

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**

Background

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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

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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**

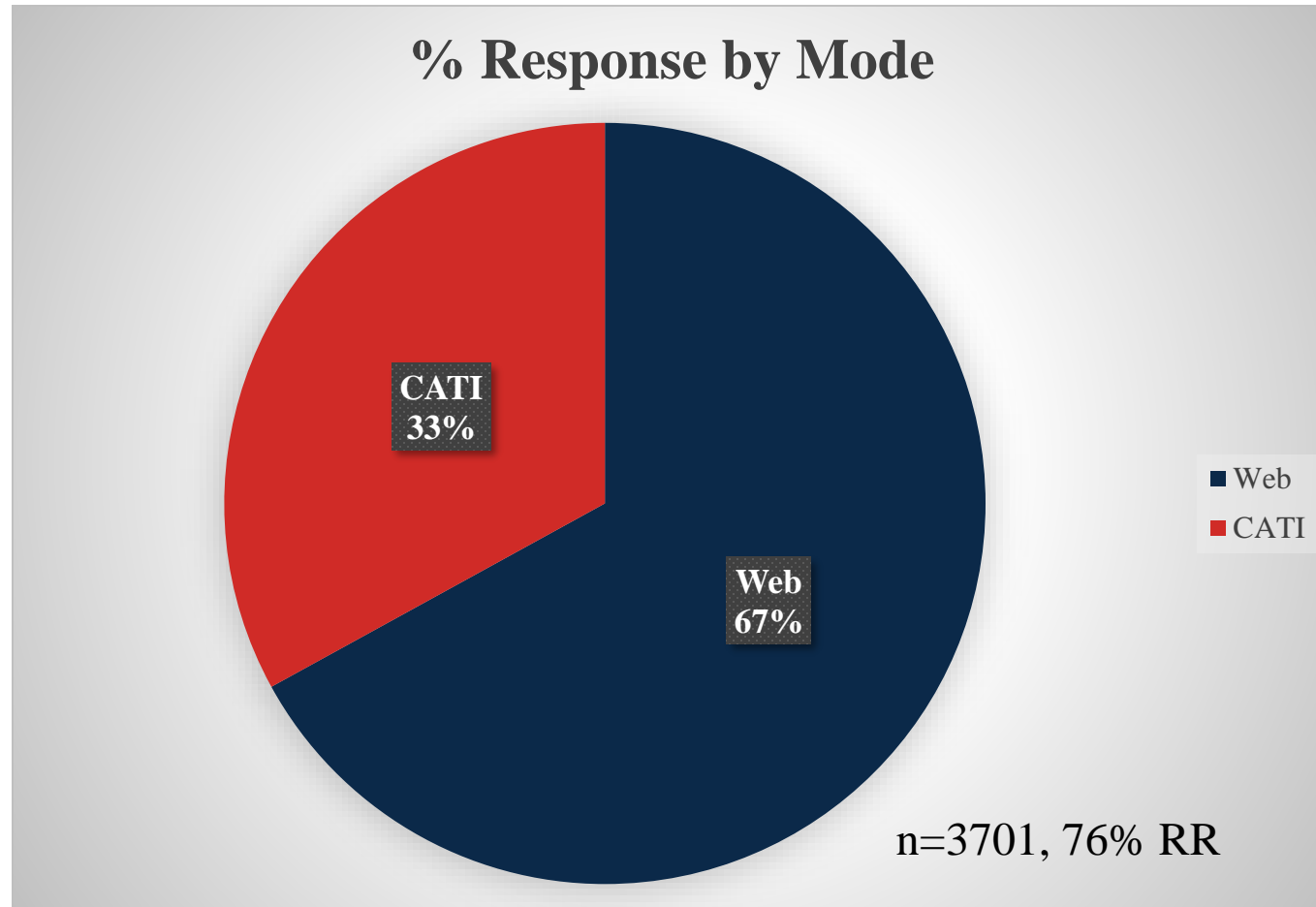
Interim Findings

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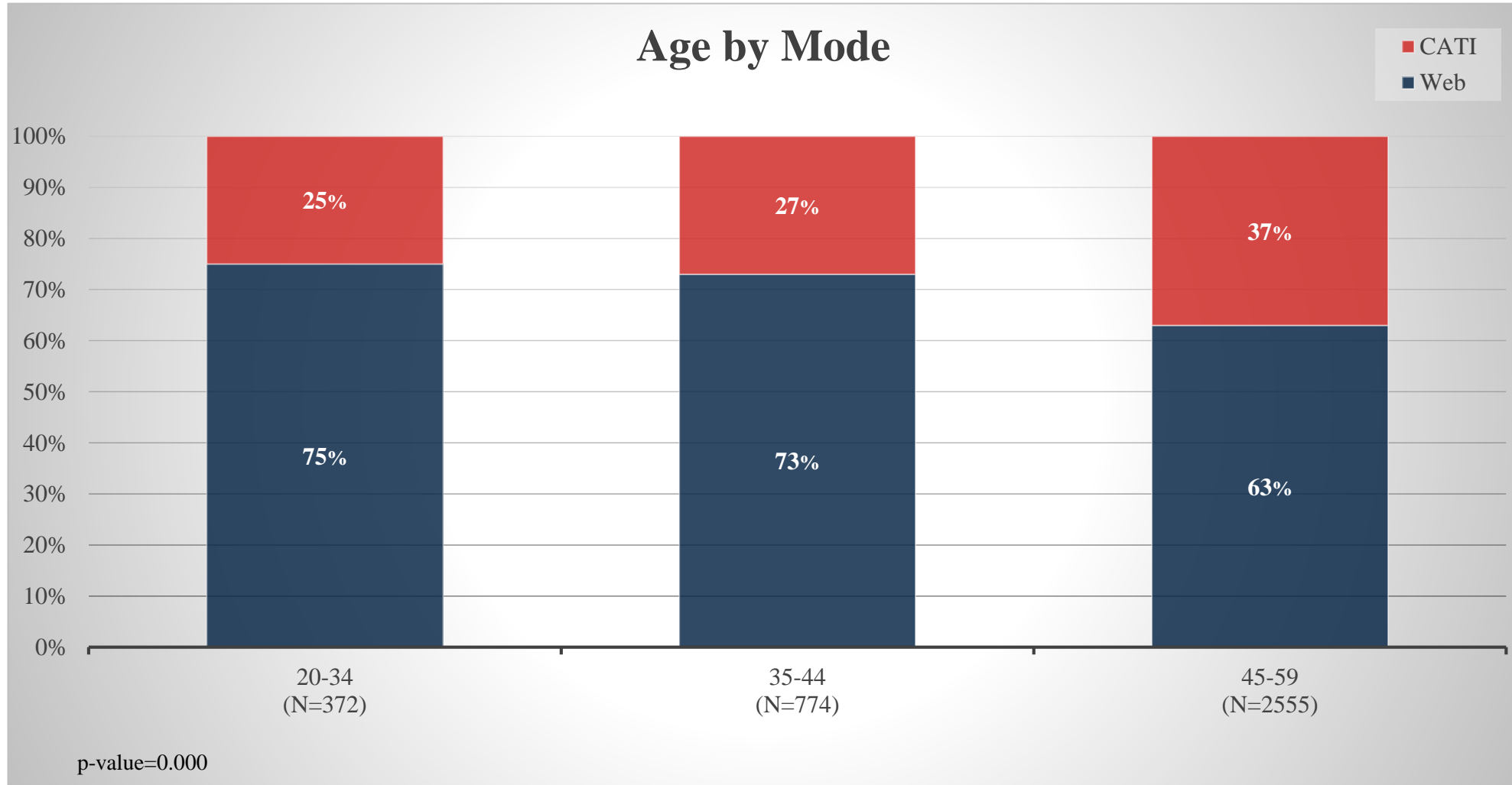
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Web Response is High

