

Supporting Statement
Request for Accommodation in Communication Method
Form SSA-9000
45 CFR 85.51
OMB No. 0960-0777

Change 1: On the screen entitled “Select Option”, the options for “Please select how the client would like to receive notices from Social Security in the future” are in a drop down box.

(Old) Options “Please select how the client would like to receive notices from Social Security in the future” were listed with radio buttons.

(New) Options “Please select how the client would like to receive notices from Social Security in the future” are listed in a drop down box.

Justification 1: *We added the drop-down box for technical functionality.*

Change 2: Clients can no longer request an ‘other’ accommodation if they have a request pending. We added a screen to show that if a client requests an ‘other’ accommodation while his/her other request is pending, the SSA employee must cancel the first request.

(Old) N/A

(New) See screen entitled **Special Notice Option Selection Screen (Pending Other Accommodation)**

Justification 2: *The addition prevents OGC from having to make decisions on multiple requests made by one client at the same time.*

Change 3: On the screen entitled “**Other Accommodation Information Entry Screen**”, we added a dropdown box to answer the “accommodation requested” question. The box contains three selections: “large print,” “audio CD,” and “other”.

(Old language)

The old screen asked for the accommodation requested and then provided a text box for the employee to type in the accommodation.

(New language)

The new screen (**Other Accommodation Information Entry Screen (“Other” Accommodation Selected)**) provides a drop down box with three options. If the client chooses the “other” option, then a text box will appear so that the field office employee can write in the client’s “other” accommodation request.

Justification 3: *We added the drop down box to alert field office employees that the agency is providing notices in both large print and audio CD. The client still has the option of requesting a format other than these two options.*

Change 4: Change the word “additional” to “other” on the following screens: “Select Option”; “Other Accommodation Information”; “Summary”; “Confirmation”; “Other Accommodation History”; “Other Accommodation History Details”.

(Old language)

“Additional Accommodation”

(New language)

“Other Accommodation”

Justification 4: *We changed “additional accommodation” to “other accommodation” for agency-wide consistency and to clarify that each client is entitled to only one accommodation.*

Change 5: We are now adding the client’s name to the other accommodation on the “Summary” and “Confirmation” screens.

(Old language)

Phone Number:

Address:

Condition that caused client to request Accommodation:

Accommodation Requested:

Explanation:

(New language)

Name:

Phone Number:

Address:

Condition that caused client to request Accommodation:

Accommodation Requested:

Explanation:

Justification 5: *We added the client’s name for clarity.*