

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

Survey 1 – Screener

S1. Hello, may I speak with [BENEFICIARY]? **[IF NEEDED:** I am trying to reach the person who recently received a letter from the SSA about a research study]

[IF ASKED, “WHO’S CALLING?”]:

My name is (DATA COLLECTOR) and I am calling from Westat about a Social Security Administration research study.

- YES/SPEAKING → (GO TO INTRO1)
- ANSWERING MACHINE → (GO TO ANSWERING MACHINE MESSAGE)
- ENTER NEW PHONE NUMBER → (GO TO RECORD NEW NUMBER)
- CLICK FREDK TAB, CODE RESULT CODE → (GO TO START SCREENER)

ANSWERING MACHINE MESSAGE

(DISPLAY ANSWERING MACHINE MESSAGE ONLY IF ONE HAS NOT BEEN LEFT PREVIOUSLY)

Hello, I’m calling from Westat about a Social Security Administration research study. The study is voluntary. If you complete the survey, you will receive a Visa pre-paid debit card in the amount of \$50. We will call back within the next few days, or you can call our toll-free number: [INSERT TOLL-FREE NUMBER]. Thank you.

RECORD A NEW PHONE NUMBER:

(e.g., 301-444-4444)

TELEPHONE NUMBER:

[INTRO1]

Hello, this is (INTERVIEWER) and I’m calling from Westat about a Social Security Administration (SSA) research study. The Social Security Administration is conducting this study and Westat is supporting them. We recently sent you a letter about the study. I am calling now to invite you to participate in the study.

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

S2. First, are you age 18 or older?

- YES → (GO TO INTO2)
- NO → (GO TO THANK1)
- REFUSE → (GO TO THANK1)
- DON'T KNOW → (GO TO THANK1)

[INTRO2]

Now, I am going to explain to you what you will do in the study. Please listen carefully as I will ask you a question at the end to be sure that you understand what you will do.

We need you to complete 2 surveys. These surveys will ask you questions about your functioning. You will need to answer the questions that you are comfortable answering. You can complete Survey 1 during this call or at later time more convenient to you. You can decide to do Survey 1 with an interviewer over the telephone, or you can do it on your own over the internet. After you complete Survey 1, you will receive a Visa pre-paid debit card in the amount of \$50. Approximately 6 months after you complete Survey 1 we will call again to invite you to complete Survey 2, which will ask you more questions about your functioning. You will need to answer those questions too. You may also decide to do Survey 2 with an interviewer over the telephone, or you can do it on your own over the internet. After you complete Survey 2, you will receive another debit card for your time, this time in the amount of \$75.

Now, I need to ask you...

S3. Please name 1 thing you will do in this study?

[NOTE TO INTERVIEWER: RESPONDENT MUST BE ABLE TO PROVIDE 1 OF THE POSSIBLE RESPONSES BELOW.]

- I WILL DO A SURVEY
- I WILL DO 2 SURVEYS / I WILL ANSWER QUESTIONS 2 TIMES (CONTACT FREQUENCY)
- I WILL ANSWER QUESTIONS THAT I AM COMFORTABLE ANSWERING
- I WILL TAKE ONE SURVEY NOW (CONTACT FREQUENCY)
- I WILL TAKE THE NEXT SURVEY 6 MONTHS AFTER I COMPLETE THE FIRST SURVEY (CONTACT FREQUENCY)
- I WILL ANSWER QUESTIONS ABOUT MY FUNCTIONING/HOW I DO THINGS/MY ACTIVITIES (SURVEY CONTENT).
- I WILL TAKE THE SURVEY/ANSWER QUESTIONS OVER THE INTERNET/ON-LINE BY MYSELF (ADMINISTRATION MODE).

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

- I WILL TAKE THE SURVEY/ANSWER QUESTIONS WITH INTERVIEWER OVER THE TELEPHONE DURING THIS CALL OR AT A LATER TIME (ADMINISTRATION MODE).
- I WILL RECEIVE A DEBIT CARD FOR TAKING A SURVEY/ANSWERING QUESTIONS
 - ACCURATE ANSWER
 - INACCURATE ANSWER (GO TO THANK1) [CLICK FREDK TAB, CODE "IN"]
 - REFUSE (GO TO THANK1) [CLICK FREDK TAB, CODE "2"]
 - DON'T KNOW (GO TO THANK1) [CLICK FREDK TAB, CODE "IN"]

S4. BENEFICIARY CONSENT: Let me review the consent form that we sent to you in the mail:

Please remember that it is your choice whether to participate in this study. This study is not related to the benefits you receive and whether or not you participate will not affect your current or any future benefits. If you do participate, please realize that you do not give up any of your legal rights. If you withdraw from the study at any time it will not affect you in any way. Nothing in the study will directly benefit you. Hopefully, it will benefit future SSA or SSDI beneficiaries.

Survey 1 takes about 50 minutes and Survey 2 will take about 75 minutes. You may obtain further information about your rights as a research participant by calling the Office of the Institutional Review Board or the Project Director at Westat. Their contact information is on the copy of the consent form we mailed to you.

Do you wish to participate in the study?

- YES
- NO → (GO TO THANK1)

S5. PRIVACY ACT STATEMENT: We look forward to your participation in the study. Before we begin, let me review the Privacy Act Statement that is included on the back of the letter you received in the mail:

Section 1110(a) of the Social Security Act allows us to collect the information you provide, which we will use for research purposes. Providing this information is voluntary. However, failing to provide all or part of the information may only affect your eligibility to receive the study participation reimbursement amount. We may disclose your information as law permits, including to contractors under contract for the performance of research and statistical activities, and others listed in routine uses in System of Records Notice 60-0199; available at www.ssa.gov/privacy. Your information may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and debts under these programs.