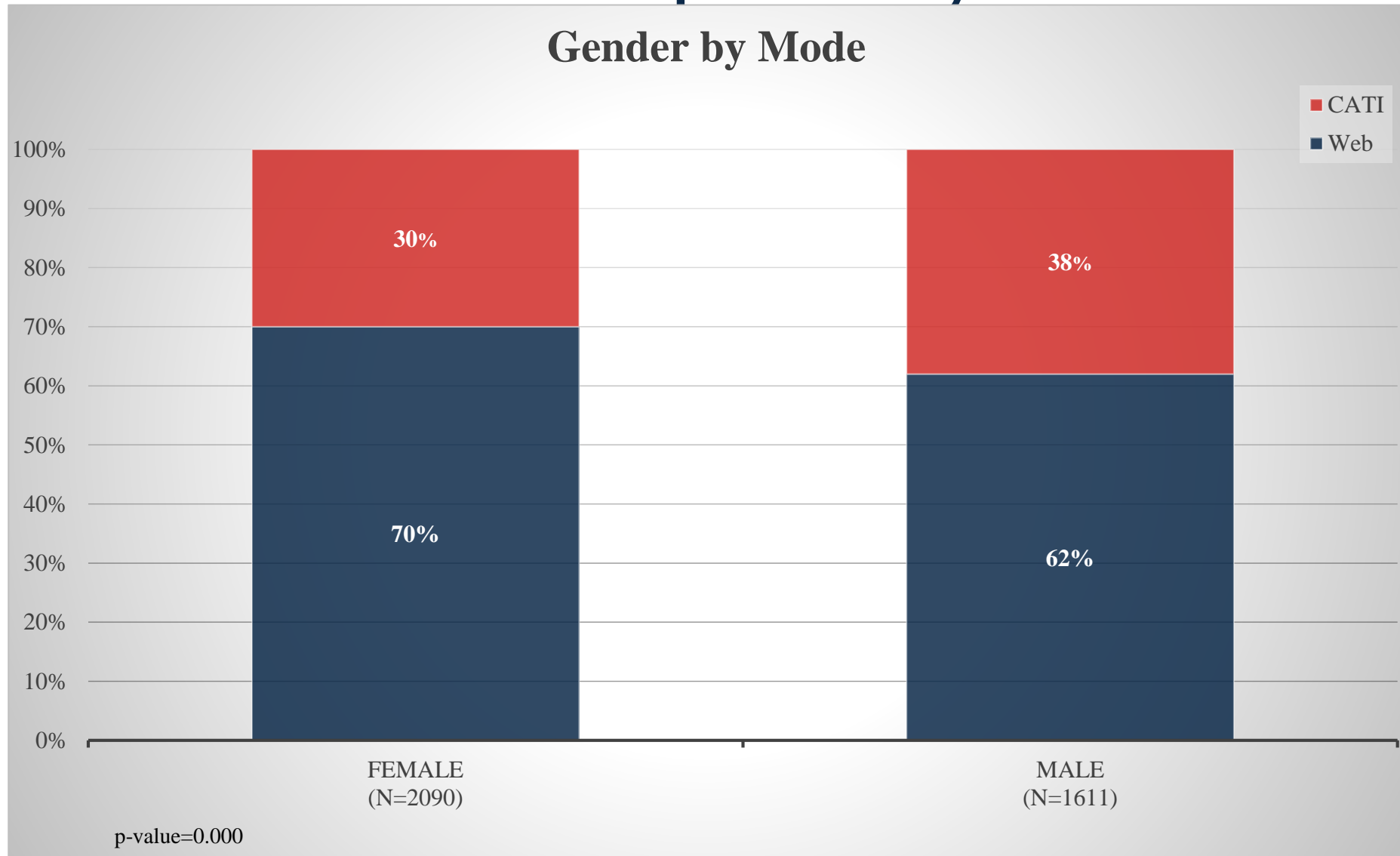


Respondent Characteristics Differ by Mode

