
Hello, my name is _____, and I'm calling from The Gallup Organization in Lincoln, Nebraska. We have been asked by the United States Social Security Administration to talk with adults across America about Social Security programs. To be sure that our survey is representative, I need to speak to the adult, age 18 or older, in your household who had the most recent birthday. Would that be you?

1 Yes, male respondent available (Continue)
2 Yes, female respondent available (Continue)

4 No - (Ask to speak with adult, 18 or older, who had most recent birthday)

7 Respondent not available -
(Set time to call back)

8 (Refused) - (Thank and Terminate)

(1/44)

S2. REGION: (Code from "Fone" file)

01	Boston	15 (5%)	277 of 4009
02	New York	40 (14%)	respondents
03	Philadelphia	39 (14%)	(7%) identified
04	Atlanta	62 (22%)	themselves As
05	Chicago	34 (12%)	African-American
06	Dallas	40 (14%)	Black
07	Kansas	16 (6%)	
08	Denver	6 (2%)	
09	San Francisco	18 (6%)	
10	Seattle	7 (2%)	

(10/12) (10/13)

(INTERVIEWER READ:) This interview is completely voluntary. While portions of this interview may be monitored by my supervisor, all of the information you provide will remain confidential. If I come to any question that you would prefer not to answer, just let me know, and I will skip over it. Okay?

We estimate that it will take you about twelve minutes to respond to this survey. This includes the time it will take to listen to the questions and instructions, gather the necessary facts and answer the questions.

As part of its effort to learn how best to explain Social Security benefits to Americans, the Social Security Administration needs to know what people like you know and don't know about Social Security.

1. Which of the following best describes your level of knowledge about Social Security benefits? (Read 4-1)

4	You know a lot about Social Security	9 % (5%)
3	You know some about Social Security	53 % (45%)
2	You know very little about Social Security, OR	32 % (35%)
1	You know nothing about Social Security	5 % (13%)
8	(DK)	<u>0 %</u>
		99 %

2. What types of benefits do you think the Social Security taxes that come out of your paycheck pay for? (Open ended and code) (Allow seven responses)

01	Other (list)	1 %
02	(DK)	27 % (42%)
03	(Refused)	
04	HOLD	
05	HOLD	
06	Disability benefits	25 % (17%)
07	Food stamps	1 %
08	Medicaid	10 %
09	Medicare	20 %
10	Retirement benefits	47 % (30%)
11	Supplemental Security Income	10 %
12	Survivor benefits	14 % (5%)
13	Unemployment	2 %
14	Widows benefits	8 % (3%)
	Health Insurance Benefits	6 %
	Pension/Senior Citizens	4 %
	Funeral/Death Benefits	1 %
	Maintaining Social Security Fund	1 %
	Social Security Regular/Benefits	1 %
	Government/Politicians/Bureaucracy	1 %

3. Next, I'm going to read you a list of statements about Social Security programs, and I want you to tell me if you agree or disagree with each statement. YOU MAY HAVE MENTIONED SOME OF THESE PROGRAMS IN THE PREVIOUS QUESTION. Please answer each question to the best of your knowledge, but if you are not sure about an answer, just say so. How about (read and rotate A-I)?

- 2 Agree
- 1 Disagree

- 8 (DK/Not sure)
- 9 (Refused)

	A	D	D/K
A. Social Security provides retirement benefits	81 % 75	14 % 17	5 % 8
B. Social Security provides benefits to the families of workers who die	81 % 78	10 % 14	9 % 8
C. Social Security pays for the food stamp program	18 % 23	50 % 47	32 % 30
D. Social Security pays benefits to workers who become disabled	83 % 85	10 % 9	7 % 6
E. Social Security benefits play a major role in keeping many senior citizens out of poverty	75 % 69	20 % 23	5 % 8
F. Social Security is paid for by a tax placed on both workers and employers	87 % 81	6 % 10	7 % 9
G. Social Security benefits go up automatically with the rise in the cost of living	58 % 61	29 % 25	14 % 14
H. Social Security is the largest single source of income for most elderly Americans	77 % 82	15 % 12	8 % 6
I. Some of the Social Security taxes on an employee's earnings go to pay for the Supplemental Security Income program that's the SSI program	58 % 64	10 % 9	32 % 27

4. How confident are you that Social Security retirement benefits will be there for you when you retire? Are you (read 4-1)?

