BRIEF

ISSUE BRIEF

Promoting Opportunity Demonstration: Using Web Surveys for People with Disabilities

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Michael Levere
David Wittenburg
Martha Kovac
Stacie Feldman
Stacy Dale

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Social Security Administration
Office of Research, Demonstration, and Employment Support
4-P-8-D Annex
6401 Security Boulevard
Baltimore, MD 21235
Project Officer: John Travis Jones
Contract Number: SS00-17-60008

Submitted by:
Mathematica
1100 1st Street NE, 12th Floor
Washington, DC 20002-4221
Telephone: (202) 484-9220
Facsimile: (202) 863-1763
Project Director: David Wittenburg

Reference Number: 50390

Mathematica
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Promoting Opportunity Demonstration
POD

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Executive Summary

Web Surveys for People with Disabilities	
Background	• Congress directed the Social Security Administration (SSA) to test alternatives to current Social Security Disability Insurance (SSDI) program rules in the Promoting Opportunity Demonstration (POD). • The survey data collection efforts for POD offered an opportunity to assess the use of web options for a large sample of SSDI beneficiaries. • We conducted two rounds of follow-up surveys with web and phone options for survey completion, with both including over 4,000 sample respondents. • POD enrollees could either complete the survey via web or over the phone. The evaluation team offered an extra $10 to POD enrollees who completed it via the web.
Purpose	• Our analysis provides insights into using web surveys for a large sample to inform other data collection efforts involving disability beneficiaries. • We report statistics on POD enrollees' use of web and phone surveys.
Findings	• About two-thirds of POD respondents used the web to complete the surveys. • More beneficiaries completed the survey online than over the phone in every demographic and impairment group studied. • The median time to complete the survey was 19 minutes on the web and 27 minutes by phone. • Nearly all beneficiaries answered all questions in both the web and phone surveys. • Web surveys, particularly short surveys, offer SSA a valuable option for research and operational data collection. Web surveys may provide advantages to beneficiaries in terms of convenience in filling in the forms and to SSA in terms of saving resources.

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A. Introduction

As technology becomes more widespread, the push to collect data and provide government services online gains momentum at the Social Security Administration (SSA). In recent years, SSA has emphasized enhancing customer service through multiple supports, including online options (SSA 2021). For example, the "my Social Security account" allows people to check information online regardless of whether they receive benefits.[1] A person can use this account to check the status of their application, manage benefits, or estimate future benefits.

However, there is limited information on the effectiveness of online options in collecting data from Social Security Disability Insurance (SSDI) beneficiaries. The majority of SSDI beneficiaries at least occasionally accessed the Internet in 2015 (Roessel 2018). A potential concern is the accessibility of different tools for people with disabilities (Dobransky and Hargittai 2006; Scholz et al. 2017). SSA has conducted several surveys of disability beneficiaries in 14 previous demonstration projects (Nichols and Hemmeter forthcoming) and national data collection efforts, such as the National Beneficiary Survey (Callahan et al. 2021). Based on our review of each data collection effort, these prior surveys primarily relied on the telephone, in-person, or mail options.

The survey data collection efforts for the Promoting Opportunity Demonstration (POD) included web and phone follow-up for two surveys. The two follow-up surveys included over 4,000 sample respondents. The evaluation team sent an initial letter describing the options for both follow-up surveys. POD enrollees could complete the follow-up surveys online or by calling a toll-free number. We also followed up via phone for those who did not respond to the initial outreach.

An important feature of the outreach was offering a $10 higher incentive to complete the survey online rather than by phone. We provided a higher incentive for the web, given this data collection process was cheaper. However, we offered phone support to any respondent who needed help getting into the survey or completing questions.

Our analysis provides insights into the take-up of the web and phone options in POD that can inform other data collection efforts. We examined web completion rates by round and for particular subgroups of beneficiaries. We also compared responses to each question to determine whether beneficiaries were more likely to skip questions in the web survey. We show that more beneficiaries completed the survey via the web. A caveat is that the findings are descriptive and are not causal estimates representing a preference for a web survey.

We found strong evidence that most POD enrollees were able to access and complete online surveys. About twice as many POD enrollees completed the survey online than by phone. In addition, all demographic groups had higher completion rates via web relative to phone. The web survey took about 20 minutes to complete. Respondents completed nearly all questions (i.e., minimal missing data) regardless of phone or web completion. The high rates of web responses in POD underscore the potential to expand this type of data collection for other efforts involving disability beneficiaries. However, a substantive portion of POD enrollees still used telephonic

[1] My Social Security account is available here: https://www.ssa.gov/myaccount/. (accessed November 10, 2021)

supports to complete the survey. Use of the telephone reflects that some might prefer completing surveys over the phone rather than the web, or have other issues with accessing the Internet. Hence, web data collection is not a panacea on its own to collect data. Nonetheless, the evidence here underscores the potential to include a web-based data collection option to complement other options, such as telephone and mail, to collect data from disability beneficiaries.

