



TICKET
to **Work**

2024 Beneficiary Satisfaction Survey

January 23, 2025



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Overview

- The Ticket to Work and Work Incentives Improvement Act directs Social Security to conduct periodic surveys of beneficiaries receiving services under the Ticket Program to ensure effective provision of services by Employment Networks (EN).
- The 2024 Beneficiary Satisfaction Survey (BSS) represents a crucial tool in capturing beneficiaries' perspectives on the quality of services received, helping to refine program delivery and address beneficiaries' needs effectively.

2024 BSS Study

- Built on prior iterations of the survey, incorporating updated methodologies to capture a comprehensive view of beneficiary satisfaction.
- Questionnaire was designed to address key themes, such as service expectations and fulfillment, areas for improvement, and beneficiaries' current employment status.
- Participants were ages 18 through 64 who receive Social Security disability benefits and want to work.

Administrative Details

- Survey conducted between November 2023 and January 2024. Approximately 70,000 beneficiaries, identified as Ticket Holders (i.e., those with unassigned tickets) or Ticket Users (i.e., those with assigned tickets) who received SSDI/SSI benefits within the past two years, were invited to participate with invitations sent to groups of 10,000 beneficiaries at a time.
- Expected level of burden was 15 minutes for Ticket Users and 5 minutes for Ticket Holders.
- 5,539 responses received from beneficiaries or proxies familiar with their Ticket Program experience, for an approximate response rate of just under 8%, all from Ticket Users.
- All participation in the survey was voluntary and did not affect eligibility of benefits at the time or in the future.

Characteristics related to Marketing, Participation, and Satisfaction

- The 5,539 responses covered 282 individual ENs. About 19% of the ENs had 10 or more responses, representing about 86% of the beneficiaries sampled.
- About 60% of the sample had at least some post-secondary education. About 30% hold a professional certification.

Current Work Status and Factors Associated with Hours Worked

- Respondents were mainly beneficiaries named in the invitation letter themselves (93%).
- Most (83%) previously worked for pay before receiving disability benefits. Only 63% are currently working for pay.
- About half (53%) reported working at their recent or most current job for either 2 years or more (31%) or at least 1 year but less than 2 years (22%).
- About 36% earned \$10.01-\$15.00 per hour, followed by 31% earning \$15.01-\$20.00 per hour, 20% earning more than \$20.00 per hour, and 13% earning \$10.00 per hour or less.

How Participants Became Aware of the Ticket Program

- Program awareness prior to the survey was quite high (88%).
- A letter or notice in the mail was the most common method for finding out about the Program (48%).
- Social media (3%) and text message (1%) were the least common methods.

Why Participants Decided to Receive Services

- Just over half (55%) reported receiving services from an EN to help get or keep a job. The most compelling reasons for receiving EN services were needing help getting a job (51%) and the aspiration to increase income (44%). The majority (63%) were no longer receiving EN services.
- Just above half (57%) reported not working at least 30 hours a week. Within this group, most (66%) reported not working longer because of their health, with 34% indicating fear of losing their Social Security disability status and another 23% were fearful of losing their Medicare/Medicaid benefits.

Quality and Effectiveness of Services Received

- When encountering difficulties in receiving services, about one-quarter said they did (24%), with the most prevalent types being poor responsiveness from the EN (53%) or staffing or organizational changes (40%).
- Nonetheless, just under half felt supported by their ENs in their effort to start working (48%) and felt respected by the organization (44%).

Types of Services Received

- Some (38%) found help understanding how work would impact benefits and Medicare/Medicaid coverage to be the most helpful service provided by their EN, followed by ongoing support once finding a job (29%), job placement assistance (24%), and resume writing (23%).
- Half (50%) indicated they wished they received services not previously provided and mentioned needs for additional education or vocational training, followed by job placement assistance (47%) and job training (46%).

Communications with ENs While Receiving Services

- Phone (74%) and email (58%) were the most common ways reported for communicating with ENs.
- Most (61%) reported being satisfied with how quickly staff returned their calls, emails, or texts.

