Disability Insurance Customer Methodology

A. Population / Sampling Plan

This study's target population were SDI claimants who applied for DI or PFL benefits between March 1 and May 31, 2018. There were a total of 208,527 claims filed during this time period. The population included about 69 percent DI and 27 percent PFL claimants. We pulled a stratified random sample of 2,000 applicants that included 1,100 DI (55%), 781 PFL (39%), and 119 claimants who filed for both DI and PFL (6%). To improve our PFL response rate, we included a larger percentage of PFL claimants in our sample than represented in the population. In addition, the claimants who filed for both DI and PFL were included as part of the PFL claimants because they could answer the PFL specific questions.

B. Questionnaire

The SAR Section developed both English and Spanish versions of the questionnaire using an online data collection program, IBM SPSS Data Collection software. The survey consisted of 46 questions (36 closed-ended and 10 open-ended). All respondents received 25 of the questions, but the presentation of the remaining questions depended on prior responses. We included several questions about filing online that are currently used in a self-select survey found on the SDI online application. These were used for comparison purposes between the non-representative sample completing the SDI online survey and this customer satisfaction survey using a representative sample.

C. Procedures

The SAR Section obtained the claimant contact information through the Business Intelligence Competency Center. This included email addresses for those who provided them to the DIB (79%). On July 6, 2018, EDD's Mail Operations and Distribution Section (MODS) sent the first contact letter containing the participant's access code and directions to take the online questionnaire to all 2,000 sample members. On the following Tuesday, the SAR Section sent out the first email contact containing a personal survey link and directions to all participants who had an email address available (1,584). On July 13, 2018, the MODS sent the second contact/first reminder postcard to all sample members. The SAR Section sent out the first reminder email to all participants who had not completed the survey on July 17, 2018. On July 20, 2018, the MODS sent the third contact/second reminder; and July 27, 2018, the SAR Section sent the third email/second reminder to those participants who had not completed the online questionnaire. The same day, July 27, 2018 the MODS sent the third and final reminder letter. On August 3, 2018, the SAR Section sent the final email reminder to the remaining participants who still had not completed the online questionnaire.

All letters included the SAR Section's email address for anyone who had questions regarding the survey. The final letter also included a phone number for participants with trouble accessing the online survey. When necessary, researchers completed the questionnaire over the phone in English or in Spanish. Less than four percent of the

surveys were completed over the phone (Two percent were completed in Spanish and about one and a half percent were completed in English).

The translation unit in Marketing and Constituent Services translated all of the letters and emails into Spanish. Using the preferred language data that claimants provided during the claim filing process, we sent Spanish letters/emails to those who preferred Spanish (181) and English letters/emails to the rest (1,819).

D. Data Entry and Analysis

The use of IBM SPSS Data Collection software eliminated any data entry requirements. Researchers analyzed all responses using IBM SPSS Statistics software. All participants were provided with the following confidentiality guarantee:

> *The information you provide is confidential and will not be linked to your name. Your responses will not affect your benefits.*

The verbatim responses were provided for questions with fewer open-ended comments while questions with a larger number of comments were categorized by a SAR section researcher and then coded using IBM SPSS Data Statistics and Microsoft Excel. Categories, as well as the verbatim comments, were provided for the questions regarding what respondents would like to see on the mobile-friendly version of SDI Online, as well as the final question asking for suggestions to improve Disability Insurance Branch (DIB) services.

To protect confidentiality, the Survey and Applied Research (SAR) Section researchers made special efforts to edit respondent comments. All responses were minimally edited to correct major misspelling and grammatical errors; Spanish responses were not translated. In addition, any identifying information such as names and locations contained in the respondent comments was masked with generic terms placed within brackets.

Although we masked identifying information, the public or other entities may misinterpret the comments and/or inadvertently identify respondents and break confidentiality. Therefore, the respondent comments should be handled with care. The SAR Section recommends that respondent comments be shared ONLY with those individuals within EDD charged with improving the Disability Insurance Program.

