

Agency: Social Security Administration

Initiative Title: Signature Proxy

Background

Signature Proxy is an alternative to the traditional pen and ink or “wet” signature, and it eliminates the need to retain paper applications in most circumstances by allowing the technician to process the application on the claimant’s behalf, without a signature. In most instances, Signature Proxy allows SSA to store and process the entire benefit application electronically, thus reducing costs associated with mailing and storing physical files. In addition, the adoption of Signature Proxy supports faster processing of claims and will improve service to the public by eliminating the need to mail the application to the claimant and wait for it to be signed and returned.

Burden Reduction

Signature Proxy allows a Title II or Title XVI applicant or beneficiary to sign their application or redetermination form electronically. Previously, to complete the application process claimants needed to sign and mail in the application signature page to SSA. Under the Signature Proxy process, a “signature” is obtained by giving verbal consent for telephone claims or by clicking a button for Internet claims. SSA estimates Signature Proxy will reduce the amount of time required to submit the application by one minute per respondent. The calculation charts at Exhibit I attached illustrates the burden reductions achieved as a result of the Signature Proxy initiative.

Applications and Forms using Signature Proxy

Title II

- 0960-0618, Internet Social Security Benefits Application (ISBA), SSA-1, SSA-2 & SSA-16
- 0960-0003, Application for Mother's or Father's Insurance Benefit, SSA-5-F6
- 0960-0012, Application for Parent's Insurance Benefits, SSA-7
- 0960-0013, Application for Lump-Sum Death Payment, SSA-8-F4
- 0960-0004, Application for Widow's or Widower's Insurance Benefits SSA-10-BK
- 0960-0010, Application for Child's Insurance Benefits, SSA-4-BK
- ¹0960-0014, Request to be Selected as Payee, SSA-11-BK

¹ The figures cited for the SSA-11 are for both Title II and XVI.

Title XVI

- 0960-0229, Application for Supplemental Security Income, SSA-8000-BK
- 0960-0444, Application for Supplemental Security Income, SSA-8001-F5
- 0960-0416, Statement for Determining Continuing Eligibility for Supplemental Security Income Payments, SSA-8203-BK
- 0960-0014, Request to be Selected as Payee, SSA-11-BK

Signature Proxy Burden Reduction Calculations

Title II Collections

0960-0618 / ISBA – SSA-1, 2 & 16

ISBA

Approximately 169,000 respondents complete ISBA annually and 100% of the ISBA respondents use Signature Proxy to sign their application. The breakdown is displayed on the following chart:

| <u>Form Type</u> | <u>Number of Respondents</u> | <u>Estimated Completion time</u> | <u>Burden Hours</u> |
|------------------|------------------------------|----------------------------------|---------------------|
| ISBA | 169,000 | 20.4 minutes | 57,460 |
| Totals: | 169,000 | | 57,460 |

As a result of the Signature Proxy initiative SSA has achieved a **2,817** burden hour reduction in the ISBA collection activity.

SSA-1

Approximately 1,460,692 respondents complete the SSA-1 annually. Of this total 97% (1,416,871) are completed through SSA’s ²Modernized Claims System (MCS) and 50% of the MCS respondents will use Signature Proxy (708,435.5). The breakdown is displayed on the following chart

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 708,435.5 | 10.5 minutes | 123,976 |
| MCS/Signature Proxy | 708,435.5 | 9.5 minutes | 112,169 |
| Paper | 43,821 | 10.5 minutes | 7,669 |
| Totals: | 1,460,692 | | 243,814 |

As a result of the Signature Proxy initiative SSA has achieved an 11,807 burden hour reduction in the SSA-1 collection activity.

² Modernized Claims System (MCS) – SSA’s automated system for taking and processing title II Applications.

SSA-2

Approximately 700,000 respondents complete the SSA-2 annually. Of this total 95% (665,000) are completed through MCS and 50% of the MCS respondents will use Signature Proxy (332,500). The breakdown is displayed on the following chart

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 332,500 | 15 minutes | 83,125 |
| MCS/Signature Proxy | 332,500 | 14 minutes | 77,583 |
| Paper | 35,000 | 15 minutes | 8,750 |
| Totals: | 700,000 | | 169,458 |

As a result of the Signature Proxy initiative SSA has achieved a **5,542** burden hour reduction in the SSA-2 collection activity.

