

SSI outreach study follow-up survey

Survey block: Introduction

The Allegheny County Department of Human Services is conducting a survey to learn about local residents' involvement with the Supplemental Security Income (SSI) program. The SSI program provides monthly payments to people with disabilities who have little or no income or resources.

This survey is voluntary. Your participation and your answers to the questions will not affect any benefits you receive or your eligibility for any human services program.

The survey will take about 15 minutes to complete. We will immediately email you a \$20 digital gift card after you complete the survey.

Click the blue arrow to begin.

Survey block: Demographics

1. What is your sex?
 - Male
 - Female
 - Other
2. What is your race? Mark all that apply.
 - Black, African American, or African
 - Asian or Asian American
 - American Indian, Alaska Native, or Indigenous
 - White
 - Native American or Pacific Islander
 - Other, please describe: _____
 - Prefer not to say
3. What is your ethnicity?
 - Hispanic/Latino
 - Non-Hispanic/Non-Latino
 - I don't know
 - I prefer not to answer
4. What is your highest level of education?
 - Less than high school
 - High school diploma/GED
 - Some college
 - Associates degree
 - Bachelor's degree
 - More than Bachelor's degree
 - Other, please describe: _____
5. Do you currently live in Allegheny County?
 - Yes
 - No
6. Are you the parent or caregiver of at least one child under age 18?

- Yes
- No

Survey block: SSI basic awareness and engagement

7. Have you ever heard of the Supplemental Security Income (SSI) program?
 - Yes
 - No
8. *[If Q7 = Yes]* Have you ever applied for SSI benefits for one of your children?
 - Yes
 - No
9. *[If the person is in either of the two treatment groups]* The Allegheny County Department of Human Services (DHS) attempted to contact you xx months ago by mail and by phone to let you know that a child in your household may qualify for Supplemental Security Income (SSI) benefits. Did you receive this outreach from us?
 - Yes
 - No
 - I don't remember
10. *[If Q9 = 'Yes']* What did you think when you received this outreach from DHS? Briefly describe your reaction.

Survey block: Questions for people who have completed an SSI application [if Q8 = yes]

We want to hear about your most recent experience applying for SSI for one of your children. Please think about this experience as you respond to the following questions.

11. Did you ever apply for SSI for your child before DATE or after DATE? *(Select all that apply)*
 - Before DATE
 - After DATE

In answering these next questions, please refer to your most recent application experience.

12. How difficult was the process of finding information about the program, such as how to apply or what information was necessary to provide to the Social Security Administration?
 - Very difficult
 - Somewhat difficult
 - Neither easy nor difficult
 - Somewhat easy
 - Very easy
13. How was the process of filling out the paperwork, providing proof of eligibility (such as pay stubs, proof of residence, birth certificates, doctor's records, etc), and/or attending interviews?
 - Very difficult
 - Somewhat difficult
 - Neither easy nor difficult
 - Somewhat easy
 - Very easy
14. Did you feel frustrated during the SSI application process?

- Extremely
 - Very
 - Moderately
 - Slightly
 - Not at all
15. How difficult were each of the following aspects of the SSI application process? (Very easy / somewhat easy / neither easy nor difficult / somewhat difficult / very difficult)
- Gathering needed medical information to include in application forms
 - Gathering other needed information to establish child's functional status
 - Completing the interview with SSA
 - Completing other forms
 - Responding to SSA requests in a timely fashion
 - Other barrier 1 (please specify)
 - Other barrier 2 (please specify)
16. How would you describe the SSI application experience overall?
- Very difficult
 - Somewhat difficult
 - Neither difficult nor easy
 - Somewhat easy
 - Very easy
17. Please briefly describe your overall experience with applying for SSI.
18. What was the outcome of your attempt to apply for SSI for your child?
- Finished the application but never heard back with the results
 - Application was determined eligible
 - Application was determined not eligible
 - Other, please describe: _____
19. Who helped you complete the SSI application? Mark all that apply.
- A friend or family member
 - A social worker
 - A Social Security Administration representative
 - Allegheny County Department of Human Services (DHS)
 - Other, please describe: _____
 - No one helped me
20. [If Q19 = 'Allegheny County DHS' & person in info+assistance group] Did Allegheny County DHS send you a copy of the Child Disability Report form with some of your information already filled in?
- Yes
 - No
 - I don't know
21. [If Q20 = yes] How helpful was it to receive this pre-filled form from Allegheny County DHS?
- Very helpful
 - Somewhat helpful
 - Neither helpful nor unhelpful
 - Somewhat unhelpful

- Very unhelpful
22. [If Q11 = "After DATE" and != "Before DATE"] You indicated earlier that you applied for SSI after DATE but had never applied before. Why had you not applied for SSI prior to this most recent application?

Survey block: Questions for people who have heard of SSI but not completed an SSI application [if Q8 = no]

23. Have you ever started to apply for SSI benefits for one of your children?
- Yes
 - No
 - I'm not sure [skip to end of block]
24. Did you ever start to apply for SSI for your child before DATE or after DATE? [Select all that apply]
- Before DATE
 - After DATE

In answering these next questions, please refer to your most recent application experience.

