

LISTING OF PROPOSED GENERIC CLEARANCE COLLECTIONS

Below is a comprehensive list and description of all planned generic clearance activities for September 2012 through August 2015. Although we tried to project every possible activity, a situation may arise which will require us to conduct an unanticipated generic clearance. In that case, we will submit a change sheet to adjust the burden for this OMB number. As in the past, before conducting any generic clearance activity, we will submit documentation discussing the activity and a copy of the proposed collection instrument to OMB.

A. MAIL QUESTIONNAIRES

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through August 2015) Burden Hours
A-01	<p style="text-align: center;">Report Card Surveys</p> <p>These are brief scannable surveys measuring satisfaction with a specific business process. This category includes annual surveys of customers who have experienced various stages of SSA’s initial disability claims process and customers who have gone through the hearing process in connection with a disability claim. SSA will use the results to track satisfaction trends among these groups with sample sizes large enough to permit National and regional analysis. SSA implemented the annual survey of initial disability claimants in FY 2007 and implemented the annual survey of claimants who experienced the</p>	5,000	5,000	5,000

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	hearing process in FY 2008. We will conduct six surveys (three for the initial level and three for the hearing level) at staggered intervals for each of the upcoming fiscal years. For each of the six surveys, SSA will send a questionnaire with an estimated response time of 5 minutes to 10,000 disability applicants (60,000 total responders). SSA will use a contractor to administer the surveys. (DICRC)			
A-02	<p style="text-align: center;">Service Satisfaction Survey</p> <p>SSA conducts these surveys under the aegis of the agency's Service Delivery Feedback Program. This survey category includes the Office Visitor Survey (OVS), which is an annual mail questionnaire that obtains satisfaction ratings from people who have visited randomly selected SSA field and hearings offices. Results of the OVS are included in the calculation of the agency's overall satisfaction performance index. This survey category may also include a brief annual satisfaction survey conducted with people who have used various transactional services on SSA's website to conduct their business. SSA will also incorporate in the performance index, satisfaction with Internet services. SSA will survey approximately 50,000 respondents each fiscal year, with a response time of 5 minutes. SSA will use a contractor to administer the surveys.</p>	4,166	4,166	4,166
A-03	<p style="text-align: center;">Special Study Survey</p> <p>SSA plans to conduct satisfaction surveys on topics of current interest focusing on targeted populations or particular features of SSA service. In addition to</p>	6,250	6,250	6,250

	<p>measuring satisfaction with various SSA services, these surveys may address the service needs and expectations of various client groups currently served by the Agency as well as future client groups. We will form client groups based on factors such as their current or prospective connection with SSA, the type of business conducted by the group, the type of SSA program that affects the group, and demographic factors. Sample sizes will be large enough to permit analysis of pertinent subgroups. SSA will conduct the surveys by mail or the Internet depending on the population we are surveying. Examples of these types of surveys include surveys of prospective SSA clients, a survey of e-mail correspondents, a survey related to field offices' reception area practices, etc. SSA will use the results to gain insight about the customer experience and for agency planning purposes. Each year we expect to sample no more than 25,000 individuals. We anticipate an average response time of 15 minutes; the actual burden may vary from 10 to 20 minutes depending on the particular survey. SSA will use a contractor to administer the surveys.</p>			
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TOTAL BURDEN HOURS REQUESTED FOR MAIL QUESTIONNAIRES:

Year 1	Year 2	Year 3
15,416	15,416	15,416

B. MAIL/INTERNET QUESTIONNAIRES

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through August 2015) Burden Hours
B-01	<p style="text-align: center;">Customer Satisfaction Surveys</p> <p>This is an annual customer satisfaction survey of Social Security Disability Insurance beneficiaries and Supplemental Security Income recipients who have participated in SSA’s Ticket to Work (TTW) Program. We incorporate the customer satisfaction into an annual Employment Network (EN) Report Card and use the results of the survey to monitor and evaluate recipient satisfaction with their EN’s performance. Prospective TTW-eligible participants use the customer satisfaction information on the report card to help them choose an EN. SSA will use the results to track satisfaction trends among these groups with sample sizes large enough to permit national and regional analysis.</p> <p>We will conduct three surveys at staggered intervals for each of the upcoming plan’s years. For each of the surveys, SSA will send a questionnaire with an estimated response time of 10 minutes to 42,000 to 48,000 participants (135,000 total responders). SSA will use a</p>	7,000	7,500	8,000

	contractor to administer the surveys.			