B. POD surveys

As part of the POD evaluation, we conducted follow-up surveys to track outcomes approximately one and two years following enrollment. We designed the surveys to capture information on POD in a non-burdensome manner. Below we provide details to offer additional context on the surveys and the data collection approach for the follow-up surveys.

Overview of POD

The POD rules test a benefit offset that reduces benefits by $1 for every $2 in earnings above a certain amount and modified several work incentive provisions. The demonstration included 10,070 beneficiaries who volunteered and provided written informed consent to participate. Because of these factors, POD enrollees differed from average SSDI beneficiaries, particularly in terms of their work orientation (see Hock et al. 2020 for other differences between those who enrolled and those who did not). We randomly assigned volunteers to the new POD rules (treatment group) or the current rules (control group).

Survey methodology

We conducted two surveys that POD enrollees could complete online or by phone. The first (Year 1) survey gathered data from spring 2019 to early 2020. The second (Year 2) survey gathered data from spring 2020 to spring 2021 for all eligible POD enrollees.

The questions in the two surveys, which were identical, included content about the beneficiary experience over the past 12 months. [2] We used the same question in phone and web interviews.

The survey covered six domains (see text box). These included education and training, employment history and earnings, understanding of POD or current SSDI rules, income, health and functioning, and health insurance. There were 58 questions across these domains. Of these questions, we asked 28 questions to all POD treatment and control group members. The remainder of the questions were either dependent on prior answers (e.g., questions for earnings were dependent on whether the person was employed) or specific subgroups (e.g., questions about POD rules were for treatment group members).

Year 1 and 2 Survey content at a glance

Survey Section	Content
A. Introduction	Background
B. Education and training (5 questions)	Enrolled in school or training, type of training, duration of training
C. Employment and Earnings (18 questions)	Any jobs for pay in past 12 months, Hours worked, fringe benefits offered, Wages received at current, main, or most recent job, Benefits offered (e.g., dental, sick days), Job search activities
D. Understanding and attitudes towards work and work incentives (10 questions)	Goals include working or stop receiving disability benefits, awareness of POD program, understanding of current rules (e.g., Trial Work Period), understanding of POD rules
E. Income (11 questions)	Household income from all sources. Income from Veteran's benefits, workers' compensation, private disability insurance and other sources. Income from other social programs, such as housing assistance, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy
F. Health and Functional Status (13 questions)	Physical and mental health status, functional capacity
G. Health insurance (1 question)	Has health insurance and type

Before fielding both surveys, we conducted two rounds of pretesting with 19 beneficiaries. The pretest allowed our team to confirm that enrollees understood the questions and tested the survey administration by phone and web. We also used the pretest to assess the length of the questionnaire to assess respondent burden, which we describe in more detail below.

The Year 1 survey included a 50 percent random subsample of enrollees, whereas the Year 2 sample included all eligible POD enrollees. The survey included a subsample for the Year 1 survey to contain costs but still allow interim impact estimates (see Wittenburg et al. 2018 for

[2] For two questions, we introduced new answer options in the Year 2 survey based on some of the detailed text responses in the Year 1 survey.

more details). We included all eligible POD enrollees for the Year 2 survey. Inclusion of the Year 1 sample for the Year 2 survey had the added advantage of familiarizing some of the POD enrollees with the data collection.

The Year 1 and Year 2 eligible survey sample includes POD enrollees who were still in the demonstration when the survey effort began. This sample consisted of all 10,070 POD enrollees, excluding those who had died or who had withdrawn from the study. The final number of beneficiaries eligible for the Year 1 survey was 4,847, and for the Year 2 survey was 9,454.[3] We used these two sample sizes to calculate the response rates below.

We used the same processes for the Year 1 and Year 2 surveys (see text box). We invited POD treatment and control group members to respond to the Year 1 and 2 surveys in roughly the month they reached their 12-month and 24-month enrollment anniversaries, respectively. In the subsequent 22 weeks after the enrollment anniversary, we contacted the survey respondents through an initial letter (in Week 1) and through several written and phone follow-up reminders.

The outreach for the data collection encouraged people to respond via the web. We offered a higher monetary incentive to complete the survey online—$30 and $35 to complete the Year 1 and Year 2 surveys online versus $20 and $25 by phone, respectively.[4] During the first five weeks of the field period, all outreach highlighted the web option. The subsequent letters and postcards noted above also encouraged beneficiaries to respond online. Each letter and sealed postcard included the URL (podssa.org/survey2020) and the respondent's unique username and password. The letter also noted the higher incentive for a web response.

Year 1 and 2 Follow-Up Processes

We used the same follow-up processes for the Year 1 and 2 follow-up surveys, including:

- **Advance letter (Week 1):** We mailed an advance letter reminding the beneficiary that it was time to complete the survey. The letter provided the log-in information needed to access the web survey and a toll-free number to call to request help.