E. Outcome Rate Statistics

Table 1

Response Rate Calculation

Description	All Respondents	DI Claimants	PFL Claimants**
Completed Surveys *(80%-100% complete)*	448	262	186
Partially completed *(50%-80% complete)*	8	7	1
Break-offs/Implicit refusal *(Completed at least one question but less than 50%)*	6	3	3
Logon *(Logged on to survey, but did not complete any questions)*	1	0	1
Returned *(Undeliverable)*	2	2	0
Refused	1	1	0
Ineligible	0	0	0
No response	1,534	825	709
Survey sample size	2,000	1,100	900
Response Rate*	22.8%	24.5%	20.8%

*The response rate was calculated using the American Association for Public Opinion Research (AAPOR) Response Rate 4.0, which counts partial and completed surveys. For details on the different formulas used to calculate response rates see The American Association for Public Opinion Research. 2016. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 9th edition.* Lenexa, Kansas: AAPOR.
**PFL Claimants includes respondents who only filed for PFL benefits, as well as those who applied for both PFL and DI benefits during the sample time frame.

F. Efforts to Reduce Potential Error

- **Coverage Error**: Coverage error occurs when the sampling frame does not accurately reflect the target population.[1] The presence of coverage error results in either non-coverage or over-coverage. Non-coverage, or under-coverage, occurs when units of the target population are not included in the sampling frame. Over-coverage, on the other hand, happens when either (1) there are units in the sampling frame that do not belong to the target population, or (2) the sampling frame contains duplicative records.
The EDD's Business Intelligence Group provided the SAR Section with the contact data for all SDI claimants with active claims for DI or PFL during March 1 to May 31, 2018. Since this administrative data is highly accurate, the sampling frame should include all claimants from the target population, thus significantly reducing the likelihood of non-coverage or over-coverage due to ineligible members of the sampling frame. In addition, the researchers carefully removed

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[1] Sampling frame refers to the accessible list of the target population from which the random sample is drawn.

duplicate cases from the sample frame, further reducing the likelihood of over-coverage.

- **Measurement Error**: Measurement error can occur when the data collection instruments are constructed in ways that influence respondents' answers. The result of such error can lead to answers that do not accurately or reliably reflect the true answer of respondents. In the present study, the researchers carefully exercised survey research industry best practices and questionnaire development standards to reduce the possibility for measurement error. Many questions were identical or very similar to questions asked on previous surveys. All questions were reviewed and tested internally to ensure reliability and validity and minimize measurement error.

- **Sampling Error**: Sampling error occurs any time researchers use a random sample rather than observing each element of the target population. This type of error can only be reduced by increasing sample size. The target population for this survey included the 208,527 claimants who applied for DI or PFL benefits from March 1 to May 31, 2018. Of the entire sample of 2,000, the survey yielded 456 partially or fully completed surveys, resulting in a ± 4.6% overall sampling error.[2] Sampling error for each question will vary because of skip logic and survey drop-off and is provided in the notes for each question.

- **Non-response Error**: Non-response error occurs when respondents differ significantly from non-respondents in key measures or demographics. In this survey, the researchers compared the response proportions among subgroups using the demographic variables available in the participant data: age, gender, ethnic identity, language, and filing method. Where we found statistically significant differences between respondents and non-respondents on these variables, we used the most important questions answered by all respondents to detect and examine the extent of non-response error.
    - There were no statistically significant differences between respondents and non-respondents on gender, ethnic identity, language, or filing method. However, we found a statistically significant difference between respondents and non-respondents on age; responders were older. Therefore we used the following important question answered by all respondents to detect and examine the extent of non-response error:

      "How satisfied are you with the service(s) you used to obtain the information you were seeking?"

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[2] This sampling error means that 19 out of 20 times that we have a random sample of 456 from this population, the true population value on the main survey question (e.g., did you receive X service [yes or no]) will be contained within 4.6 percentage points above or below the results for this sample. For example, if 70% of our sample indicated that they received X service, the true population value is between 65.4-74.6%.

However, there were no significant differences in responses to this question between over-and under-represented groups within age, indicating little to no non-response error.

- As mentioned in Methodology Section A, we oversampled the PFL claimants to ensure a sufficient number of responses to be able to generalize to the PFL claimants. Thus, we received a higher proportion of responses from PFL claimants than they represent in the claimant population as a whole. To better represent the claimant population, we therefore applied a weighting variable for analyses on questions related to the claimant population as a whole. The weighting variable adjusted the weight allocated to each case based on whether the claimant was DI or PFL. All tables showing results for which the weighting variable was used are identified with a note below the table: "Data weighted to better represent the population of claimants."

