**Justification for the Non-Substantive Changes to Forms:**

##### SSA-2930-BK, RSI/DI Quality Review

**Case Analysis-Sampled Number Holder;**

**SSA-8553-BK, RSI/DI Quality Review**

**Beneficiary Telephone Contact Letter**

**OMB No. 0960-0189**

**Justification for the Non-Substantive Changes:**

SSA intends to conduct a review of missed or overlooked entitlements during FY 2012 and 2013. For these reviews, we will use the Stewardship Quality Review forms and notices. We will be expanding the number of reviews by 1,000 cases for 2012 and 1,000 for 2013.

**I. Missed or Overlooked Entitlement Project:**

SSA is responsible for ensuring we address open applications, protective writings, leads, and other potential entitlements. Our stewardship, transaction reviews, and special studies indicated that SSA might overlook or disadvantage individuals when they file for benefits or named on an application for benefits.

Our review will investigate potentially overlooked entitlements and measure the size of the problem. We will review readily available materials in SSA’s systems of records to review documents and allegations. In some instances, we will need to clarify with the named individual items we cannot locate in our records.

We need to modify our burden estimate for the SSA-L8553-U3 by an increase of 1,000 respondents. We will conduct an abbreviated interview and will record our findings on the SSA-2930. We will record answers about identity (page 2), marriage (page 6), date of birth (page 4), and other entitlements (page 2). Our samples will vary in size, but we should make contact with no more than 1,000 individuals within a year.

Depending on the particular review category of entitlement, we may limit our questions to a specific topic. We will complete the fields based on the type of review or benefit under review. For example, we may limit the issue to just marriage, in which case we would ask questions about their marriage (e.g., How long were you married? Where did you get married?). If we are asking about children or students, we might ask information about when and where they attend school. We may ask about their relationship to the number holder. If we are investigating an entitlement based on a deceased individual, we may ask information about the deceased. We may ask for the date the individual died or where they recorded the death.

At a minimum, we would complete the identify portion of page 3 and record the responses, and from there it will depend on the type of study we are conducting. The majority of our questions for any entitlement issue will occur on page 9; however, we may ask questions from other sections of the SSA-2930 dependent on the category of entitlement (as stated above). Since our review is limited to looking for entitlement issues, we will not need the bulk of the other information typically collected through the SSA-2930; therefore, we estimate it will take us only 5 minutes to complete the interview for the purposes of this study.

The following chart shows the breakdown of expected burden for this review.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Form Number | Annual Responses | Frequency | Burden Hours Per Response (minutes) | Total Annual Burden Hours |
| SSA-L8553-U3 | 1000 | 1 | 5 | 83.33 |
| SSA- SSA-2930-BK, RSI/DI Quality Review (abbreviated information) | 1000 | 1 | 5 | 83.33 |