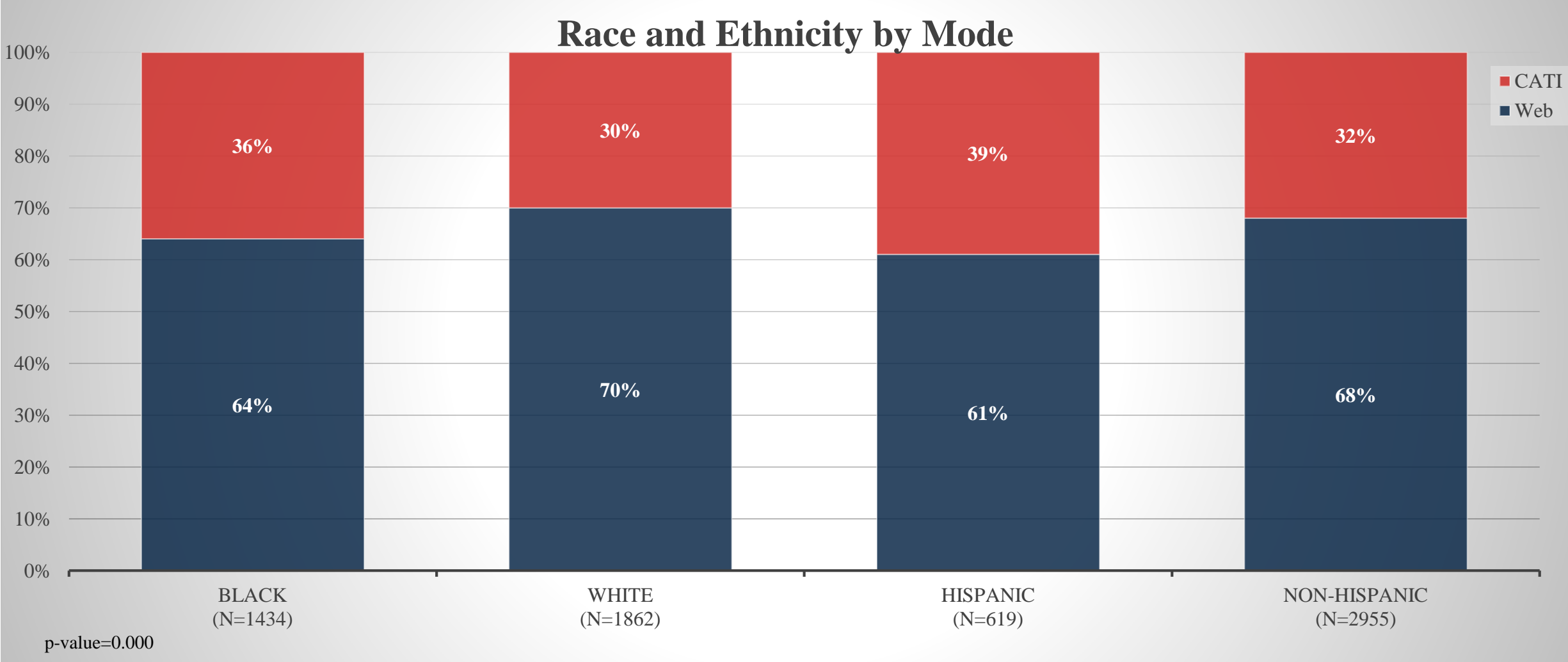
Younger Respondents Complete by Web



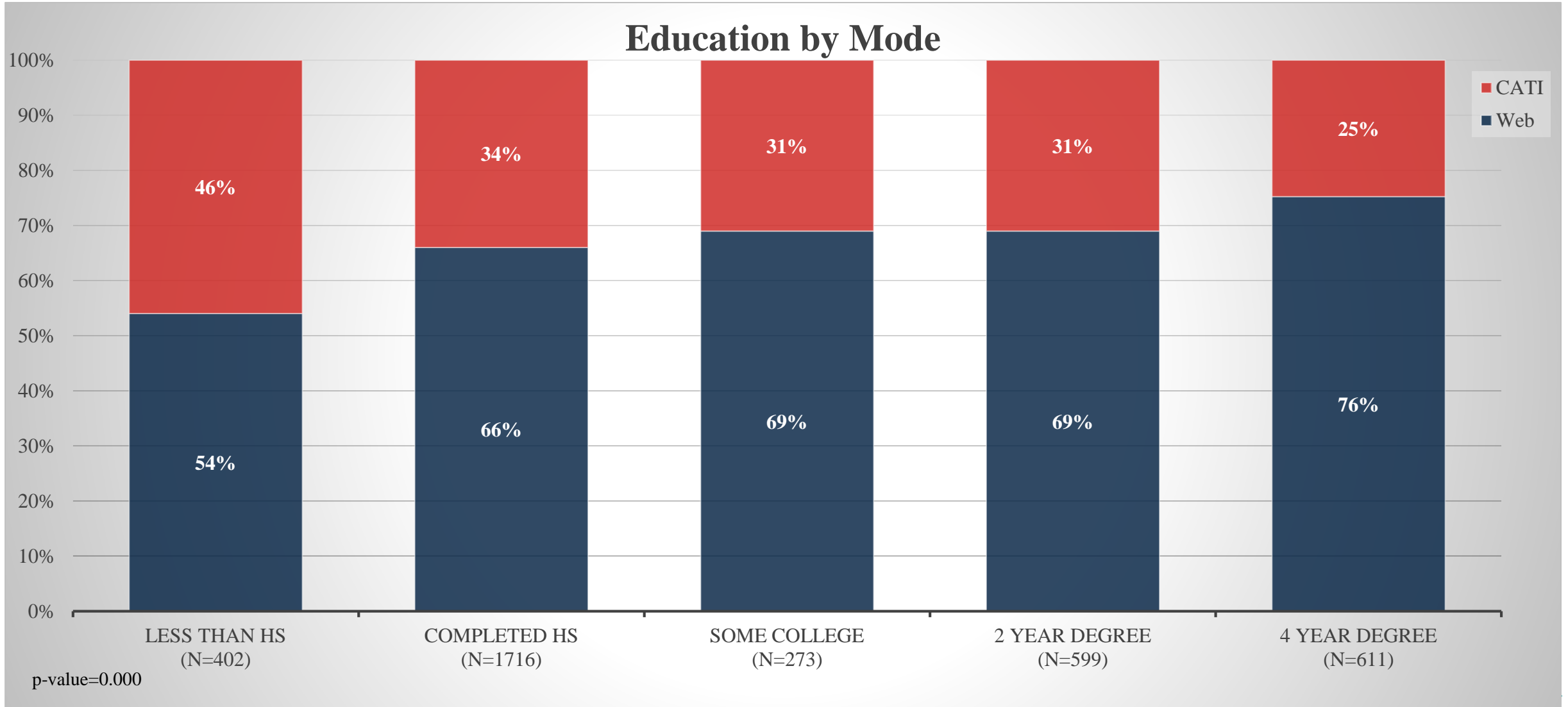