- CONTINUE SCREENER (GO TO S6)

S6. First, do you have a cell phone that we can text reminder messages about the study?

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

- YES
- NO → (GO TO S8)

S7. What is your cell phone number starting with the area code?

CELL PHONE NUMBER: ____ - ____ - ____

S8. After you have completed Survey 1, we will mail you a Visa pre-paid debit card in the amount of \$50. I would like to confirm that the mailing address we have for you is correct. **[INTERVIEWER: CHECK BENEFICIARY'S ADDRESS LISTED AT THE TOP OF THE SCREEN].**

- CORRECT ADDRESS → (GO TO S11)
- INCORRECT ADDRESS → (GO TO S9)
- REFUSE → (GO TO S9)
- DON'T KNOW/DON'T REMEMBER → (GO TO S9)

S9. Would you like to give us your current mailing address so that we can send you a Visa pre-paid debit card in the amount of \$50 when you are done with Survey 1 or would you prefer to complete the survey and not receive a debit card?

- I WILL GIVE MY ADDRESS → (GO TO S10)
- I WILL NOT GIVE ADDRESS BUT WILL DO SURVEY → (GO TO S11)
- REFUSE BOTH ADDRESS AND SURVEY → (GO TO THANK1)
- DON'T KNOW → (GO TO THANK1)

S10. What is your correct mailing address?

STREET 1: _____

STREET 2: _____

CITY: _____ STATE: _____ ZIPCODE: _____

S11. You have the option of doing the survey over the phone now with me or I can schedule the interview for a different time. You can also go on the Internet to complete the survey on your own. Which would you prefer?

- INTERNET → (GO TO S12)
- TELEPHONE NOW → (GO TO S13)
- TELEPHONE LATER → (GO TO THANK2)

S12. We will send you an email with an access code and instructions for logging on to the web survey. Please keep in mind that your access code will expire after 7 days. If you try to log into the survey more than 7 days from now, your access code will not work. May I please have your email address?

[NOTE TO INTERVIEWER, RESPONDENT CANNOT DO SURVEY ON INTERNET IF THEY DO NOT HAVE AN EMAIL ADDRESS OR REFUSE TO PROVIDE AN EMAIL ADDRESS FOR US TO SEND THE SURVEY LINK.]

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

E-MAIL ADDRESS _____
CONFIRM E-MAIL ADDRESS _____ (GO TO THANK3)

S13. Survey 1 will take about 50 minutes of your time. If you are ready, let's begin.

- CONTINUE TO SURVEY 1 → (GO TO SURVEY 1)

THANK1. Thank you, but those are all the questions I have for you. Good-bye. (ADD "NEXT CASE" BUTTON TO TAKE INTERVIEWER TO THE NEXT BENEFICIARY.)

THANK2. Thank you for taking the time to answer these questions. We look forward to your participation in our study. (ADD "NEXT CASE" BUTTON TO TAKE INTERVIEWER TO THE NEXT BENEFICIARY.)

THANK3. Thank you for taking the time to answer these questions. You should receive an email with a link for the web survey soon. We look forward to your participation in our study. (ADD "NEXT CASE" BUTTON TO TAKE INTERVIEWER TO THE NEXT BENEFICIARY.)

INTERVIEWER SCRIPT FOR "TELEPHONE LATER" (S8 ABOVE) BENEFICIARIES:

Hello, may I speak with {SUBJECT NAME}?

This is {DATA COLLECTOR}. I'm calling back from Westat about a Social Security Administration Study. We spoke earlier regarding this study and are calling back now to complete the interview.

- YES/SPEAKING → (GO TO INTRO3)
- ANSWERING MACHINE → GO TO ANSWERING MACHINE MESSAGE)
- ENTER NEW PHONE NUMBER → (GO TO RECORD NEW NUMBER)
- CLICK FREDK TAB, CODE RESULT CODE → (GO TO START SCREENER)

[INTRO3— "TELEPHONE LATER" BENEFICIARY CONSENT]

The purpose of the study is to see if a newly developed set of questions about functioning can improve the continuing disability review (CDR) process that SSA uses to determine continued eligibility of program benefits. SSA is working with the survey research company, Westat, to conduct this study. You can decide if you want to take part in this study or not. This study is voluntary and will not affect your current or future benefits in any way. The study takes about 50 minutes. When you have completed all of the questions, you will receive a Visa pre-paid debit card in the amount of \$50.

Do you wish to continue?

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

- YES → (GO TO SURVEY 1)
- CALLBACK/APPOINTMENT → (GO TO THANK1)
- REFUSE → (GO TO THANK1)
- DON'T KNOW → (GO TO THANK1)

THANK1. Thank you, but those are all the questions I have for you. Good-bye.

ATTACHMENT A9. SURVEY 1 SCREENER AND CALLBACK SCRIPT

Restart Text for Callbacks/Survey Breakoffs

Hello, may I speak with {SUBJECT NAME}?

This is {DATA COLLECTOR}. I'm calling back from Westat about a Social Security Administration Study. We spoke earlier regarding this study and are calling back now to complete the interview.

- YES/SPEAKING → (GO TO INTRO1)
- ANSWERING MACHINE → (GO TO ANSWERING MACHINE MESSAGE)
- ENTER NEW PHONE NUMBER → (GO TO RECORD NEW NUMBER)
- CLICK FREDK TAB, CODE RESULT CODE → (GO TO START SCREENER)