

## DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS

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**TITLE OF INFORMATION COLLECTION:** Ticket to Work Program Focus Group

**SSA SUB-NUMBER - G-01**

**DESCRIPTION OF ACTIVITY** (*give purpose of activity, provide specific information; i.e., date(s) of survey, number of focus groups, locations, etc.*): Three focus groups with current Social Security beneficiaries to evaluate communication and messaging of SSA's TTW program. Each focus group will have between 6 and 9 participants. We anticipate conducting the focus groups in the spring of 2012.

**IF FOCUS GROUP MEMBERS WILL RECEIVE A PAYMENT, INDICATE AMOUNT:**  
We will determine participant compensation by the cost-of- living in each city where we conduct the focus groups. It will be between \$50 and \$100 per participant.

**USE OF SURVEY RESULTS:** We will analyze feedback from the sessions with the hope of obtaining a better understanding of the impact of our communication and messaging methods have on potential participants of the TTW program. The qualitative analysis from these focus groups will provide SSA with the necessary insights and recommendations for improving the efficacy of the TTW program in recruiting participants from the pool of eligible beneficiaries and claimants.

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

Number of Responses: 27  
Estimated Response Time: 2 hours  
Annual Burden hours: 54 hours

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