SSA-16

Approximately 1,513,677 respondents complete the SSA-16 annually. Of this total 97% (1,468,267) are completed through SSA's ³Modernized Supplemental Security Income Claims System (MISSICS) and 50% of the MCS respondents will use Signature Proxy (734,133.5). The breakdown is displayed on the following chart

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 734,133.5 | 20 minutes | 244,711 |
| MCS/Signature Proxy | 734,133.5 | 19 minutes | 232,476 |
| Paper | 45,410 | 20 minutes | 15,137 |
| Totals: | 1,513,677 | | 492,324 |

As a result of the Signature Proxy initiative SSA has achieved a **12,235** burden hour reduction in the SSA-16 collection activity.

³ Modernized Supplemental Security Income Claims System (MISSICS) -- SSA's automated system for taking and processing title XVI applications & redeterminations.

TOTAL BURDEN REDUCDTION FOR ISBA

As outlined in the chart below SSA's total ISBA burden reduction through the Signature Proxy Initiative is 32,401 burden hours.

| | |
|-----------------------------|---------------|
| ISBA | 2,817 |
| SSA-1 | 11,807 |
| SSA-2 | 5,542 |
| SSA-16 | 12,235 |
| Total ISBA Reduction | 32,401 |

0960-0010 / SSA-4-BK

Approximately 1,740,000 respondents complete the SSA-4-BK annually. Of this total 95% are completed through the MCS and 50% of the MCS respondents will use Signature Proxy. The claims are broken down into 2 Life and Death claim categories which have different completion times. The breakdown is displayed on the following charts:

Life Claims

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|---------------------|-----------------------|---------------------------|----------------|
| MCS | 439,375 | 10.5 minutes | 76,891 |
| MCS/Signature Proxy | 439,375 | 9.5 minutes | 69,568 |
| Paper | 46,250 | 10.5 minutes | 8,094 |
| Totals: | 925,000 | | 154,553 |

Death Claims

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|---------------------|-----------------------|---------------------------|----------------|
| MCS | 387,125 | 15.5 minutes | 100,007 |
| MCS/Signature Proxy | 387,125 | 14.5 minutes | 93,555 |
| Paper | 40,750 | 15.5 minutes | 10,527 |
| Totals: | 815,000 | | 204,089 |

As a result of the Signature Proxy initiative SSA has achieved a **13,775** burden hour reduction in the SSA-4-BK collection activity.

0960-0003 / SSA-5-F6

Approximately 50,000 respondents complete the SSA-5-F6 annually. Of this total 95% (47,500) are completed through MCS and 50% of the MCS respondents will use Signature Proxy (5,542). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 23,750 | 15 minutes | 5,938 |
| MCS/Signature Proxy | 23,750 | 14 minutes | 5,542 |
| Paper | 2,500 | 15 minutes | 625 |
| Totals: | 50,000 | | 12,105 |

As a result of the Signature Proxy initiative SSA has achieved a **395** burden hour reduction in the SSA-5-F6 collection activity.

0960-0012 / SSA-7-F6

Approximately 1,400 respondents complete the SSA-7-F6 annually. Of this total 95% (1,330) are completed through MCS and 50% of the MCS respondents will use Signature Proxy (665). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 665 | 15 minutes | 166 |
| MCS/Signature Proxy | 665 | 14 minutes | 155 |
| Paper | 70 | 15 minutes | 18 |
| Totals: | 1,400 | | 339 |

As a result of the Signature Proxy initiative SSA has achieved an **11** burden hour reduction in the SSA-7-F6 collection activity.

0960-0013 / SSA-8-F4

Approximately 877,000 respondents complete the SSA-8-F4 annually. Of this total 95% (833,150) are completed through MCS and 50% of the MCS respondents will use Signature Proxy (416,575). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MCS | 416,575 | 10 minutes | 69,429 |
| MCS/Signature Proxy | 416,575 | 9 minutes | 62,486 |
| Paper | 43,850 | 10 minutes | 7,308 |
| Totals: | 877,000 | | 139,223 |

As a result of the Signature Proxy initiative SSA has achieved a **6,944** burden hour reduction in the SSA-8-F4 collection activity.

