



A-5 New Applicant Survey Information Sheet

The Social Security Administration (SSA) is conducting the New Applicant Survey. SSA has hired Westat, a national research company, to carry out the survey.



What is the Survey about?

The survey collects information about recent disability benefit applicants their experiences before and during the application process, and what led them to apply for disability benefits. By participating you may help SSA improve the disability application process.

Survey Information



You can earn up to \$X.

NOTE: THIS TEXT WILL BE TAILORED TO DISPLAY THE HIGHEST INCENTIVE THE RESPONDENT CAN EARN DEPENDING ON THE CONTACT STAGE AND EXPERIMENTAL GROUP



- Completing the survey on the website will take about X minutes. You will earn \$X
- Completing the survey by telephone will take about Y minutes. You will earn \$Y

WILL BE TAILORED DEPENDING ON CONTACT STAGE & EXPERIMENTAL GROUP



To access the website use the link xxxxxxxx or scan the QR code below. Then, enter your unique PIN.



PHONE NUMBER DISPLAY TAILORED CONTACT STAGE AND EXPERIMENTAL CONDITION To complete by telephone call 1-855-450-6464



FOR THE EARLY BIRD, WE MAY DISPLAY A CALENDAR WITH THE DATE HIGHLIGHTED OR CIRCLED

February						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			



New Applicant Survey Consent Information

Who is conducting the survey?

The Social Security Administration (SSA) is conducting the New Applicant Survey. SSA hired Westat, a national research company, to carry out the survey.

What is the survey about?

SSA is conducting the New Applicant Survey to learn about your health, your employment situation, your experience with the disability application process, and things you might have needed help with. This information may help SSA improve the application process.

What do you want me to do?/What am I consenting to?

We ask for your consent for your voluntary participation in the survey that will take ___ or less to complete. The survey will ask about your experience with the application process, your health and employment situation, and things you might have needed help with. You may skip any question that you prefer not to answer. If you decide not to participate, it will not affect any decision SSA makes about your current, or future, disability benefits or payments. Please use the link or QR code in the enclosed letter and PIN to get to the survey.

By consenting to participate, you are agreeing to SSA maintaining and using the information that you share as Federal law, regulations, and directives permit. Any published reports will not identify you; your information will be grouped with other participants. SSA will retain information collected from the survey to comply with Federal records, and laws, and will retire the records in accordance with applicable Federal Records Retention Schedules (see 44 U.S.C. § 3303a).

How was I selected for this survey?

You were randomly selected to participate in the New Applicant Survey from a list of people who recently applied for the Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) program benefits. Everyone on the list had the same chance of being selected.

Do I have to complete this survey?

Your participation is voluntary. The survey is being conducted for research purposes. **If you decide not to complete the survey, it will not affect any decision SSA makes about your current, or future, disability benefits or payments.**

How will you protect my privacy?

We will follow Federal law and regulations to protect your privacy. SSA and Westat will protect your personal information collected during the survey consistent with Federal law, regulations, and directives. The information will be used for research in limited ways, consistent with applicable Federal law, regulations, and directives. For example, SSA may use your answers to the survey questions, combined with answers from other people surveyed, to improve the application process. Your name or other identifying information will not be included in any published reports.



New Applicant Survey Consent Information

Privacy Act Statement Collection and Use of Personal Information. Section 1110(a) of the Social Security Act, as amended, allows us to collect this information, which we will use to help SSA identify new interventions and policies to improve the application process and experience of applicants. Providing us this information is voluntary; not providing all or part of the information will not affect any SSA benefit. As law permits, we may use and share the information you submit, with other Federal agencies, contractors, student volunteers, and others, as outlined in the routine uses within System of Records Notice (SORN) 60-0382 available at www.ssa.gov/privacy. The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

What are the benefits?

You will not benefit directly from participation. But you may help SSA to understand the application experiences and challenges, as well as support services applicants need. This information may help SSA improve their programs.

Will I receive any money for the interview?

You received 2 dollars in this mailing. After you complete the survey, we will mail you a **\$40 Visa gift card**.

What are the risks?

There is a small risk to disclosure of your personal information. To reduce this risk, we will separate any information that identifies you from the rest of your data and store those identifiers separately. Although it is not likely, it is possible that some of the questions may make you feel anxious or frustrated. You can skip the questions or stop participating. A list of toll-free phone numbers of helpful services is included on the New Applicant Survey website (insert link). It is your decision to use the resources.

Who do I contact with questions?

For questions about the survey, call Westat toll-free at **1-855-450-6464** toll free. For questions about your rights and welfare as a research participant, call the Westat Human Subjects Protections office at 1-888-920-7631. To protect your privacy, and leave a message **only** with your first name, the name of the survey (New Applicant Survey) and a phone number beginning with the area code. Someone will get back to you as soon as possible.