Females Complete by Web



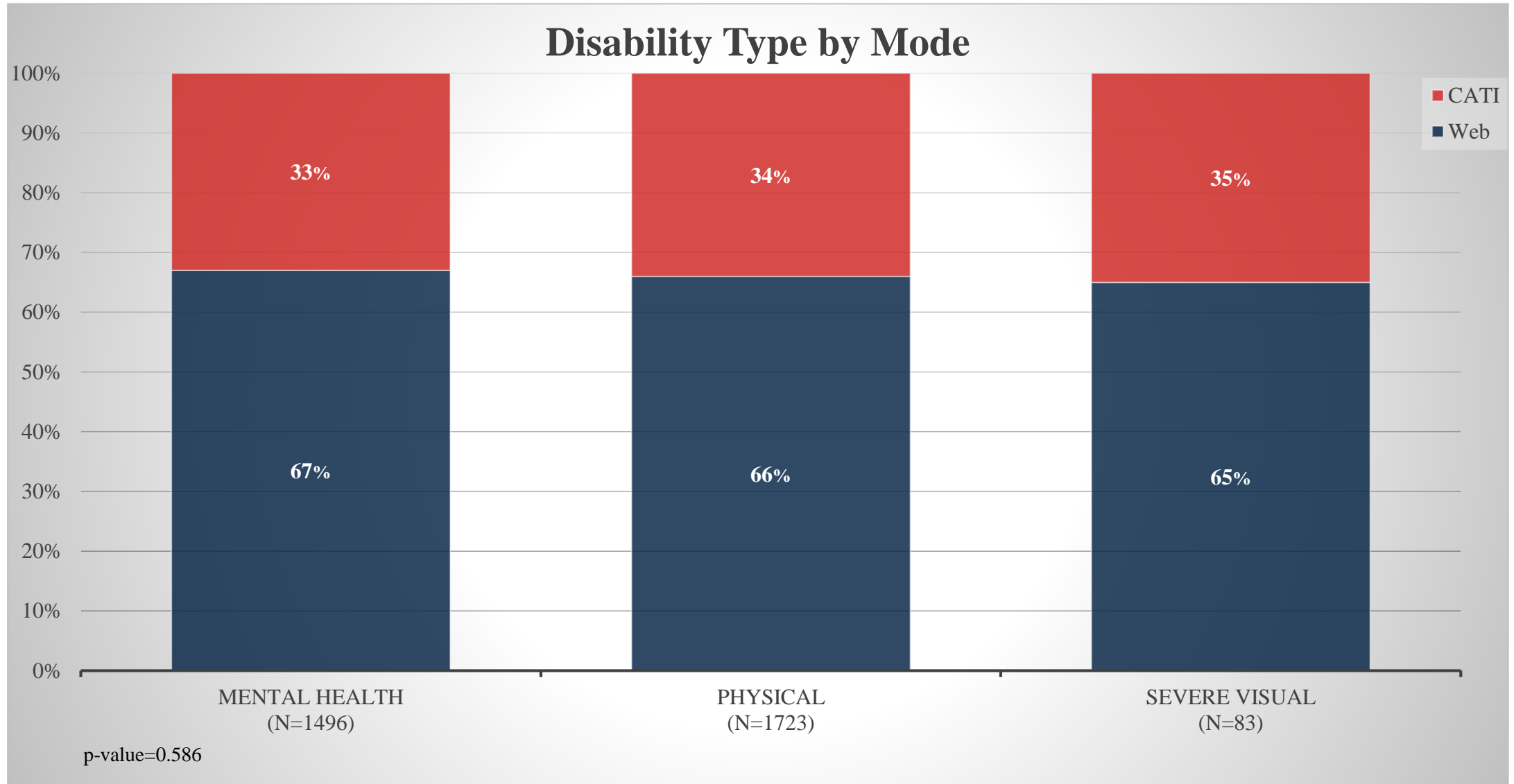
Whites and Non-Hispanics Complete by Web