We continued to follow up with those who did not respond via postcard, letter, and outbound phone calls. The follow-ups included:

- **Postcard and reminder letter (Weeks 2-4).** We sent a reminder postcard two weeks after the mailing and a letter four weeks after the mailing.
- **Outbound phone calls (Week 5).** We began making outbound phone calls by Week 5. During the calls, respondents could respond directly to the survey over the phone or choose the web follow-up. We continued calls through Week 19. We made follow-up attempts to contact enrollees via phone if we did not get an initial response to the call.
- **Reminder postcards and letters (Weeks 8-16).** We sent a second round of follow-up postcards (Week 8) and letters (Week 11). We sent a third round of follow-up postcards (Week 14) and letters (Week 16).
- **Final reminder letter (Week 19).** We sent a final reminder letter in Week 19.

The process above covered about 22 weeks from the initial letter to the final reminder and survey interview.

To complete by web, POD enrollees had to log in to the survey website, enter their unique username and password, and read and respond to each question. Although the web survey allowed POD enrollees to skip any question, it provided a prompt to solicit an answer before

[3] In note below for Exhibit 1, we summarize response rates, which are calculated based on the total sample release.

[4] Beneficiaries received the full incentive for completing the survey regardless of how many questions they skipped.

allowing them to skip to the next question. POD enrollees using the web could also contact a 1-800 number for support. We estimated that 18 percent called in for web support.[5]

To complete by phone, POD enrollees had to listen to the questions read aloud by a trained interviewer and answer each question orally. Phone interviewers had to enter an answer for every question, with an option to indicate whether the interviewee did not know or refused to answer.

We allowed for proxies in both the web and phone surveys. Specifically, we asked proxy respondents to answer questions for respondents who faced difficulties answering the questions independently. Less than 1 percent of the interviews included a proxy respondent.[6]

C. Year 1 and Year 2 survey response by mode

We summarize survey response rates by web and phone. We first present overall response rates for each mode, which illustrate the potential for the combination of web and phone follow-up supports to achieve an overall target response rate of 80 percent (Wittenburg et al. 2018). We then examine the percentage of respondents who used the web and phone surveys for each follow-up, showing more frequent use of the web surveys than the phone survey. This latter finding is consistent with the intended outreach and incentives noted above that encouraged web data entry by POD respondents. Finally, we review the response rates to individual survey questions by web and phone to assess whether differences exist in the completeness of data. In the analysis below, we note statistically significant differences at the 5 percent level.

The response rate was over 83 percent in both surveys

We attained response rates of over 83 percent in both surveys, with the largest volume coming from web respondents. We calculated the response rate as the number of respondents divided by the eligible sample.[7]

The number of responses to the web and phone options closely followed the initial and follow-up reminders for the survey (Exhibit 1). Web responses increased immediately following the advance letter during the first five weeks of survey operations. Just under 40 percent of the eligible sample completed via web in the first five weeks in both follow-up surveys, whereas less than 7 percent used the phone. For example, of the 4,847 POD enrollees eligible for the Year 1 survey, 1,888 responded via the web, and 362 responded via phone within the first five weeks.

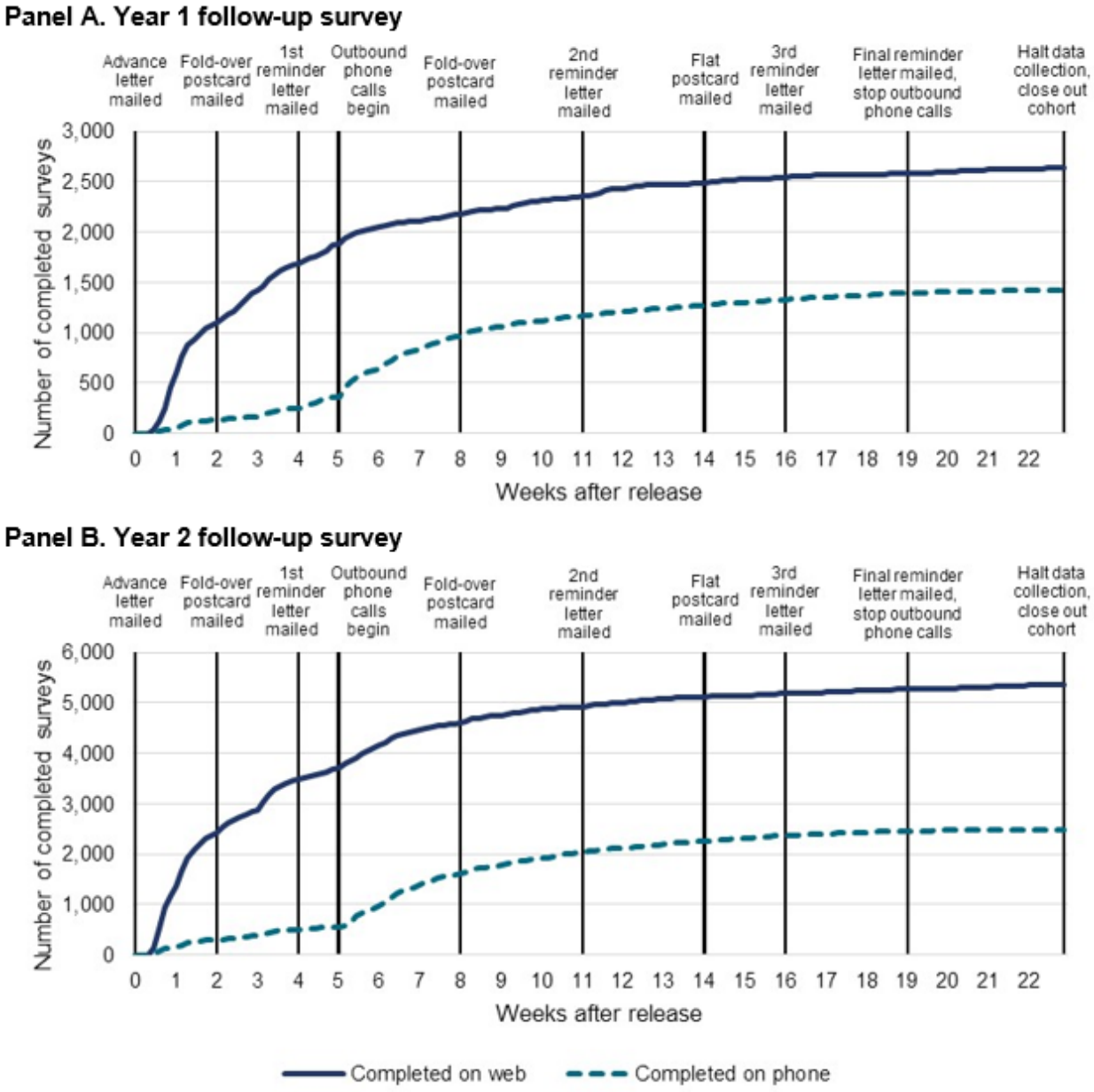
[5] We did not explicitly create a list to track each call and the reason for the call, which could include a variety of items such as calling by mistake to report earnings, responding to a voicemail we left about the survey, and looking for respondent payments. This 18 percent estimate is based on the pattern from the first few weeks of data collection when beneficiaries could respond to the web survey but before other telephone start-up activities began. This estimate likely represents an upper bound for telephone supports with web data collection because we count all calls during these periods as related to the web, even though some people called in to complete the survey over the phone.

