaction with services
- Extent to which TTW program and services contributed to achieving work goals
- How services differ from other non-Ticket Act program employment services and supports considered or received

Topics for Ticketholders who used WIPA program services

- Experiences seeking WIPA program services (for example: wait times for services; experiences with the SSA Beneficiary Help Line)
- Services received from a Ticket Act program provider (for example, types of services;

timeliness, intensity, and duration of services; mode of services; coordination across providers)

- Pathway and coordination across multiple Ticket Act providers (for example, receiving EN and WIPA services)
- Perceived usefulness of services for achieving employment goals
- Perceived usefulness of remote services compared with in-person services
- Satisfaction with services
- Extent to which WIPA services contributed to achieving work goals
- How services differ from other non-Ticket Act program employment services and supports considered or received

Topics for Ticketholders who did not use Ticket Act program services

- Awareness of Ticket Act programs
- Experiences attempting to use Ticket Act program services
- Reasons for not using Ticket Act program services
- Perceived usefulness of available Ticket Act program services for achieving employment goals

EN = Employment Network; TTW = Ticket to Work; SSA = Social Security Administration; VR = Vocational Rehabilitation; WIPA = Work Incentives Planning and Assistance.

¹ Throughout this document, “Ticketholders” broadly refers to working-age disabled SSI and SSDI beneficiaries who are eligible for Ticket to Work.