Factors Associated with Selection of ENs

- About four-in-ten (37%) were currently receiving EN services.
- About three-in-ten (29%) called the Ticket to Work Help Line and received a list of ENs to make a selection whereas some (17%) had an EN contact them, and slightly smaller proportions found out about their EN from an organization (14%), used the Internet to find it (12%), found out about their EN from someone (11%), or used the Choosework website Find Help tool (8%).

Satisfaction with Services

- 60% said they were satisfied overall with their EN, with the remainder equally split between being dissatisfied (20%) or neither satisfied nor dissatisfied (20%).
- Satisfaction levels were highest for business hours (74%), ability to communicate/meet using technology instead of in person (70%), staff knowledge (67%), information provided in accessible formats (66%), staff quickly returning calls, emails, and texts (66%), and staff support (65%).
- Satisfaction levels were lowest for job search help (52%), information about available jobs (52%), time waiting for follow-up services (57%), and accessibility of location by public transportation (59%).

Sample Characteristics (1)

- 5,539 responses on 282 individual ENs (responses per EN = 1-1,568).
- 54 ENs had 10 or more responses, representing 19% of ENs and 86% of beneficiaries.

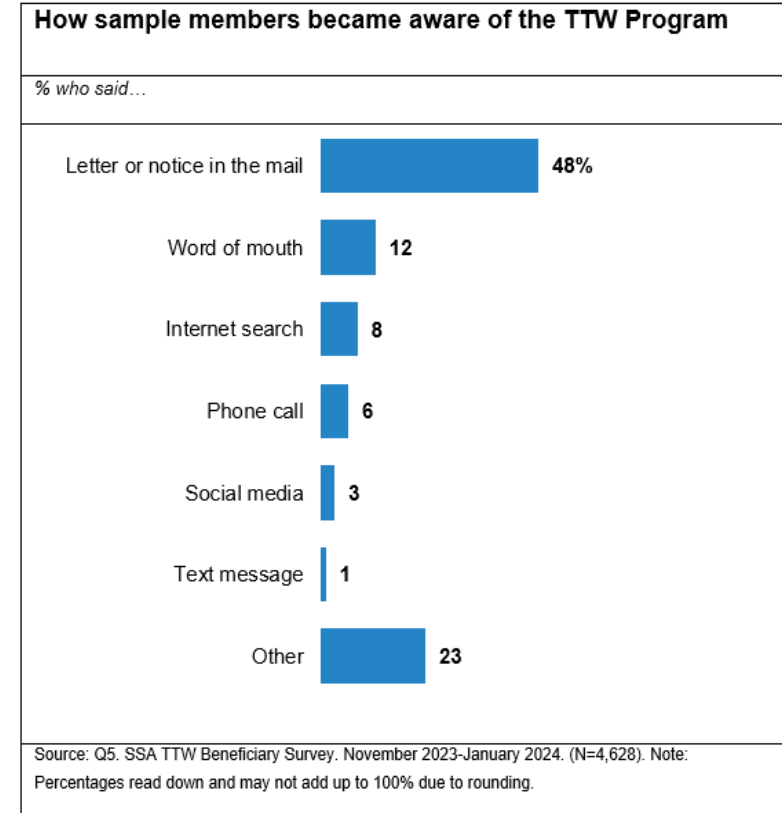
EN Size	Threshold (responses)	ENs	% ENs	Count (responses)	% Responses
Very Small	Less than 10	228	80.9	797	14.4
Small	10-25	31	11.0	472	8.5
Medium	26-100	9	3.2	459	8.3
Large	101 or more	14	5.0	3,811	68.8

Sample Characteristics (2)

- 60% completed post-secondary school coursework with 26% receiving a Bachelor's degree or higher and 34% completing some college or receiving an Associate's degree.
- 30% of those responding said they had a professional certification for a skilled trade such as HVAC mechanic, plumbing, carpentry, or welding, or in another field such as healthcare.
- 43% said they did work at least 30 hours per week. Regarding hourly earnings, 36% earned \$10.01-\$15.00 per hour, followed by 31% earning \$15.01-\$20.00 per hour. Another 20% earned more than \$20.00 per hour and the remaining 13% earned \$10.00 per hour or less.

