

**Addendum to the Supporting Statement for
Application Status
20 CFR 401.45
OMB No. 0960-0763**

Changes to the Collection Instrument:

Changes to the existing Automated Telephone Services Application for Application Status

In 2012, we submitted and OMB approved on 08/31/12, a Justification for the Non-Substantive Change for this information collection. The justification we provided was that SSA was in the process of replacing the current infrastructure that maintains the National 800 Number Network (N8NN) Telephone System and revamping SSA's automated N8NN Interactive Voice Recognition (IVR) Services. The name of the project under which the new infrastructure would be implemented was "Citizen Access Routing Enterprise (CARE) Through 2020."

We had planned for the changes for the Automated Telephone Application for Application Status to take place in late fall 2012, when we implement the N8NN IVR Service. We explained at the time of our change request that this date may be delayed due to unforeseen changes in the CARE Through 2020 transition schedule.

Summary of the Changes

Due to unforeseen changes in the CARE Through 2020 transition schedule, we are changing the N8NN IVR Service implementation date.

The changes for the Automated Telephone Application for Application Status will become **effective in calendar year 2014**, when we implement the N8NN IVR Service. This date may again be delayed due to any additional unforeseen changes in the CARE Through 2020 transition schedule.

Note: The knowledge based authentication data elements for Application Status have not been changed, specifically, the SSN and DOB will continue to be collected along with the 8-digit confirmation number as with the current process. The changes to the automated telephone application will be seamless to the caller.

Other Minor Revisions to the Collection Instruments

SSA is making the following revisions:

SSA's Office of the General Counsel is conducting a systematic review of SSA's Privacy Act Statements on agency collection instruments. As a result, SSA is updating the Privacy Act Statement on both applications.