TOTAL BURDEN HOURS REQUESTED FOR MAIL/INTERNET QUESTIONNAIRES:

Year 1	Year 2	Year 3
7,000	7,500	8,000

C. INTERNET QUESTIONNAIRES

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through August 2015) Burden Hours
E-01	<p align="center">Social Security Internet Services</p> <p>SSA will conduct two quantitative Internet surveys each GC plan year with members of the public to obtain customer feedback on modifications to 1) existing www.SocialSecurity.gov WebPages and 2) client password services and processes. We project approximately 3 million respondents will participate in GC plan year 1 and 75,000 in plan year 2 with an estimated response time of 3 minutes each.</p>	154,604	3,750	0

TOTAL BURDEN HOURS REQUESTED FOR INTERNET ACTIVITIES:

Year 1	Year 2	Year 3
154,604	3,750	0

D. TELEPHONE QUESTIONNAIRES

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through August 2015) Burden Hours
D-01	<p align="center">Service Satisfaction Survey</p> <p>SSA will also conduct these surveys under the aegis of the agency’s Service Delivery Feedback Program. This survey category includes the 800 Number Caller Survey and the Field Office Caller Survey, both designed to obtain satisfaction ratings from people who have conducted business with SSA over the telephone. Results of these two surveys are included in the calculation of the agency’s performance measure for overall satisfaction of people who do business with SSA. The surveys utilize similar short phone questionnaires addressing key factors related to satisfaction with telephone service. We will survey approximately 8,000 respondents with an estimated response time of 15 minutes for each fiscal year.</p>	2,000	2,000	2,000

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Special Study Survey				
D-02	SSA plans to conduct telephone satisfaction surveys with target populations and special-interest issue groups. We will conduct these surveys by telephone. In addition to measuring satisfaction with various SSA services, these surveys may address the service needs and expectations of various client groups currently served by SSA and potential future client groups. Examples of these types of surveys include new features of SSA's 800-number service, SSA's online services, and satisfaction with the clarity of specific SSA notices for programs such as the Medicare Part D subsidy program. We will conduct two special study surveys each GC plan year with 8,000 respondents (4,000 per survey) and an estimated response time of no more than 15 minutes.	2,000	2,000	2,000

TOTAL BURDEN HOURS REQUESTED FOR TELEPHONE QUESTIONNAIRES:

Year 1	Year 2	Year 3
4,000	4,000	4,000

E. COMMENT CARDS

SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through August 2015) Burden Hours
E-01	<p align="center">Field Office (FO) Customer Comment Card</p> <p>SSA will mail or FO management will give the card to FO callers or visitors to evaluate and improve the services by their customers. SSA will mail these cards to 875,000 respondents annually in GC Plan Years 1-3 with a response time of 5 minutes per respondent.</p>	72,917	72,917	72,917
E-02	<p align="center">Teleservice Center (TSC) Customer Comment Card</p> <p>SSA will mail this comment card to selected callers to the TSC. The purpose of the cards is to evaluate and improve the services offered by SSA’s TSCs. In GC Plan Years 1-3, SSA will mail the card to 396,900 members of the public annually, with a completion time of 5 minutes.</p>	33,075	33,075	33,075

TOTAL BURDEN HOURS REQUESTED FOR COMMENT CARDS:

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Year 1	Year 2	Year 3
105,992	105,992	105,992

I. OTHER

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SSA CATEGORY SUB-NUMBER COMPONENT	TITLE & DESCRIPTION OF COLLECTION	Year 1 (September 2012 through August 2013) Burden Hours	Year 2 (September 2013 through August 2014) Burden Hours	Year 3 (September 2014 through September 2015) Burden Hours
I-01	<p style="text-align: center;">Other</p> <p>This includes any possible future clearance that SSA has not covered in the above categories (16,666 respondents per year @ 30 minutes per response).</p>	8,333	8,333	8,333

TOTAL BURDEN HOURS REQUESTED FOR OTHER:

Year 1	Year 2	Year 3
8,333	8,333	8,333

THREE-YEAR GRAND BURDEN TOTAL FOR ALL REQUESTED GENERIC CLEARANCE ACTIVITIES:

GC PLAN YEAR	TOTAL HOURS (FOR ALL CATEGORIES)
Year 1	287,013
Year 2	275,659
Year 3	272,409
3-YEAR TOTAL	835,081