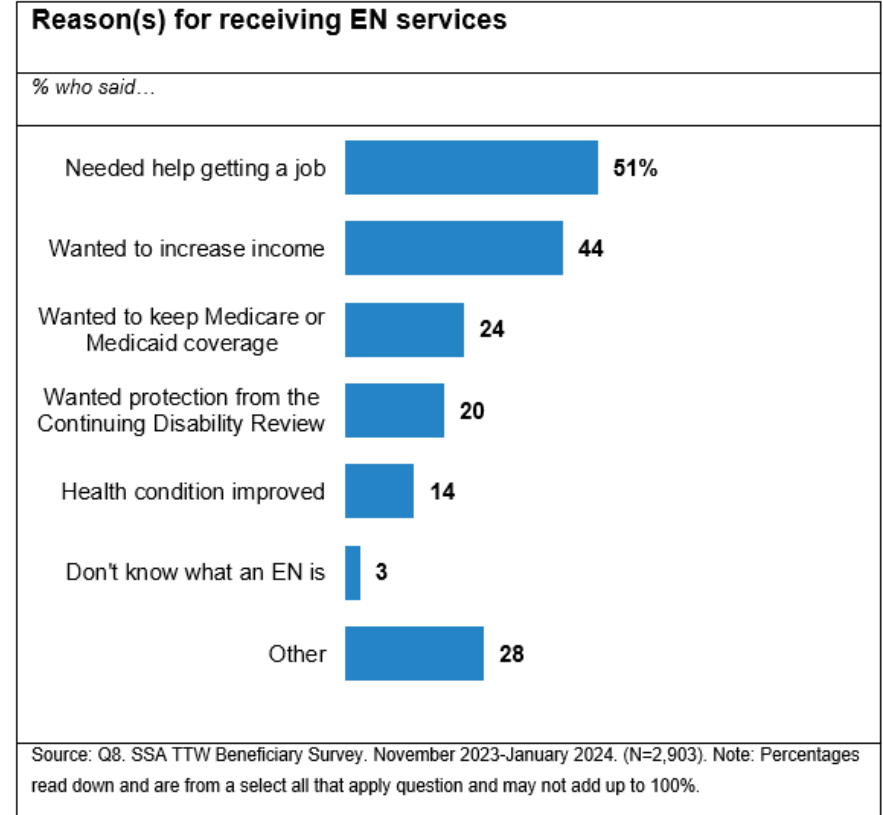
Program Awareness

- Most of the sample (88%) was aware of the Ticket Program before taking this survey.
- About half (48%) became aware by receiving a letter or notice in the mail. Very small proportions became aware through social media (3%) or text message (1%).



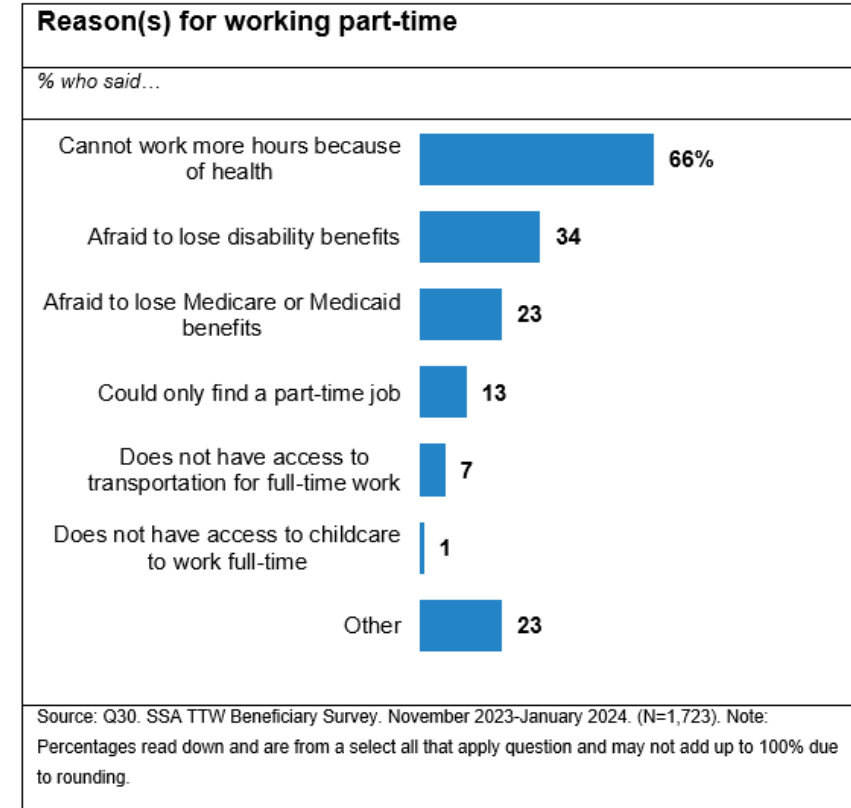
Why Receiving Services (1)

