

# BASS Outreach Effectiveness Survey

***Section 1: About SSA program***

1. In the past three months, have you seen or heard about any Social Security programs that would help someone find work?
  - a. Yes
  - b. No
  - c. Don't know/Do not remember
  
2. Where would you find information about Social Security programs that would help you find work? Please choose all that apply.
  - a. Social Security office (e.g., in person, phone, or writing )
  - b. Social Security Website (e.g., *socialsecurity.gov* and *choosework.net*)
  - c. Social media sites (e.g., Facebook, Twitter, LinkedIn, YouTube)
  - d. Television
  - e. Radio (over the air, satellite, Internet)
  - f. Magazines or newspapers
  - g. From the State Vocational Rehabilitation (VR) agency
  - h. An organization I am a member of (*insert name*)
  - i. Other (*Please Specify*): \_\_\_\_\_
  
3. Are you aware of the Ticket to Work program?
  - a. Yes → **Go to Question 4**
  - b. No → **Skip to Question 12**

**If you selected "NO", please SKIP Questions 4-11**

4. In your opinion, which of the following statements are *true* or *false*?

	True	False	Don't Know
Ticket to Work is a Social Security program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People (ages 18-64) receiving Social Security benefits are eligible to participate in the Ticket to Work program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participation in the Ticket to Work program is voluntary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket to Work is a program that can help me to find and keep a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket to Work is a free program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How did you learn about the Ticket to Work program? Please choose all that apply.
- The Ticket to Work website (e.g., *choosework.net*)
  - Telephone call from Social Security
  - A conference where Ticket to Work exhibited
  - A Ticket to Work webinar
  - Ticket to Work Help Line
  - Social media sites (e.g., Facebook, Twitter, LinkedIn, YouTube)
  - Magazines or newspapers
  - Television
  - Radio (over the air, satellite, Internet)

**If you did not learn about the Ticket to Work program from social media, please SKIP this question.**

5b. From which of the following social media sites did you learn about the Ticket to Work program? Please choose all that apply.

- Facebook
- Twitter
- LinkedIn
- YouTube

5c. Did you learn about the Ticket to Work program from any of these other sources? Please choose all that apply.

- A paper Ticket in the mail
- The Social Security office
- The Social Security website (e.g., *socialsecurity.gov/work*)
- My Vocational Rehabilitation (VR) agency
- My Employment Network
- Another organization's webinar
- Another organization's conference
- An organization I am a member of (*insert name*)

6. When did you first learn about the Ticket to Work Program?

- Before I was awarded disability benefits
- 1-3 months after I was awarded disability benefits
- 4-7 months after I was awarded disability benefits
- 8-12 months after I was awarded disability benefits
- More than a year after I was awarded disability benefits
- Don't know/Do Not Remember

**Section 2: About your participation**

7. After you heard about the Ticket to Work program, have you participated in any of the following activities?

	Yes	No
Searched the Internet for information about the Ticket to Work program	<input type="radio"/>	<input type="radio"/>
Talked to someone about the Ticket to Work program	<input type="radio"/>	<input type="radio"/>
Considered taking part in the Ticket to Work program	<input type="radio"/>	<input type="radio"/>
Discussed my plans to join the Ticket to Work program	<input type="radio"/>	<input type="radio"/>

8. Please indicate which of the following Ticket to Work activities you have participated in. Please choose all that apply.

- a. Attended a Ticket to Work webinar
- b. Called the Ticket to Work Help Line
- c. Visited the Ticket to Work website (e.g., *socialsecurity.gov/work*)
- d. Met with an Employment Network or Vocational Rehabilitation Agency
- e. Met with a Work Incentive Planning and Assistance (WIPA) project benefits counselor
- f. None of the above

9. Are you currently participating in the Ticket to Work program?

- a. Yes → **Continue with Question 10**
- b. No → **Skip to Question 11**
- c. Participated in the past, but I am no longer participating in the Ticket to Work program → **Continue with Question 10**
- d. Don't know/Do Not Remember → **Skip to Question 12**

10. Why did you choose to participate in the Ticket to Work program? Please choose all that apply.

- a. Training or employment support matched my interests
- b. To take advantage of Social Security work incentives (special rules that allow me to test my ability to work without immediately losing my cash or health care benefits)
- c. Wanted something to occupy my time
- d. Wanted to meet people
- e. Needed more income
- f. Recommended by family, a friend, or a doctor
- g. Wanted to contribute to my community
- h. Other (Please Specify): \_\_\_\_\_

**Please GO TO Question 12 once you have made your selection(s)**

11. Why haven't you participated in the Ticket to Work program? Please choose all that apply

- a. Don't want or need employment
- b. Don't want to lose Social Security benefits
- c. Don't want to lose health coverage
- d. Don't trust Social Security
- e. Not able to work because of my disability
- f. Not sure if I would succeed at work
- g. It's too complicated
- h. Don't know enough about it
- i. Other (Please Specify): \_\_\_\_\_

**Section 3: Access to and use of information**

12. Please indicate how often you do the following activities:

	Daily	A few times a week	Once a week	A few times a month	Once a month	A few times a year	Never
Use the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen to the radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watch TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read newspapers/magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read promotional materials in the mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**If you NEVER use the Internet, SKIP to Question 15.**