Those with Higher Education Complete by Web

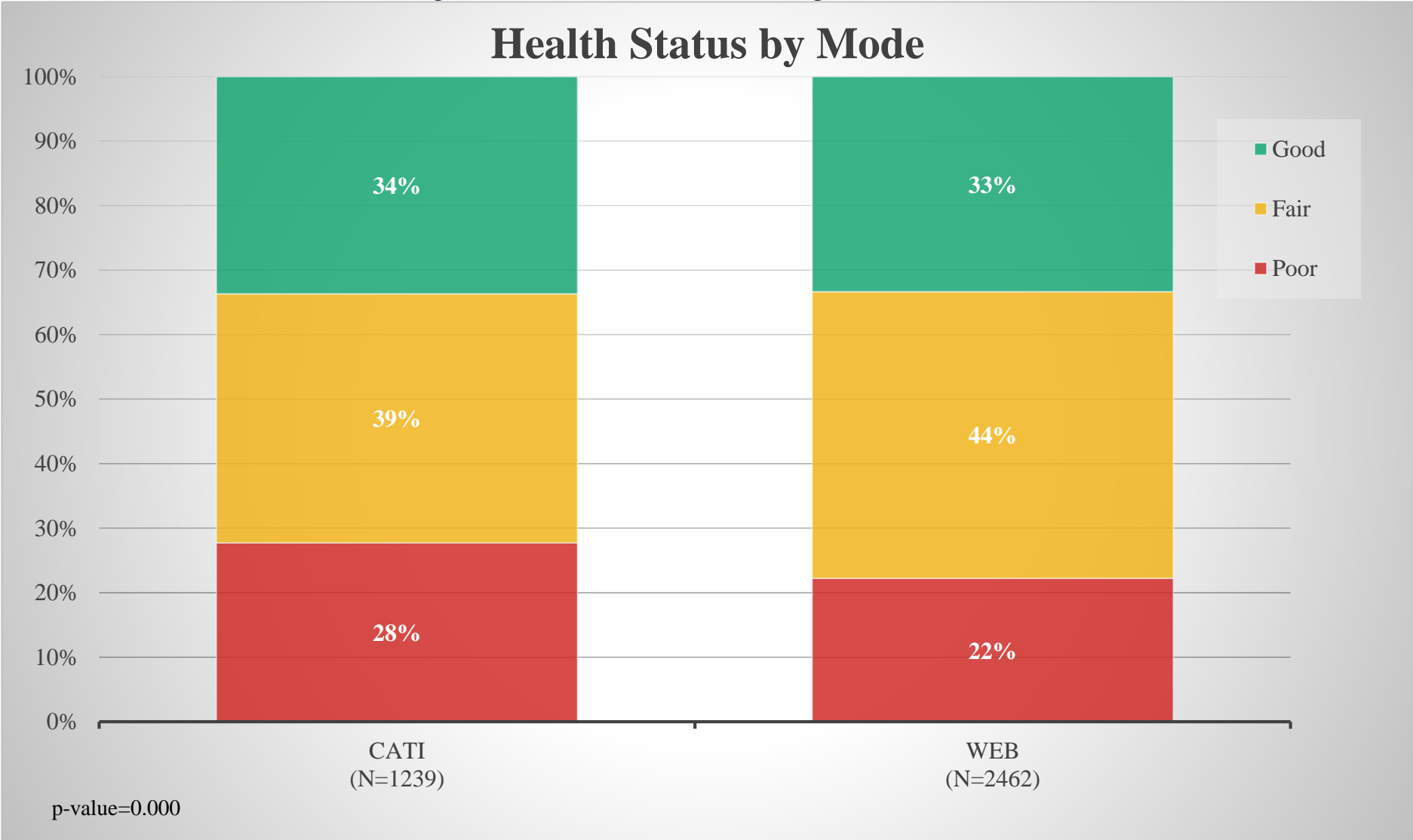


Similar Web Completion by Disability