[6] Proxy respondents completed 79 of the Year 1 surveys (63 on web and 16 by phone) and 197 (171 on web and 26 by phone) of the Year 2 surveys.

[7] The response rate is calculated as the number of respondents divided by the eligible sample. The final number of beneficiaries eligible for the Year 1 survey was 4,847 and for the Year 2 survey was 9,454. For the Year 1 survey, 4,073 sample members responded: 2,639 via web and 1,434 by phone. Of the 7,875 sample members responding to the Year 2 survey, 5,377 did so via web and 2,498 by phone.

Completions by phone increased after outbound phone calls began in Week 5. There were general increases in responses for both web and phone through about Week 16, when responses began to level out.

Exhibit 1. Timing of survey completion and outreach strategies



Source: POD Year 1 and Year 2 surveys.

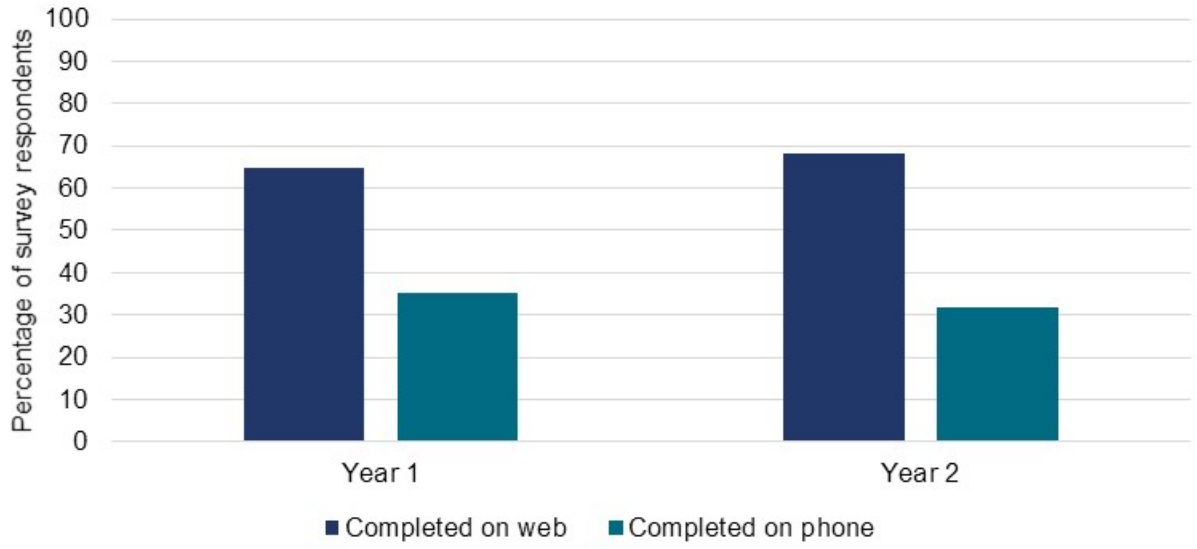
Note: The exhibit shows the total number of completed surveys by web and phone as of the number of weeks after the cohort was opened. For the Year 1 survey, 4,073 sample members responded: 2,639 via web and 1,434 by phone. For the Year 2 survey, 7,875 sample members responded: 5,377 via web and 2,498 by phone.