4	Very confident	11 % (12%)
3	Somewhat confident	21 % (18%)
2	Only a little confident, OR	24 % (26%)
1	Not confident at all	28 % (32%)
7	(Retired/Already collecting retirement benefits)	15 % (10%)
8	(DK)	1 % (2%)
9	(Refused)	
		100 %

5. What do you think is the youngest age someone can retire today, and start receiving FULL Social Security retirement benefits? If you don't know just say so. (Open ended and code actual age)

	<55	=	3 % (9%)
	55	=	4 % (8%)
	56-59	=	1 % (1%)
	60-61	=	5 % (7%)
	62	=	22 % (17%)
	63-64	=	3 % (1%)
98	DK	=	38 % (26%)
99	(Refused)	=	5 % (4%)
	<u>Don't Know</u>	=	<u>19 % (26%)</u>
			100 %

6. Is the youngest age you can retire and collect FULL Social Security retirement benefits (read 1-2)?

1	Fixed, OR	17 % (19%)
2	Will it rise in the future	65 % (58%)
8	(DK)	18 % (23%)
9	(Refused)	
		100 %

7. Can a person retire early and still receive some Social Security retirement benefits?

1	Yes - (Continue)	62 % (57%)
2	No (Skip to #9)	25 % (26%)
8	(DK) (Skip to #9)	14 % (17%)
9	(Refused) (Skip to #9)	
		100%

157 RESPONSES

(If code "1" in #7, ask:) What is the earliest age you can retire and start receiving some Social Security retirement benefits? (Open ended and code actual age)

	17	< 55	=	7 %
8.	18	55	=	13 %
	11	56-61	=	12 %
	25	62	=	46 %
	9	63+	=	5 %
98	21	Don't Know	=	17 %
99		(Refused)		
				100 %

9. Do all people who receive Social Security retirement benefits receive the same amount, or does it depend on how much people earned when they were working?

1	People receive the same amount	6	4 %
2	Depends on how much people earned when they were working	87	89 %
8	(DK)	9	6 %
9	(Refused)		
			99 %

10. Were Social Security retirement benefits, by themselves, designed to provide enough money for retired people to live on?

1	Yes	21	20 %
2	No	70	73 %
8	(DK/Unsure)	8	7 %
9	(Refused)		
			100 %

11. Which of the following dollar amounts do you think comes closest to the average monthly retirement benefit currently being paid to a retired worker by Social Security? Would you say (read 1-5)?

1	Less than \$500 a month	20 % (30%)
2	\$500 to less than \$700 a month	39 % (35%)
3	\$700 to less than \$900 a month	23 % (14%)
4	\$900 to less than \$1,100 a month, OR	8 % (6%)
5	\$1,100 a month or more	3 % (4%)
8	(DK)	<u>7 % (10%)</u>
9	(Refused)	
		100 %

12. What do you think happens to the Social Security taxes paid by workers today? Are the taxes mainly put away for their own retirement, or are they mainly used now to pay benefits to today's retired people?

1	Put away for their retirement	7 % (13%)
2	Used right now to pay benefits to today's retired people	81 % (70%)
8	(DK)	<u>12 % (17%)</u>
9	(Refused)	
		100 %

13. What percentage of the Social Security tax dollars do you think goes to paying administrative and other expenses, as opposed to paying actual benefits? Would you say the percent that goes to administrative and other expenses is (read 1-5)?

1	Less than 5 percent	7 % (6%)
2	5 to less than 25 percent	35 % (20%)
3	25 to less than 50 percent	27 % (25%)
4	50 to less than 75 percent, OR	8 % (15%)
5	75 percent or more	3 % (6%)
8	(DK)	<u>20 % (28%)</u>
9	(Refused)	
		100 %

14. Now, I'm going to read to you several statements about Social Security. For each one, please indicate whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the statement. How about (read and rotate A-D)?

