

Disability Service Improvement - Mid-Process Survey

Social Security is committed to improving the service we provide the public. Please complete this questionnaire to give us your opinion of the service you received recently when you filed for disability benefits.

How did you file your application for disability benefits? (If you used more than one way, please check the main way.)

- In person with a Social Security employee
- Over the telephone with a Social Security employee
- On Social Security's Internet website (www.socialsecurity.gov)
- Someone else did it for me
- Other

Did anyone besides Social Security help you with your application? Please tell us who:

- I did it by myself
- A spouse, relative or friend
- A state or local government agency
- An organization that serves persons with disabilities
- An attorney/professional disability consultant
- A health care provider
- Other (Please specify)

Please use the scale shown to rate the following aspects of your experience filing for disability benefits. If a question does not apply to you, please show N/A.

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
	E	VG	G	F	P	VP	N/A
<i>When you decided to file...</i>							
Ease of finding information about how to apply for disability benefits.	E	VG	G	F	P	VP	N/A
Quality of information you got about how to apply for disability benefits.	E	VG	G	F	P	VP	N/A
Ease of working with Social Security to start the application process.	E	VG	G	F	P	VP	N/A
<i>Explanations Social Security gave you about...</i>							
Information and documents you needed for your application.	E	VG	G	F	P	VP	N/A
Requirements for getting disability benefits and how you qualify.	E	VG	G	F	P	VP	N/A

How the disability application process works, for example who makes the decision and how long it takes.	E	VG	G	F	P	VP	N/A
<i>Providing information to Social Security...</i>							
Ease of answering questions about your medical condition and treatment.	E	VG	G	F	P	VP	N/A
Ease of answering questions about the work you did in the past.	E	VG	G	F	P	VP	N/A
Ease of answering questions about your education and job training.	E	VG	G	F	P	VP	N/A
<i>How Social Security employees did their job...</i>							
Helpfulness of the staff.	E	VG	G	F	P	VP	N/A
Courtesy of the staff.	E	VG	G	F	P	VP	N/A
How well the staff knew their jobs.	E	VG	G	F	P	VP	N/A
How clearly the staff explained things to you.	E	VG	G	F	P	VP	N/A
The amount of time the staff spent with you.	E	VG	G	F	P	VP	N/A
<i>Your overall experience...</i>							
Ease of filing your disability application with Social Security.	E	VG	G	F	P	VP	N/A
Overall opinion of Social Security's service.	E	VG	G	F	P	VP	N/A

Please use the space below to tell us anything else about the service you received when you filed your application for disability benefits.

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<i>Providing medical information...</i>							
Ease of answering questions about your disability.	E	VG	G	F	P	VP	N/A
Ease of obtaining your own medical records, if you did so.	E	VG	G	F	P	VP	N/A
Experience during any medical examination or test Social Security sent you to.	E	VG	G	F	P	VP	N/A
<i>Finding out what was happening on your application...</i>							
Ease of contacting Social Security for status of your application	E	VG	G	F	P	VP	N/A
Usefulness of information Social Security gave you about the status.	E	VG	G	F	P	VP	N/A