- About half of the sample (55%) received services from an EN to help get or keep a job.
- Half of the sample (51%) reported receiving EN services because they needed help getting a job followed by the aspiration to increase income (44%). A quarter (24%) indicated they wanted to keep Medicare or Medicaid coverage as a reason, closely followed by wanting protection from the Continuing Disability Review (20%).



Why Receiving Services (2)

- Most (66%) reported they cannot work more hours because of their health.
- Some indicated they were afraid to lose their Social Security disability status (34%) or their Medicare/Medicaid benefits (23%) if they worked more than part time.

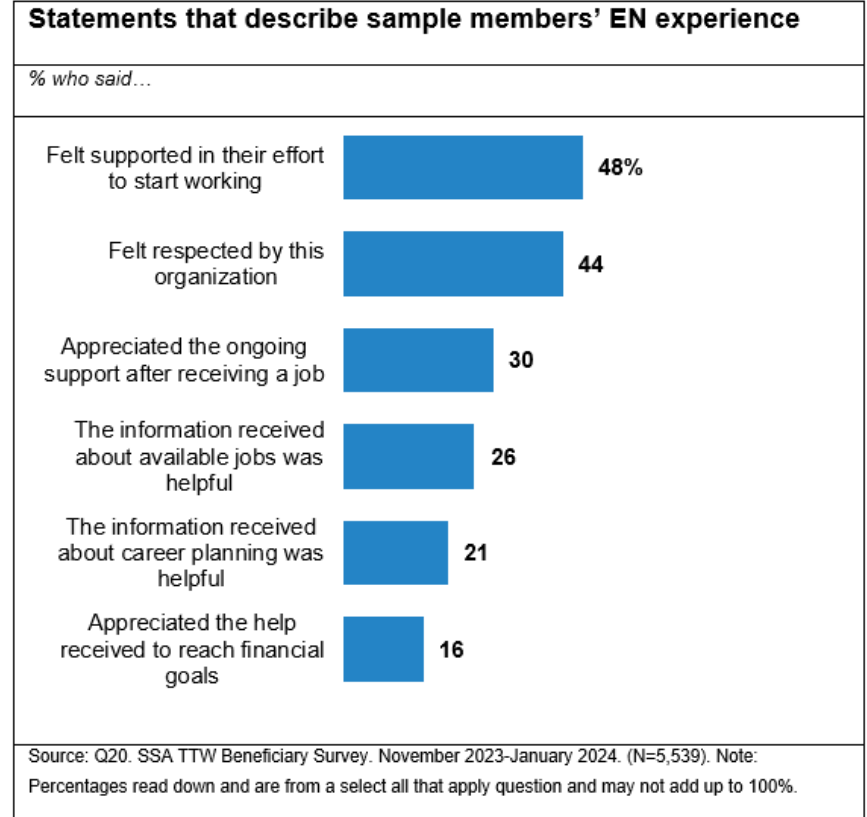


Service Quality (1)

- About one-quarter (24%) encountered difficulties in receiving services.
- The most prevalent types of difficulties were poor responsiveness from the EN (53%) or staffing or organizational changes (40%).