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither agree nor disagree
- 2 Somewhat disagree
- 1 Strongly disagree

- 8 (DK)
- 9 (Refused)

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>d/k</u>
A. In the future, there will not be enough workers to pay for the benefits that retired people receive	34%	27%	3%	18%	12%	5%
	28	27	1	21	16	7
B. People on Social Security are living longer, so they cost the program more money	50%	26%	2%	10%	8%	3%
	35	21	2	19	17	6
C. The percentage of older Americans will about double between now and the year 2032	57%	27%	2%	6%	3%	6%
	50	26	1	9	6	7
D. There is significant fraud and abuse by people who aren't entitled to benefits	38%	31%	4%	15%	7%	5%
	38	24	4	15	11	7

15. In the last year, did you try to get information about Social Security for yourself or someone else?

1	Yes - (Continue)	22 % (28%)
2	No (Skip to #21)	<u>78 % ((72%)</u>
8	(DK/Can't remember) (Skip to #21)	
9	(Refused) (Skip to #21)	
		100 %

**UNEMPLOYED ALSO HAD 27%-28%
DIVORCED**

(If code "1" in #15, ask:) Where did you try to get this information from? (Open ended) (Allow three responses)

01	Other (list)	
02	(DK/Can't remember)	(Skip to #21)
03	(Refused)	(Skip to #21)
04	HOLD	
05	HOLD	
06	Social Security Administration	81 % (86%)
	Internet/Website	3 % (1%)
	Employer/Job/Book	3 % (6%)
	Social Security Office (local, national, etc.)	2 %
	Word of mouth/Family/Friend	1 %
	Financial institution/advisor/CPA	1 %
	U.S. Government/Politician/Courthouse/Congressman	1 % (1%)
	Lawyer/Legal Aid	1 %
	Mail	1 %
	Speaker/Conference	1 %
	Wrote/Sent in Forms	1 %
	Don't Know	3 % (1%)
	Other	5 % (5%)

17. (For each "Specific" response in #16, ask:) Did you receive the Social Security information that you requested from the (read A-C, as appropriate)?

1 Yes **61 RESPONDENTS**
 2 No
 8 (DK)
 9 (Refused)

	yes	no	d/k
Social Security Administration	87 %	12 %	1 %
Internet/Website	81	16	1
Employer/Job/Book (5) (80%)	72 %	20 %	8 %
Social Security Office (local, national, etc.)	78 22%	(20%)	
Word of mouth/Family/Friend	72 %	28 %	
Financial institution/advisor/CPA	100%		
U.S. Government/Courthouse/Congressman	71 %		29 %
Lawyer/Legal Aid	33 %	67 %	
Mail	80 %	20 %	
Speaker/Conference	100 %		
Wrote/Sent in Forms	80 %	20 %	
Don't Know			
Other	76 %	24 %	
Library	67 %	33 %	
Social Worker	100 %		
Telephone	100 %		
Senior Club/Services	100 %		
IRS/Tax Man	100 %		
Retirement Board/Seminar/Class	67 %	33 %	

18. (For each code "2" in #17 A-C, ask:) Why were you unable to get the Social Security information you requested from (read A-C, as appropriate)? (Open ended and code)

01 Other (list) **12 RESPONSES**
 02 (DK)
 03 (Refused)
 04 HOLD
 05 HOLD

Response: Other

06 Couldn't get through using the 800 number
 07 Haven't heard back yet/Recently asked **27 % (42%)**
 Slow/Never received anything/Waiting **27 % (8%)**
 Poor Service/Unknowledgeable/Incompetent **18 % (8%)**
 Red Tape **9 % (8%)**
 D/K **18 % (17%)**
99 %

Response: SS Administr.

06 Couldn't get through using the 800 number **6 %**
 07 Haven't heard back yet/Recently asked **34 %**
 Slow/Never received anything/Waiting **13 %**
 Poor Service/Unknowledgeable/Incompetent **15 %**
 Red Tape **1 %**
 D/K **9 %**
 Rude/Uncompassionate Staff **2 %**
 Need an interview/had to go to another office **2 %**
 Other **8 %**
 Not eligible **10 %**
100 %

Response: Employer/Book/Job

07 Haven't heard back yet/Recently asked **40 %**
 Slow/Never received anything/Waiting **20 %**
 Need an interview/had to go to another office **20 %**
 Other **20 %**
100%

Q18 (Continued)

Response: Internet/Website

07	Haven't heard back yet/Recently asked	40 %
	Other	40 %
	Don't know	20 %
		<u>100 %</u>

Response: Lawyer/Legal Aid

07	Haven't heard back yet/Recently asked	25 %
	Unable to locate #; had wrong #	25 %
	Need an interview/had to go to another office	25 %
	Other	25 %
		<u>100 %</u>

Response: Library

Other	100 %
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Response: SS Office (local, national)