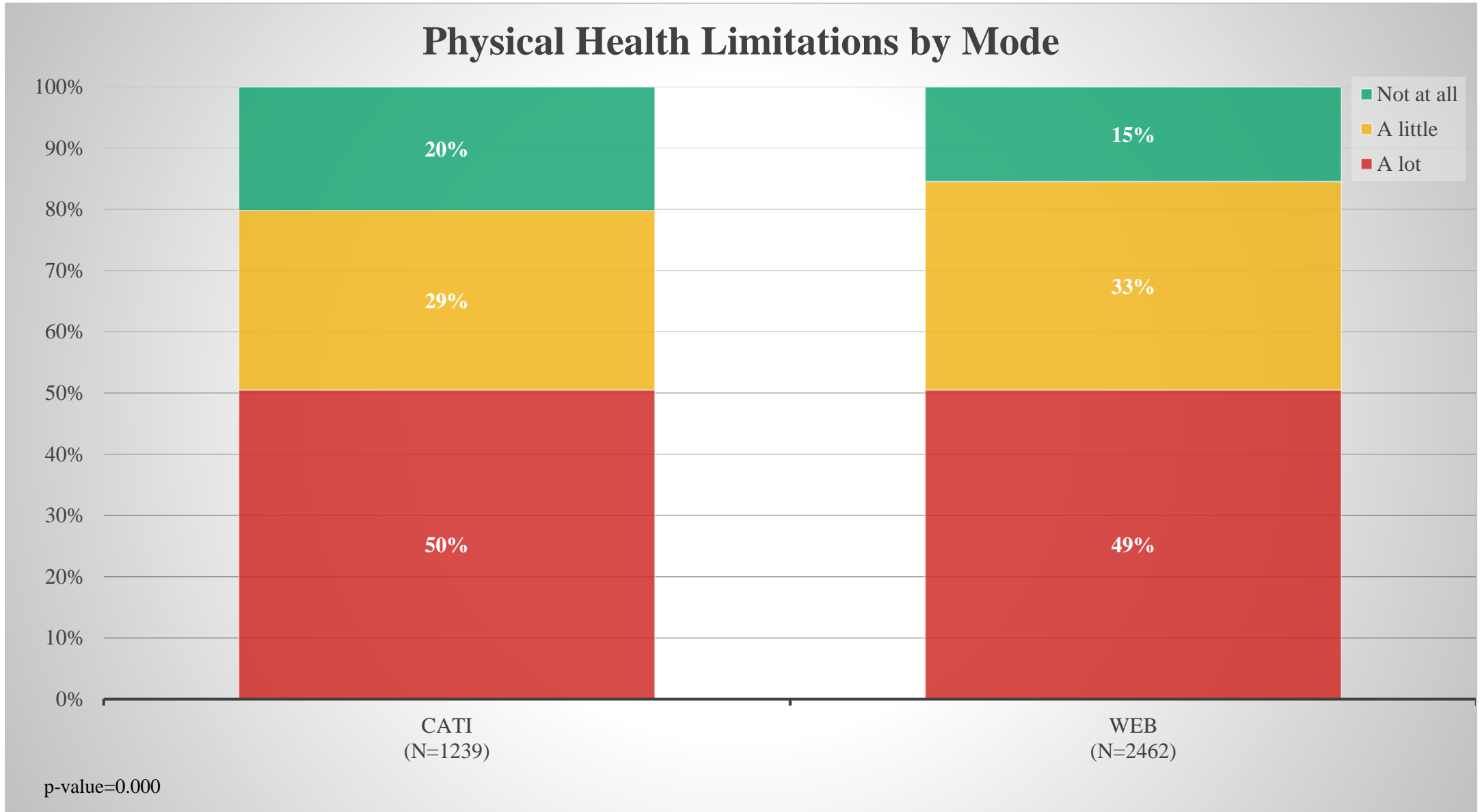


Respondent Health Status Differs by Mode

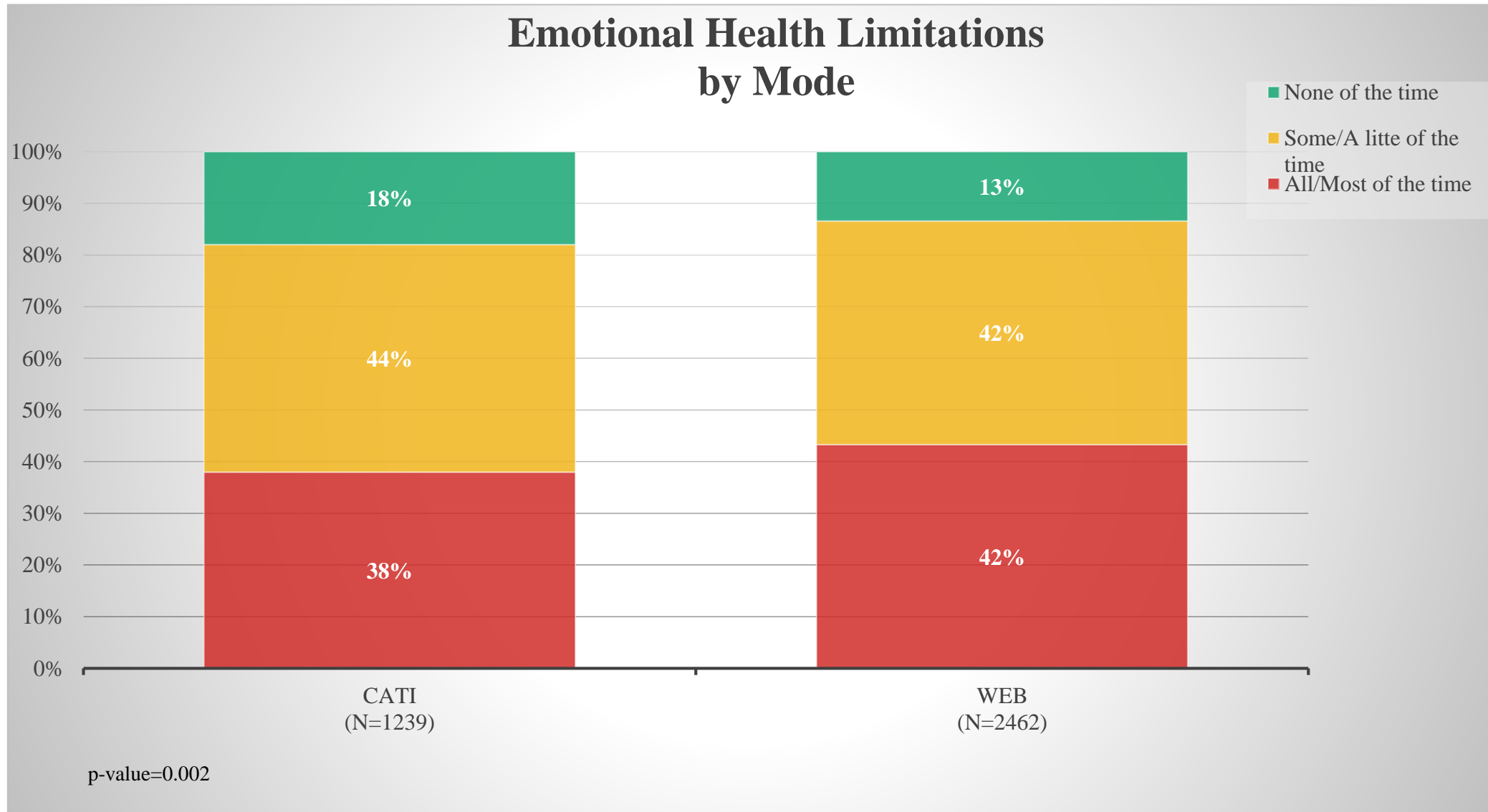
How do you Rate your Health?