Beneficiaries completed the web survey more quickly than they did the phone-based survey. The median time to complete the survey was 19 minutes via the web (self-administered) versus 27 minutes by phone (where an interviewer reads each question aloud).

Modest increase in use of the web option from Year 1 to Year 2

The majority (over 65 percent) of completions in Years 1 and 2 were via the web survey (Exhibit 2). Web completions increased slightly from Year 1 to Year 2 (65 to 68 percent). The increase was statistically significant and represented a 5 percent relative increase in web survey completion from Year 1 to 2.

Exhibit 2. Patterns of web completion over Years 1 and 2

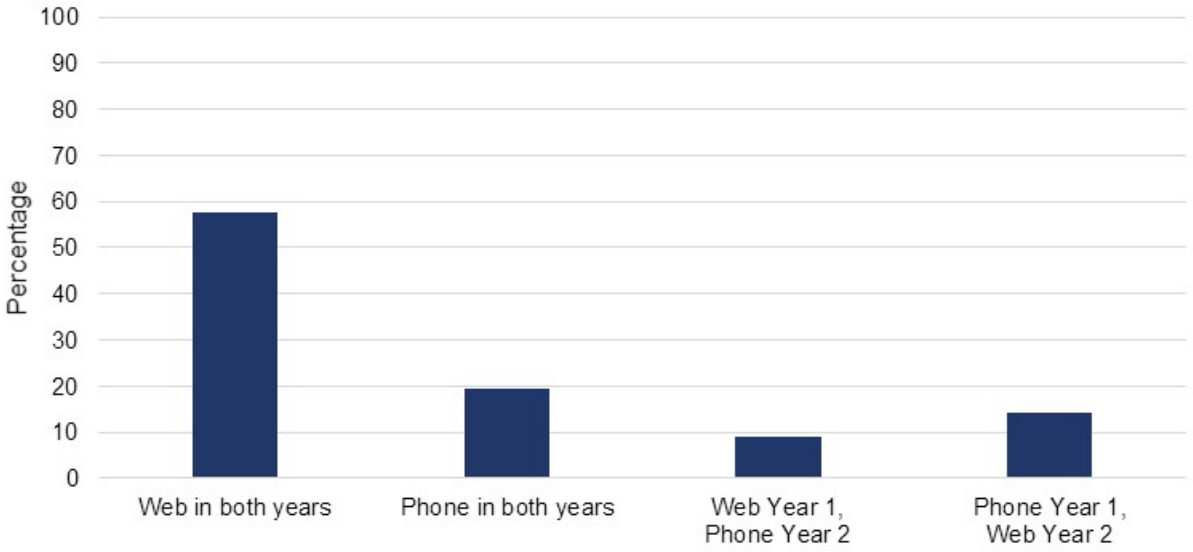


Source: POD Year 1 and Year 2 surveys.

Note: The figure is based on 4,073 beneficiaries who completed the Year 1 survey and 7,875 beneficiaries who completed the Year 2 survey.

Most of the people in the subsample who responded to the Year 1 and 2 surveys used the same mode in both years (Exhibit 3). Nearly 60 percent used the web to complete the survey in both years, whereas about 20 percent used the telephone. Consistent with the findings above for increased web survey usage, slightly more people switched to using the web in Year 2 (14 percent) than switched to using the telephone (9 percent).

Exhibit 3. Beneficiary use of survey modes across both surveys



Source: POD Year 1 and Year 2 surveys.

Note: The figure is based on the subsample of 3,675 Year 1 and Year 2 survey respondents who completed both the Year 1 and Year 2 surveys.

Nearly all beneficiaries answered key questions, regardless of mode

Nearly all beneficiaries who started the survey by phone or web completed the interview. Specifically, fewer than 1 percent of eligible survey respondents in either follow-up survey started the survey but did not finish. A handful of these who did not complete include "partial" completes because they made it through about half the survey questions.[8] Another small group only responded to a few questions at the beginning of the survey.[9]

To illustrate response rates to individual questions by mode, we present a subset of "critical path" questions (Exhibit 4). The critical path questions cut across the different sections of the survey and represent essential domains in our evaluation. We had initially planned to send a final follow-up paper survey with just these questions if response rates had dipped below 80 percent. However, given the response rates were already over 80 percent for the web and phone surveys, we never had to mail the paper survey.

Web respondents rarely provided missing responses to any of the questions. Each of the five questions shown for the critical path domains had a 98 percent completion rate or higher among web respondents. For example, over 99.5 percent of respondents on the web answered the question about employment in the past 12 months.