06	Couldn't get through using the 800 number	20 %
	Unable to locate #; had wrong #	20 %
	Poor Service/Unknowledgeable/Incompetent	20 %
	Rude/Uncompassionate Staff	20 %
	Don't Know	20 %
		<u>100 %</u>

Response: Mail

Poor Service/Unknowledgeable/Incompetent	100 %
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Response: Wrote/Sent Forms

Haven't heard back yet/Recently asked	100 %
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Response: Gov./Courthouse/Congressman

Haven't heard back yet/Recently asked	50 %
Don't Know	50 %
	<u>100 %</u>

Response: Retirement Board/Seminar

Other 100%

19. (If code "06" in #16, ask:) How did you request the information from the Social Security Administration? Was it over the phone, through a visit to a Social Security office, through the mail, through the Internet, or from a presentation or workshop? (Open ended and code) (ENTER ALL RESPONSES)

01	Other (list)	1	1 %
02	(DK)	2	0 %
03	(Refused)	3	
04	HOLD	4	
05	HOLD	5	
06	Mail	6	22 % (16%)
07	Visit	7	32 % (36%)
08	Phone	8	51 % (56%)
09	Internet site	9	2 %
10	Presentation/Workshop	0	1 %
	Personal/Office Visit		<u>1 %</u>
			110 %

20. (For each code "1" in #17 A-C, ask:) Was the Social Security information provided by (read A-C, as appropriate) (read 4-1)?

- 4 Very useful
- 3 Somewhat useful
- 2 Only a little useful, OR
- 1 Not at all useful

- 8 (DK)
- 9 (Refused)

Q.20 (Continued) 54 RESPONSES

Response	Very useful	Somewhat useful	Only a little useful	Not at all useful	Don't Know	Total
Other	59 %	26 %	9 %	6 %		100 %
SS Adminis.	61 %	30 %	5 %	2 %	1 %	99 %
Employer	44 %	50 %	6 %			100 %
Family, etc.	8 %	67 %	17 %	8 %		100 %
Internet	44 %	50 %	6 %			100 %
Lawyer	50 %		50 %			100 %
Library			50 %		50 %	100 %
SS Office	62 %	31 %		8 %		101 %
Mail	25 %	75 %				100 %
Fin. Advisr	63 %	38 %				101 %
Social Wkr	100 %					100 %
Telephone	67 %	33 %				100 %
Senior Club	67 %	33 %				100 %
Speakr/conf	60 %	20 %			20 %	100 %
Wrote/forms	75 %			25 %		100 %
IRS/Tax man	50 %	50 %				100 %
Congressmn	40 %	40 %		20 %		100 %
Seminar	100 %					100 %

SSA 52 % 31 % 7 % 6 % 4 %

21. Now, I would like to think about different ways the Social Security Administration might provide you with more information about Social Security programs? For each of the following ways, please tell me if you would find that method very useful, somewhat useful, only a little useful, or not at all useful? How about (read and rotate A-J)?

- 4 Very useful
- 3 Somewhat useful
- 2 Only a little useful (B) 277
- 1 Not at all useful (H) 187

- 8 (DK)
- 9 (Refused)

		4	3	2	1	D/K
	H 53					
A.	Information on television and radio	36%	42%	12%	9%	1%
		43	39	7	9	1
B.	Information in newspapers	31%	44%	13%	11%	1%
	H 43	41	36	8	13	2
C.	Visits to a local Social Security Administration office	41%	31%	13%	14%	2%
	H 54	53	27	10	8	1
D.	Written material sent to your home	51%	35%	7%	6%	1%
	H 67	55	31	8	5	1
E.	Taped information provided through a Toll-free phone call	25%	37%	16%	21%	2%
	H 38	34	39	9	16	2
F.	Access to live Social Security Administration employees through a toll-free phone call	55%	30%	7%	7%	2%
	H 59	57	28	6	8	2
G.	Information provided on a web page on the Internet	35%	29%	9%	22%	5%
	H 45	36	31	9	18	5
H.	Information workshops held in your community	30%	39%	14%	14%	2%
	28%WHITE H48% 1%	47	31	9	9	3
I.	Town hall meetings broadcast on TV	24%	40%	15%	19%	2%
	H 43	35	39	9	13	4
J.	Information video sent to your home	37%	32%	11%	19%	2%
	H 54%	47	30	7	11	2