0960-0004 / SSA-10-BK

Approximately 288,580 respondents complete the SSA-10 annually. Of this total 95% (274,151) are completed through MCS and 50% of the MCS respondents will use Signature Proxy (137,076). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|---------------------|-----------------------|---------------------------|---------------|
| MCS | 137,076 | 15 minutes | 34,269 |
| MCS/Signature Proxy | 137,076 | 14 minutes | 31,984 |
| Paper | 14,428 | 15 minutes | 3,607 |
| Totals: | 288,580 | | 69,860 |

As a result of the Signature Proxy initiative SSA has achieved a **2,285** burden hour reduction in the SSA-10 collection activity.

0960-0014 / SSA-11-BK

Approximately **1,500,000** respondents complete the SSA-11 annually. Of this total 1,000,000 are completed through the ⁴Representative Payee System (RPS) and 85% of the RPS respondents will use Signature Proxy (850,000). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|---------------------|------------------------------|---------------------------|----------------|
| RPS | 150,000 | 10.5 minutes | 26,250 |
| RPS/Signature Proxy | 850,000 | 9.5 minutes | 134,583 |
| Paper | 500,000 | 10.5 minutes | 87,500 |
| Totals: | ⁵1,500,000 | | 248,333 |

As a result of the Signature Proxy initiative SSA has achieved a **14,167** burden hour reduction in the SSA-11 collection activity.

⁴ Representative Payee System (RPS) – SSA’s automated system for taking and processing Applications to be Selected as Payee for both Title II & XVI claimants.

⁵ Based on the latest management information of this form’s usage, SSA is also adjusting the total number of annual respondents to the SSA-11 from 2,121,686 to 1,500,000.

Title XVI Collections**0960-0229 / SSA-8000-BK**

Approximately 1,128,374 respondents complete the SSA-8000 annually. Of this total 97% (1,094,523) are completed MISSICS and 25% of the MISSICS respondents will use Signature Proxy (273,631). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MISSICS | 820,892 | 36 minutes | 492,535 |
| MISSICS/Signature Proxy | 273,631 | 35 minutes | 159,618 |
| Paper | 33,851 | 41 minutes | 23,132 |
| Totals: | 1,128,374 | | 675,285 |

As a result of the Signature Proxy initiative SSA has achieved a **4,561** burden hour reduction in the SSA-8000-BK collection activity.

0960-0444 / SSA-8001

SSA has accounted for the Signature Proxy initiative in the ICR which was approved by OMB on April 21, 2006.

0960-0416 / SSA-8203 -BK

Approximately 900,000 respondents complete the information collected by the SSA-8203 annually. Of this total 85% (765,000) are completed through MISSICS and 25% of the MISSICS respondents will use Signature Proxy (191,250). The breakdown is displayed on the following chart:

| Collection Method | Number of Respondents | Estimated Completion time | Burden Hours |
|--------------------------|------------------------------|----------------------------------|---------------------|
| MISSICS | 573,750 | 19 minutes | 181,688 |
| MISSICS/Signature Proxy | 191,250 | 18 minutes | 57,375 |
| Paper | 135,000 | 19 minutes | 42,750 |
| Totals: | 900,000 | | 281,813 |

As a result of the Signature Proxy initiative SSA has achieved a **3,187** burden hour reduction in the SSA-8203 collection activity.

Summary

Through the ICB Signature Proxy Initiative SSA has achieved a total FY 2006 reduction of **77,726** burden hours. (As Shown Below.)

| SSA Collection | Net Burden Reduction |
|---|-----------------------------|
| ISBA / 0960-0618 | 32,401 |
| SSA-4-BK / 0960-0010 | 13,775 |
| SSA-5-F6 / 0960-0003 | 395 |
| SSA-7-F6 / 0960-0012 | 11 |
| SSA-8-F4 / 0960-0013 | 6,944 |
| SSA-10-BK / 0960-0004 | 2,285 |
| SSA-11-BK / 0960-0014 | 14,167 |
| SSA-8000-BK / 0960-0229 | 4,561 |
| SSA-8203-BK / 0960-0416 | 3,187 |
| Total Signature Proxy Burden Reduction | 77,726 |