

# Seeking Your Input About Social Security Administration Customer Service

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.** 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.
  2. Are a family member of a person with intellectual and developmental disabilities who receives Social Security benefits.
  3. Are near or in retirement age.



**Virtual Focus Group (Zoom)**  
August 22, 2024  
12:00-1:00pm

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**.



University of  
New Hampshire

**For more information or to volunteer for the focus group, please contact:**  
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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.