

**APPENDIX C:  
METHODS**



## METHODS

RTI International reviewed the goals and activities of the fiscal year 2001 Systems Change Grantees contained in the *Compendium of Systems Change* and recent Annual and Semi-Annual reports submitted by Grantees to CMS to identify Grantees with workforce-related activities. We identified 20 Grantees through this process. RTI picked 7 Grantees with whom to conduct site visits based on the following criteria:

- More than one workforce activity.
- Developed (or developing) substantive, potentially replicable initiatives.
- Innovative activities.
- Most progress to date.
- Inclusion supported an array of Grantees that provided the widest cross section of activities.

We conducted telephone interviews with the remaining 13 Grantees.

RTI developed an interview protocol (see Appendix D) to be used for both telephone and site visit interviews, which was submitted to the RTI Internal Review Board for approval. We used the protocol to conduct only one interview for states in which we were conducting telephone interviews (13 Grantees), but we conducted between 5 and 10 interviews with the seven site visit Grantees to gain multiple perspectives of Grantee activities from State agency personnel, provider agencies, consumers, and other public and private partners.

Staff developed two versions of the protocol—an interviewer version containing additional prompts to guide research staff during interviews, and a shorter version containing the basic interview questions. We sent the interview protocol to each Grantee before the interviews to obtain as much information (published reports, etc.) in advance of site visits and phone calls as possible.

We conducted the telephone and site visit interviews between May and July 2003. Two RTI staff members conducted each interview. After conducting the interviews, participating staff wrote up interview notes and sent them to each interviewee to confirm the accuracy of our notes. Staff conducted follow-up telephone calls as needed to answer outstanding questions. Site visit staff then prepared a 7- to 10-page case study for these site visit Grantees. These case studies were sent to the lead contact for each site visit Grantee for a final read on accuracy of the write-up.

Senior staff drafted the research paper using the case study write-ups for the seven site visit states and internal interview notes from each of the 13 Grantees interviewed by telephone. Categories for analysis were refined after a review of all data, and staff conducted the analysis, interpreted results, and developed the research paper.

