

Interviewer script for calling web survey non-responders.

S1. Hello, may I speak with [NAME]? **[IF NEEDED:** I am trying to reach the person who recently received a letter a few weeks ago from the SSA about the Beyond Benefits 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 1 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 the Social Security Administration’s Beyond Benefits Study. The study is voluntary. If you complete the survey, you will receive a Visa pre-paid debit card in the amount of \$40. We will call back within the next few days, or you can call our toll-free number: [INSERT TRC 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 the Social Security Administration Beyond Benefits research study. We mailed you a letter a few weeks ago with \$2 enclosed. Once you complete the survey, we will send you a \$40 Visa pre-paid debit card.

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

- YES → (GO TO INTRO2)
- CALLBACK/APPOINTMENT → (GO TO START APPOINTMENT SCREEN)
- NO/REFUSE → (GO TO THANK 1)
- WISH TO DO SURVEY ONLINE/NEVER RECEIVED LETTER → (GO TO Q2)

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

MAILING ADDRESS _____
CONFIRM MAILING ADDRESS _____ (GO TO THANK2)

[INTRO2]

The Beyond Benefits Study is designed to help SSA understand the needs of people who receive disability benefits and wish to find employment, as well as the needs of people who used to receive disability benefits. SSA is working with the survey research company, Westat, to conduct this study. Westat is contacting people who receive disability payments to ask them about policies and programs that may help them. We are also interested in understanding the help you might need if your disability payments ever stop. You can decide if you want to take part in this survey or not. The survey takes about 45 minutes. When you have completed all of the questions, you will receive a Visa pre-paid debit card in the amount of \$40.

Do you wish to continue?

- YES → (GO TO PRE-COLLECTION QUESTIONS)
- CALLBACK/APPOINTMENT → (GO TO APPOINTMENT SCREEN)
- REFUSE → (GO TO THANK1)
- DON'T KNOW → (GO TO THANK1)

THANK1. Thank you for your time today. Remember, you can go online and complete the survey, if you prefer. Good-bye.

THANK2. You should receive a letter with a link for the web survey soon. We look forward to your participation in our study.