

BOND Stage 1 First Contact Letter Survey

1. CONTACT INFORMATION (To be completed by interviewer prior to call.)

- a. Participant First Name _____
- b. Participant Last Name _____
- c. Telephone Number _____
- d. Participant BOND ID _____
- e. Interviewer Name _____
- f. Interview Date: _____

Introduction

2. Hello, may I speak to [Participant Name]? (I am calling on behalf of the Social Security Administration. I am with [TBD] and we are conducting a 3-minute survey for the Social Security Administration. The survey is for people who recently received a letter about the Benefit Offset National Demonstration project, also known as BOND. We will not talk about any personal information.)

Speaking >>>> The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the information you provide will help us evaluate and improve the Benefit Offset National Demonstration project. Your individual answers will be kept completely confidential and will not affect your future benefits in any way. We estimate that it will take about 3 minutes to complete this survey. This includes the time it will take to listen to the questions and give your responses. If at the end of this survey you would like to submit comments on the time estimate for this survey, please let me know. (NOTE TO INTERVIEWER: If at the end of the survey respondent wants to comment on time estimate, please read Paperwork Reduction Act Statement).

New person comes to phone >>>> READ ONLY IF NOT READ AT S1. I am calling on behalf of the Social Security Administration. I am with [TBD] and we are conducting a 3-minute survey for the Social Security Administration. The survey is for people who recently received a letter about the Benefit Offset National Demonstration project, also known as BOND. We will not talk about any personal information.

- Not available/bad time [Arrange callback]
- No longer lives here >>>> Skip to End Page: Survey Submitted
- Refused >>>> Skip to End Page: Survey Submitted

2a. READ ONLY IF NOT READ AT S1. I am calling on behalf of the Social Security Administration. I am with [TBD] and we are conducting a 3-minute survey for the Social Security Administration. The survey is for people who recently received a letter about the Benefit Offset National Demonstration project, also known as BOND. We will not talk about any personal information.

- Paragraph 2 OR 2a was read to participant

2b. The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the information you provide will help us evaluate and improve the Benefit Offset National Demonstration project. Your individual answers will be kept completely confidential and will not affect your future benefits in any way. We estimate that it will take about 3 minutes to complete this survey. This includes the time it will take to listen to the questions and give your responses. If at the end of this survey you would like to submit comments on the time estimate for this survey, please let me know. (NOTE TO INTERVIEWER: If at the end of the survey respondent wants to comment on time estimate, please read Paperwork Reduction Act Statement).

Paragraph 2b was read to participant

Survey Questions

3. Did you receive a letter from the Social Security Administration about the Benefit Offset National Demonstration, or BOND?

Yes

No >>>> Would you like to speak with someone about the BOND project?

Not sure >>>> Would you like to speak with someone about the BOND project?

4. What information was covered in the letter? [DO NOT READ] [Select all that apply]

I did not read it

I don't remember

It's a new program

I can work and keep more of my benefits

Other (specify) _____

5. Have you called the BOND toll-free number?

Yes

No

6. Have you visited the BOND website?

Yes

No

7. Do you plan to participate in the BOND project?

Yes >>>> Would you like to speak with someone about the BOND project?

[Provide toll free number and end call]

No

I'm not sure

8. Please explain why are you are not interested in the BOND project.

Go To END

9. Would you like to speak with someone about the BOND project?

- Yes [Provide toll free number and end call]
- No [Go To END]

END

Thank you for talking to me today. What you've told us is very important, and we'd like to thank you for your time and assistance. If you have any other questions about the BOND project later on, you can call us toll-free at 1-877-7BOND09 (1-877-726-6309).

Thank you.

NOTE TO INTERVIEWER:

IF THE RESPONDENT DOES NOT WANT TO COMMENT ON THE TIME ESTIMATE, YOU DO NOT NEED TO READ THE STATEMENT BELOW. IF THE RESPONDENT DOES WANT TO COMMENT, PLEASE READ THE STATEMENT.

PAPERWORK REDUCTION ACT STATEMENT: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. The OMB number for this information collection is 0960-XXXX. We estimated that it would take about 3 minutes to participate in this survey. Send **only** comments on our time estimate to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401.