Health Limitations Climbing Stairs

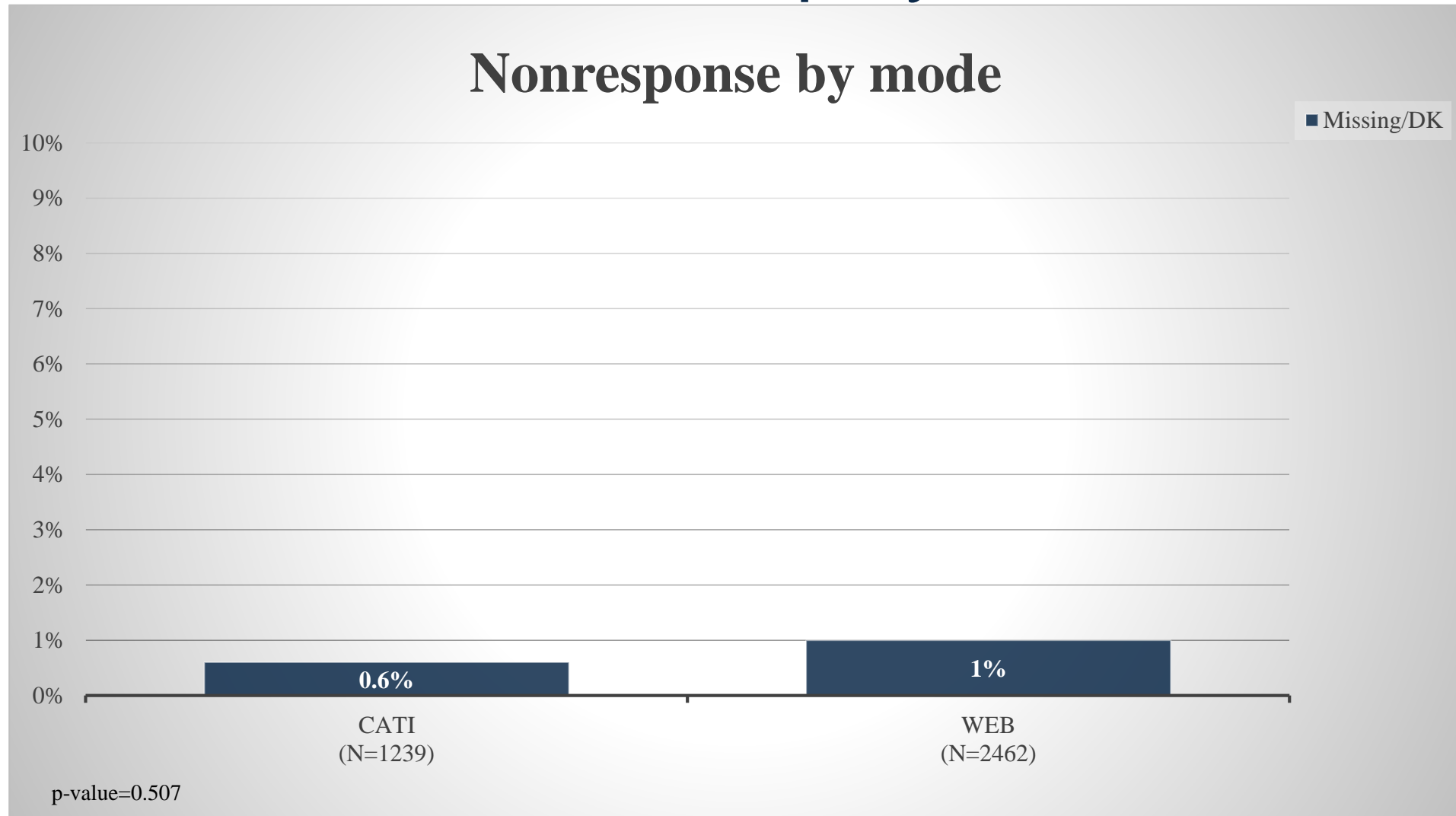


Emotional Health Limitations (Depressed or Anxious)