25. How difficult was the process of finding information about the program, such as how to apply or what information was necessary to provide to the Social Security Administration?
- Very difficult
 - Somewhat difficult
 - Neither easy nor difficult
 - Somewhat easy
 - Very easy
26. How was the process of filling out the paperwork, providing proof of eligibility (such as pay stubs, proof of residence, birth certificates, doctor's records, etc), and/or attending interviews?
- Very difficult
 - Somewhat difficult
 - Neither easy nor difficult
 - Somewhat easy
 - Very easy
27. Did you feel frustrated during the SSI application process?
- Extremely
 - Very
 - Moderately
 - Slightly
 - Not at all
28. How difficult were each of the following aspects of the SSI application process? Additionally, if you did not complete the step, please select that option at the end. (Very easy / somewhat easy / neither easy nor difficult / somewhat difficult / very difficult | | I did not complete this step)
- Gathering needed medical information to include in application forms
 - Gathering other needed information to establish child's functional status
 - Completing the interview with SSA
 - Completing other forms
 - Responding to SSA requests in a timely fashion

- Other barrier 1 (please specify)
 - Other barrier 2 (please specify)
29. How would you describe the SSI application experience overall?
- Very difficult
 - Somewhat difficult
 - Neither difficult nor easy
 - Somewhat easy
 - Very easy
30. Please briefly describe your overall experience with applying for SSI, including why you did not complete the application.
31. Who helped you with the SSI application? Mark all that apply.
- A friend or family member
 - A social worker
 - A Social Security Administration representative
 - Allegheny County Department of Human Services (DHS)
 - Other, please describe: _____
 - No one helped me
32. *[If Q31 = 'Allegheny County DHS' and person in info+assistance group]* Did Allegheny County DHS send you a copy of the Child Disability Report form with some of your information already filled in?
- Yes
 - No
 - I don't know
33. *[If Q32 = yes]* How helpful was it to receive this pre-filled form from Allegheny County DHS?
- Very helpful
 - Somewhat helpful
 - Neither helpful nor unhelpful
 - Somewhat unhelpful
 - Very unhelpful
34. *[If Q23 = No]* Why have you never applied for SSI for your child?
35. *[If Q24 = "After DATE" and != "Before DATE"]* You indicated earlier that you started to apply for SSI after DATE but had never started to apply before. Why had you not started to apply for SSI prior to this most recent application?

Survey block: Knowledge and information about SSI *[if Q7 = yes]*

For each of the next three questions that you answer correctly, you will receive an additional \$1 in your survey payment if you answer correctly.

36. What do SSI benefits offer to families of children with disabilities? *[Select all that apply]*
- Monthly cash payments
 - Food benefits
 - Assistive devices to help manage the disability

37. What is the maximum amount of resources you can have such that your child will still be allowed to qualify for SSI?
- \$2,000 (if I live in a single-parent household) or \$3,000 (if I live in a two-parent household)
 - \$4,000 (if I live in a single-parent household) or \$5,000 (if I live in a two-parent household)
 - \$10,000
 - \$50,000
 - There is no limit
38. SSI funding is guaranteed to cover benefits for all eligible applicants, so a person's own SSI receipt does not leave less benefits available for others.
- True
 - False
39. What is the probability that your household meets the SSI income and resource limits for SSI?
_____ %
40. What is the probability that a child in your household meets the disability criteria for SSI?
_____ %
41. How much money do you think your household would receive from SSI each month if you qualified for the benefit? \$_____

Survey block: SSI stigma [if Q7 = yes]

Each of the following statements relate to SSI participation. As you think about SSI for your child, indicate the extent to which you agree (1 = strongly agree; 2 = somewhat agree; 3 = neither agree nor disagree; 4 = somewhat disagree; 5 = strongly disagree)

42. I would prefer my family not to use SSI for my child because I want my family to be self-reliant and not accept help from the government
43. I believe that families should do what they can to avoid receiving SSI for their child; it is better to make it on your own
44. Most people believe that families who use SSI for their child are just as hard-working as average citizens
45. If my family used SSI for my child, I would be concerned that people would treat us disrespectfully
46. Most people believe that families who use SSI for their child do so because of circumstances outside their control
47. Most people think less of a family who uses SSI for their child
48. Most families who use SSI for their child would go out of their way to prevent others knowing about their SSI receipt
49. If my family used SSI for my child, I would avoid telling other people about it

Survey block: Trust of SSA

50. Thinking about the administrators who work at the Social Security Administration, how committed are they to serving the people?
- Not at all committed
 - Not very committed

- Somewhat committed
 - Very committed
 - I don't know
51. How many of the administrators at the Social Security Administration can be trusted to do what is best for the country?
- None
 - A few
 - Some
 - All
 - I don't know
52. How widespread do you think corruption is at the Social Security Administration?
- A small number of people are involved
 - A moderate number of people are involved
 - A lot of people are involved
 - Almost everyone is involved
 - I don't know
53. When administrators at the Social Security Administration make mistakes, how likely is it that they will be corrected?
- Not at all likely
 - Not very likely
 - Somewhat likely
 - Very likely
 - I don't know
54. In your opinion, how often do administrators at the Social Security Administration deal fairly with people like you?
- Almost always
 - Often
 - Occasionally
 - Seldom
 - Almost never
 - I have no opinion on this

Finish survey

55. What is your name?
- First name:
 - Last name:
56. What is your date of birth? Use the format mm/dd/yyyy.
57. Please enter your email address. This is the email that we will send your gift card to.
58. You entered xxx as your email address. Is this correct?
59. Please check this box to show that you finished the survey. Then click the blue arrow.

End of survey message: Thank you very much! A \$20 reward is now being sent to the email address that you provided in this survey. The link will take you to a website where you can redeem the reward onto a gift card of your choice. Have a nice day.