For phone respondents, the response rates were also high, except for the income question. For the income question, 91 percent provided non-missing data via phone, though eight

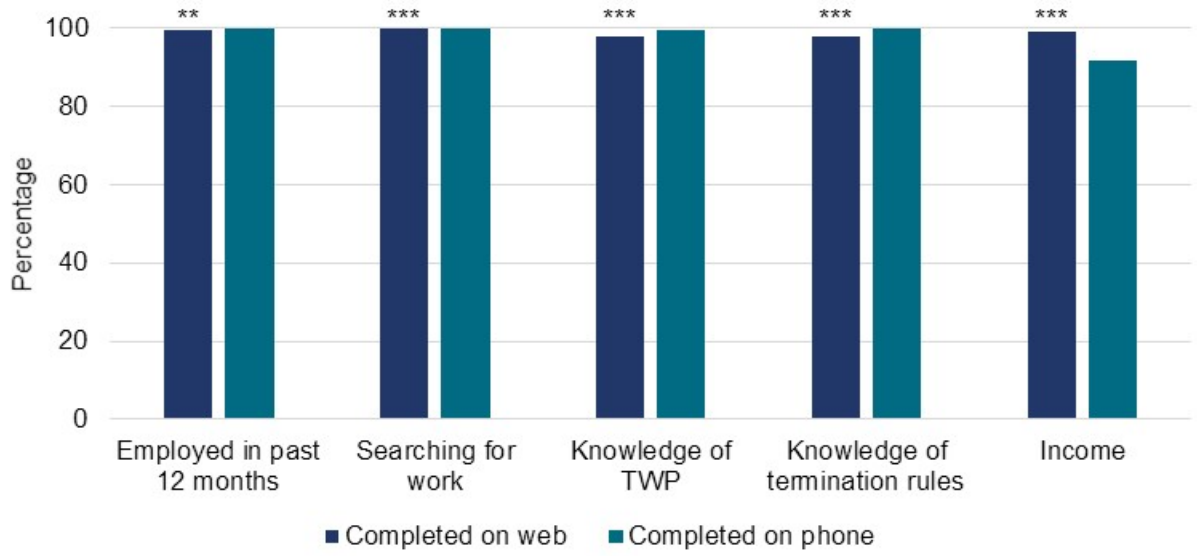
[8] Anyone who completed through question D6 is included as a partial complete in the web or phone surveys.

[9] We count partial completes in the response rates but exclude the breakoffs.

percentage points (and statistically significant) less than the 99 percent response rate via the web. One possible explanation for the higher web response rate is that respondents can answer the questions more readily on their own time without social pressure. For example, Olson et al. (2021) noted that users of self-administered web surveys could have time to look up autobiographical information, such as income, at their own pace relative to what is possible in a telephone survey. The response rates via phone for the critical path questions were about 99 percent for the remaining questions.

Finally, we found few missing responses to questions outside these critical path questions for the 28 questions we asked of all respondents. Similar to the patterns above for the critical path questions, the income questions had the highest incidence of missing data. The remaining questions generally had response rates above 97 percent.

Exhibit 4. Percentage of respondents answering particular survey questions, by mode



Source: POD Year 1 and Year 2 surveys.

Note: The sample size was 11,948 completed surveys across the two years, including 8,016 completed online and 3,932 completed on the phone.

***/**/* indicate a statistically significant difference between web and phone completers at the 1/5/10 percent levels.

D. Response patterns for web survey users

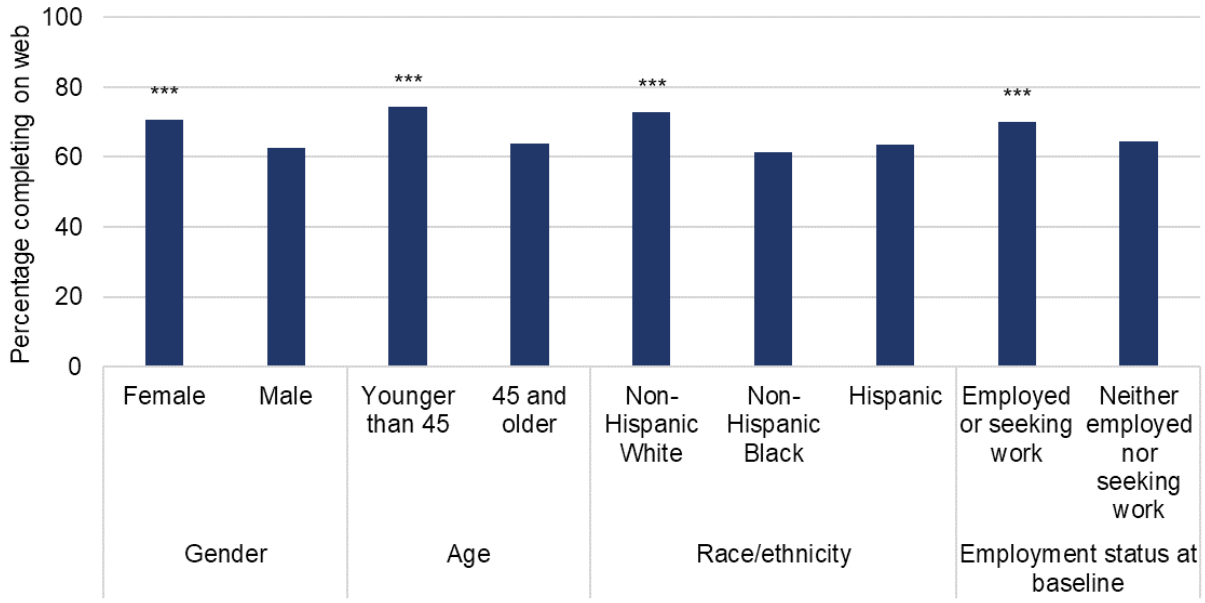
To provide additional context on who and how respondents responded to the survey, we examined the web and phone completion rates by POD enrollee characteristics. We examined the prevalence of web completion rates by their demographic and employment status at baseline. This analysis provides insights into whether web usage was higher among certain groups more likely to access the Internet (e.g., younger populations). For those who used the web, we also examined the device they used—such as phone, desktop computer, or some other mechanism. In these analyses, we pool respondents to both the Year 1 and Year 2 surveys.