22. Are there any other ways the Social Security Administration might provide you with more information about Social Security programs? (If "Yes", ask:) What other ways? (Open ended) (Allow three responses)

01	Other (list)	82 RESPONSES	
02	(DK)		24 %
03	(Refused)		
04	No/No other ways		
05	HOLD		
	Through employer		13 % (9%)
	Send information/mail/letters		9 % (8%)
	Flyers/brochures/pamphlets		6 % (5%)
	Other		5 %
	Better trained staff/staffing		4 %
	Direct contact/face to face		4 %
	Easier to read		3 %
	Internet/computer software		3 %
	Workshops/seminars		3 %
	Better telephone service		3 %
	Updates		2 %
	Individual statements		2 %
	Schools/job fairs		2 %
	Include info with paychecks		2 %
	Toll-free number		2 %
	Television		1 %
	Written literature		1 %
	Newsletter		1 %
	Annual/yearly statements		1 %
	Library		1 %
	Tax booklet inserts		1 %
	Honest/Open		1 %
	Magazine articles		1 %
	Information re: funds distribution		1 %
	Information packets/booklets		1 %
	More representatives		1 %
	More information		1 %
	Relevant subjects		1 %
	Accessibility		1 %
	Surveys/interviews		<u>1 %</u>

103 %

23. One of the services provided by the Social Security Administration is to mail out individual written statements showing how much a person has contributed to Social Security and how much they can expect to receive in benefits. Were you aware of that service before I just mentioned it, or not?

1	Yes, aware	(H31%)	50 % (39%)
2	No, not aware		49 % (61%)
		(Atlanta has 41% PEBES)	
8	(DK)		<u>1 %</u>
9	(Refused)		
			100 %

24. Have you received a written statement from the SSA in the last year that shows how much you have contributed to Social Security, and how much you can expect to receive in benefits?

1	Yes		21 % (18%)
2	No		77 % (79%)
		(Hispanic 13%)	
8	(DK)		<u>2 % (2%)</u>
9	(Refused)		
			100 %

(GO TO DEMOGRAPHICS)

DEMOGRAPHICS BEGIN HERE:

(INTERVIEWER READ:) Finally, we just need to ask some background questions to help us group our data.

D1. Are you currently receiving any Social Security benefits?

1	Yes - (Continue)	26 % (24%)
2	No (Skip to D3)	<u>74 % (76%)</u>
8	(DK) (Skip to D3)	
9	(Refused) (Skip to D3)	
		100 %

D2. (If code "1" in D1, ask:) What type of benefits are those? (Open ended and code) (Allow seven responses)

01	Other (list)	65% TOTAL RESPONSES	1 %
02	(DK)		6 %
03	(Refused)		
04	HOLD		
05	HOLD		
06	Disability benefits		12 % (29%)
07	Food stamps		
08	Medicaid		2 %
09	Medicare		15 %
10	Retirement benefits		56 % (33%)
11	Supplemental Security Income		6 % (24%)
12	Survivor benefits		4 % (3%)
13	Unemployment		
14	Widows benefits		8 % (6%)
	SS check/benefits		5 %
	Doctor/health insurance, etc.		1 %
	Money/monthly benefits		<u>1 %</u>
			117 %

(DEMOGRAPHICS CONTINUED)

D3. Is anyone else in your household currently receiving any Social Security benefits?

1	Yes - (Continue)	40 RESPONSES	16 % (15%)
2	No	(Skip to D5)	<u>84 % (85%)</u>
8	(DK)	(Skip to D5)	
9	(Refused)	(Skip to D5)	
			100 %

D4. (If code "1" in D3, ask:) What type of benefits are those? (Open ended and code) (Allow seven responses)

01	Other (list)		
02	(DK)		8 % (10%)
03	(Refused)		
04	HOLD		
05	HOLD		
06	Disability benefits		10 % (18%)
07	Food stamps		
08	Medicaid		2 %
09	Medicare		13 %
10	Retirement benefits		
11	Supplemental Security Income		10 % (26%)
12	Survivor benefits		7 % (5%)
13	Unemployment		
14	Widows benefits		1 % (5%)
	Retirement benefits		54 % (36%)
	SS check/benefits		5 %
	Money/monthly benefits		1 %
	Death/funeral		1 %
	Spouse benefits		1 %
	Monthly income/salary/employment		1 %

