

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS

TITLE OF INFORMATION COLLECTION: Ticket to Work (TTW) Work Incentive Seminar Events (WISE) Satisfaction Surveys

SSA SUB-NUMBER: D-03

DESCRIPTION OF ACTIVITY *(give purpose of activity, provide specific information; i.e., date(s) of survey, number of focus groups, locations, etc.):*

Background

Ticket to Work (TTW) is a Social Security Administration (SSA) program that offers adults receiving Social Security Disability Insurance (SSDI) benefits and/or Supplemental Security Income (SSI) payments because of disability or blindness greater choices for receiving employment services. Under this program, SSA issues tickets to eligible recipients who, in turn, may choose to assign those tickets to an Employment Network (EN) or place their ticket in-use with their State Vocational Rehabilitation Agency (SVRA) to obtain employment services, vocational rehabilitation services, or other support services necessary to achieve a vocational (work) goal.

Work Incentive Seminar Events (WISE) are in-person and virtual meetings that allow benefits experts to share information about the TTW program and work incentives with beneficiaries, community partners and EN staff. We expect to conduct 5 in-person WISE meetings at major conferences annually, and 12 monthly virtual WISE meetings. We estimate 6,000 persons will attend these meetings (of that total, an estimated 1,000 will attend the in-person meetings and 5,000 will attend the virtual meetings). To ensure WISE events are providing effective and quality service, we need to assess the levels of understanding and awareness participant's gain from attending the events. Additionally, SSA seeks to know if different aspects of the events meet the participants' needs.

This survey asks recipients to rate the experience provided by the WISE events as it pertains to their ability and desire to participate in the TTW program.

Description of Survey

We are planning to survey approximately 6,000 SSDI beneficiaries and SSI recipients, EN employees, and community partners who attend WISE events annually. We will provide paper surveys to those attending the in-person meetings and an electronic survey link for those attending the virtual meetings. We will offer persons who attend in-person meetings the option of completing the survey online. An explanation of the survey follows.

This proposed survey will be a quantitative survey.

The survey responses will be strictly voluntary and anonymous. We will not provide any payments/stipend to participants.

USE OF SURVEY RESULTS:

We will incorporate the event satisfaction information into review and revision of the WISE events in order to continuously improve the TTW program’s ability to meet its mission objectives. SSA will use the results of the study to monitor and evaluate attendees’ satisfaction with the event, the degree to which they believe their knowledge has improved, and their intended desire to pursue employment through the TTW program.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response time (/60) = annual burden hours*):

Number of Responses: 6,000
Estimated Response Time: 5 minutes
Annual Burden hours: 250 hours

NAME OF CONTACT PERSON: Deb Larwood (410-966-6135)

Quantitative Surveys:

For quantitative surveys, you will need to complete the questions below.

A. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Provide, in tabular form, data on 1) the number of entities in the universe covered by the collection, 2) the corresponding sample for the universe as a whole, and 3) each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If you have conducted the collection previously, include the actual response rate achieved during the last collection.

The sampling universe is all Social Security Disability Insurance beneficiaries and SSI disability recipients attending WISE events along with attending EN staff and community partners. No sampling strategy is proposed – all attendees will be invited to participate.

	N (approximate)
Number of Entities in the Universe/year	6,000
Sample	3,000
Strata	Not applicable

The expected response rate is 50 percent, which is based on our prior experience in surveying this population.

B. Describe the procedures for the collection of information:

The evaluation uses paper surveys distributed and collected at in-person meetings and an electronic survey for persons who attend the virtual meetings. We will offer persons who attend in-person meetings the option of completing the survey online.

Of the estimated 3,000 completed surveys, we anticipate 80 percent will be done online, and 20 percent will be done by paper.

We will estimate means for all respondents from each event based on the survey responses received.

There are no unusual problems requiring specialized sampling procedures.

The research plan proposes annual data collection, ongoing throughout the year. New TTW participants enter the program each year and the WISE events therefore continue over the course of the year. Less than an ongoing annual data collection period would miss a substantial number of events and attendees.

C. Describe methods to maximize response rates and to deal with the issues of non-response.

We plan to make multiple efforts to maximize response rates.

We will explain the value of the survey and distribute it during the WISE events while our respondent pool is a “captive audience.”

We will collect the paper surveys from in-person attendees at the events.

We will also follow up by email, as possible, with non-respondents.

We will analyze survey data for non-response issues. A missing data variable will be added, coded 1 for survey respondents and 0 for missing data. We will compare respondents to the population on demographic variables.

We will test demographic and EN variables for significant relationships with attendee satisfaction and outcomes. If we detect a non-response bias, we will report such bias and control for it as possible through the construction of sampling weights.

D. Describe any tests of procedures or methods to be undertaken. When possible, OMB encourages testing of procedures as an effective means of refining collections of information to minimize burden and improve utility. However, this is not always necessary.

We will test the on-line survey for accessibility for individuals with visual impairments and Section 508 compliance in general. An SSA-approved contractor developed the survey and several individuals with expertise with the TTW program, members of the contractor team, and SSA staff reviewed it. Based on the feedback, we revised the survey and sampling strategy. We do not plan to conduct any further testing of the survey.

E. Provide the name and telephone number of individuals you consulted on statistical aspects of the design. If you are using a contractor who will actually collect and/or analyze the data, provide their name as well.

Consulted on statistical aspects of the design and contracted to collect and analyze the data:
Mike Greenberg (301-325-1128)
Ashraf Faramawi (703-377-5934)
Booz Allen Hamilton