

ATTACHMENT B2. SURVEY 2 WEB NONRESPONDERS FOLLOW-UP SCRIPT

Web Survey Non-Responders Follow-up Telephone Contact (Survey 2)

Script for interviewers calling web survey 2 non-responders– beneficiaries, who elect the web survey and have not completed the survey after 8 days of the initial email being generated, will be rolled over to the TRC. The TRC will attempt to conduct these interviews over the phone.

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 SURVEY 2 INTRO)
- 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 \$75. 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:

SURVEY 2 INTRO:

Hello, this is (INTERVIEWER) and I’m calling back from Westat about a Social Security Administration research study. We spoke to you a few weeks ago. You said that you wanted to do the survey on the internet. We noticed that you did not complete the survey yet. We cannot send you the Visa pre-paid \$75 debit card until you complete the survey.

Q1. We can do the survey over the phone now. Is that ok with you?

- YES → (GO TO INTRO2)
- CALLBACK/APPOINTMENT → (GO TO START SCREENER)
- REFUSE → (GO TO THANK 1)
- WISH TO DO SURVEY ONLINE/NEVER RECEIVED EMAIL → (GO TO Q2)

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Q2. We will send you another email with details and instructions for accessing the web survey. May I please have your email address?

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

THANK3. 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.)

[INTRO2]

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. The study takes about 75 minutes. When you have completed all of the questions, you will receive a Visa pre-paid debit card in the amount of \$75.

Do you wish to continue?

- YES → (GO TO SURVEY 2)
- 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. (ADD "NEXT CASE" BUTTON TO TAKE INTERVIEWER TO THE NEXT BENEFICIARY.)