13. Do you use the Internet...

	Yes	No
At home on a computer?	<input type="radio"/>	<input type="radio"/>
On a mobile device?	<input type="radio"/>	<input type="radio"/>
At a public facility on a computer (e.g., library)?	<input type="radio"/>	<input type="radio"/>

**If you NEVER use the Internet, SKIP to Question 15.**

14. Please indicate whether you use the Internet to do the following activities.

	Yes	No
Check e-mail	<input type="checkbox"/>	<input type="checkbox"/>
Send and receive messages (text or instant messages)	<input type="checkbox"/>	<input type="checkbox"/>
Access Social media sites	<input type="checkbox"/>	<input type="checkbox"/>
Watch videos, movies, or television shows	<input type="checkbox"/>	<input type="checkbox"/>
Look for trainings or take online training	<input type="checkbox"/>	<input type="checkbox"/>
Look for job opportunities	<input type="checkbox"/>	<input type="checkbox"/>
Listen to podcasts (an audio recording available on the Internet)	<input type="checkbox"/>	<input type="checkbox"/>
Read the news	<input type="checkbox"/>	<input type="checkbox"/>
Research government benefits	<input type="checkbox"/>	<input type="checkbox"/>
Play online games	<input type="checkbox"/>	<input type="checkbox"/>

**If you NEVER listen to the radio or watch TV, SKIP to Question 16.**

15. Please select when you usually do the following activities. (Select all that apply. It is okay to check all boxes or not check any box.)

	Weekday			Weekend		
	Mornings	Afternoons	Evenings	Mornings	Afternoons	Evenings
Listen to the radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watch TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 4: Some additional information about you**

16. Please indicate how often you use the following types of public transportation.

	Daily	A few times a week	Once a week	A few times a month	Once a month	A few times a year	Never
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subway/train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paratransit (e.g., special transport services for people with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. What is the last grade or school year that you completed?

- a. Nursery school to 8th grade
- b. Some high school
- c. High school graduate
- d. Technical post-secondary
- e. Some college
- f. Two year college graduate
- g. Four year college graduate
- h. Post-graduate school

**Section 5: Media profile**

18. Do you receive information or offers from organizations or companies via text messaging on your mobile device?

- a. Yes
- b. No
- c. My mobile device does not have text messaging
- d. I do not own a mobile device

19. Where do you go in your community to find information about programs, events, or resources?

Please choose all that apply.

- a. Public libraries
- b. Post offices
- c. Place of worship (e.g., church, synagogue, temple, or mosque)
- d. Schools
- e. Other (Please Specify): \_\_\_\_\_

[SSA LOGO]

<insert date>



<insert name>

<insert address>

Dear <insert name>,

EurekaFacts is contacting you on behalf of the Social Security Administration because you are a Social Security beneficiary. We are asking for you to help us learn about the effectiveness of Social Security outreach efforts and how you access information about Social Security programs by completing a short, 10-minute survey.

We would like to make it easy for you to participate in this study. You may complete the survey either on the Internet or by mail using the paper survey form included with this letter. You do not need to do both. If you complete the paper survey, we have provided a postage-paid envelope in which you may return the paper survey. To complete the survey online please do the following:

Go to the website: **[www.eurekafacts.com/oes](http://www.eurekafacts.com/oes)**  
and enter your unique ID [**abc123**]

Social Security staff will not see your answers and your name will not appear on the survey. Social Security will use all responses to improve communication about its programs. The survey is voluntary.

Please complete this survey by **<insert date>**. The survey will take you approximately **10 minutes** to complete. Thank you in advance for your help.

EurekaFacts is conducting this survey on behalf of the Social Security Administration. If you have any questions about this survey, you may contact EurekaFacts at 1-855-403-4800 or email [oes@eurekafacts.com](mailto:oes@eurekafacts.com).

Sincerely,

David Weaver  
Associate Commissioner  
Social Security Administration

OMB Control No. 0960-0526  
Expiration Date: 11/30/2015

Paperwork Reduction Act 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. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about **10 minutes** to complete this survey. You may send comments on our time estimate above: *SSA, 6401 Security Blvd., Baltimore, MD 21235-6401*. **Send only comments relating to our time estimate to this address.**





Dear **<insert full name>**:

EurekaFacts is conducting a survey to help Social Security evaluate its outreach efforts on behalf of the Ticket to Work program. We are asking for you to help us learn about the effectiveness of Social Security's outreach efforts and how you access information about Social Security programs by completing a short, 10-minute survey. You were selected because you are a Social Security beneficiary. To protect the confidentiality of your responses, Social Security staff will not see your answers.

To participate in this study,

Go to the website: **<http://www.eurekafacts.com/oes>**  
and enter your unique ID number **[abc123]**

The survey will take you approximately 10 minutes to complete.  
Please complete this survey by **[Insert Date]**.

You may call EurekaFacts at 1-855-403-4800 or email [oes@eurekafacts.com](mailto:oes@eurekafacts.com). TDD/TTY users please contact your local Relay Center.

**We want to thank you in advance for sharing your opinions.**

**SSA Beneficiary Outreach Effectiveness Survey**

EurekaFacts Survey Center

51 Monroe Street, Plaza East 10

Rockville, MD 20850

**<insert name>**

<insert address>

Please go to the website: **<http://www.eurekafacts.com/oes>** and enter your unique  
ID number **[abc123]**