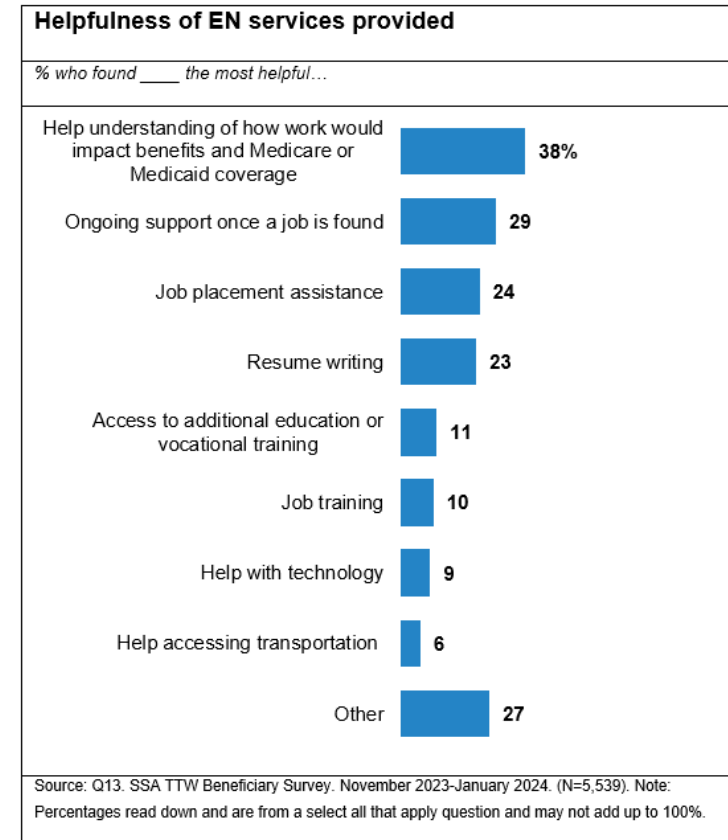
Service Quality (2)

- Most (78%) were not working when they selected their EN.
- Almost half (48%) felt supported in their effort to start working and 44% felt respected by the organization. A smaller subset (30%) appreciated the ongoing support after receiving a job.



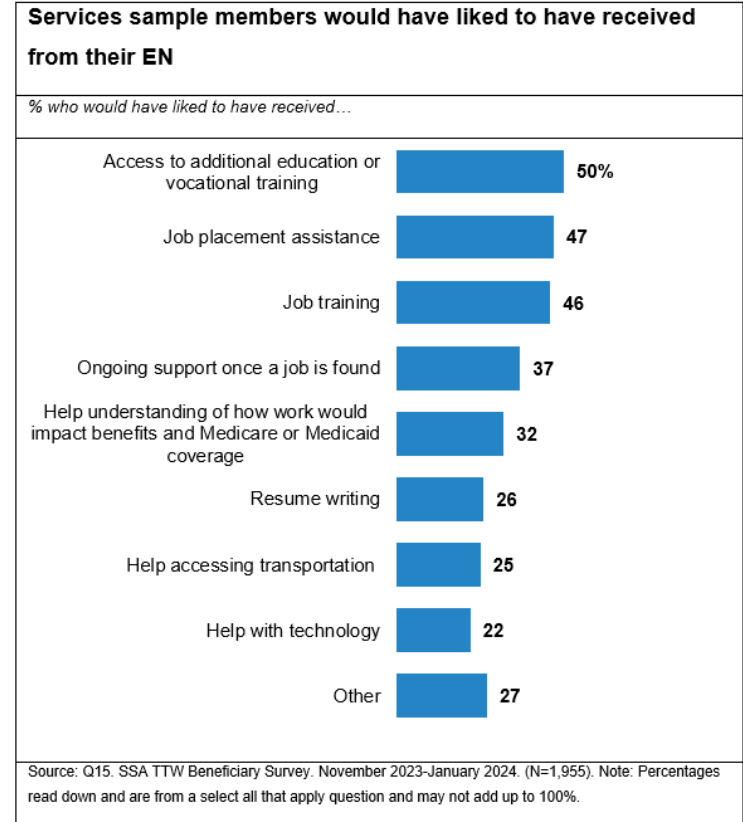
Types of Services Received (1)

