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## NCSSSA 2014 Membership Survey – Overview of Results

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July 27, 2014

### Purpose of Survey

During June 2014, the National Conference of State Social Security Administrators (NCSSSA) Membership Committee conducted a brief survey that was distributed to all states (including the Virgin Islands and Puerto Rico) via GoogleGroups and via emails sent by Regional Vice Presidents. The survey had two goals:

1. To determine what constraints are facing each state and U.S. territories in their ability to perform their federally mandated responsibilities.
2. To identify what NCSSSA can do to better assist the states and territories in performing their State Social Security Administrators duties.

### Survey Results

The summary data and access to comments provided by respondents are available at:

[https://www.surveymonkey.com/sr.aspx?sm=w1D1\\_2fvaxD3q0Osop\\_2bLxJ00sQhDISD3\\_2fjoLT\\_2b0xU5wB0\\_3d](https://www.surveymonkey.com/sr.aspx?sm=w1D1_2fvaxD3q0Osop_2bLxJ00sQhDISD3_2fjoLT_2b0xU5wB0_3d).

NOTE: Questions that include comments have the following words immediately to the left of the total responses for that question: "show replies." Click on those words to reveal all comments.

### Overview of Results

A. 33 total responses received from 29 different states (56% of 52 states responded).

B. Responses by region:

- a. Region 1: 2 (20% of states in region)
- b. Region 2: 4 (80% of states in region)
- c. Region 3: 5 (63% of states in region)
- d. Region 4: 2 (33% of states in region)
- e. Region 5: 5 (63% of states in region)
- f. Region 6: 5 (83% of states in region)
- g. Region 7: 6 (75% of states in region)

C. Percentage of time devoted to State Social Security Administrator-related duties:

Average = 40 %

Median = 25 %

Mode (most frequent response) = 10% (8 people), followed closely by 100% (7 people)

Range = 5 to 100 %

D. Constraints on performing duties (question #6):

- a. **Time limitations** (significant or moderate limitation or constraint = 37.5%; neutral = 15.6%; insignificant or not a limitation = 46.9%)
- b. **Funding limitations** (significant or moderate limitation or constraint = 31.2%; neutral = 31.3%; insignificant or not a limitation = 37.5%)
- c. **Knowledge level** (significant or moderate limitation or constraint = 25.1%; neutral = 12.5%; insignificant or not a limitation = 62.5%)
- d. **Insufficient training** (significant or moderate limitation or constraint = 21.9%; neutral = 15.6%; insignificant or not a limitation = 62.6%)
- e. **Level of assistance from SSA's Baltimore staff** (significant or moderate limitation or constraint = 3.2%; neutral = 45.2%; insignificant or not a limitation = 51.6%)
- f. **Level of assistance from SSA's regional office staff** (significant or moderate limitation or constraint = 31.3%; neutral = 15.6%; insignificant or not a limitation = 53.1%)
- g. **Level of assistance from IRS FSLG's national staff** (significant or moderate limitation or constraint = 12.6%; neutral = 34.4%; insignificant or not a limitation = 53.1%)

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- h. **Level of assistance from IRS FSLG's area staff** (significant or moderate limitation or constraint = 16.2%; neutral = 25.8%; insignificant or not a limitation = 58.1%)
- E. **Importance of the job of State Administrator in your state (question #7):**
- a. **Governor's Office** (doesn't know program exists and/or knows about Section 218, but is hands off unless there's a problem = 51.7%; very interested and actively supports State Administrator = 10.3%; do not know = 37.9%)
  - b. **Named State Social Security Administrator** (doesn't know program exists = 0%; knows about Section 218, but is hands off unless there's a problem = 11.5%; very interested and actively supports State Administrator = 84.6%; do not know = 3.8%)
  - c. **Supervisor (if not named State Social Security Administrator)** (doesn't know program exists = 0%; knows about Section 218, but is hands off unless there's a problem = 26.1%; very interested and actively supports State Administrator = 69.6%; do not know = 4.3%)
- F. **Level of support from state officials (question #8):**
- a. **Supervisor** (nonexistent or poor = 0%; average = 24.2%; above average or excellent = 75.8%)
  - b. **Agency or Department's Executive Director** (nonexistent or poor = 3.2%; average = 35.5%; above average or excellent = 61.3%)
  - c. **Governor's Office** (nonexistent or poor = 40%; average = 33.3%; above average or excellent = 26.7%)
  - d. **State Attorney General's Office** (nonexistent or poor = 32.3%; average = 35.5%; above average or excellent = 32.3%)
- G. **Constraints and limitations related to participation in NCSSSA (question #9):**
- a. **Time limitations** (significant or moderate limitation or constraint = 34.4%; neutral = 15.6%; insignificant or not a limitation = 50%)
  - b. **Funding limitations** (significant or moderate limitation or constraint = 43.8%; neutral = 6.3%; insignificant or not a limitation = 50%)
  - c. **Unfamiliar with NCSSSA** (significant or moderate limitation or constraint = 3.4%; neutral = 17.2%; insignificant or not a limitation = 79.3%)
  - d. **Predecessor did not participate in NCSSSA** (significant or moderate limitation or constraint = 10%; neutral = 26.7%; insignificant or not a limitation = 63.3%)
  - e. **Previous bad experience with NCSSSA** (significant or moderate limitation or constraint = 7.2%; neutral = 17.9%; insignificant or not a limitation = 75%)
- H. **What NCSSSA can do to better serve you and other state officials (question #10):**
- a. Provide training at the annual conference for new State Administrators or who need basic information on how to perform duties = 66.7%
  - b. Provide training at the annual conference for more experienced State Administrators or who need more detailed information about specific issues or concerns = 66.7%
  - c. Provide training in my region during the program year for new or inexperienced State Administrators = 48.1%
  - d. Provide tele-training during the program year = 44.4%
  - e. Provide regular information on Committee activities on the NCSSSA website = 40.7%
  - f. Provide regular information on Committee activities via GoogleGroups = 33.3%
  - g. Provide training in my region during the program year for more experienced State Administrators on specific issues = 33.3%
  - h. Provide customized training specific to my state = 18.5%
  - i. Personal (telephone) contact periodically from my Regional Vice President = 14.8%