D5. AGE: What is your age? (Open ended and code actual age)

00 (Refused)
99 99+

<u>Age Range</u>	
<30	15 % (21%)
30-39	20 % (18%)
40-49	22 % (25%)
50-64	23 % (25%)
60 +	20 % (11%)
	<u>100 %</u>

D6. EDUCATION: What is the highest level of education you have completed (Open ended and code)

1	Less than high school graduate	11 % (14%)
2	High school graduate	29 % (35%)
3	Some college	24 % (25%)
4	Trade/Technical/Vocational training	5 % (4%)
5	College graduate	20 % (13%)
6	Postgraduate work/Degree	11 % (8%)
		<u>100 %</u>
8	(DK)	
9	(Refused)	

D7. MARITAL STATUS: What is your marital status?
Are you (read 1-5)?

1	Divorced	11 % (18%)
2	Separated	2 % (7%)
3	Widowed	1 % (9%)
4	Currently married, OR	58 % (35%)
5	Single and never married	18 % (31%)
		<u>100 %</u>
8	(DK)	
9	(Refused)	

(DEMOGRAPHICS CONTINUED)

D8. EMPLOYMENT STATUS: Which of the following describes your employment situation? Are you (read 1-4)?

1	Unemployed	16 % (21%)
2	Employed part-time	13 % (10%)
3	Employed, but on maternity leave, or on leave for some other reason, OR	1 % (2%)
4	Employed full-time (35 or more hours per week)	49 % (55%)
5	(Retired)	<u>20 % (12%)</u>
		99 %
8	(DK)	
9	(Refused)	

D9. ETHNICITY: Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or other Spanish background?

1	Yes	7 %
2	No	<u>93 %</u>
		100 %
8	(DK)	
9	(Refused)	

D10. RACE: What is your race? The U.S. census categories are American Indian or Alaska Native, Asian, Black or African-American, Native Hawaiian, or other Pacific Islander, or White (Open ended and code)

01	Some other race (list)	1 %
02	(DK)	
03	(Refused)	
04	HOLD	
05	HOLD	
06	White	83 %
07	African-American/Black	7 %
08	(Hispanic)	5 %
09	American Indian or Alaska Native	2 %
10	Asian	2 %
11	Native Hawaiian or other Pacific Islander	<u>0 %</u>
		100 %

(DEMOGRAPHICS CONTINUED)

D11. Including this number, how many telephone lines are there in your house that are primarily for non-business use? Do not include dedicated fax or computer lines. (Open ended and code actual number)

98 (DK)
99 (Refused)

<u>1</u>	82 % (74%)
2	15 % (20%)
<u>3</u>	<u>2 % (4%)</u>
	99 %

D12. So we can be sure we are getting a cross-section of all people, please tell me, is your total annual household income, before taxes, (read 1-6)?

1	Less than \$20,000	23 % (37%)
2	\$20,000 to less than \$35,000	23 % (24%)
3	\$35,000 to less than \$50,000	18 % (14%)
4	\$50,000 to less than \$75,000	17 % (11%)
5	\$75,000 to less than \$100,000, OR	8 % (6%)
6	\$100,000 or more	8 % (2%)
8	(DK)	<u>4 % (6%)</u>
9	(Refused)	
		101 %

D13. GENDER: (Do not ask; code only)

1	Male	41 % (33%)
2	Female	59 % (67%)

D14. URBANICITY: (Code from "Fone" file)

1	Urban
2	Suburban
3	Rural
8	Missing

(INTERVIEWER READ:) (We are required by law to tell you that we cannot conduct, and you are not required to respond to, a survey, unless it has a valid OMB control number.) The OMB (Office of Management and Budget) control number for this survey is 0960-0594, which expires December 31, 1998.

Again, this is _____, with The Gallup Organization of Lincoln, Nebraska. I'd like to thank you for your time. Our mission is to "help people be heard", and your input is important to Gallup and the Social Security Administration.

(NOTE TO INTERVIEWER: If respondent has questions concerning the survey, say:) You can contact the Social Security Administration concerning this questionnaire, toll-free, Monday through Friday, from 8:00 a.m. to 4:30 p.m., Eastern Standard Time, at 877-430-5584.

(VALIDATE PHONE NUMBER AND THANK RESPONDENT)

INTERVIEWER I.D.# _____ (2/41-
2/44)

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