- Some in the sample (38%) found help understanding how work would impact benefits and Medicare/Medicaid coverage to be the most helpful service provided by their EN.
- The provision of ongoing support once finding a job (29%) is another service rated to be beneficial, along with job placement assistance (24%), and resume writing (23%).



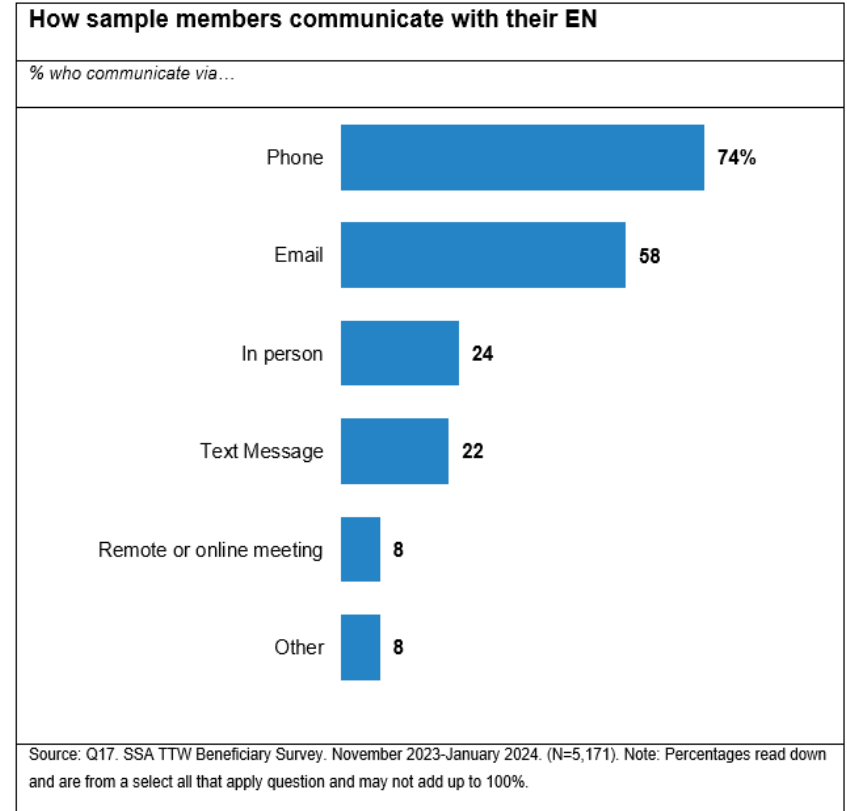
Types of Services Received (2)

- Some in the sample (40%) indicated there were services they would have liked to receive from their EN, but did not receive.
- Half of the sample (50%) indicated they wished they received access to additional education or vocational training. Job placement assistance (47%) and job training (46%) were other top services respondents wanted to receive but did not.



Communications with ENs

- Phone (74%) and email (58%) communication were the most common ways for communicating with their EN.
- Some communicated in person (24%) or via text message (22%). Few (8%) communicated via remote or online meetings.