The majority of respondents in all demographic and employment groups completed surveys online

We found that most respondents within demographic groups by age, gender, race/ethnicity, and employment status completed surveys on the web (Exhibit 5). At least 60 percent of the groups shown in the exhibit used web surveys.

We found that some subgroups have higher web survey use, which is consistent with the literature. Specifically, groups with notably higher web completion rates included those younger than 45, women, and non-Hispanic Whites. This finding could partly reflect disparities in Internet access between Blacks, Hispanics, and Whites, which have persisted even as the Internet becomes more widespread (Anderson and Kumar 2019; Fairlie 2017; Hoffman and Novak 1998). Younger people also tend to have stronger preferences for and access to using the Internet than older people, consistent with our findings (Lee and Coughlin 2015; Hargittai et al. 2019).

Exhibit 5. Web completion rates by demographic characteristics



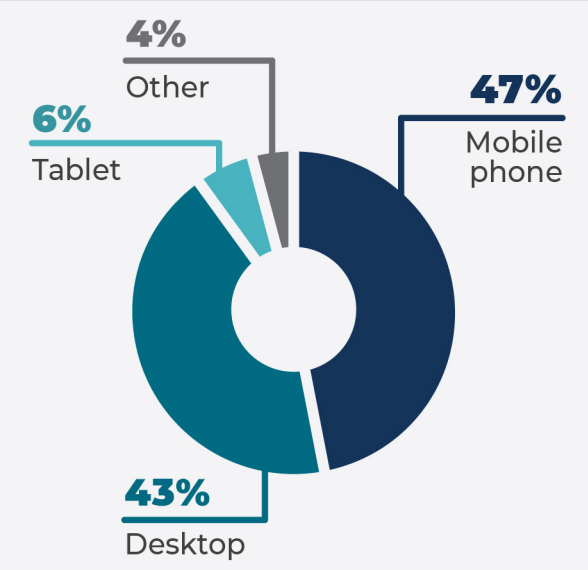
Source: SSA program records and POD baseline, Year 1, and Year 2 surveys.
Note: Each bar indicates the share of respondents with a given characteristic who completed the survey using the web. The sample size was 11,948 completed surveys across the two years, including 8,016 completed on the web and 3,932 completed on the phone.
***/**/* indicate a statistically significant difference in web completion rates by that characteristic. For race/ethnicity, this is a joint test across the three race/ethnicity groups shown.

We also examined web survey use by several other characteristics, including impairment and program characteristics (Appendix Exhibit 1). The majority of all groups completed the survey online. The highest usage was among the younger beneficiaries (under age 40), and the lowest use was by people with intellectual disabilities (50 percent). However, a substantial share of beneficiaries still heavily relied on the phone to complete the survey.

Web respondents primarily used desktops or mobile phones to complete the survey

Most web survey respondents used a phone or desktop computer (Exhibit 6). Among the web respondents, nearly half used a mobile phone to complete the survey, and another 40 percent used a desktop computer. The remainder used a tablet or other device. Other devices include anything that supports a web browser, such as a game console or smart TV.

Exhibit 6. Survey completion mode



Source: POD Year 1 and Year 2 surveys.

Note: The total sample size is 8,016 completed web surveys over the two years: 2,639 in Year 1 and 5,377 in Year 2.

E. Conclusion

We designed a survey to encourage web survey response and found that about two-thirds of respondents could complete it online. Most of those who responded over the web did so within five weeks of the initial mailing. This response rate is notable given respondents had to enter the information provided in a letter to access the web survey. We also found that most survey respondents, regardless of mode, completed the survey, which is consistent with other SSA demonstration collection efforts. Finally, web survey usage was high across a range of demographic, impairment, and employment groups, underscoring the potential to use web options to reach multiple populations.