  COMPUTE WEIGHT = (DI=1) * (68.8 / 58.9) + (PFL=2) * (31.2 / 41.1).
  Where DI = Disability Insurance Claimants, and PFL = Paid Family Leave Claimants as well as those who applied for both Paid Family Leave and Disability Insurance.

G. Question Text and Sampling Error for Published Results

DI Claimant Satisfaction With the Process of Filing a New DI Claim
Sampling error: ± 5.1%

Now we want to find out how satisfied you are with the application process when you filed your most recent claim for DI benefits. In general, how satisfied are you with the process to file a new DI claim?
Completely satisfied
Mostly satisfied
Moderately satisfied
Only a little satisfied
Not at all satisfied

Ahora el Departamento (EDD) quiere saber qué tan satisfecho estuvo usted recientemente con el proceso para establecer una solicitud para beneficios del Seguro de Discapacidad (DI). En general, ¿cuál es su nivel de satisfacción referente al proceso para establecer una solicitud nueva para beneficios del Seguro de Discapacidad (DI)?
Completamente satisfecho
Casi completamente satisfecho
Moderadamente satisfecho
Un poco satisfecho
No estoy nada satisfecho

<u>PFL Claimant Satisfaction With the Process of Filing a New PFL Claim</u>
Sampling error: ± 6.5%

Now we want to find out how satisfied you are with the application process when you filed your most recent claim for PFL benefits. In general, how satisfied are you with the process to file a new PFL claim?
Completely satisfied
Mostly satisfied
Moderately satisfied
Only a little satisfied
Not at all satisfied

Ahora el Departamento (EDD) quiere saber qué tan satisfecho estuvo usted recientemente con el proceso para establecer una solicitud para beneficios del Permiso Familiar Pagado (PFL). En general, ¿cuál es su nivel de satisfacción referente al proceso para establecer una solicitud nueva para beneficios del Permiso Familiar Pagado (PFL)?
Completamente satisfecho
Casi completamente satisfecho
Moderadamente satisfecho
Un poco satisfecho
No estoy nada satisfecho

<u>Percent of DI Claimants Who Used SDI Online to File Their Most Recent Claim for Benefits</u>
Sampling error: ± 5.1%

How did you file your most recent claim for DI benefits?
Paper application
SDI Online

¿Cómo completó usted la más reciente Solicitud para Beneficios del Seguro de Discapacidad (DI)?
A través del formulario en papel
Electrónicamente a través de SDI Online

Percent of PFL Claimants Who Used SDI Online to File Their Most Recent Claim for Benefits
Sampling error: ± 6.5%

How did you file your most recent claim for PFL benefits?
Paper application
SDI Online

¿Cómo completó usted la más reciente Solicitud para Beneficios del Permiso Familiar Pagado (PFL)?
A través del formulario en papel
Electrónicamente a través de SDI Online

EDD Response Time to DI Claimants' Applications for Benefits
Sampling error: ± 5.2%

Once you mailed, delivered or completed your claim for DI benefits online, how long was it before you received any response about your claim for benefits?
One week or less
Over one week but less than two weeks
Two weeks up to one month
One month or more

Una vez que usted presento la Solicitud para Beneficios del Seguro de Discapacidad (DI), ¿cuánto tuvo que esperar para recibir una respuesta por parte del Departamento (EDD) sobre su elegibilidad para recibir pagos de beneficios?
Una semana o menos
Más de una semana, pero menos de dos semanas
Más de dos semanas, pero menos de un mes
Un mes o más

EDD Response Time to PFL Claimants' Applications for Benefits
Sampling error: ± 6.5%

Once you mailed, delivered or completed your claim online for PFL, about how long was it before you received any response about your claim for benefits?
One week or less
Over one week but less than two weeks
Two weeks but less than one month
One month or more

Una vez que usted presento la Solicitud para Beneficios del Permiso Familiar Pagado (PFL), ¿cuánto tuvo que esperar para recibir una respuesta por parte del Departamento (EDD) sobre su elegibilidad para recibir pagos de beneficios?

Una semana o menos

Más de una semana, pero menos de dos semanas

Más de dos semanas, pero menos de un mes

Un mes o más