

**Justification for Non-Substantive Changes for Forms SS-5, SS-5-FS
Application for a Social Security Number Card, and the Social Security Number
Application Process (SSNAP)
20 CFR 422.103-422.110
OMB No. 0960-0066**

Background

SSA collects information on the SS-5 (used in the United States) and SS-5-FS (used outside the United States) to issue original or replacement Social Security cards. SSA also enters the application data into SSNAP when applicants request a new or replacement card either via telephone or in person. Applicants who visit an SSA field office can complete their application in an interview situation without completing a paper form SS-5 or SS-5-FS. As per section 20 *CFR 422.110*, members of the public may also file one of these applications to request a change in their SSN records.

Social Security Number (SSN) Printout

The SSN printout is a single-page document that displays a person's name and SSN. Technicians currently provide an SSN printout to a Number Holder (NH) upon their verbal request. While the SSN card is the official paper verification of an SSN, NHs often request an SSN printout to provide proof of an SSN to a federal, state or local agency, employer or other third party for various non-programmatic purposes. While we currently do not document these requests, we believe there is a need to do so.

SSA is making changes to the SSN printout process to minimize inherent weaknesses (e.g., standards for verification of identity, audit trails, documentation of evidence) and to reduce the large non-programmatic field office workload from its current request total of seven million per year.

Beginning June 4, 2012 through September 7, 2012, we will use form SS-5 or SSNAP to document requests for a Social Security number (SSN) printout, also known as "Numi-Lite." The expansion of use will be part of a pilot that will include three (3) SSA offices. The pilot will require the NH to provide the same evidence needed for an SSN replacement card. Form SS-5 or the current SSNAP screens for requesting a replacement SSN will be the data collection tools.

If the pilot is successful, we will implement nationally shortly thereafter. Possible outcomes that could influence SSA's decision to expand nationally include:

- The stricter identity requirement effect on workflow
- Extent of third-party reliance on SSN printout
- Reasons respondents give for needing the SSN printout

Once we evaluate the pilot program, and consider the program in light of the above outcomes, we will implement nationally.

Description of Current SSN Printout Process:

- NH verbally requests an SSN printout.
- Technician requests evidence of NH identity.
- NH provides identifying information to match information in our records and signs a statement claiming they are the NH or provides an identification document.
- Technician generates the SSN printout through a print query of the Numident file.
- Technician gives the SSN printout to the NH.

Description of New SSN Printout Process:

- NH requests an SSN printout using form SS-5 or SSNAP screens.
- Technician collects evidence required for an SSN replacement card and documents the evidence in SSNAP.
 - NH is a U.S. Citizen:
 - An identity document is required
 - NH is a non U.S. Citizen
 - An identity document and evidence of work-authorized alien status **or** current valid non-work need
- Technician generates the SSN printout through a print query of the Numident file.
- Technician gives the SSN printout to the NH.

Description of changes to Forms SS-5, SS-5-FS, and SSNAP Screens

There are no changes to forms SS-5, SS-5-FS, and SSNAP screens. The collection tools will remain the same. The respondent will only complete the sections necessary for requesting an SSN replacement card.

Burden Information:

In the following chart we supply the burden information for the pilot in three (3) SSA offices from June 4, 2012 through September 7, 2012 in a new application scenario titled, “Respondents who request access to an extract of their SSN record.” In addition, we also supply the burden information assuming national implementation on a separate line in the chart. Please note we

will first need to assess the results of the pilot before implementing nationally. However, if the results are good, we intend to implement nationally upon completion of the pilot.

Application Scenario	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Estimated Total Annual Burden (hours)
Respondents who do not have to provide parents' SSNs	10,500,000	1	8.5	1,487,500
Respondents whom we ask to provide parents' SSNs (when applying for original SSN cards for children under age 18)	400,000	1	9	60,000
Applicants age 12 or older who need to answer additional questions so SSA can determine whether we previously assigned an SSN	1,100,000	1	9.5	174,167
Applicants asking for a replacement SSN card beyond the new allowable limits (i.e., who must provide additional documentation to accompany the application)	600	1	60	600
Authorization to SSA to obtain personal information cover letter	500	1	15	125
Authorization to SSA to obtain personal information follow-	500	1	15	125

up cover letter				
Respondents who request access to an extract of their SSN record - Pilot	8,130	1	8.5	1,152
Respondents who request access to an extract of their SSN record – National Implementation	2,700,000	1	8.5	382,500
Totals	14,709,730			2,106,169

If the pilot results are less than we expect based on our criteria above, and we decide to forgo national implementation, SSA will complete a second Change Request to remove the national implementation burden from the chart above.