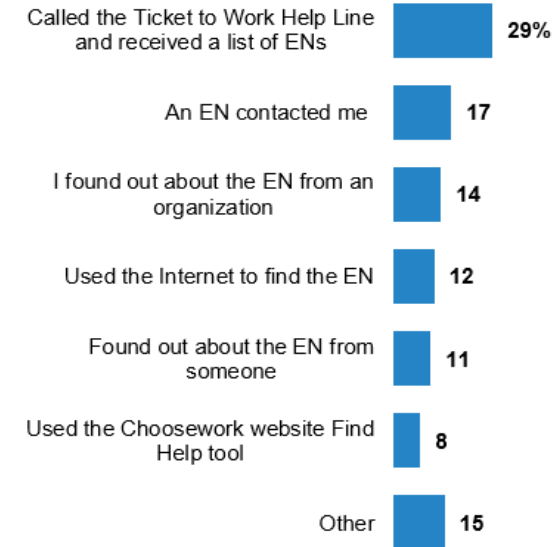


EN Selection Factors

- About four-in-ten in the sample (37%) received EN services.
- To select their EN, about three-in-ten (29%) called the Ticket to Work Help Line and received a list of ENs. Some (17%) had an EN contact them, and slightly smaller proportions found out by other means (8-14%).

How sample members selected their EN

% who said...



Source: Q10. SSA TTW Beneficiary Survey. November 2023-January 2024. (N=5,539). Note: Percentages read down and are from a select all that apply question and may not add up to 100%.

Satisfaction with Services (1)

- 60% of the sample said they were satisfied overall with their EN with remainder equally split between being dissatisfied (20%) or neither satisfied nor dissatisfied (20%).
- Slightly higher average satisfaction scores between those with some college or an Associate's degree (2.46) compared to those receiving a high school diploma, GED, or certificate of completion (2.38).

Satisfaction with Services (2)

- Satisfaction was highest for business hours (74%), ability to communicate/meet using technology instead of in person (70%), staff knowledge (67%), information provided in accessible formats (66%), staff quickly returning calls, emails, and texts (66%), and staff support (65%).
- Satisfaction was lowest for job search help (52%), information about available jobs (52%), time waiting for follow-up services (57%), and accessibility of location by public transportation (59%).

Recommendations and Next Steps (1)

- **Share Survey Results and Review Feedback**
 - Brief all ENs and Work Incentives Planning and Assistance (WIPAs) and Protection and Advocacy for Beneficiaries of Social Security Beneficiaries (PABSS) organizations on the survey results.
 - Implement a process to obtain recommendations from ENs on how to enhance and ensure continuation of the positive sentiments identified, as well as to address the challenges that were raised.

Recommendations and Next Steps (2)

▪ Increase Awareness of the Program and the Program's Goals

- While awareness of the Ticket Program is already high (88%) among the sample, promotion among potential employers could be increased by having ENs conduct continual outreach and marketing to local businesses in proximity to EN programs, which could help boost response rates overall and at the individual EN level.
- Similarly, beneficiaries' awareness of the Ticket Program could be increased through use of various marketing tools (e.g., social media, television/streaming service promotions) especially given awareness not currently enhanced significantly by using social media (3%) or text messaging (1%).
- Place more emphasis on overall responsiveness by ENs and awareness of how staffing and organizational changes can create difficulties for beneficiaries. A focus should also be placed on EN-specific services such as job-related support and training, including technology.

Recommendations and Next Steps (3)

- **Recommendations for Next Iteration of Beneficiary Satisfaction Survey (I)**
 - Modify the survey to create a shorter and simpler set of questions.
 - Address the feasibility of providing the survey beyond just through a letter in the mail by emailing beneficiaries who have provided their email addresses. Using email to contact recipients is a common and effective method. As feasible, obtain available beneficiary email addresses, even if this only results in a partial email list. Utilize this feature to allow beneficiaries to return partially completed surveys which can boost response rates.
 - Use telephone calls for follow up. Beneficiaries from ENs with close to 10 complete responses (threshold for individual EN-level reporting), who did not respond to the initial or second mailing of the survey, should be selected for phone call reminders.

Recommendations and Next Steps (4)

▪ Recommendations for Next Iteration of Beneficiary Satisfaction Survey (II)

- Continue to use Ticket Program social media platforms (Facebook and X) to raise awareness about the survey and consider using text messaging for this purpose as well. Include a link to the survey in relevant social media content, emphasizing that users will need to refer to their invitation letter for their username and password.
- Allow for a longer fielding period for survey and send additional round(s) to non-responders, whether through phone calls or paper survey delivery.
- Introduce a small monetary incentive for beneficiaries completing the survey to boost response rates.