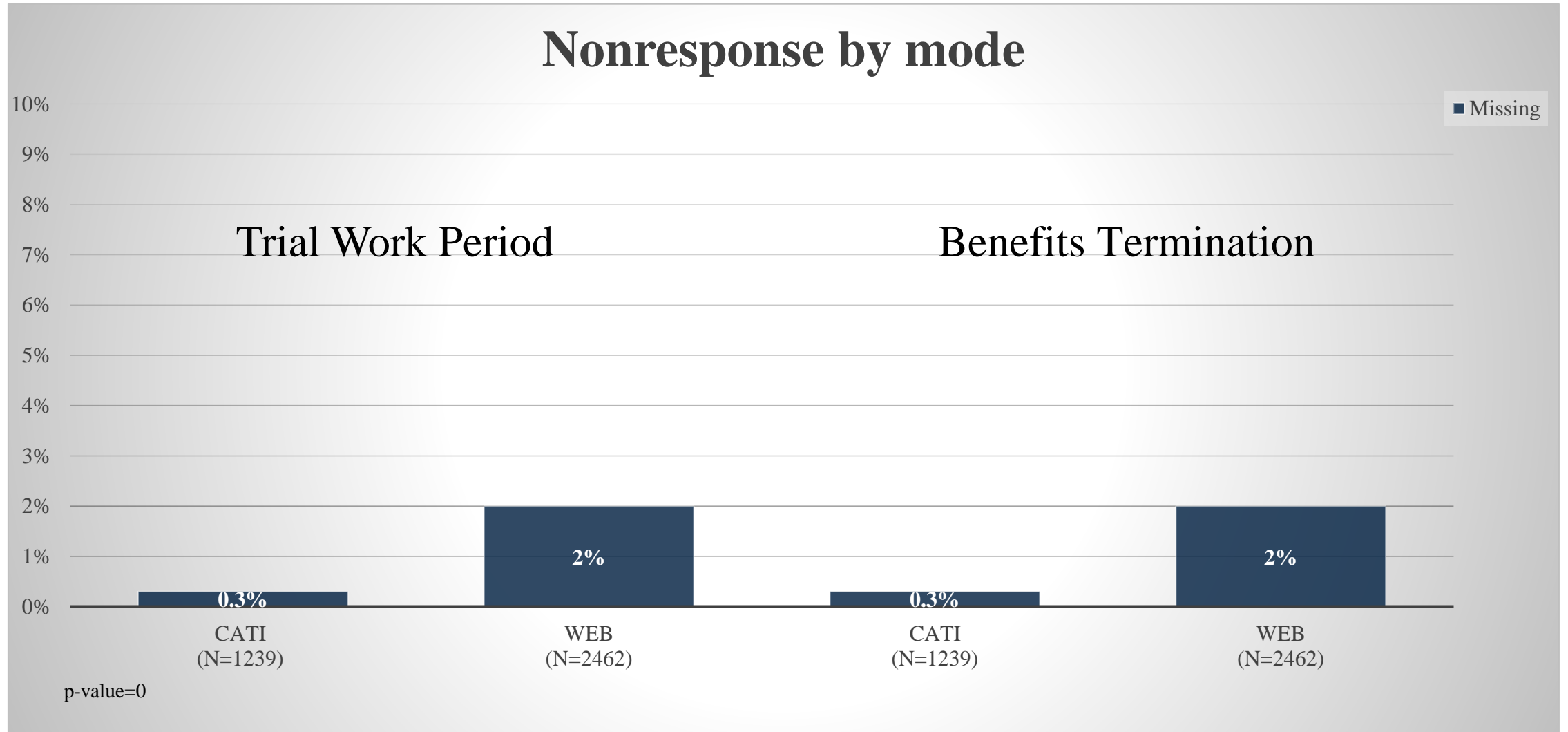


Low Item Nonresponse Differs by Mode

Current Employment

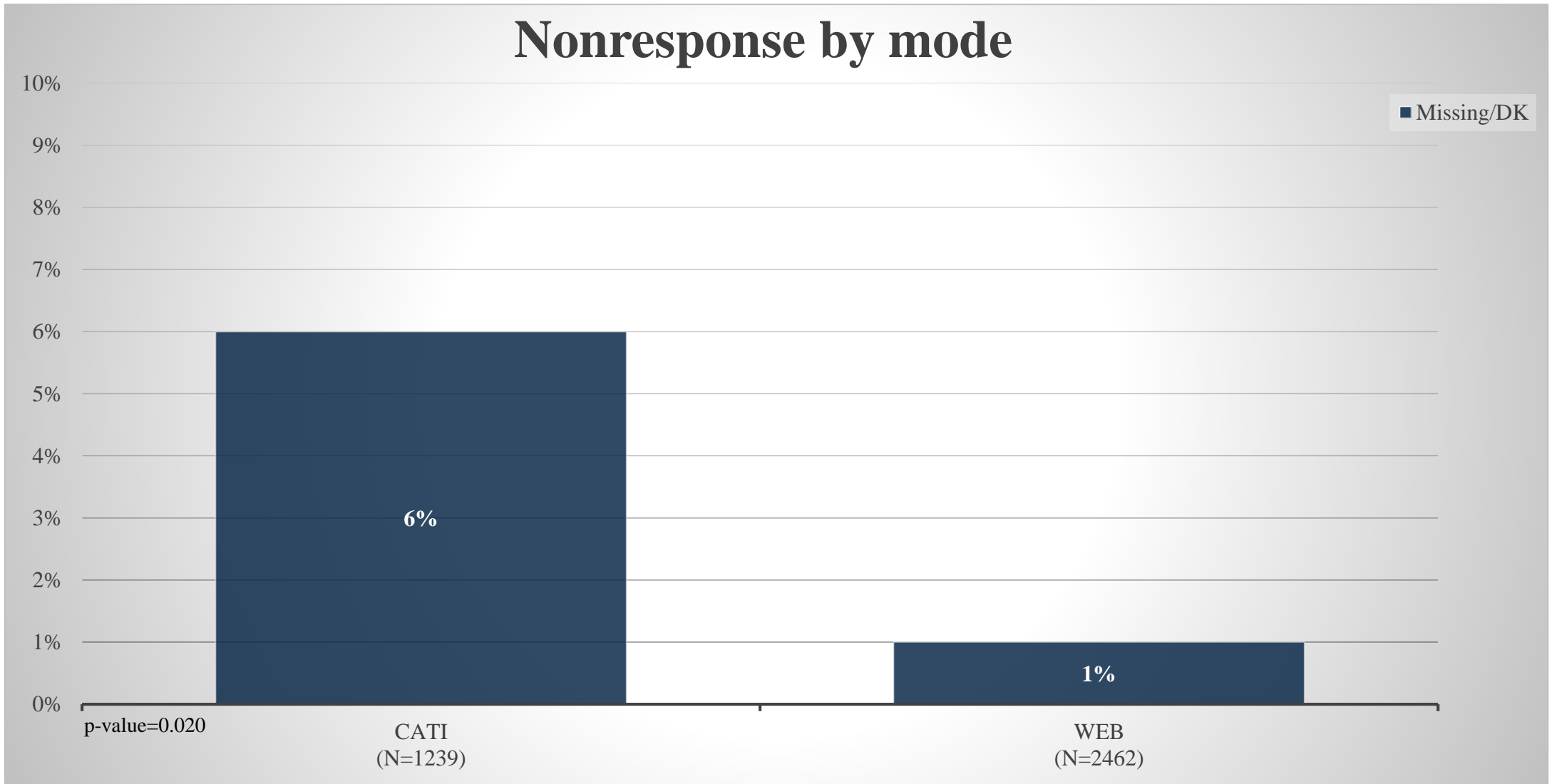


Understanding SSA Work & Benefits



Annual Income

Nonresponse by mode



Conclusions

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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**

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Contact

mkovac@mathematica-mpr.com