While the web surveys were accessible to the target population, these descriptive statistics do not negate the need for phone- or paper-based surveys. Respondents chose which mode of the survey to use, and some people may not be able to access online surveys or otherwise not prefer that mode. Multimode options can ensure all people have an equal opportunity to participate. Even when people did complete using the web, some still called in for support (e.g., log-in help).

There are also important caveats to our descriptive findings about the potential for how expanded web usage might have affected responses. Namely, the focus of our survey efforts was to promote web-based response rather than trying to test the quality of this alternative to phone

interviews. For example, we cannot assess whether people who responded via web would have provided the same answers via phone (and vice-versa). The findings from the income question indicate that some responses varied by whether the beneficiary used the web or the phone. Nonetheless, even if mode differences exist, we are not concerned that these effects influence the interpretation of key outcomes in POD because there were not any differences in the rate of response by mode between the treatment and control group. Additionally, the data above on missings indicate that any differences due to non-response are relatively modest. Nonetheless, while the findings here underscore the potential of using web-data collection for large samples of SSDI beneficiaries, they do not inform how differences in mode might effect responses.

The findings here highlight the potential promise of expanding or testing web data collection in both research and operations. From a research perspective, web data collection offers the opportunity to lower data costs if supplemented with other modes. For example, it may be possible to leverage future data collections for demonstration projects or national data collections (e.g., National Beneficiary Survey) to include a web data collection component. A key assumption is ensuring that the questionnaire is not so long that it creates survey fatigue. Nonetheless, even in current lengthy surveys, it may be possible to send shorter, targeted topical surveys that include a web option as a way to save cost. From an operations perspective, SSA is already taking several steps to leverage web options, including my Social Security accounts. There is potential to expand web options for data collections, given that many other processes currently rely on paper forms, such as collecting evidence for disability applications and approaches for continuing disability review forms.

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APPENDIX

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Appendix Exhibit 1. Web and phone completion rates, by characteristics

Characteristics	Percentage completed on web	Percentage completed on phone
Total sample size	8,016	3,932
All beneficiaries	67.1	32.9
Demographic and disability characteristics		
Sex		
Female	70.7	29.3
Male	62.5	37.5
Age group		
20 to 29 years	75.7	24.3
30 to 39 years	75.6	24.4
40 to 44 years	71.9	28.1
45 to 49 years	69.0	31.0
50 to 54 years	62.9	37.1
55 to 59 years	61.4	38.6
Primary diagnosis		
Neoplasms	72.6	27.4
Mental disorders	67.8	32.2
Intellectual disabilities	50.3	49.7
Back or other musculoskeletal disorders	67.6	32.4
Nervous system disorders	70.9	29.1
Circulatory system disorders	62.8	37.2
Genitourinary system disorders	64.1	35.9
Injuries	66.4	33.6
Respiratory disorders	67.8	32.2
Several visual impairments	60.2	39.8
Digestive system disorders	71.5	28.5
Other impairments	68.3	31.7
Race/ethnicity		
Hispanic or Latino	63.5	36.5
Black, not Hispanic	61.5	38.5
White, not Hispanic	72.9	27.1
Other or multiple races, not Hispanic	70.6	29.4
Program characteristics		
Duration		
Less than 2 years	64.6	35.4
2 to less than 4 years	68.0	32.0
4 to less than 6 years	68.8	31.2
6 to less than 8 years	69.3	30.7
8 to less than 10 years	70.3	29.7
10 to less than 12 years	67.7	32.3
12 or more years	63.8	36.2

Characteristics	Percentage completed on web	Percentage completed on phone
Representative payee status		
Has representative payee	65.4	34.6
Has no representative payee	67.2	32.8
SSI receipt status		
Concurrent SSI receipt	61.8	38.2
SSDI only	68.2	31.8
Employment history		
TWP completion status		
Completed TWP	69.5	30.5
Did not complete TWP	66.6	33.4
Recent history of earnings		
No recent history of TWP-level earnings	65.6	34.4
Recent history of TWP-level but not SGA-level earnings	70.8	29.2
Recent history of SGA-level earnings	74.3	25.7
Recent Ticket assignment		
Had a Ticket assigned in last four years	68.0	32.0
No Ticket assigned in last four years	67.0	33.0
Work at baseline		
Work status		
Employed	71.0	29.0
Seeking work	69.1	30.9
Neither employed nor seeking work	64.6	35.4
Monthly earnings		
Over $1,000	74.1	25.9
$1,000 or less	66.1	33.9
Work expectation		
Expects to work in the next year	68.8	31.2
Does not expect to work in the next year	64.8	35.2
Self-reported health		
Excellent, very good, or good	68.0	32.0
Fair or poor	66.7	33.3

Source: SSA program records and POD baseline, Year 1, and Year 2 surveys.

Note: The first column indicates the share of people with a given characteristic who completed the survey online. The second column shows the share of people who do not have that characteristic who completed the survey online.

POD = Promoting Opportunity Demonstration; SGA = substantial gainful activity; SSA = Social Security Administration; SSDI = Social Security Disability Insurance; SSI = Supplemental Security Income; TWP = Trial Work Period.

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