Center for Studying Disability Policy

Offering a Web Mode for People with Disabilities

Descriptive Findings from the POD Follow Up Survey

Martha Kovac
Stacie Feldman
Michael Levere
Jason Markesich
Karen CyBulski
Presentation Roadmap

• Background
• Survey design
• Interim findings
• Conclusions
• Acknowledgements
People with Disabilities (PWDs) Face Barriers to Completing Web Surveys

• The digital divide: Compared to adults without a disability, PWDs are less likely to:
  - Own desktop or laptop computer (67% vs 84%)
  - Use internet daily (50% vs 79%)
  - And more likely to never go online (23% vs 8%)

• Certain disabling conditions make it difficult for some PWDs to respond to online surveys
  - Developmental or cognitive disabilities
  - Visual impairments
Technology Advances and Standards Improve Accessibility for PWDs

- Refreshable Braille devices
- Screen reader programs
- Onscreen keyboards with head pointers
- Section 508 amendment to the U.S. Rehabilitation Act
- Web Content Accessibility Guidelines
Fielding a Web Survey with PWDs

• Will respondents complete by web?
• Differences in respondent characteristics and response by mode?
• Differences in data quality by mode?
Survey Design
Promoting Opportunity Demonstration (POD) Evaluation

- Sponsored by Social Security Administration
- Enrolled 10,000+ SSDI beneficiaries into study
  - Work oriented adults, 20 to 59 years old
  - Live in one of 8 study sites
  - Currently receive SSDI or recently suspended due to work
- Follow up survey conducted with random half of enrollees (5,000) in 2019
POD Follow Up Survey

• Web with CATI follow up
• Survey length: 20-25 minutes
• Monthly cohorts released 12 months after enrollment in POD
• Each cohort fielded for 21 weeks
• Post-pay incentives
  - $30 Web
  - $20 CATI
Web Design Considerations

- Short instrument, brief question wording
- Simple design, tested for use on multiple devices
- No hard checks programmed, skip any question
- Provided assistance to complete online, if needed
- Offered higher incentive for web mode
- Push to web design, allowed web completes throughout field period
Interim Findings
Web Response is High

% Response by Mode

CATI 33%
Web 67%

n=3701, 76% RR
Respondent Characteristics Differ by Mode
Younger Respondents Complete by Web

Age by Mode

- **20-34** (N=372)
  - CATI: 25%
  - Web: 75%
- **35-44** (N=774)
  - CATI: 27%
  - Web: 73%
- **45-59** (N=2555)
  - CATI: 37%
  - Web: 63%

*p-value=0.000*
Females Complete by Web

Gender by Mode

- **Female** (N=2090):
  - CATI: 70%
  - Web: 30%
  - **Total Completion Rate**: 100%

- **Male** (N=1611):
  - CATI: 62%
  - Web: 38%
  - **Total Completion Rate**: 100%

*p-value=0.000*
Whites and Non-Hispanics Complete by Web

Race and Ethnicity by Mode

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>CATI</th>
<th>Web</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLACK (N=1434)</td>
<td>64%</td>
<td>36%</td>
<td>0.000</td>
</tr>
<tr>
<td>WHITE (N=1862)</td>
<td>70%</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>HISPANIC (N=619)</td>
<td>61%</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>NON-HISPANIC (N=2955)</td>
<td>68%</td>
<td>32%</td>
<td></td>
</tr>
</tbody>
</table>

p-value=0.000
Those with Higher Education Complete by Web

Education by Mode

<table>
<thead>
<tr>
<th>Education Level</th>
<th>CATI</th>
<th>Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>LESS THAN HS (N=402)</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>COMPLETED HS (N=1716)</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>SOME COLLEGE (N=273)</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>2 YEAR DEGREE (N=599)</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>4 YEAR DEGREE (N=611)</td>
<td>76%</td>
<td>25%</td>
</tr>
</tbody>
</table>

p-value=0.000
Similar Web Completion by Disability

Disability Type by Mode

MENTAL HEALTH (N=1496)
- CATI: 67%
- Web: 33%

PHYSICAL (N=1723)
- CATI: 66%
- Web: 34%

SEVERE VISUAL (N=83)
- CATI: 65%
- Web: 35%

p-value=0.586
Respondent Health Status Differs by Mode
How do you Rate your Health?

Health Status by Mode

- CATI (N=1239)
  - Good: 34%
  - Fair: 39%
  - Poor: 28%

- WEB (N=2462)
  - Good: 33%
  - Fair: 44%
  - Poor: 22%

p-value=0.000
Health Limitations Climbing Stairs

Physical Health Limitations by Mode

<table>
<thead>
<tr>
<th>Mode</th>
<th>Not at all</th>
<th>A little</th>
<th>A lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATI (N=1239)</td>
<td>20%</td>
<td>50%</td>
<td>30%</td>
</tr>
<tr>
<td>WEB (N=2462)</td>
<td>15%</td>
<td>49%</td>
<td>36%</td>
</tr>
</tbody>
</table>

p-value=0.000
Emotional Health Limitations (Depressed or Anxious)

Emotional Health Limitations by Mode

- CATI (N=1239)
  - None of the time: 18%
  - Some/A little of the time: 44%
  - All/Most of the time: 38%

- WEB (N=2462)
  - None of the time: 13%
  - Some/A little of the time: 42%
  - All/Most of the time: 42%

p-value=0.002
Low Item Nonresponse Differs by Mode
Current Employment

Nonresponse by mode

- CATI (N=1239): 0.6%
- WEB (N=2462): 1%

p-value=0.507
Understanding SSA Work & Benefits

Nonresponse by mode

Trial Work Period

Benefits Termination

CATI
(N=1239)

WEB
(N=2462)

CATI
(N=1239)

WEB
(N=2462)

0.3%
2%
0.3%
2%

p-value=0
Annual Income

Nonresponse by mode

p-value=0.020

CATI (N=1239)

WEB (N=2462)

6%

1%
Conclusions
Summary

Offering Web Mode on POD

• People with disabilities can complete on the web
• Response is good
• Data quality is high

Small differences by mode

• Respondent characteristics
• Data quality/missingness
• Survey questions (health, knowledge, income)
Study Limitations

• Interim findings; not full sample of respondents
• Descriptive study; did not randomize participants to one mode or another
• Cannot generalize to a wider population of people with disabilities; participants self-selected into demonstration
Implications for Future Research

Conduct experiment with similar population to test

• Mode choice
• Offer web mode with paper survey follow up
• Contact via email and text messaging
Acknowledgements

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Contact

mkovac@mathematica-mpr.com