University of New Hampshire
Institute on Disability

Seeking Your Input About Social Security Administration Customer Service

About

We are looking for volunteers to take part in a research study [IRB-FY2024-172] to provide information about the communication-related barriers they experience when trying to access information related to Social Security Administration programs such as Social Security retirement income, Social Security Disability Insurance (SSDI), or Supplemental Security Income (SSI).

You May Be Eligible to Participate if You

A) Are at least 18 years of age;
B) Primarily speak English at home;
C) Reside in a rural area of New Hampshire - **not** Hillsborough, Rockingham, or Strafford counties;
D) And, meet one of the following three descriptions:

1. Have a cognitive, communication, mental health, physical, or sensory (hearing/vision) disability which limits your ability to work; or
2. Are a family member of a person with intellectual and developmental disabilities who receives Social Security benefits; or
3. Are near or in retirement age.

Participation Involves

Your participation would involve participating in one in-person hour-long focus group. A focus group brings together 5-10 people to respond to questions posed by researchers. The researchers will record the answers and use that information for their study.

Those selected for the study who complete the focus group will receive a **$50 gift card**.

For More Information

or to volunteer for the focus group, please contact:
Stacia Bach
University of New Hampshire
Email: stacia.bach@unh.edu
Phone: 603-862-4320

This research is led by:
Dr. Debra Brucker, MPA, PhD,
Research Associate Professor,
Institute on Disability,
University of New Hampshire (UNH)
and approved by the Institutional Review Board at UNH.

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