

Copy of Survey Script

The following is a copy of the proposed questions we will ask prior to viewing the training and after viewing training. We propose sending all of the 14 pre-training questions to the representative payees identified for this study, once they we identify them, to establish a baseline. We will then provide the post-training survey questions with each module individually and use differences in the pre- and post-responses to measure the effectiveness of the training.

Pre- and Post-Training Questions for the Representative Payee Training

The intent of the interdisciplinary training offered in the representative payee training is to increase representative payees' awareness of signs that indicate that beneficiaries under their care are targets of potential personal abuse/neglect or of financial exploitation/scams.

SSA designed the following questions to gauge the extent to which representative payees can (a) recognize signs that indicate personal abuse/neglect or financial exploitation/scams and (b) take appropriate action to prevent or stop the abuse.

NOTE: The following questions are for representative payees ***before*** AND ***after*** they complete the interdisciplinary training offered.

SSA Representative Payee Technical Training

Pre-training questions:

1. Have you previously served as a representative payee?
 - a. Yes
 - b. No

2. Have you previously had training about the roles and responsibilities of being a representative payee?
 - a. Yes
 - b. No

3. I feel that I have the knowledge and ability to carry out the roles and responsibilities of a representative payee.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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4. I know where to obtain information (e.g., via websites or via other resources) about the representative payee program, including my duties as a representative payee.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Post-training questions:

As a result of this training:

1. I feel that I have the knowledge and ability to carry out the roles and responsibilities of a representative payee.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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2. I know where to obtain information (e.g., websites or via other resources) about the representative payee program, including my duties as a representative payee.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. Is there anything that you would change about this training? (free format response)

Elder Abuse and Financial Exploitation

Pre-training questions:

1. Have you previously had training on recognizing the signs of elder abuse or financial exploitation?
- a. Yes
 - b. No

2. I am able to recognize the signs of abuse or neglect of the vulnerable adult(s) or senior(s) whom I am serving.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. I am able to recognize the signs of financial exploitation of the vulnerable adult(s) or senior(s) whom I am serving.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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4. I know where to obtain information on the appropriate action(s) to take in the event the adult or senior whom I am serving is a target of personal abuse/neglect.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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5. I know where to obtain information on the appropriate action(s) to take in the event the adult or senior whom I am serving is a target of financial exploitation.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Post-training questions:

As a result of this training:

1. I am able to recognize the signs of abuse or neglect of the vulnerable adult(s) or senior(s) whom I am serving.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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2. I am able to recognize the signs of financial exploitation of the vulnerable adult(s) or senior(s) whom I am serving.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. I know where to obtain information on the appropriate action(s) to take in the event the vulnerable adult or senior whom I am serving is a target of personal abuse/neglect.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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4. I know where to obtain information on the appropriate action(s) to take in the event the vulnerable adult or senior whom I am serving is a target of financial exploitation.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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5. Is there anything that you would change about this training? (free format response)

Hands-on Banking

Pre-training questions:

1. Have you previously had training on this subject about interacting with the banking community?
 - a. Yes
 - b. No

2. I understand how to interact with the banking community in my role as a representative payee when necessary.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Post-training questions:

As a result of this training

1. I understand how to interact with the banking community in my role as a representative payee when necessary.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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2. I feel that the information and resources in this training provided me with valuable information to assist me in serving as a representative payee.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. Would you recommend this training?
 - a. Yes
 - b. No

4. Is there anything that you would change about this training? (free format response)

Decline of Cognitive Ability

Pre-training questions:

1. Have you had any prior training on recognizing the signs or symptoms of a decline in cognitive ability (e.g., due to the onset of a serious cognitive disorder—such as dementia or Alzheimer’s disease— that may reduce an individual’s ability to engage in decision making)?

1. Yes
2. No

2. I am able to recognize the signs or symptoms of a decline in cognitive ability.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. I am able to access resources if the vulnerable adult or senior whom I am serving exhibits a decline in cognitive ability.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Post-training questions:

As a result of this training:

1. I am able to recognize the signs or symptoms of a decline in cognitive ability.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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2. I am able to access resources if the vulnerable adult or senior whom I am serving exhibits a decline in cognitive ability.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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3. Is there anything that you would change about this training? (free format response)