

SOCIOMETRICS PROJECT No. 32

SUPPLEMENTAL SECURITY INCOME OUTREACH EVALUATION

This contract with the Social Security Administration (SSA) provided an overall integrated evaluation of a series of outreach projects designed to identify individuals potentially eligible for the Supplemental Security Income (SSI) program and assist them with the application process. There were three overall evaluation objectives. The first was to assess the effectiveness of the outreach approaches employed with distinct populations. Effectiveness was defined as increasing the number or proportion of potential eligible individuals who actually received SSI. Each of the 82 outreach projects was evaluated individually, and then all were considered together to reach more general conclusions about what approaches worked, with what populations, and under what circumstances. The second objective was to identify the practical issues involved in designing and implementing outreach. These issues covered areas such as selecting a target population and appropriate outreach methods, staffing and managing outreach projects, recognizing when outreach methods were not working well and needed to be adjusted, and responding to the environment in which the project operated. The third objective was to take the lessons learned from the implementation and evaluation of the outreach projects to develop a set of recommendations to the SSA for the provision of assistance to outside agencies wishing to conduct SSI outreach in the future. This included discussion of the potential for the projects' outreach methods to be replicated by other organizations at other times and places, and recommendations for how SSA could assist other organizations in the conduct of SSI outreach.

Work was continued under two additional contracts (see Project Nos. 62 and 73).

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Contract No: 600-91-0076 Project Officer: Christine Garcia

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